

Don Bosco College, Kottiyam



DON BOSCO COLLEGE, KOTTIYAM

(Affiliated to the University of Kerala)

DEPARTMENT OF MANAGEMENT STUDIES

INTERNSHIP LOGBOOK

STUDENT & INTERNSHIP DETAILS

2026

Student Name : Ms.ANCY M Programme: BBA

APAAR ID : 953989731988

Organisation (IPO) : N.S Memorial Institute of Medical Sciences , Kollam.

Research Area/Project Title : A Study on Hospital Operations in
N.S Memorial Institute of Medical
Sciences , Kollam

IPO Mentor/Supervisor : Ms.DIVYA SUDARSHANAN

Duration : 06-04-2026 to 20-04-2026 (90 hours)

Mode : On Site
DON BOSCO
KOTTIYAM

Faculty Supervisor (College) : Ms.Mary Netto

Date of Joining: : 06-04-2026

PART I: DAILY WORK LOG

Date	Time In	Time Out	Hrs	Tasks Performed	Signature of IPO mentor
06-04-2026	9:00 am	4:00 pm	6	Participated in the hospital induction program and toured various departments to gain insights into hospital operations and workflow.	
07-04-2026	9:00 am	4:00 pm	6	Worked in the Medical Records Department. Learned the systematic process of handling patient records, including documentation standards and medical coding practices.	

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08-04-2026	9:00am	4:00pm	6	Worked at Health Insurance Desk, where I studied cashless and reimbursement claim processes, including pre/post authorization procedures for in-patients and standard insurance clearance protocols.	
09-04-2026	9:00am	4:00pm	6	Worked in the Reception. Deputed to the Front Office/Reception to facilitate patient registration, token distribution, file handling, and liaison with physicians for smooth patient flow.	
10-04-2026	9:00am	4:00pm	6	Assigned to the Pharmacy Department to study drug storage protocols, classification for IP/OP/surgical use, inventory control, pharmacy distribution, and expiry date monitoring.	
11-04-2026	9:00am	4:00pm	6	Worked in Hospital Administration Department. Understood the issuance process of birth and death certificates and observed the application and referral process through the K-SMART portal.	
12-04-2026	9:00am	4:00pm	6	Learned shareholder record maintenance, dividend distribution, basic investor communication handled share certificate, arrange files in numerical order and ensured proper filing at the shareholder desk.	

13-04-2026	9:00am	4:00pm	6	Studied the marketing department functions with emphasis on hospital branding via social media, content development, and coordination of doctor interviews and promotional video shoots.	
14-04-2026	9:00am	4:00 pm	6	Worked in the Mother & Child Department. Coordinated a special program for children with autism by assisting in activity planning, games, and event execution.	
15-04-2026	9:00am	4:00 pm	6	Worked in the Public Relations Office (PRO). Assisted in document filing and observed handling of patient complaints and service requests.	
16-04-2026	9:00am	4:00pm	6	Worked in the Outpatient Department (OP). Assisted in managing patient flow, observed consultation procedures, coordinated patient records, and learned the outpatient treatment process without admission.	
17-04-2026	9:00am	4:00pm	6	Worked another day in the Pharmacy. Observed medicine storage, classification of drugs for IP, OP, and surgical use, expiry monitoring, inventory management, and medicine distribution.	
18-04-2026	9:00am	4:00pm	6	Worked in the General Outpatient Department, observing patient registration, consultation procedures, diagnosis, prescription issuance, and follow-up services.	

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19-04-2026	9:00am	4:00pm	6	Worked in the Human Resources (HR) Department. Observed the recruitment process, employee records management, and other basic HR functions.	
20-04-2026	9:00am	4:00pm	6	Assisted in Human Resources (HR) activities. Learned about employee coordination, organisational policies, and attendance management.	



FINAL INTERNSHIP SUMMARY

Week	Dates	No. of Days Present	Hours Completed	Supervisor Initial
1	06-04-2026 12-04-2026	7 days	42 Hours	
2	13-04-2026 19-04-2026	7 days	42 Hours	
3	20-04-2026	1 day	6 Hours	
Total		15 days	90 Hours	

Brief Description of Organisation:

NS Memorial Institute of Medical Sciences, located in Palathara, Kollam, is a well-established multi-specialty healthcare institution committed to delivering high-quality and patient-centered medical care. The hospital offers a comprehensive range of healthcare services, including outpatient and inpatient care, diagnostic services, pharmacy, health insurance support, emergency care, and hospital administration. Equipped with modern medical facilities, advanced technology, and a team of experienced healthcare professionals, the hospital maintains high standards of clinical excellence and patient safety. It functions through various departments such as the Medical Records Department (MRD), Pharmacy, Human Resources (HR), Finance, Marketing, Public Relations (PRO), and Hospital Administration, ensuring efficient healthcare delivery and excellent patient satisfaction.

Summary of Work Completed:

During my internship, I gained practical exposure to the functioning of various hospital departments and developed a better understanding of hospital management practices. I worked in the Medical Records Department (MRD), where I learned patient record management and documentation procedures. I also assisted in health insurance documentation, observed pharmacy inventory management and billing processes, and gained experience in hospital administration and outpatient services. In addition, I participated in marketing activities, public relations initiatives, and Human Resources functions, which enhanced my understanding of patient service, communication, and organizational management. This internship provided me with valuable practical knowledge of hospital operations and strengthened my understanding of healthcare management systems.

Major Skills Gained:

- Record management and documentation skills
- Basic knowledge of hospital administration
- Data entry and hospital information system handling
- Communication and interpersonal skills
- Teamwork and coordination
- Time management and organizational skills
- Problem-solving and analytical skills
- Professional ethics and workplace discipline

Research/Innovation Exposure (if any):

The internship provided valuable exposure to digital record management systems and modern healthcare technologies used in hospital operations. I observed the use of Electronic Medical Records (EMR), online patient registration, health insurance claim processing, and digital documentation systems. This experience helped me understand how technology improves operational efficiency, accuracy, and the quality of patient care in a healthcare organization. The exposure to these digital technologies enhanced my understanding of how innovation supports effective decision-making, streamlines hospital operations, and improves overall healthcare service delivery. Observing these technological advancements reinforced my appreciation for the hospital's commitment to innovation, efficiency, and the continuous improvement of healthcare services.

Contribution Made to Organisation:

During the internship, I contributed by assisting hospital staff in maintaining accurate patient records, organising departmental documents, supporting administrative activities, and helping with health insurance documentation. I also assisted in pharmacy inventory-related tasks, marketing activities, and public relations work whenever required. My active participation and willingness to learn enabled me to support the smooth functioning of various departments while developing practical management skills.

Career Insights Gained:

This internship provided me with valuable insights into the healthcare industry and the critical role of management in ensuring efficient hospital operations. I gained a deeper understanding of hospital administration, patient service management, interdepartmental coordination, and professional workplace practices. Observing the dedication and teamwork of healthcare professionals inspired me to pursue a career in healthcare management. The experience enhanced my confidence, improved my managerial skills, and strengthened my interest in contributing to the healthcare sector in the future.

Student Signature: 

Name : ANCY .M

Date : 04-07-2026

Certificate
(To be filled by the IPO Mentor)

This is to certify that Mr./Ms. ANCY. M. has successfully
completed internship at NSMIMS from 06.04.26 to 20.04.26 and has
completed 90 hours.

General Conduct:

- ☐ Excellent
☐ Very Good
☒ Good
☐ Satisfactory



Mentor's Signature: _____

MANAGER - HUMAN RESOURCE
N.S. MEMORIAL INSTITUTE OF
MEDICAL SCIENCES
PALATHARA, KOLLAM - 20

Official Seal: _____

Date: 04-07-2026