

AN INTERNSHIP REPORT ON

Internship Report

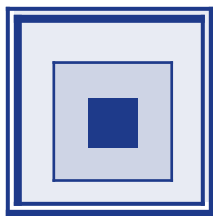
Laboratory Quality Intern at CarePlus Diagnostics

Submitted in partial fulfilment of the requirements for the award of the degree of
Bachelor Of Science

BACHELOR OF SCIENCE

in

Medical Laboratory Technology



SUBMITTED BY

Sana Fatima
Roll No. BSc23-MLT12

ORGANISATION

CarePlus Diagnostics, Hyderabad

Department of Medical Laboratory Technology

YOUR COLLEGE OF ALLIED HEALTH SCIENCES, HYDERABAD

Academic Year 2025–26

INTERNSHIP CERTIFICATE

This is to certify that Sana Fatima, a student of Bachelor Of Science (Medical Laboratory Technology) at Your College of Allied Health Sciences, Hyderabad, has successfully completed an internship with CarePlus Diagnostics, Hyderabad, as Laboratory Quality Intern from 5 May 2025 to 27 June 2025.

During the internship the student worked with our Quality Assurance team and contributed to qc chart digitisation. We found the student sincere, punctual and eager to learn, and we wish them every success.

(Replace this page with the certificate issued by your organisation, if one was provided.)

Dr. Ravi Teja

Quality Manager, CarePlus Diagnostics

HR Department

CarePlus Diagnostics

| Declaration

I hereby declare that this internship report, submitted to the Department of Medical Laboratory Technology, Your College of Allied Health Sciences, Hyderabad, is a record of the work I carried out at CarePlus Diagnostics from 5 May 2025 to 27 June 2025 under the supervision of Dr. Ravi Teja and the guidance of Dr. K. Lakshmi. The report has not been submitted elsewhere for any degree or diploma.

Place: _____ Date: _____

Sana Fatima

Acknowledgement

I am grateful to CarePlus Diagnostics for giving me the opportunity to work as Laboratory Quality Intern and to experience a professional environment first-hand.

I sincerely thank my industry mentor, Dr. Ravi Teja, for patient guidance, regular feedback and for trusting me with real work. I also thank the members of the Quality Assurance team, who welcomed me and answered my questions.

I am thankful to Dr. K. Lakshmi, my faculty mentor, and to the Head of the Department of Medical Laboratory Technology for their support and encouragement.

Finally, I thank my family and friends for their constant motivation.

Executive Summary

This report describes my 8-week internship at CarePlus Diagnostics, a chain of diagnostic laboratories offering pathology and imaging services. During the internship I worked as Laboratory Quality Intern in the Quality Assurance team. I observed laboratory workflows, maintained quality-control charts, assisted internal audits and helped update standard operating procedures.

Organisation	CarePlus Diagnostics, Hyderabad
Domain	Diagnostic laboratory services
Role	Laboratory Quality Intern
Department	Quality Assurance
Duration	5 May 2025 – 27 June 2025 (8 weeks)
Industry mentor	Dr. Ravi Teja, Quality Manager
Tools used	LIMS, Levey–Jennings charts, Excel, Audit checklists

Table of Contents

01 Company Profile.....	7
About the Organisation.....	7
Vision and Mission.....	7
Products and Services.....	7
Organisational Structure.....	7
02 Internship Overview.....	8
Objectives of the Internship.....	8
Role and Responsibilities.....	8
Tools and Technologies.....	8
03 Weekly Work Log.....	9
Week 1: Induction.....	9
Week 2: Sample journey: collection to report.....	9
Week 3: Internal QC in biochemistry.....	9
Week 4: Equipment calibration and logs.....	10
Week 5: Internal audit support.....	10
Week 6: SOP review.....	10
Week 7: Turnaround time analysis.....	10
Week 8: Presentation and handover.....	10
04 Projects Undertaken.....	11
Project 1: QC chart digitisation.....	11
Project 2: Turnaround time study.....	11
05 Skills and Learning Outcomes.....	12
Challenges Faced.....	12
06 Conclusion.....	13
07 Appendix: Attendance and Evaluation.....	14

01 Company Profile

About the Organisation

CarePlus Diagnostics runs a central laboratory and collection centres that offer pathology tests and basic imaging. The laboratory follows documented quality procedures, internal quality control and external quality assessment.

Vision and Mission

Vision

Accurate reports, every time, for every patient.

Mission

To deliver reliable diagnostics through trained people, calibrated equipment and strict quality systems.

Products and Services

- Clinical biochemistry
- Haematology
- Microbiology
- Home sample collection

Organisational Structure

The organisation is structured into functional teams, each led by a manager who reports to the leadership team. Interns are attached to one team and assigned an industry mentor.

Department	Main responsibilities
Laboratory	Testing in each department
Quality Assurance	Quality control, audits and documentation
Collection	Phlebotomy and logistics
Customer Care	Reports and queries

| 02 Internship Overview

Objectives of the Internship

1. Understand quality systems in a diagnostic laboratory.
2. Learn internal quality control and documentation.
3. Observe sample handling from collection to report.

Role and Responsibilities

- Plotting daily QC data
- Checking temperature and calibration logs
- Assisting internal audits
- Updating SOP drafts

Tools and Technologies

Tool / technology	How it was used
LIMS	Tracking samples and reports
Levey-Jennings charts	Monitoring control results
Excel	QC data and trend charts
Audit checklists	Internal audit support

03 Weekly Work Log

The table below summarises the work done in each week. Detailed notes for each week follow.

Week	Dates	Tasks performed	Key learning
1	5–9 May	Induction, biosafety and confidentiality	Biosafety levels and PPE
2	12–16 May	Sample journey: collection to report	Pre-analytical errors
3	19–23 May	Internal QC in biochemistry	Westgard rules
4	26–30 May	Equipment calibration and logs	Traceability
5	2–6 Jun	Internal audit support	Non-conformities and corrective actions
6	9–13 Jun	SOP review	Writing clear procedures
7	16–20 Jun	Turnaround time analysis	Bottlenecks in the workflow
8	23–27 Jun	Presentation and handover	Summarising findings

Week 1: Induction

Work done: Induction, biosafety and confidentiality. I kept a daily diary of tasks and questions and reviewed it with my mentor at the end of the week.

Learning: Biosafety levels and PPE.

Week 2: Sample journey: collection to report

Work done: Sample journey: collection to report. Most of the week was spent shadowing team members and then repeating the tasks independently.

Learning: Pre-analytical errors.

Week 3: Internal QC in biochemistry

Work done: Internal QC in biochemistry. At the weekly review my mentor suggested improvements, which I applied the following week.

Learning: Westgard rules.

Week 4: Equipment calibration and logs

Work done: Equipment calibration and logs. I documented the steps I followed so that the next intern could repeat them easily.

Learning: Traceability.

Week 5: Internal audit support

Work done: Internal audit support. I kept a daily diary of tasks and questions and reviewed it with my mentor at the end of the week.

Learning: Non-conformities and corrective actions.

Week 6: SOP review

Work done: SOP review. Most of the week was spent shadowing team members and then repeating the tasks independently.

Learning: Writing clear procedures.

Week 7: Turnaround time analysis

Work done: Turnaround time analysis. At the weekly review my mentor suggested improvements, which I applied the following week.

Learning: Bottlenecks in the workflow.

Week 8: Presentation and handover

Work done: Presentation and handover. I documented the steps I followed so that the next intern could repeat them easily.

Learning: Summarising findings.

04 Projects Undertaken

Project 1: QC chart digitisation

Problem: QC results were plotted by hand.

Approach: Built an Excel template that plots Levey–Jennings charts and flags rule violations.

Outcome: Adopted for two analysers (sample outcome).

Figure placeholder — screenshot, drawing or photo of your work

Figure 1: QC chart digitisation

Project 2: Turnaround time study

Problem: Some reports were delayed.

Approach: Recorded timestamps for 200 samples and identified waiting steps.

Outcome: Suggested batching changes at sample reception.

Figure placeholder — screenshot, drawing or photo of your work

Figure 2: Turnaround time study

05 Skills and Learning Outcomes

Skill area	What I learned
Technical	QC rules, calibration, documentation
Quality	Audits, corrective actions, SOPs
Professional	Biosafety, confidentiality, teamwork

Challenges Faced

- Understanding many SOPs in a short time
- Maintaining accuracy while recording data

o6 Conclusion

The internship helped me appreciate how quality systems protect patients and how every step in the laboratory affects the final report.

Suggestions for future interns

Revise QC concepts and be very careful with labelling and documentation.

07 Appendix: Attendance and Evaluation

Week	Days present	Mentor remarks	Mentor sign
1	5 / 5		
2	5 / 5		
3	5 / 5		
4	5 / 5		
5	5 / 5		
6	5 / 5		
7	5 / 5		
8	5 / 5		

Mentor evaluation (to be filled by the organisation)

Criterion	Excellent	Good	Average	Needs work
Technical skills				
Communication				
Punctuality				
Teamwork				
Initiative				