

Workplace Observation Form (Visit #1)	
Your Name:	Mohamad Abou Ali
Date/Duration of Observation:	July 2 <sup>nd</sup> , 2025 / Approximately 8 hours
Name of Company Observed:	Dr. Abdulrahman Al Askar Clinic
Number of Employees You Saw:	Approximately 4–6 (doctor, nurses, receptionist)
Type of Industry: (e.g.: Manufacturing, Hospitality, IT, Service)	Healthcare / Medical (Orthopaedic Specialty)
What the Company Does: What services do they offer, what do they make, what do they do?	The clinic provides diagnosis, treatment, and follow-up care for patients with musculoskeletal issues, including bone fractures, joint disorders, and spine conditions.
Tasks Observed: What tasks/work do you see taking place?	Patient consultation, Physical examination, Joint injections, X-ray interpretation, Staff scheduling and coordination
Skills Observed: What skills do you see being used?	Clinical diagnostic skills, Communication with patients, Use of imaging technology, Manual dexterity during joint procedures
Working Hours: What are start and finish times? What are tea and lunch break times?	Start: 9:00 AM Finish: 5:00 PM Tea Break: Approximately 11:00 AM Lunch Break: 1:00 PM
Employee Interaction: Can you observe how employees interact with each other? Describe what you see.	The team communicated in a clear and professional manner. The doctor provided guidance to the nursing staff, and case discussions were collaborative. The receptionist managed patient flow smoothly.
Employee Satisfaction: Do the employees look happy, like they are enjoying their job? Explain why you think this.	The atmosphere appeared positive, with staff members engaged in their work. Friendly exchanges and smiles indicated a pleasant workplace environment.
Customers: Who are the main customers?	Primarily orthopaedic patients—adults and seniors dealing with joint pain, sports-related injuries, or back issues.
Customer Service (1): What did you notice?	The receptionist welcomed patients warmly, processed documentation efficiently, and ensured they were directed to the appropriate areas.

<b>Customer Service (2):</b> Did you observe any good or bad interactions with customers?	Positive interaction: The doctor displayed empathy, listened attentively, and clearly explained treatment options. No negative encounters were noted.
<b>Main Relevant Jobs Observed (1):</b> List a job you observed. Briefly, what does this job involve?	Orthopaedic Surgeon: Diagnoses and treats disorders related to bones, joints, and muscles. Performs injections and recommends surgeries or physical therapy.
<b>Main Relevant Jobs Observed (2):</b> List a job you observed. Briefly, what does this job involve?	Nurse/Medical Assistant: Prepares patients for exams, assists the doctor, administers treatments, and maintains medical records.
<b>Main Relevant Jobs Observed (3):</b> List a job you observed. Briefly, what does this job involve?	Receptionist: Manages appointments, greets patients, handles billing and paperwork.
<b>Main Equipment Observed:</b> List and explain some of the main equipment you saw?	X-ray viewing system and digital imaging tools, medical examination table, Sterile injection supplies, Orthopaedics support devices and anatomical models.
<b>Devices that Were used for Customer Service:</b> What devices were used when the staff interacted with customers?	Appointment and record-keeping software, Phone system for scheduling and reminders.
<b>Workplace Safety (1):</b> Did you see any health and safety signs? Describe and draw them on the back of this form.	Yes, signs promoting hand hygiene and glove use were displayed. A fire extinguisher was placed near the entrance.
<b>Workplace Safety (2):</b> Did you see any safety clothing? Describe it.	Yes, the doctor and nurse wore protective lab coats and gloves. Proper disposal of needles in sharps containers was followed.
<b>Dress Code:</b> What do you notice about how the workers are dressed?	Professional medical attire: doctor in a lab coat, nurse in scrubs, and receptionist in business-casual clothing.
<b>Workplace Energy:</b> Does this look like a fun or interesting place to work? Why/why not?	Yes, it seemed like a focused and fulfilling place to work. Staff were attentive and the pace was steady but manageable.
<b>Possible Work Experience Opportunities:</b> Do you think there might be work experience or internship opportunities here? Why?	Yes. There may be internship/shadowing opportunities for medical students to observe procedures and patient care routines.
<b>Manager or Supervisor's Name:</b> List here if you were able to get this information.	Dr. Abdulrahman Al Askar

Workplace Observation Form (Visit #2)	
<b>Your Name:</b>	Mohamad Abou Ali
<b>Date/Duration of Observation:</b>	June 5 <sup>th</sup> , 2025 / Approximately 4-5 hours.
<b>Name of Company Observed:</b>	Chtoura Hospital.
<b>Number of Employees You Saw:</b>	Approximately 10–15 (anaesthesiologists, surgeons, nurses & technicians).
<b>Type of Industry:</b> (e.g.: Manufacturing, Hospitality, IT, Service)	Healthcare / Medical (Hospital / Surgery).
<b>What the Company Does:</b> What services do they offer, what do they make, what do they do?	Chtoura Hospital provides general and specialized medical care, including inpatient, outpatient, surgical, emergency, and anaesthesia services.
<b>Tasks Observed:</b> What tasks/work do you see taking place?	Pre-operative patient evaluation, Anaesthesia preparation and drug administration, Monitoring of vital signs during surgery, Airway management (intubation), post-operative recovery assessment.
<b>Skills Observed:</b> What skills do you see being used?	Advanced airway management, Intravenous drug administration, Use of monitoring equipment (e.g., ECG, pulse oximeter), Communication with surgical team, Critical thinking and emergency preparedness.
<b>Working Hours:</b> What are start and finish times? What are tea and lunch break times?	Start: 7:30 AM Finish: 2:30 PM Breaks: Brief tea/water breaks between surgeries; no fixed lunch break observed
<b>Employee Interaction:</b> Can you observe how employees interact with each other? Describe what you see.	Dr. Wardany communicated efficiently with nurses and surgeons to ensure safe anaesthesia delivery.
<b>Employee Satisfaction:</b> Do the employees look happy, like they are enjoying their job? Explain why you think this.	The staff appeared focused and professional. Some light conversations between surgeries suggested a comfortable working atmosphere.
<b>Customers:</b> Who are the main customers?	Hospital inpatients and outpatients requiring surgical procedures. Ages varied from paediatric to elderly.
<b>Customer Service (1):</b> What did you notice?	Nurses and anaesthesiologist provided clear explanations to patients pre-op and ensured they were calm and informed.
<b>Customer Service (2):</b> Did you observe any good or bad interactions with customers?	Good interaction observed—Dr. Wardany reassured anxious patients preoperatively and explained procedures before administering anaesthesia.

<b>Main Relevant Jobs Observed (1):</b> List a job you observed. Briefly, what does this job involve?	Anaesthesiologist: Prepares and administers anaesthesia, monitors patients' vital signs, ensures unconsciousness and pain control during surgeries.
<b>Main Relevant Jobs Observed (2):</b> List a job you observed. Briefly, what does this job involve?	Operating Room Nurse: Prepares surgical instruments, assists the surgical team, monitors patient condition, and maintains sterile environment.
<b>Main Relevant Jobs Observed (3):</b> List a job you observed. Briefly, what does this job involve?	Surgical Technician: Supports in setting up equipment, hands tools during surgery, and ensures proper functioning of machines.
<b>Main Equipment Observed:</b> List and explain some of the main equipment you saw?	Anaesthesia machine, Patient monitors (BP, ECG, SpO2), Intubation tools (laryngoscope, ET tubes), IV infusion pumps, Syringe drivers
<b>Devices that Were used for Customer Service:</b> What devices were used when the staff interacted with customers?	Electronic medical records (EMR), Bedside monitors for patient reassurance, Intercom system for coordination between units
<b>Workplace Safety (1):</b> Did you see any health and safety signs? Describe and draw them on the back of this form.	Yes. Safety signs were posted regarding sterilization, infection control, and emergency procedures.
<b>Workplace Safety (2):</b> Did you see any safety clothing? Describe it.	All staff wore scrubs, gloves, surgical masks, caps, and shoe covers. Strict hygiene and sterile protocols were followed.
<b>Dress Code:</b> What do you notice about how the workers are dressed?	Medical staff wore standard OR attire: scrubs, caps, and masks. Dr. Wardany also wore a disposable surgical gown during procedures.
<b>Workplace Energy:</b> Does this look like a fun or interesting place to work? Why/why not?	Yes. It was an intense yet highly structured and well-coordinated environment. Staff worked under pressure but with high morale and collaboration.
<b>Possible Work Experience Opportunities:</b> Do you think there might be work experience or internship opportunities here? Why?	Yes. Chtoura Hospital could offer observation/shadowing opportunities in anaesthesia and surgery, valuable for medical students.
<b>Manager or Supervisor's Name:</b> List here if you were able to get this information.	Dr. Marwan Wardany