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INTERNSHIP GUIDE

A guide that answers the most Frequently Asked Questions (FAQ) about Internship Year for Laboratory Medicine Internship Students

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Introduction:

An internship is an opportunity to apply knowledge and skills of which students have acquired in the classroom in a professional context. It's a way to learn the practices and protocols of a particular employer, reflect on the quality of personal contributions to an organization, and refine personal career goals.

This internship guide is prepared with the intention to provide orientation to students about various stages in different disciplines during one year of internship at the hospital. The ultimate goal is to help students acquire better knowledge of internship year and be well-prepared to face all of its stages in the most optimal way possible.

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INTERNSHIP OVERVIEW

- ***What is Internship Year?***

Internship Year is an integral part of Laboratory Medicine program that is designed to provide students with an opportunity to integrate and apply previously acquired knowledge and technical skills in actual clinical settings.

- ***How is the Internship going to be?***

Internship is going to be based on one full year (summer, first and second semesters) professional training which is offered to each internee in one of the general or specialized government hospitals. During this year, students undergo in-depth training in all sections of diagnostic laboratories of the hospital under supervision of a laboratory technologist/specialist/consultant.

- ***What is the purpose of Internship?***

The internship provides students with an opportunity to:

- Practice and acquire clinical laboratory skills.
- Practice skills in problem-solving.
- Perform quality control procedures.
- Learn and adapt new procedures.
- Operate and maintain various laboratory instruments.
- Understand the responsibilities, roles, and functions of the medical laboratory professionals.
- Report accurate and precise results to supervisors.
- Learn how to relate patient results to clinical diagnosis.

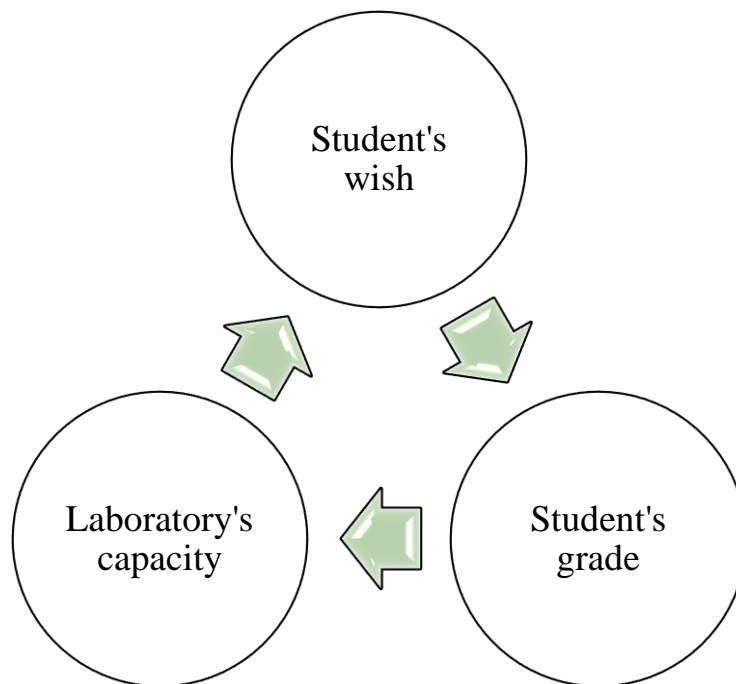
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PRE – INTERNSHIP FAQ

○ *How will the hospitals selection be?*

Students are offered the opportunity to make a preliminary selection of preferred training sites. In most cases, students are assigned to sites where they have indicated as preference. However, student pre-selection of preferred internship sites does not guarantee training at those sites.

Students' wish, grade and availability of places in hospital laboratory are all taken into consideration while making placement decisions.



Note: In case the internship student wishes to train at a hospital of which is not mentioned on the list of hospitals given to students to make their selections; the student can train at any hospital of which they prefer as long as he/she makes sure of two important conditions:

1. The hospital has to be a governmental hospital.
2. The student has to bring an official consent letter from the desired hospital approving for the student to train at their laboratory.

○ *What are the requirements for Internship?*

During internship period students have to demonstrate the following responsibilities:

- All students should produce the required vaccination document.
- All students 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.
- Perform training according to laboratory policies and procedures.
- All students should comply with dress code specified by the training site.
- Comply with hospital rules and regulations.

Note: There might be a mandatory exam by certain hospitals (e.g. English Exam by National Guard Hospital or Specialty Exam by King Faisal Specialist Hospital) to complete the process of student application, in which students may be accepted or not according to the exam result and regardless of student's wish, grade or capacity of the hospital laboratory.

○ *How will the Internship scheduling be?*

Internship schedule (days, time and sites) is prepared by the internship coordinator of the program in consultation with the laboratory training coordinator.

The internship student is not permitted to make his or her own arrangements for internship rotations or to change scheduled rotation days, times or sites without a prior request to and approval by the program faculty and hospital laboratory training coordinators.

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INTERNSHIP FAQ

- *What are Internship rules & regulations?*
- *Who will be eligible to start Internship?*

Entry in internship is allowed only after successful completion of all prerequisite courses of Laboratory Medicine program.

- *How long is the Internship period?*

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

- *How is Internship supervision going to be done?*

The supervision of students is done at two levels; one by the hospital laboratory training coordinator and other by the internship coordinator designated by the faculty for this purpose by Vice Dean for Hospital Affairs.

During training at the hospital laboratories, student is supervised on daily basis by the laboratory supervisor for particular rotation. Faculty coordinator visits regularly every three months to training sites and meet the students and their laboratory training coordinator to discuss their progress and addresses issues, if any. However urgent issues can be reported to faculty coordinator whenever required.

- *How is Internship evaluation going to be done?*

The evaluation of students during internship is done at three levels, by students, Internship Committee and Laboratory Supervisors.

1. Evaluation of training rotations by students:

Students' evaluation of rotation sites is a part of their reciprocal evaluation procedure. Students must complete evaluation of each laboratory section/department after the completion of its rotation. Students must return all feedback forms to faculty internship coordinator.

2. Evaluation of students by faculty Internship Committee:

Each student is also evaluated by the faculty 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, symposia and workshops. In addition, students will also be evaluated for his/her commitments in filling the assigned tasks and signed by both laboratory supervisor for each rotation and laboratory training coordinator as shown in internship booklet and filling the student feedback form at the end of internship.

3. Evaluation of students by laboratory supervisors:

Professional behavior and technical performance are evaluated using an evaluation form designed to reflect students' competencies that are expected to be achieved on completion of their internship. This evaluation is organized into two parts:

1. General clinical competencies i.e., affective behavior while at the rotation site.
2. Discipline competencies i.e., ability to demonstrate basic theoretical and practical and technical ability in performing various clinical laboratory procedures.

Both parts are rated on percent competency, including assessment of activities that are in the normal course of daily routine and that they would normally attend or participate in seminars/ lectures, in-service workshops, etc.

At the end of each rotation, students will be evaluated by his/her immediate supervisor using an evaluation form provided by the faculty internship coordinator. The supervisor will submit the evaluation form for each student to the training coordinator. A summary of internship evaluation will be prepared by the laboratory training coordinator and at the end of internship period. Evaluation report of each student will be submitted to Hospital Training and Education Office of which will submit this report to Vice Dean for Hospital Affairs of the faculty.

○ *What are Internship disciplines?*

Internship is spread over one year during which each student takes training some or all of the following sections –according to their availability at the hospital-:

- Main specimen reception and Phlebotomy.
- Microbiology.
- Parasitology.
- Biochemistry.
- Hematology.
- Serology and Immunology.
- Histopathology and cytopathology.
- Molecular diagnostics.
- Blood Bank.

○ *How is Internship grading going to be?*

Grades for the internship year are calculated using student evaluation form and also through evaluation by faculty internship committee.

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 hospital evaluation and 20% weightage for faculty 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.

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

○ *What to know about Internship attendance, leaves and vacations?*

1. Students are permitted to avail all public holidays (Eid-ul-Fiter, Eid Al-Adha and National day).
2. The Vice Dean for Hospital Affairs determines the beginning and the end of each vacation, and informs the students and the hospital laboratory to follow.
3. Students are also allowed 14 days annual leave and 5 days emergency leave. To avail these leaves they need to apply for approval in advance using leave request form. No student is allowed to proceed on leave prior to approval from Vice Dean for Hospital Affairs.
4. Student may be granted sick leave on the provision of medical reports.
5. If sick leaves exceed 25% of the duration of the training rotation, the said rotation must be repeated.
6. The attendance should always be documented on training site.
7. Students are also allowed 14 days educational leave to attend faculty/university conferences and research activities relating to their field according to the following:
 - Approval from head of the department or training coordinator in the hospital.
 - Approval from Vice Dean for Hospital Affairs of the faculty.
 - Provide the department with a copy of certificate of attendance to be sent with the evaluations to the faculty of applied medical sciences.
8. Lack of commitment in the attendance/training and improper behavior/attitude can lead to some or all of the following.
 - Give verbal warning to comply with the training roles and regulations.
 - Repeat training in the section.
 - Move training to other hospital.
 - Terminate training program.
 - Other measures –however the training coordinators see adequate-

- *What are the most common Internship problems?*
- *Top three internship problems and how to solve them:*

Problem #1

NOT ENOUGH WORK: I am often assigned with very little work, and I keep being given "busy work" that doesn't add value to the laboratory, what do I do?

- **Solution:** BE PROACTIVE AND SPEAK UP! There are most likely projects that you could be doing, and your supervisor might be grateful for the help.

Problem #2

NOT ENOUGH DIRECTION: I got an assignment from my supervisor that is completely unclear, I don't want to be annoying, but what am I going to do?

- **Solution:** DON'T BE AFRAID TO ASK QUESTIONS. Sometimes it's easy for supervisors to forget that you're new to the laboratory, it's important to reach out for help when you need it. The only kinds of questions that will irritate employers are ones that have already been answered – so pay attention and take notes.

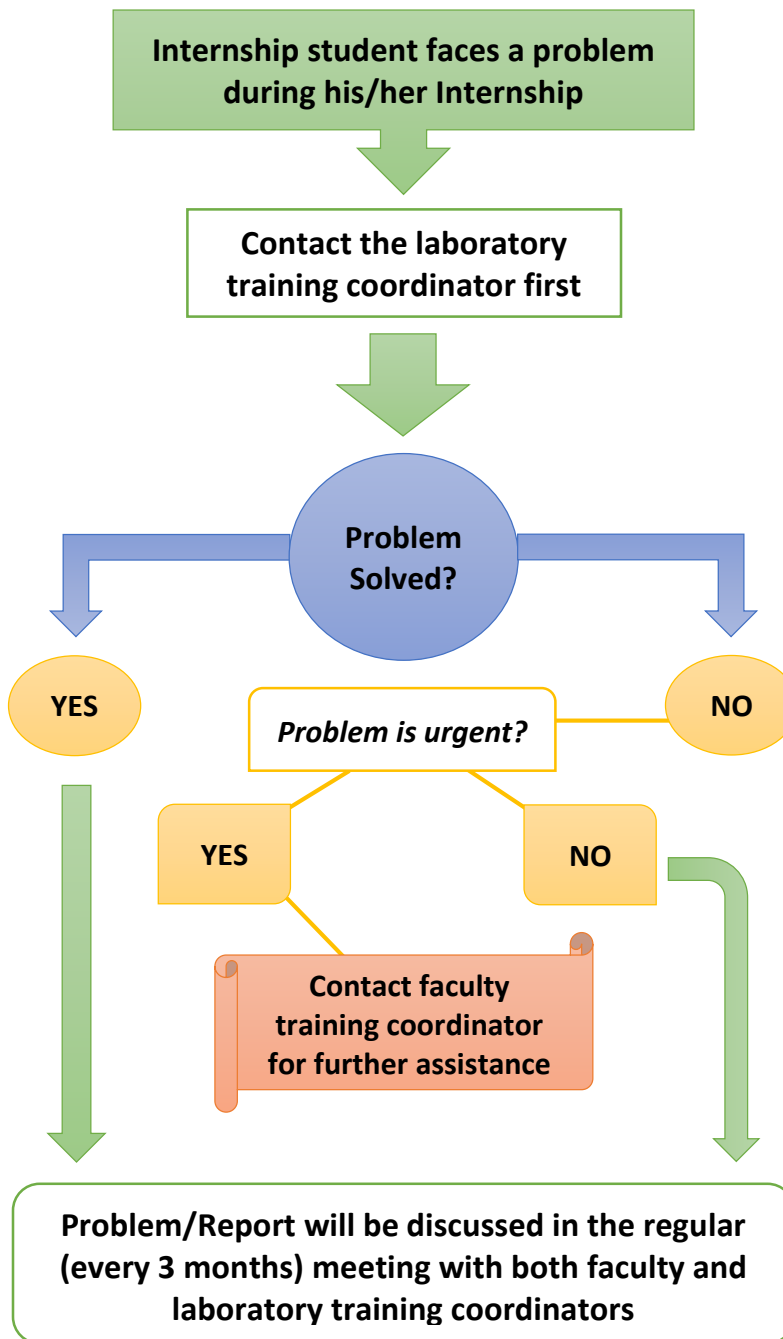
Problem #3

NOT ENOUGH FEEDBACK: I have had *no* feedback from my supervisor, either good or bad. How do I know if there is something I can improve upon?

- **Solution:** FIND A MENTOR AND SET UP WEEKLY MEETINGS. You can check in and make sure your expectations are aligned. Ask for feedback and ways you can improve your work.

○ *Internship Support System: Who to contact first to report a problem?*

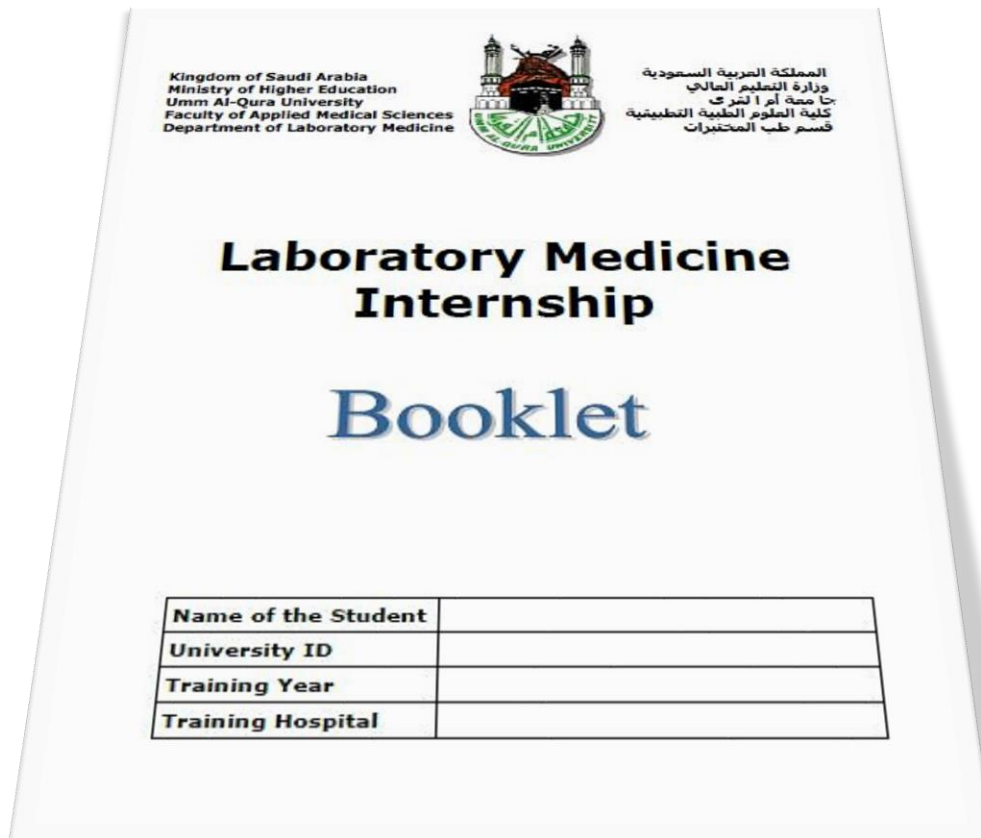
If students complain of a problem or need help regarding an internship matter, it is best to firstly contact the laboratory training coordinator, then –if the problem wasn't solved- students should contact the faculty training coordinator for further help.



○ ***How to use the Internship Booklet:***

Each student is provided with internship booklet (can be found and easily downloaded through the faculty's website) which contains the tasks (what students may learn) for each discipline. Students 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 faculty internship coordinator on his/her periodic visits to training sections of the hospitals.



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POST – INTERNSHIP FAQ

- *What to know about Graduation & Certification:*

- *Graduation & Certification:*

Students will receive their graduation certificate along with internship certificate upon successful completion of Internship Year and submitting Internship Booklet and evaluations.

Note: Students are able to receive a temporary graduation pass list for job application, upon the completion of half of the internship training period (six months) and finishing research project.

- *Award of Internship Certificate:*

After successful completion of training, student should submit the Internship Booklet duly signed by the supervisors for each rotation to faculty internship coordinator. The student will be granted a certificate by the faculty after approval of internship committee. The certificate will provide the overall grade obtained by the student in the training as well as the details of different disciplines and the percentage of the marks obtained in each discipline.

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GENERAL FAQ

- ***Frequently Asked Questions about Internship:***

- ***What is the amount of payment given monthly to laboratory medicine internship students?***

The monthly payment is 2490 Saudi Reyls and it can change according to ministerial or royal decrees.

- ***Can students change the hospital of which they will train at due to family circumstances?***

Yes. As long as it is a governmental hospital where most laboratory sections/departments are present, and as long as students contact and receive the approval from the faculty at least a month prior the date of transmission.

- ***Can students change training hospital due to its lack of certain laboratory sections/departments?***

Yes. As long as it is a governmental hospital where most laboratory sections/departments are present, and as long as students contact and receive the approval by the faculty at least a month prior the date of transmission.

- ***Can internship students demand certain requirements as passwords for Internet Connections or rest rooms during their internship year?***

The faculty always coordinates with training hospitals to make students feel as comfortable as possible, with what suits the rules of the hospital.

- ***Can students refuse to work in reception or phlebotomy areas?***

No. Reception and Phlebotomy areas are mandatory and are included in the laboratory internship plan.

- ***Can students work on weekends?***

Students are not allowed to go to their training hospitals on weekends, not without consent of both faculty and hospital laboratory training coordinators.

- ***Can students compensate for their leaves by extending working hours?***

Students must follow hospital laboratory policy and do not extend working hours without consent of both faculty and laboratory training coordinators.

- ***Can students report critical results? Or contact the medical team through the phone to discuss patient results with them?***

Students are not allowed to report critical results or contact the medical team whatsoever regarding patient results.

- ***Can students view their evaluation percentages?***

Students are able to view the evaluation percentage for each and all rotations after the successful completion of internship year.

- ***How many days is marital or maternal leave?***

Such leaves duration depends on the policy and the flexibility of the hospital laboratory where student is taking his/her training at.

- ***Are breaks as Spring Break or In-Between Semesters Break are permitted to Internship students?***

Such breaks are not a part of the public holidays of which students are permitted to avail. It depends on the hospital laboratory rules, policies and flexibility. In general, the faculty is not allowing it and if the hospital laboratory did not as well, it is not the faculty's problem.

- ***How is Internship schedule going to be in the holy month of Ramadan?***

Working hours and days for internship students in Ramadan depends mainly on the hospital laboratory policies and regulations, it varies according to each governmental hospital.