

Internship
at
Pristyn Care, Gurugram, Haryana

Report submitted to

The IIHMR University, Jaipur



for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

Vidhi Sharma

Academic year : 2019 - 2021

INTERNSHIP REPORT

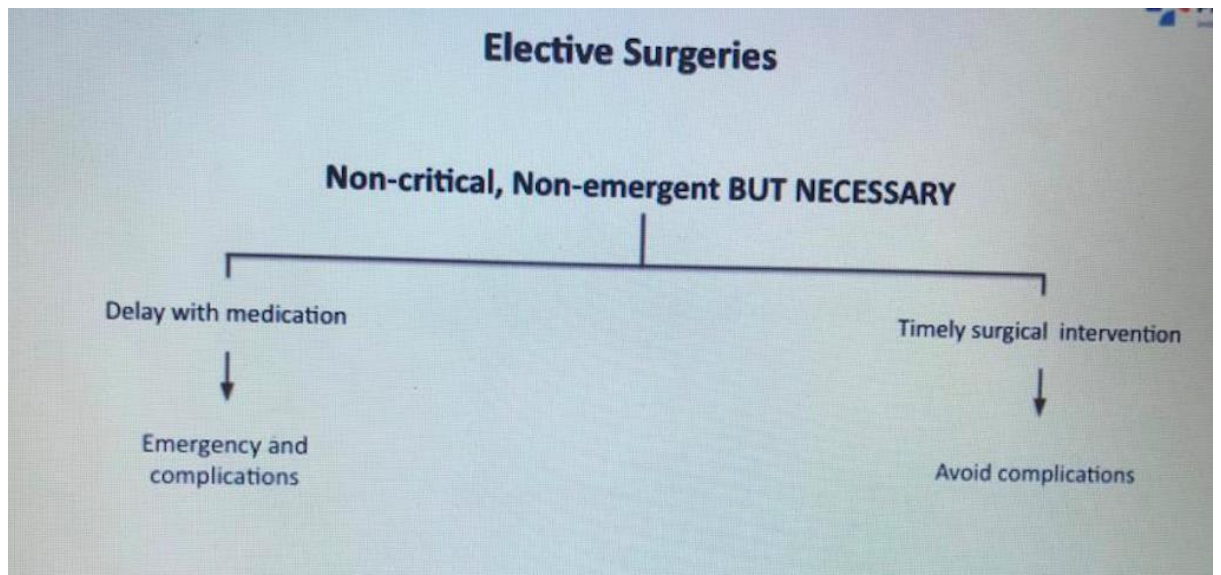
1.INTRODUCTION:

Pristyn Care is a Gurgaon based healthcare start-up, founded in 2018 by Harsimarbir Singh, Dr. Vaibhav Kapoor, and Dr. Garima Sawhney with a vision to provide patient-centric healthcare services throughout the journey from disease to health.

Pristyn Care builds an asset-light healthcare ecosystem of 90+ clinics and 400+ partner hospitals across 16 cities. The platform claims to have over 90+ in-house super-specialty surgeons with expertise in general surgery, ENT, urology, gynecology, vascular, and cosmetic surgeries.

Pristyn Care has an ecosystem of 80+ clinics, 400+ partner hospitals, and 140+ in-house super speciality surgeons for Proctology, Urology, ENT, Gynaecology, Vascular, Laser, and Laparoscopic surgeries. Pristyn Care operates in 22+ cities including Delhi NCR, Hyderabad, Bangalore, Chennai, Kolkata, Mumbai, Pune, Lucknow, Kanpur, Chandigarh, Jaipur, Indore, Nagpur, Bhopal, Ludhiana, Patna, Bhubaneswar, Coimbatore, Kochi, Ahmadabad, Agra, Gwalior.

Pristyn Care is focused on building a healthcare ecosystem delivering surgical care, hospital admission, doctor's consultation, pre and post-surgical follow-ups, reimbursements, and hassle-free insurance claims. The platform's "care buddies" assist patients through their surgical journey.



Every surgery at Pristyn Care is done using the most advanced medical technology and equipment. Patients are treated at the hands of super specialist surgeons who have been conducting surgeries for over 8-10 years.

Pristyn Care ensures that the patient's experience right from the discovery of the right doctor, to booking an appointment at the clinic, getting a detailed diagnosis done, booking tests at a diagnostic centre, getting insurance paperwork done, commute from home to the hospital & back on the day of the surgery, admission-discharge processes at the hospital, and follow-up consultation after the surgery - is hassle-free and care-filled.

Treatment Categories at Pristyn Care

- Proctology
- Laparoscopy
- Vascular
- Urology
- Gynaecology
- ENT
- Aesthetics
- Orthopaedics
- Ophthalmology
- Fertility

OUR MISSION

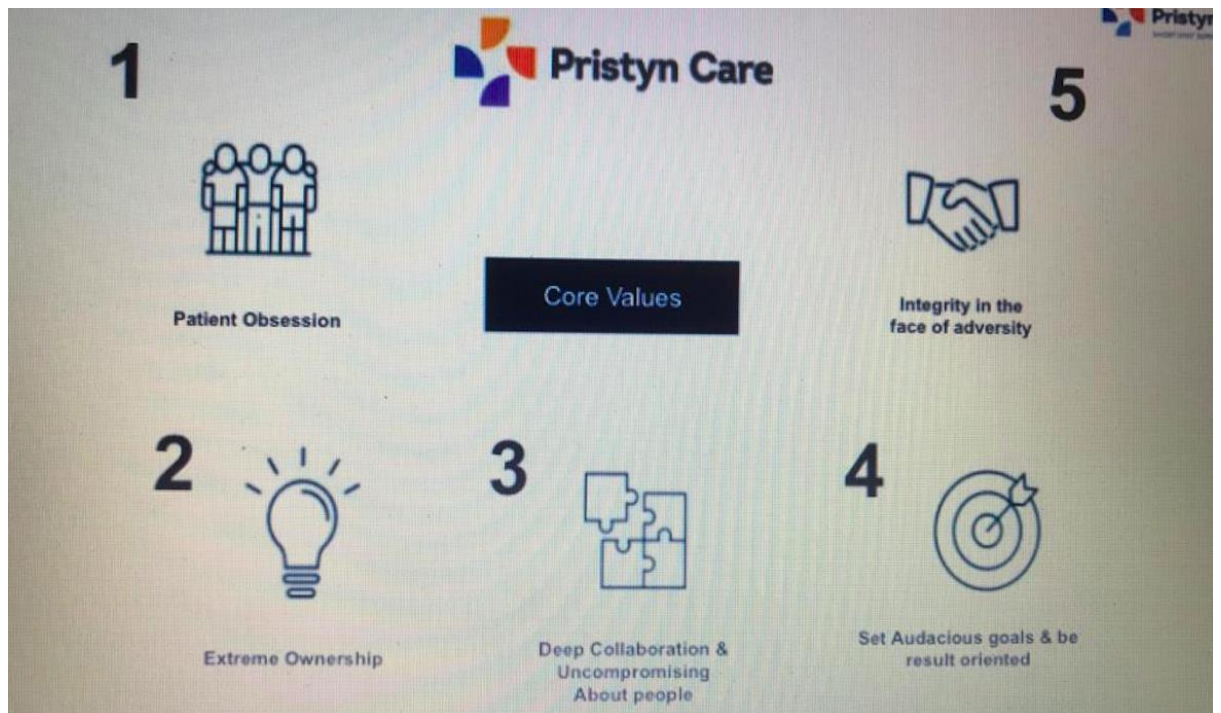
To fix the broken patient journey by offering full-stack healthcare services and increasing patient centricity

OUR VISION

To ensure consistent quality and advanced surgical care and take the latest medical technologies to Tier 2 and Tier 3 cities

OUR VALUES

To Collaborate as a team and take Extreme Ownership of our Audacious Goals to achieve targets and display tremendous Integrity.



Pristyn Care has taken the latest medical technologies to ensure consistent quality of advanced surgical care in 30 cities of India including Delhi, Hyderabad, Bangalore, Chennai, Kolkata, Mumbai, Pune, Jaipur, Nagpur, Bhopal, Patna, Ludhiana, Kanpur, Chandigarh, Bhubaneswar, Lucknow, Indore, Agra, Gwalior, Gurgaon, Noida, Faridabad, Ghaziabad, Ahmedabad, Coimbatore, Kochi, Vizag, Surat, Jammu and Guwahati.

MERCHANDISES

I. COVID Medical Stay at Pristyn Care

As India continues its battle against COVID-19, Pristyn Care has stepped up to join hands with various hotel properties to provide safe and isolated stays for the entire course of one's recovery. Pristyn Care has placed the highest standards of hygiene practices while treating or diagnosing the patients. Key features of COVID treatment at Pristyn Care are:

- The entire staff is well trained to assist and aid a COVID patient. The amenity has a 24x7 Medical Monitoring facility
- There will be a daily visit by a Specialist Doctor to observe the health status of every patient
- COVID Care Kit (Masks, Sanitizer, thermometer, Oximeter, etc.) is provided to ensure the safety of patients and medical staff
- The property has a facility of emergency oxygen support for critical patients
- Our Medical Team will keep the family in the loop with a regular health update
- During the stay, the patients will be provided with Nutritious Meal
- Emergency Ambulance Facility Available

II. PRISTYN PHARMACY

2.OBJECTIVES OF INTERNSHIP:

- 1.To develop and improve business skills in communication, technology.
2. To have a valid quantitative reasoning
3. To know the importance of Teamwork
4. To improve upon soft skills .

3.ORGANIZATIONAL PROFILE:

Senior Executive- Medical Directorate

- Heading doctor management for all specialties for PAN India
- Heading Quality control and compliances in partner hospitals and clinics
- Selection, hiring, and training of doctors for PAN India
- Managing doctor compliances and happy index
- Managing patient experience related to doctors build matrix around it to measure and continuous audit for the process.
- Improving OPD & IPD utilization of doctors.

4.PROJECTS UNDERTAKEN

1. Dissertation-Study on challenges of day care surgery cancellation.
2. Indemnities and legal aspect –from Doctor’s perspective.
3. Measurement of performance index for doctors-in terms of surgeries.
4. EMR adoption

COMPLETION CERTIFICATE



Pristyn Care

SIMPLIFYING SURGERY EXPERIENCE

CERTIFICATE OF COMPLETION

This is to certify that **Dr. Vidhi Sharma** in partial fulfilment of the requirements for the awards of the degree of MBA (Hospital and Health Management) from the IHMR University, Jaipur has successfully completed her internship at **Pristyn Care** during March 22, 2021 to June 19, 2021.

Place: Gurgaon

Date: June 19, 2021



HR Manager
(Uzma Batool)

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