

Kingdom of Saudi Arabia
Ministry of Education
Umm Al Qura University
Faculty of Applied Medical Sciences
Vice Dean for Hospital Affairs
Health Management Program



Health Management

Internship Booklet



HEALTH MANAGEMENT Internship Booklet

Intern Name	
University ID	
Training Year	
Training Hospital	

Preface

Internship is an integral part of the Health Management program and is designed to provide interns with an opportunity to integrate and apply previously acquired knowledge and technical skills in actual practice settings.

This internship booklet is prepared with the intention to provide orientation to interns about various tasks to be performed and/or observed in different training stages during one year internship. The ultimate goal is that intern may acquire necessary skills in performing various health management tasks.

The beginning of the booklet entails the description of Health Management program stating its mission, goals and objectives. Following this, particulars of internship including its duration, schedule, rotations, monitoring and evaluation procedures are stated.

The main contents of this booklet are the tasks list for each training stage which interns are expected to either perform or observe during the training. They need to fill tasks list in each discipline during their training at each stage.

It is essential to evaluate intern's professional behavior and technical competencies that are expected to achieve on completion of his/her internship. The later part of the booklet contains samples of various forms.

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INTERN INFORMATION

Name	<i>(Arabic):</i>
	<i>(English):</i>
University ID	
National ID	
Mobile	
In case of emergency	Mobile No.
	Relation:
E-mail	
Address	

HEALTH MANAGEMENT PROGRAM

LABORATORY MEDICINE PROGRAM

1.1 Vision, Mission, Goals, Objectives and Values of the Program

1.1.1. Vision:

The vision of the health management program is to be the center of excellence in health management education, training, consultation and research in the region.

1.1.2. Mission:

The Mission of the health management program, Faculty of Applied Medical Sciences, Umm Al Qura University, is to provide a continuum of well educated, knowledgeable, skillful and committed health management professionals who contribute to the advancement of the profession and collaborate effectively with the enhancement of health care services in a variety of health settings and the overall community improvement of health and wellness.

1.1.3. Goals:

- To obtain national and international academic accreditation.
- To prepare competent health management professionals who have acquired necessary knowledge, skills, training and proficiency in the health management field.

1.1.4. Objectives:

The objectives of health management program are to:

1. Provide a broad-based knowledge, attitudes and skills for health services management students throughout the five years program period.
2. Enable the highest level of teaching expertise for students throughout the four years study period.
3. Provide practical experiences throughout the internship year to enable interns to gain skills that will help for future employment.
4. Develop critical thinking and problem-solving skills to apply within a range of health services organizations.
5. Develop leadership and human resource management skills to respond effectively in diverse health services settings.
6. Develop research skills as sample selection, sample size estimation, choice of research tools, data collection, analysis and interpretation.

7. Apply health care ethics to issues that arise in the changing health services environment.
8. Analyze and synthesize information for effective market-related and strategic decision-making and planning
9. Know about the regulatory and legal environment in which health services operate.
10. Apply quantitative and qualitative analysis techniques to enable effective organizational decision-making and problem solving.

1.1.5 Values:
Health Management Program observes following values:

1. Caring, integrity and excellence
2. Commitment to innovation
3. Life-long learning and inquiry
4. Promotion of equity, diversity, and professionalism
5. Effective partnership with all stakeholders
6. Multi-professional and interdisciplinary collaboration
7. Supportive and respectful relationships
8. Accountability and transparency
9. Responsiveness to local, national, and international health services management needs

1.2 Program Description:

Faculty of Applied Medical Sciences, Umm Al-Qura University offers the program leading to Bachelor degree (BSc) in health management. The program provides students a strong foundation in health management theory, training and research

The program comprises of eight semesters plus one year internship (hospital based training), after which the degree of B.Sc. Health Management is awarded to successful candidates. A student undertaking this program must complete a total of 140 credit units.

1.2.1. The language of teaching: English.

1.2.2. In addition, students are expected to develop certain academic skills such as essay and report writing, presentation skills and statistical analysis. These essential skills will allow the student to complete two important components of the program:

1.2.2.1 The Research Project: This 10 credit units course is offered in 7th semester and completing by the end of 8th semester. The students are provided with a list of projects proposals to choose from after agreement with supervisors in the department. It is expected that the students will apply knowledge and skills learnt during this course such as research methodology, data analysis and interpretation and presentation of research results during the experimental work of their research project. At the end of the course students need to submit a thesis and give a seminar on their project and defend their work in discussion.

1.2.2.2 The Internship: This one full year (summer, first and second semesters) professional training is offered to each intern in one of the health facilities (general or specialized government hospitals in addition to health office or a directorate of health affair). During this year, interns undergo in-depth health management training.

The supervision of interns is done at two levels; one by the health facility training coordinator and other by the program internship coordinator who reports to Vice Dean for Hospital Affairs. During training, intern is supervised on daily basis by the health facility supervisor for particular rotation. The internship monitoring team of the program visits regularly every three month to training sites and meet the interns and their supervisors to discuss their progress and addresses issues, if any.

INTERNSHIP SPECIFICS

Introduction:

Internship is an integral part of the health management program and is designed to provide interns with an opportunity to integrate and apply previously acquired knowledge and management skills in actual clinical settings. Under the guidance of health management professionals and other qualified health professionals, interns learn more about management procedures, quality control and quality assurance methods and management of other relevant services required for better patient care. They also gain an understanding of the roles and functions of the health management professionals.

The internship provides applied learning experiences during which the intern should:

1. Practice and acquire management skills
2. Practice skills in problem-solving
3. Learn and adapt new resource management skills
4. Understand the responsibilities, roles, and functions of health management professionals
5. Learn to prepare managerial report
6. Learn to analyze the report and prepare action plan

The internship program is conducted in the affiliated hospitals of the program, where interns learn by participating in the workload of a supervising health management personnel and consultants. Emphasis in each internship discipline is given on: a) organization of work, b) use of management tools for problem solving c) preparation of report, and d) recommendations of actions for better management of a particular issue.

I. Internship eligibility criteria:

Entry in internship is allowed only after successful completion of all prerequisite courses of health management program specified.

II. Internship duration:

The training period for the internship is one calendar year. It is offered in 5th academic year of the program and begins two weeks after the final examination of 4th academic year.

III. Internship disciplines:

The internship program is spread over one year during which each intern takes training in various disciplines of health management. It covers learning and application of the effective management tools to provide better health services to customers. Broadly, it includes management of human resources, finances, infrastructure, logistics, medical records, patient care, medical and pharmaceutical supplies, emergency services, legal affairs, and others. The schedule of training for various disciplines is given in forthcoming section.

IV. Internship rotations:

Internship in health management program is covered in two rotations. Rotation 1 consists of 40 weeks offering training in all major disciplines (stages) of health management.

Rotation 2 is of 8 weeks duration and intern has a choice to take this rotation period in the hospital in elective or extra training sites or to take it in a health office and/or a directorate of health affair.

Training at **directorate of health affair** will be of 4 weeks to make interns familiar with the daily routine work and to be aware of the activities and functions of different departments as planning and follow up, recruitment, budget, medical licensing, health economics, and training and scholarships.

Training at **health office** will be of 4 weeks to make interns familiar with the mission and objectives of the center and to be aware of the administrative framework, job duties for each member of the health team, different forms used, policies and procedures, daily routine work, activities and functions of different departments and primary health care elements.

The tasks (what intern may learn) for each training stage is listed in different sections. The intern will **“perform and/or observe”** the task, and therefore, should tick (√) the appropriate column for each task. Each task needs to be signed by the training supervisor. If any task is not applicable, then column should be marked “N/A” (not applicable).

V. Interns responsibilities:

Each intern should have two booklets; a) internship policy and general regulations booklet and b) program specific internship booklet that contains the tasks for each stage. Each intern must go through both booklets thoroughly.

Internship policy and general regulations booklet has the details of general policy and rules and regulations of internship including vacations that all interns have to follow.

In program specific booklet each intern must complete the tasks list on daily basis which is to be signed by the immediate supervisor, if possible on daily basis, otherwise on weekly basis. All tasks given in the internship booklet will be reviewed by the internship monitoring team on their regular visits to training sites. Interns must know that filling the tasks list carries 5 marks. Any intern not filling tasks list of the disciplines in which they are trained will either lose these marks or get less marks if they have filled partially.

During internship period interns have to demonstrate following responsibilities:

1. All interns should produce required vaccination document.
2. All interns should provide Basic Life Support (BLS) certification at the beginning of internship. The guidance for obtaining BLS certification will be provided by the Vice Dean for Hospital Affairs.
3. Perform training in accordance with hospital policies and procedures at each training stage.
4. All interns should comply with dress code specified by the training site.
5. The intern usually spends at least 8 hours daily, 5 days/week or follows the working hours of site where intern is being trained.
6. Interns must refrain from unsafe and unprofessional conduct.
7. Exhibit professional behavior as health management professional.
8. Perform assigned work with responsibility.
9. Adhere with hospital rules and regulations.
10. Attempt to establish good working relationships with all personnel with whom they come in contact during the internship rotation.

VI. Internship supervision and monitoring:

The supervision of interns is done at two levels; one by the hospital health management training coordinator and other by the program internship coordinator designated by the

faculty for this purpose and report to Vice Dean for Hospital Affairs. During training at hospital, intern is supervised on daily basis by the training supervisor for particular rotation.

The internship monitoring team visits training sites regularly on monthly basis and meet the interns and their supervisors to discuss their progress and addresses issues, if any. However, urgent issues can be reported to internship coordinator whenever is required. The monitoring team submits the report of each visit to program internship coordinator using a prescribed form (**Form #5**). Quarterly progress report of the program is submitted to Vice Dean office for Hospital Affairs.

VII. Interns Evaluation:

a. Evaluation of interns by health management supervisors:

Professional behavior and technical performance are evaluated using an evaluation form designed to reflect interns competencies that are expected to achieve on completion of their internship. Evaluation by hospital supervisors has 80% weightage.

This evaluation is organized into two parts: (1) general competencies i.e., affective behavior and (2) discipline competencies i.e., ability to demonstrate basic theoretical and practical and technical ability in performing various health management tasks while at the training site. Both parts are rated on percent competency, including assessment of activities that are in the normal course of health management's daily routine and that they would normally attend or participate in seminars/ lectures, in-service workshops, etc.

Intern will be evaluated by his/her immediate supervisor using a weekly evaluation form (**Form #1**). The supervisor will submit the evaluation form for each intern to the Health Management Training Coordinator. A summary of internship evaluation (**Form #2**) will be prepared by the Health Management Training Coordinator.

b. Evaluation of interns by program internship committee:

The evaluation of interns by program internship committee has 20% weightage. Each intern is evaluated

by this committee using a prescribed form (**Form #3**) for his/her professional development and continued medical education on the basis of his/her participation or attendance in faculty/university scientific conferences, seminars, symposia/workshops and submission of end stage training report using prescribed form (**Form #6**). Each intern must fill the details of his/her participation or attendance and attach copy of certificates when submitting the booklet at the end of internship. This section carries 10 marks. Failing to do so will lose these marks.

In addition, interns will also be evaluated by this committee for two things: a) intern's commitments in filling the assigned tasks list and signed by the training supervisor as shown in internship booklet and b) filling the intern feedback form (**Form #4**) at the end of each rotation of the internship. There are 5 marks for filling the tasks list for the disciplines in which intern was trained. Filling intern feedback form also carries 5 marks. Any intern not filling intern feedback form for the disciplines in which they are trained will either lose these marks or gets less mark if filled partially.

VIII. Evaluation of training rotations by interns:

Interns' evaluation of rotation sites is a part of our reciprocal evaluation procedure. Interns must fill intern feedback form (**Form #4**) at the end of each rotation. Interns must make sure that intern feedback form for all disciplines are filled in which they trained.

IX. Internship Grading:

Grades for health management interns are calculated using Intern Evaluation Form (**Form #1 and #2**) and evaluation by program internship committee (**Form#3**). Percent/grades are determined based on the performance in each of the components. The final percentage out of 100 is worked out as follows: 80% weightage will be given to training site evaluation and 20% weightage for program internship committee evaluation. The minimum of 60% is required for successful completion of internship. The percentage component of grades is then converted to letter grades. University grading system is used to determine the grade (please see the table below).

Percentage obtained	Grade	Letter Grade
95 to 100	Exceptional	A+
90 to 94	Excellent	A
85 to 89	Superior	B+
80 to 84	Very Good	B
75 to 79	Above Average	C+
70 to 74	Good	C
65 to 69	High pass	D+
60 to 64	Pass	D
Less than 60	Fail	F

Note: All forms are available in the "Forms" section.

Award of Internship Certificate:

After successful completion of training, intern should submit the "**internship booklet**" duly signed by the supervisors for each rotation to program internship coordinator. The successful intern will be granted a certificate of completion of internship by the Faculty after the approval of health management internship committee.

Note: Any intern who fails to submit internship booklet will not be awarded internship completion certificate.

AGREEMENT LETTER

Dear Intern,

Please read carefully Rules, Regulations and Guidelines stated for internship year. Sign the statement below to ensure that you understood all contents of internship and agree to adhere to the Rules, Regulations and Guidelines.

I have read, understood, and agree to adhere to the Rules, Regulations and Guidelines stated in Health Management Internship Booklet.

Intern Name: _____

University ID No: _____

Signature: _____

Umm Al-Qura University
Faculty of Applied Medical Sciences
Department of Health Management



جامعة أم القرى
كلية العلوم الطبية التطبيقية
قسم الإدارة الصحية

INTERNSHIP SCHEDULE Rotation 1

S. No	Internship Stage	Number of Weeks
1	Executive manager office	1
2	Admission office	2
3	Beds management section	2
4	Medical coordination section	4
5	Medical records section	4
6	Outpatient service : Reception / OPD	1
7	Recruitment section	1
8	Planning manpower section	1
9	Motivation section	1
10	Employees relations unit	1
11	Financial affairs	2
12	Legal affairs	1
13	Radiology section	1
14	Laboratory	1
15	Nutrition section	1
16	Medical supplies and pharmacy	1
17	Infection control unit	3
18	Nursing directorate	1
19	Emergency department	1
20	Quality unit	4
21	Patient relations and rights	4
22	Training unit	2

Umm Al-Qura University
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INTERNSHIP SCHEDULE Rotation 2

S. No	Internship Stage	Number of Weeks
23	Events management unit	1
24	Innovation unit	1
25	Health promotion unit	1
26	Internal auditing unit	1
27	Continuous education unit	1
28	Strategic planning unit	1
29	Health economics section	1
30	Research center	1

RAMADAN AND HAJJ HOLIDAYS

NOTE: Interns should follow Hospital rules and regulations for Ramadan and Hajj holidays.

Guidelines for Health Management Internship Stages



Executive Manager Office

Name of the Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with job duties and responsibilities of executive manager office.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to arrange for a meeting and to revise meeting agenda			
2	Ability to manage a meeting			
3	Ability to monitor hospital staff attendance and performance			
4	Ability to monitor hospital wards environment and equipment			
5	Ability to ensure compliance with hospital rules and regulations			
6	Ability to take the right decision			
7	Ability to solve problems			
8	Ability to respond promptly to urgent issues			
9	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Admission Office

Name of the Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of admission office.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to assess eligibility criteria for admission			
2	Ability to enter information required for admission into computer			
3	Ability to make priority plan for admission and inpatient service			
4	Ability to make clear policy for admission and discharge			
5	Ability to establish and communicate admission and inpatient rules and regulations such as visiting hours, payment of accounts, schedule of charges, keeping patients' valuables in safe custody, etc.			
6	Ability to compile data for occupancy and census records			
7	Ability to obtain signed statement from patient to protect hospital's interest			
8	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Beds Management Section

Name of the Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of beds management section.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to assess eligibility criteria for admission			
2	To be aware of parameters that assess quality of patient care as time elapsed till seen by a doctor or time to inpatient bed			
3	To be aware of bed utilization rate			
4	Familiarity with bed utilization problems			
5	Familiarity with discharge procedures			
6	Familiarity with discharge planning criteria			
7	Familiarity with how to deal with non-occupied beds			
8	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Medical Coordination Section

Name of the Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of medical coordination section.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	To know proper channel of communication with different departments			
2	Ability to assess eligibility criteria for admission in coordination with other departments			
3	Familiarity with the procedure of opening files for eligible patients			
4	Familiarity with the specialties in the hospital			
5	To know the procedures of referral inside and outside the hospital			
6	Ability to classify referred cases according to seriousness			
7	To understand the correspondence system			
8	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Medical Records Section

Name of the Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of medical records section.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to do data entry and analysis			
2	Ability to perform electronic data processing			
3	Ability to organize medical file contents in a sound way			
4	Ability to retrieve medical records			
5	Ability to follow up the patient medical file throughout its cycle			
6	Ability to make coding for diseases according to international classifications			
7	Ability to make statistical reports			
8	Ability to deal with manual and electronic health information systems			
9	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Outpatient Services

Name of the Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with outpatient services including reception and/or OPD functions and administrative responsibilities.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to perform reception tasks			
2	Ability to supervise and direct activities of outpatient clinics			
3	Ability to coordinates activities of outpatient clinics with those of other hospital departments			
4	Ability to establish clinic policies and procedures in cooperation with other hospital officials			
5	Ability to review clinic activities and recommend changes in, or better utilization of, facilities, services, and staff			
6	Ability to establish and maintain work schedules			
7	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Recruitment Section

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of recruitment section.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to build trust and partnership inside and outside the organization			
2	Ability to establish effective working relationships with other people			
3	Ability to assess workload staffing needs			
4	Ability to prepare recruitment plan			
5	Ability to draft and negotiate contracts and agreements			
6	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Planning Manpower Section

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of planning of manpower section.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to design organizational chart for the department/s as well as for the whole organization			
2	Ability to identify staffing needs in different departments			
3	Ability to utilize data to identify trends, problems and causes			
4	Ability to identify organizational goals			
5	Ability to monitor strategies implementation and doing amendment as needed			
6	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Motivation Section

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of motivation section

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	To be aware of the policies and procedures of rewarding			
2	Ability to identify motivational needs of workforce			
3	Ability to implement motivational program			
4	Ability to assess staff satisfaction			
5	Ability to evaluate the effectiveness of motivational programs			
6	Ability to involve staff in decision making process			
7	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Employees Relations Unit

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of employees' relations unit.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to consider others ideas and opinions			
2	Ability to treat staff with dignity, respect and fairness			
3	Ability to solve staff problems			
4	Ability to resolve staff issues such as vacation, etc.			
5	Ability to create work environment as one family			
6	Ability to enhance the strategy of team working			
7	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Financial Affairs

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of financial affairs.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to use procedures for recording financial transactions			
2	Ability to prepare financial statements for internal and external use			
3	Ability to Review and recommend for approval an annual operating and capital expenditure budget			
4	Familiarity with Various accounts kept in the department			
5	Ability to Evaluate and monitor long and short-term financial obligations, debt structure, cash flows and the overall uses of funds			
6	Directing on cash management and investment policies			
7	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Legal Affairs

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of legal affairs.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Familiarity with the progressive disciplinary actions that can be used for punishment			
2	Familiarity with the rewards that can be given to achievers			
3	Familiarity with patient rights			
4	To be aware how to comply with applicable laws and regulations			
5	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Radiology Section

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of radiology section.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Familiarity with types of radiology investigations available			
2	Familiarity with risks facing radiology staff			
3	To be aware of how to protect radiology staff			
4	To be aware of ways of supplying the department with requisites			
5	To be aware of quality activities in the department			
6	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Laboratory

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of the laboratory.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Familiarity with the risks facing laboratory staff			
2	Be aware of how to protect laboratory staff			
3	Familiarity with activities of hospital laboratory			
4	Be aware of ways of supplying the department with requisites			
5	To be aware of laboratory divisions			
6	To be aware of laboratory safety procedures			
7	To be aware of means of infection control			
8	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Nutrition Section

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities nutrition section.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Familiarity with means of food provision			
2	Familiarity with ways of preparation and distribution of food			
3	Familiarity with dietetics and how to tailor-made the food to match with patient condition			
4	Familiarity with how to ensure safety of food provided to patients			
5	Familiarity with how to do hazard analysis critical control point , HACCP			
6	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Medical Supplies and Pharmacy

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of medical supplies and pharmacy.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Familiarity with drug store conditions and inventory issues			
2	Familiarity with activities of drug storage in the pharmacy			
3	Familiarity with ways of supply of drugs			
4	Familiarity with types of drugs most needed by patients			
5	To be aware of how to deal with expired drugs			
6	To be aware of ways of infection control			
7	Familiarity with safety procedures			
8	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Infection Control Unit

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of infection control unit.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	To be aware of the most common infections in the hospital			
2	To be aware of the ecological factors that favor spread of infection in the hospital			
3	Familiarity with the trend of occurrence of hospital infections			
4	To be aware of the key control measures required to limit spread of hospital infections			
5	To be aware of the importance and technique of hand washing			
6	Familiarity with duties of infection control committee			
7	To be aware of hospital infection statistics			
8	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Nursing Directorate

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of nursing directorate.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Familiarity with nursing schedules and turnover			
2	Familiarity with nursing plan			
3	Familiarity with nursing training program			
4	Familiarity with patient care system			
5	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Emergency Section

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of emergency section.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Familiarity with the procedures of immediate care to ill and critically injured patients			
2	Familiarity with ways of assessing the patient's condition and assigning the level of priority for treatment			
3	Be aware of how to deal with violence issues			
4	Familiarity with the need for strict hygienic measures			
5	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Quality Unit

Name of Hospital: _____
 Intern Name: _____ University ID: _____
 Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of quality unit.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Be aware of how to regulate quality duties in the hospital			
2	Be aware of membership and duties of quality committee			
3	Familiarity with future plans			
4	Familiarity with emergency and disaster plans			
5	Be aware of methods of evaluation of plans			
6	Be aware of hospital accreditation criteria			
7	Be aware of next accreditation plan			
8	Familiarity with KPIs availability, accessibility and continuous updating			
9	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Patient Relations and Rights

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with functions and administrative responsibilities of patient relations and rights.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	To be aware of patient rights			
2	To be aware of how to prepare, use and analyze patient satisfaction questionnaire			
3	Ability to consider patient ideas and opinions			
4	Ability to treat patients with dignity, respect and fairness			
5	Ability to respond immediately to patient needs			
6	Ability to solve patients problems			
7	Ability to communicate with patient families			
8	Familiarity with the need to conduct orientation programs for new patients			
9	Familiarity with the role of the section as a link between staff and patients			
10	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Training Unit

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of training unit.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	To be aware of how to assess training needs			
2	Familiarity with the main training courses conducted			
3	To be aware of how to prepare for and how to conduct training session			
4	To be aware of how to evaluate training programs			
5	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Events Management Unit

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of events management unit.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	To be aware of how to plan the logistics and coordinate the technical aspects for events			
2	Familiarity with how to promote and organize events			
3	To be aware of how to evaluate events			
4	Ability to utilize information from various sources			
5	To be aware of the importance of marketing, advertising and public relations			
6	Ability to involve others in the event			
7	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Innovation Unit

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of innovation unit.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to critical thinking, analysis and problem solving			
2	Ability to combine ideas in unique ways			
3	Ability to explore different lines of thinking			
4	Ability to view issues from multiple perspectives			
5	To be aware of brainstorming techniques			
6	To look for nontraditional ways of problem solving			
7	Ability to apply and register innovation projects			
8	To be aware how to plan for and conduct innovative workshops			
9	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Health Promotion Unit

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of health promotion unit.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	To be aware of how to prepare and conduct health promotion session			
2	To be aware of the needs and targeted groups for health promotion activities			
3	To be aware of how to evaluate health promotion activities			
4	To be engaged in international health days			
5	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Internal Auditing Unit

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the internal auditing functions and administrative responsibilities of auditing unit.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Familiarity with Ministry auditing regulations			
2	To be aware of the procedures of internal auditing			
2	Familiarity with the functions and activities of internal auditing committee			
3	Familiarity with how to interpret auditing report			
4	Ability to make a schedule for departments auditing on monthly basis			
5	Ability to use successive auditing reports to judge on the department and / or organization performance			
6	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Continuous Education Unit

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of continuous education unit.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Ability to assess suitability of the content of offered workshops			
2	Ability to assess suitability of the way of conducting training			
3	Ability to assess workshops evaluation criteria			
4	Ability to quantify the workshops given as credit units			
5	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Strategic Planning Unit

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of strategic planning unit.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	Familiarity with the components of strategic plan			
2	To be aware of functions and activities of strategic planning committee			
3	To be aware of the need for strategic plans updating			
4	Familiarity with statistical review procedure			
5	To acquire the skill of planning in a strategic way			
6	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Health Economics Section

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of health economics section.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	To be aware of the interrelationships between accessibility , quality & cost of health services			
2	Familiarity with patient sectors that receive paid treatment			
3	Familiarity with the role of the section in internal funding			
4	To be aware of how to utilize resources efficiently			
5	Familiarity with the role of governmental or nongovernmental organizations in patients support			
6	Familiarity with cost benefit analysis			
7	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

Research Center

Name of Hospital: _____

Intern Name: _____ University ID: _____

Rotation Period (from/to): _____

Goal: Interns need to be familiar with the functions and administrative responsibilities of research center.

Tasks: The intern will observe and/or perform the following tasks. If any task is not applicable, please mark "N/A".

	Tasks	Trainee (Tick appropriate column)		Trainer's signature
		Observe	Perform	
1	To be aware of priority health problems that require research			
2	To be familiar with types of research			
3	To be familiar with research team duties			
4	To be familiar with research ethics committee responsibilities			
5	To develop research skills as sample selection , research tool design , data collection, analysis and presentation			
6	Ability to use administrative forms correctly			

Training Coordinator:

Name: _____

Signature: _____

Date: _____

FORMS





UMM AL-QURA UNIVERSITY
 Faculty of Applied Medical Sciences
 Department of Health Management
 Health Management Internship

Form #1

WEEKLY EVALUATION FORM

Intern Name: _____ University ID: _____
 Training Facility: _____ Department: _____
 Rotation Period (from/to): _____

Day	Date	Discipline and timeline commitment	General behavior (Relations with heads, colleagues and patients)	Job skills and performance level
Marks		10	10	60
Sunday	/ / 143			
Monday	/ / 143			
Tuesday	/ / 143			
Wednesday	/ / 143			
Thursday	/ / 143			

Note: Interns will be evaluated both by the training supervisor and head of the department on weekly basis using following criteria:

Excellent=90-100%**Very Good**= 81-90% **Good**=71-80%**Average**=60-70%**Below Average**=<60%**Name of Supervisor:** _____**Signature:** _____ **Date:** _____**Name Head of the Department:** _____**Signature:** _____ **Date:** _____



UMM AL-QURA UNIVERSITY
 Faculty of Applied Medical Sciences
 Department of Health Management
 Health Management Internship

Form #2

**SUMMARY OF INTERNSHIP EVALUATION
 (Confidential)**

Intern Name: _____

Intern University ID: _____

Training Facility: _____

S. No.	Training stage	Final Assessment	
		Percentage (%)	Grade
1	Executive manager office		
2	Admission office		
3	Beds management section		
4	Medical coordination section		
5	Medical records section		
6	Outpatient service : Reception / OPD		
7	Recruitment section		
8	Planning manpower section		
9	Motivation section		
10	Employees relations unit		
11	Financial affairs		
12	Legal affairs		
13	Radiology section		
14	Laboratory		
15	Nutrition section		
16	Medical supplies and pharmacy		
17	Infection control unit		
18	Nursing directorate		
19	Emergency department		
20	Quality unit		

S. No.	Training stage	Final Assessment	
		Percentage (%)	Grade
21	Patient relations and rights		
22	Training unit		
23	Events management unit		
24	Innovation unit		
25	Health promotion unit		
26	Internal auditing unit		
27	Continuous education unit		
28	Strategic planning unit		
29	Health economics section		
30	Research center		
	Final grade		

Remarks (if any): _____

Name of Health Management Coordinator: _____

Signature of Health Management Coordinator: _____

Date: _____

UMM AL-QURA UNIVERSITY

Faculty of Applied Medical Sciences
Department of Health Management
Health Management Internship

**Form #3**

**EVALUATION OF INTERN BY PROGRAM
INTERNSHIP COMMITTEE
(Confidential)**

Each intern is also evaluated by the program internship committee for his/her professional development and continued medical education on the basis of his/her participation or attendance in faculty/university scientific conferences, seminars and workshops.

This section represents 20% of the total internship evaluation. Each intern **MUST** fill this form and submit to **program internship coordinator** along with certificates of attendance and participation at the end of internship period for the review of internship committee.

NO	TITLE OF EVENT	VENUE	DATE	Marks Obtained
I	ATTENDANCE/PRESENTATION IN FACULTY/UNIVERSITY CONFERENCE/ TRAINING REPORT (10 MARKS)			
1				
2				
3				
4				
5				
II	COMMITMENT TO FILL TASKS FORMS IN INTERNSHIP BOOKLET (5 MARKS)			
III	COMMITMENT TO FILL INTERN FEEDBACK FORM (FORM #4) (5 MARKS)			
TOTAL MARKS (20)				

Members of Program Internship Committee:

1. Name: _____ Signature: _____ Date: _____
2. Name: _____ Signature: _____ Date: _____
3. Name: _____ Signature: _____ Date: _____
4. Name: _____ Signature: _____ Date: _____

UMM AL-QURA UNIVERSITY

Faculty of Applied Medical Sciences
Department of Health Management
Health Management Internship

**Form #4****INTERN FEEDBACK OF INTERNSHIP**

Year: _____

Stage: _____

1. Intern Name: _____
2. Hospital Name: _____
3. Rotation Period: Dates: From: _____ to _____ (No of weeks) _____

1. Name(s) of the supervisor under whom you were trained:

- I. **Overview:** Check (✓) explanation that most closely represents your evaluation of this section.

1. Were intern responsibilities and privileges discussed with you?

- Clearly discussed
- Clear to some extent
- Not clear

2. What is your opinion about training for interns in this stage?

- Excellent training
- Good training
- Adequately planned training
- Poorly planned training

3. Do you feel that the responsibilities given to you in this stage were according to your abilities to handle them?

- The responsibilities given to me were suited to my ability to handle them.
- Some of the responsibilities were above my ability to handle them.
- The responsibilities given to me were too limited and too narrow.

4. Do you feel that you gained maximum benefits of the training in this stage?

- Yes
- To some extent
- No benefit

II. Supervision and Instruction: Please rate the section on each item below by **circling** the appropriate number on the rating scale. The rating scale is:

0=Not applicable **1**=Poor **2**=Adequate **3**=Above average **4**=Excellent

		Rating Scale				
A	Committed to the training program	0	1	2	3	4
B	Supervision of intern	0	1	2	3	4
C	Encouraging intern learning	0	1	2	3	4
D	Amount of feedback given to intern	0	1	2	3	4
E	Friendliness toward interns' questions	0	1	2	3	4

III. What additions/deletions or suggestions would you like to make for the training in this stage? Please explain.

Additions: _____

1. _____
2. _____
3. _____
4. _____
5. _____

Deletions: _____

1. _____
2. _____
3. _____
4. _____
5. _____

Suggestions: _____

1. _____
2. _____
3. _____
4. _____
5. _____

IV. Academic/training correlation:

1. Did you find correlation between previously learned theories/concepts (at university) and their practical application during training in this stage? If your answer is "no", please explain.

yes no

2. What recommendations would you like to make to correlate your learning theories/concepts (at university) with the practical experience during training in this stage?

V. Intern Signature: _____

Date of rotation: From: _____ **To** _____

Date of Evaluation: _____

UMM AL-QURA UNIVERSITY

Faculty of Applied Medical Sciences
Department of Health Management
Health Management Internship



Form #5

INTERNSHIP MONITORING REPORT

Year: _____

1st visit 2nd visit 3rd visit

A: FEEDBACK FROM HOSPITAL COORDINATOR:

Name of the Hospital: _____

Name of the Hospital Coordinator: _____

Intern Performance	Excellent	Very Good	Good	Average	Below average
	90-100	81-90	71-80	60-70	<60
1. Follow hospital rules and regulations					
2. Punctuality and initiative for work					
3. Exhibit verbal communication skills					
4. Positive attitude					
5. Has good relations with others					
Problems with Students, if any.					

B: FEEDBACK FROM INTERSHIP STUDENTS:

Intern Experience	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
	5	4	3	2	1
1. The internship is giving me a better understanding of concepts and skills					
2. I am given level of responsibilities which is consistent with my abilities					
3. My supervisor is available and accessible when I have questions					
4. I have regular meeting with my supervisor and receive constructive feedback					
5. Are you all using UQU internship booklet.	Yes	No			
6. If yes , does this booklet provide you useful guidance for internship?					
7. If not , please state the difficulties.					
8. Any Suggestions:					

C: PROBLEMS WITH INTERNS, IF ANY:

Names of the members of monitoring team and signature:

Name _____ Signature: _____

Name _____ Signature: _____

Name _____ Signature: _____

Name _____ Signature: _____

HOSPITAL COORDINATOR'S FEEDBACK ON UQU INTERNSHIP BOOKLET

Hospital Coordinator's impression on UQU internship booklet	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
	5	4	3	2	1
1. Is this hospital using UQU internship booklet for UQU interns? Yes No					
If yes, 1.1. This booklet provides useful guidance to interns.					
1.2. It is helping health management supervisors to be aware of tasks to be met by interns in each stage.					
1.3. Interns are using UQU internship booklet.					
1.4. Interns experience any difficulty in following internship booklet.					
2. If hospital is not using UQU internship booklet, please state the difficulties.					

Name of the Hospital Training Coordinator: _____
Signature: _____
Date: _____
Members Name: _____
Members Signatures: _____

UMM AL-QURA UNIVERSITY

Faculty Applied Medical Sciences
Department of Health Management
Health Management Internship



Form #6

END OF TRAINING STAGE REPORT

Intern Name: _____

Training Facility: _____ **Training Stage:** _____

Training Period: From _____ To _____

Name(s) of the supervisor under whom you were trained: _____

Introduction:

Main Body:

Knowledge gained:

Skills mastered:

Suggestions for improvement:

Intern Signature: _____

Date of Evaluation: _____

CONTACTS

1. Health Management Internship Coordinator :

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Mobile: 0545490207

2. Faculty of Applied Medical Sciences Internship Secretaries:

a) For Male Students:

Ashraf Bugis

E-mail: ash_bugis@hotmail.com

Mobile: 056466682

b) For Female Students:

Ms. Samah Sadagah

Tel: 5270000 Ext 4249

In case of no response from above persons please contact:

VICE DEAN ASSISTANT FOR HOSPITAL AFFAIRS:

Prof. Muhammad Mubashir Ahmad Khan

E-mail: mubashirpmrc@yahoo.com, makhan@uqu.edu.sa

Tel: 012-5270000 Ext 4239

Mobile: 0509010825

OR

VICE DEAN FOR HOSPITAL AFFAIRS:

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تصميم واخراج

