

Expectations of an "Intern" - What skills, knowledge & attributes we desire

C K Li

Coordinator (Clinical Service)

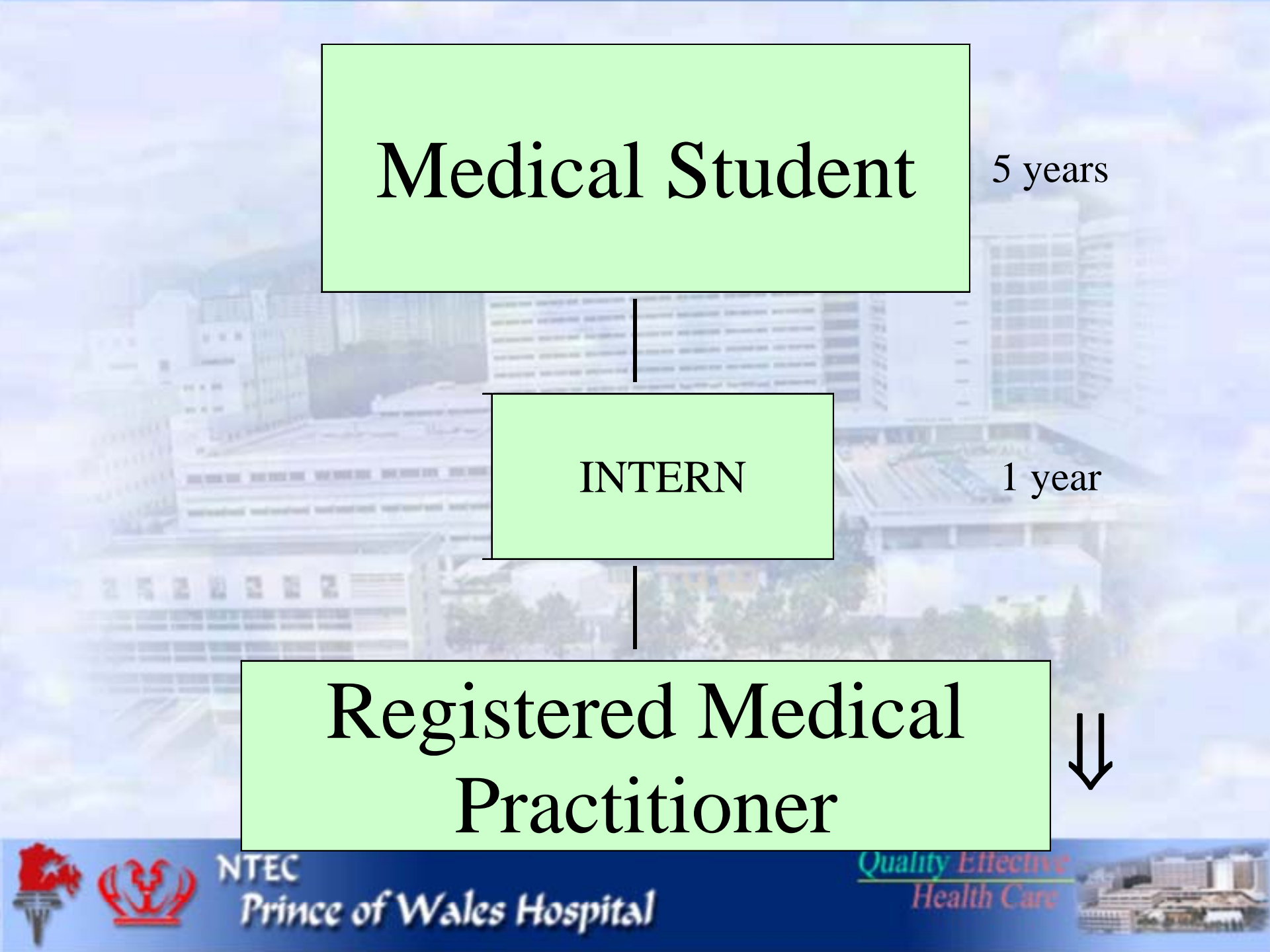
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Medical Student

5 years

INTERN

1 year

Registered Medical
Practitioner



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Medical Education → Competent Medical Practitioner

- Knowledge
- Skills, clinical, communication
- Attitudes, ethics



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What Interns are doing in the daily activities

- Usually the first doctor in the ward to admit a new case.
- The first one to initiate diagnostic investigations and treatment
- Follow instruction from seniors in subsequent management till discharge.
- A lot of practical works, close interaction with patient, family, colleagues of various disciplines.

Within One year, from a Student to a Registered Medical Practitioner.



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What is the hospital expectation towards interns

1. Sound knowledge to make reasonable diagnosis and initiate appropriate treatment.
2. Good communication skill
3. Competent I.T. skill
4. Competent practical skill
5. Good working attitude.
 - Many incidents related to attitude.



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Communication Skill

- Get the Right message and Give the Right message.
- Establish good rapport with patients.



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I.T. Competent

- Now most work is CMS based
- Ordering investigations, tracing laboratory result, ordering prescription and discharge summary.
- CMS training before starting Internship.
- IT systems designed to avoid incidents, e.g. 2D barcoded.



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Practical Skill

- Training of common procedure e.g. blood taking, IV drip
 - Phlebomists employed to relieve heavy work load.
- On job training of invasive procedures under supervision, e.g. Lumbar puncture, chest drain.
- Student years to get prepared (“Assistant Intern”).



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Attitudes

- Character building of students:
 - Not to be “immature, self-centered, emotionally fragile, and lack of compassion for their patients”
- Complaints from patients, ward staffs, supervisors.

Performed PV examination on a 12 years old girl for abdominal pain!



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Important “Minor” points

- Patient identity:
 - Remove chest drain from wrong patient
 - Wrong cross-matched, blood taking
 - Click on wrong patient on CMS, leading to diagnostic and prescription error
- Double checking:
 - Click on wrong duration of drug treatment
 - Wrong dose and drug transcript
- How to ‘complete’ a task
 - Release tourniquet after blood taking
 - Not sending CSF specimen after L.P.

Common
Sense



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A Responsible Doctor : Behaviour

- With compassion and humanitarian qualities.
- Patient-centered approach:
 - E.g. not answering call, leave early.



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Other staffs' expectation of interns

- Nurses:
 - Dress properly as a 'doctor': no slippers!
 - Tidy up the working field after their work
- CCE
 - Give some response to CCE question during the orientation “ Why do you want to be a doctor?”



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