

Internship at Healthvista India Pvt. Ltd, Bangalore

By

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INTERNSHIP REPORT

The Internship was for a period of 3 months starting from 06th February to 10th May where in the position held was that of Management Trainee in Business development working as a Product Manager for doctor services. One month was spent understanding the various Departments, hierarchy and organizational structure. Later, Doctor Product was handed over in order to re structure and creates a new Business plan to increase Business profitability and health outcomes.

During this entire process focus was paid on streamlining operations, increasing sales and analyzing the gaps in the current system. Also, work on the Marketing and Business strategies in order to improve brand awareness and visibility and service quality thereby increasing patient satisfaction.

Learning:

- 1) Understanding the home healthcare business, it's offerings, operations and structure
- 2) Technology enabled healthcare gave me a chance to get acquainted with the most advanced IT solutions that has helped me evolve technologically.
- 3) Diagnostic chains and its offerings
- 4) Building alliances and creating a Business plan
- 5) Re-engagement and Customer Retention strategies
- 6) Human resource management
- 7) Sales responsiveness towards diagnostic campaigns
- 8) Data management and Analysis
- 9) ATL and BTL marketing strategies

10) Streamlining Operations

11) Capacity Building and Training

OBJECTIVES

To get all the insights and details of the product of labs & diagnostics in Portea Medical, to understand the product and the details associated with it, how the entire operations work and how the entire service is delivered to the patient.

ORGANIZATIONAL PROFILE

Introduction

Average life expectancy in India has increased dramatically over the past 50 years. This is hopefully due to better medical care and nutrition. While people are living longer, India faces a major shortage of resources for geriatric care and the treatment of chronic diseases.

A report by the United Nations Populations fund research estimated that the number of people in India above 60 years of age will increase from 100 million in 2011 to 300 million by 2050. This means that there is a substantial increase in number of people who would require lengthened medical care and attention. In such contingencies, hospital accommodation and care would be a costly affair.

Non-communicable diseases including cardiovascular diseases, diabetes, chronic pulmonary disease and cancer, cause around 50% of all deaths in India. The home is considered to be the best place for anyone to recuperate because of the familiarity and comfort it provides when compared to the unfamiliar hospital environment.

Recovery is a process that involves a great amount of care and nurturing. Be it recovering from a surgery, recuperating after a delivery or undergoing physiotherapy after any treatment, this period requires more care than medical assistance. The very thought of being discharged from the hospital and getting back home will start one's recovery process. Healing comfortably in your own home, under the supervision of your relatives as against being in a hospital, will boost the patients' morale to a huge extent. Patients recovering from their illness would need a person who is available to attend to them in times of need rather than a doctor who will attend on them from time to time.

The concept of old-age homes or assisted living is socially largely unacceptable in India and therefore better home-based health care facilities are becoming an imperative. It is estimated that for an average individual, 70% of health care needs can be met in the home environment. This can result in better health outcomes and lower medical costs for the patients.

Home Healthcare has become a single solution and has opened a lot of doors for patients and their families. Owing to the above demand, home healthcare players come actively into the fray to bridge the gap in the health care sector.

Home Healthcare

Home health care is a wide range of health care services that can be given in your home for an illness or injury. Home health care is usually less expensive, more convenient, and just as effective as care you get in a hospital or skilled nursing facility.

Home health care is an old concept in countries like USA, UK and other first world nations. In India, home based healthcare is gaining a lot of traction and is poised for transformation in the coming years with lot of people understanding its importation due to India being in third stage of demographic transition and also due to the type of market with respect to home healthcare in India.

Home healthcare has started playing a dominant role in the recent years. Talking about the elderly, a category for which the demand for healthcare is very high, home healthcare players have a lot more personalized services to offer . Geriatric care is an aspect that home healthcare players specialize in. Going beyond medical need, a lot of aged people look for simple assistance like accompanying them on a walk, spend time with them in light minded conversations, helping them with simple household chores, etc. a lot of home healthcare players go that extra mile to make the patient feel well taken care of.

For a developing country like India, which is witnessing an increase in demand for healthcare facilities every single day, home healthcare definitely has a unique array of facilities to offer.

History

Portea was founded by Zachary Jones, the former head of research at Copal Partners and Karan Aneja in 2012 in the capital, New Delhi.

In September 2013, Bangalore based serial entrepreneurs K.Ganesh and his wife Meena Ganesh acquired the fledgling Portea Medical from its New Delhi-based founders.

Krishnan Ganesh, Chairman of Portea Medical is a successful serial entrepreneur with four successful green field ventures and exits. His last venture, TutorVista was acquired by US and UK listed education leader Pearson for \$ 213 MM . He was among the top 5 nominees for the Economic Times Entrepreneur of the year 2012 Award. His current venture, Portea Medical, provides technology-led home health care to the Indian consumer.

Meena Ganesh, Co-Founder, MD & CEO of Portea Medical is one of India's foremost business leaders and most successful entrepreneurs with nearly three decades of experience in industries including healthcare, consulting, technology, outsourcing, education and e-commerce. In November 2015, she was selected by Fortune India as one of the 50 'Most Powerful Women in Business.'

Post acquisition, they raised \$8 million from Accel Partners and Ventureast. In July, Portea raised a strategic investment from Qualcomm Ventures, the investment arm of the U.S. tech firm Qualcomm Inc. While they have not disclosed the details, in a conversation with Knowledge@Wharton prior to this funding, the couple said that they plan to raise \$40 million for Portea by May 2015.

Portea is already present in 24 cities in India and our aim is to expand to 50 cities (with a population of 1 million) in the next 18 – 24 months.

Portea works with hospitals, insurance companies and individuals to improve health outcomes by providing a continuity of care in the home setting from doctors, nurses, physiotherapists, nutritionists, counselors, and home health aides. The company has five tier-1 corporate hospitals as partners, a network of hundreds of referring physicians all over India and handles around 2000 home visits a month.

Portea gets revenue from two streams - direct-to-consumer and business to business (B2B). In the former, it charges patients either for each visit or a flat annual fee. In the latter, mainly for geriatric and chronic patients, it charges an annual fee for customised services. "Typically, customers start with the per-visit model, but soon migrate to subscription," says a company official.

B2B partners comprise hospitals and insurers. Portea gets patients through them, provides the services on their behalf and the institutions pay for the services.

Portea does not outsource its services. All workers, including doctors, nurses, physiotherapists and support staff, are on company payroll. "To have full control on the brand and quality, we cannot outsource key and core functions,"

Business Model

The Portea platform sits on a geo-fencing network. This helps it divide every city into geographies to co-ordinate clinician visits. It has a complex back-end algorithm to identify clinicians. It takes into account the location of customer, preferable time slot, type of service request, clinician calendar and assigns the clinician. From a central location, it can view all patient requests, clinician locations and get real-time updates, if for any reason a clinician is running late.

Portea has built its own tech platform, including mobile apps, to help its providers adhere to standard operating procedures, access diagnostic tools, share information, and keep records for each patient. Ganesh says Portea's geo-fencing network divides each of its cities into separate segments to help manage and coordinate clinician visits and it uses an algorithm to match patients and providers. The startup is currently developing predictive analytics to help anticipate health issues in individual patients. Portea's customers can access records and book through its App.

Portea's clinicians have access to the Portea app, through which they can access the patient's medical history, check for instructions from the patient's consulting specialist and real-time update of the patient's vitals. Portea is now in the process of integrating its medical equipment with Bluetooth capability so that data like blood pressure, temperature and sugar levels get captured.

Portea's backend algorithms provide alerts if a patient's vitals cross internally-set thresholds and check for adverse drug reactions for anything suggested against the patient's older prescription. Portea will aggregate service providers and provide services on a pan-India basis.

Persuading patients to avail healthcare at home rather than going to hospitals would be a challenge. Portea has been trying to do this by emphasising on the value-proposition without compromising on quality of service.

Business Model:

Portea has provided hand-held devices to its people on the ground. They have hand-held devices with GPS connectivity all the time and the right person's device is activated to reach a patient. Hence, technology is their biggest strength.

Portea Medical, a startup that provides in-home healthcare in India, has raised a \$37.5 million Series B led by returning investor Accel. The round's other participants include

International Finance Corporation (IFC), a member of the World Bank Group, Qualcomm Ventures, and Ventureast.

Portea claims to be the biggest in-home care provider in India, with clinicians in 24 cities who make 60,000 in-home visits every month. It currently serves 50,000 patients, about 40 percent of whom are actively using its services at any given time. The company's last fundraising was in December 2013, when it got a \$9 million Series A from Accel, Qualcomm Ventures, and Ventureast. Its new capital will be used to expand into South/Southeast Asian markets and boost its employee count from 3,000 to 8,000 over the next 18 months.

Like Honor in the U.S., Portea sends health providers to residences. The start-ups' verticals include routine checkups, oncology, maternity care, and palliative care, but its core consumers are the elderly.

Average life expectancy in India has increased dramatically over the past 50 years thanks to better medical care and nutrition. While people are living longer, India faces a major shortage of resources for geriatric care and the treatment of chronic diseases.

Portea deals with hospital-quality healthcare in the comfort of home. They provide doctors, nurses, and physiotherapists for home visits who have passed rigorous hiring standards and have had their backgrounds and medical knowledge verified by senior doctors. They also Facilitate lab tests at home and medical equipment rentals, making health care more accessible

for patients.

Portea Medical's clinical procedures were developed in consultation with leading home healthcare professionals in the United States, ensuring that you receive only the highest quality medical care; all of our doctors are members of international medical accreditation bodies. As a result of using their services, patients are able to stay in their homes longer, save money, and have peace of mind.

Portea helps:

- ☐ Individuals receive high-quality, affordable, in-home healthcare
- ☐ Doctors, medical practices and hospitals offer high-quality post operative and primary care, allowing a renewed focus on in-patient procedures and secondary and tertiary care.
- ☐ Employers and businesses provide their employees with affordable access to high quality healthcare

Portea is a leading Home-healthcare service provider with services in Ahmadabad, Bangalore, Baroda, Chandigarh, Chennai, Cochin, Coimbatore, Goa, Hyderabad, Indore, Jaipur, Kolkata, Lucknow, Ludhiana, Madurai, Mumbai, Nagpur, NCR, Pune and Visakhapatnam. They are going to be operational in more cities very soon.

Their offerings include various in-home healthcare services like Physiotherapy, Nursing, Attendant/Home Health Aide, and Doctor Visit. They will keep on adding more in-home healthcare services with a vision to bring world class medical care into patients' home.

Home healthcare service provider Portea Medical, run by Health Vista India Pvt. Ltd on Thursday said it has acquired medical equipment service provider Health Mantra India Pvt. Ltd for an undisclosed amount in a cash and stock deal.

The acquisition will help Portea penetrate deeper into categories such as respiratory care, geriatric care and orthopaedics.

The acquisition of Health Mantra is Portea's third attempt to expand its offerings in the home

healthcare segment through acquisitions and strategic investments in the last six months.

In November, the company had acquired specialty pharmaceutical distributor Medybiz Pharma Pvt. Ltd for an undisclosed amount in a cash and stock deal. The move was expected to help Portea leverage Medybiz's expertise in catering to patients of diabetes, cardiology, oncology, osteoarthritis, osteoporosis, rheumatoid arthritis, tuberculosis and neurology among others.

Vision

The vision is to ensure that the services are provided with great compassion and empathy so that in a moment of need, patients and their families can rest assured that care is being given by the very best professionals, who use their skills and their heart, to assist those in need of care.

Services

Portea focuses on general primary health care, post-hospitalization care, and chronic disease management and allied services. We have care plans addressing various aspects in all of these areas.

- Doctor visit
- Nurse visit
- Nursing attendants (12/24 hours a day)
- Annual care plans (Managed care) (For elders as well as for disease management (diabetes, hypertension, COPD).
- Physiotherapists
- The other care plans include those for lifestyle diseases like Diabetes and Hypertension

We also offer medical equipment on rent.

DOCTOR CONSULTATION

Some patients consult with a doctor for general health check-up, seasonal fever, acute diseases, chronic illness, and more in their home. From consultation to treatment, the doctor helps them throughout their recovery. An in-home doctor service does exactly the same as the hospital or clinic doctors. The doctors visit and treat the patients in the comfort of their home. The doctors at Portea have years of medical experience and provide quality treatment.

The consultation is given for the following services:

- General check-up
- Diabetic care
- Ortho care
- Post-hospitalization cardiac care
- Post-hospitalization neuro care
- Home based oncological care

PHYSIOTHERAPY SERVICES

Physiotherapy is a healing method focused on mobility. Physiotherapists help patients regain mobility, as far as possible. They assess, diagnose and treat disabilities. From back pain, neck pain, knee pain, and ligament issues to Parkinson's, Paralysis, Cerebral Palsy, and more, our physiotherapists can heal both chronic and acute problems at home.

The physiotherapy services are provided in cases such as

- Back pain
- Sports injuries
- Post surgical rehabilitation
- Paralysis
- Parkinson's disease
- Cerebral palsy

TRAINED ATTENDANTS SERVICES:

An in-home trained attendant service provides holistic support at home. Trained attendants, also known as caregivers, take care of the daily activities of a person in need. They help with personal grooming, movement, feeding, light housekeeping, and are also trained to monitor general health by regularly measuring essential vitals like heart rate, blood pressure, etc.

The care is needed for the following

- Elder care
- Mother and baby care

- Post-operative support
- Health and life style management

NURSING SERVICES

A nurse is a medical professional responsible for medical procedures, safety and recovery of patients from acute and chronic health issues. An in-home nurse is all that and more, in that he or she cares for you in your home, integrating him or herself into your family.

- Vaccinations
- Post surgical care
- Urinary catheterisation care
- Wound care
- Oxygen administration
- Injections and infusions

Our in-home nurses excel in providing services such as post-surgical care, elder care, chronic care, tracheostomy, urinary catheterisation care, wound care, injections, and IV infusions. What's more, they are always supervised by a senior doctor. Get well sooner by getting 12 / 24-hr care from a Portea in-home nurse.

ELDERCARE SERVICES

Portea's customized eldercare plan helps you choose the most effective and affordable plan for your loved ones. These plans are designed to cater the healthcare needs of the elderly. We provide nursing and doctor visits, trained attendant services, physiotherapy, lab tests, medical equipment for rent and purchase and more at your doorstep as per requirement.

The eldercare plans at Portea includes:

- Round the clock care plan
- Preventive eldercare plan
- Special eldercare plan

LAB TESTS

Booking a lab test with Portea is quick and easy. Some of our wide range of lab tests includes Blood Urea Nitrogen (BUN), Complete blood count, Fast Blood Sugar (FBS), Postprandial Blood Sugar (PPBS), Lipid Profile, Serum Creatinine, Uric Acid and more. We also provide health packages for you and your family. You can either book a test online, via email or via call. Your samples will be collected at your doorstep and the reports will be delivered to you via email.

The various services offered under lab tests include:

- Diabetes health check package
- Executive health check-up for men
- Executive health check-up for women
- Health check package for hypertension

MEDICAL EQUIPMENTS:

Renting medical equipment has never been this convenient. During difficult phases of life, you or your loved one might need to rely on various medical equipment to get back to normal life. Portea offers a wide range of medical equipment for rent or purchase making healthcare more accessible for you.

The type of equipments include:

- Respiratory range of equipments
- Cardiac range of equipments
- Mobility range of equipments
- Hearing aides and much more

VACCINATION SERVICES:

Vaccination is an antigenic substance that provides immunity against one or more diseases. It creates immunity in human body and protects from infection and thus prevents the disease. Portea offers vaccination at home; H1N1, Chicken Pox, Typhoid, Hepatitis B, Pneumonia, Cervical cancer and more vaccines available.

The vaccinations include:

- Hepatitis B vaccination
- H1N1 vaccination
- Typhoid vaccination
- Chicken pox vaccination
- Pneumonia vaccination
- Cervical cancer vaccination

Our experienced nurses visit patient's home and help with vaccination at home. We also provide vaccination at corporate offices for employees. We offer Flu/H1N1, HBV, HAV, Typhoid, Pneumonia, chicken pox, DTP, MMR, meningitis, cholera, HPV/cervical cancer and Zoster vaccines. Other vaccines can be made available on request.

DEPARTMENT OF MARKETING

- There are two marketing sources through which business comes from, in Portea. B2B and B2C.
- There was also an opportunity to learn about the different marketing channels for new products or services
- Growing the sales force through vigorous marketing efforts.

DEPARTMENT OF SALES AND ACCOUNTS

- This department along with the marketing department is the starting point for all forms of business as it is through this department the inquiries come to and where communication transforms into project that later on finds its way to further service provision stage.
- The leads generated through the marketing efforts convert into sales through this department.
- That is the interested customer converts and accepts to avail our service.
- The sales team follow-up the leads for a specified number of time.
- The department strictly follows a TAT (turn around time) for the process.
- The sales conversion ratio is the ratio of sales to leads. The more the ratio, more is the productivity and more is the business.

DEPARTMENT OF CUSTOMER SUPPORT

The customer service department and its employees represent the company and help to develop the public's perception of the company. **Customer service goals** are specific goals and guidelines that a company puts into place to ensure every single customer is 100% satisfied with the services the company provides. Excellent customer service means meeting the needs and wishes of every customer in a timely manner. A customer should never get off the phone with a business or leave a place of business unhappy. The team works by

- Being available to take your customers' phone calls or answer emails
- Educating your customers about your products and services
- Understanding the problems your customers are facing and knowing how to resolve them
- Communicating with your employees so they know about any changes in procedures

DEPARTMENT OF COUNSELLING SERVICES

Introduction of Counselling

Counselling means the provision of professional assistance and guidance in resolving personal or psychological problems. Counsellors do not provide solutions- only guide you to discover your best solution. Counsellors are not doctors. They are **M.sc or M. A** in Psychology or Diploma in Psychology or M.Phil. or PhD in Psychology. They all have significant experience (>3 years). They cannot prescribe medications or any lab tests.

Types of Counselling Portea Provides

1. Disability counselling
2. Chronic pain management
3. Cancer or chronic illness
4. Elderly or senior citizen counselling
5. Post traumatic stress disorders

Counselling caters to -

- a. People with Physical diseases- Acute or chronic; Post-surgical; Cancer; Arthritis or any such long term debilitating illnesses

- b. People with health changes: Pregnant women; Eating disorders; Elderly, recently diagnosed with some disease.
- c. People with underlying mental diseases: Dementia, Schizophrenia, Alzheimer's etc
- d. Stress, depression, anxiety- common with younger generation as well due to work stress
- e. Behavioral issues- Anger management etc
- f. Issues with Marriage or child-rearing
- g. Family counseling
- h. Care –giver counselling

Although we have counselors well-versed in most types of counseling, we have made a conscious choice to stay away from a few conditions. If in any case, you find the situation unclear, please forward the case to me.

We don't provide counselling for –

- Children below 18 years of age
- People with already diagnosed mental health conditions like Schizophrenia, Dementia, Alzheimer's or any condition where the patient can get suicidal/homicidal etc.
- Suicidal cases- We are not a suicide helpline.
- People requiring medications for Mental illness- we provide Psychologists, not Psychiatrists.

Mode of communication

Online: Video and Telephonic- Max 1 hour session

Offline: At-home visit- Max 1 hour session

(+/- 15 minutes is acceptable)

Charges

Online: Rs.800 per hour

Offline: Rs.800 per hour

Mode of service	Audio	Chat
Packages	Complimentary	complimentary
	Single session: Rs.349	Single session: Rs. 249
	3 sessions package: Rs.999	3 sessions package: Rs.699
	6 sessions package: Rs.1499	6 sessions package: Rs.999

Link for availing the session (chat/ Audio)- <http://portea.typeathought.com/>

Ask for a video chat

Time: 9 am to 11 pm

Home service: 8 am to 6 pm only. Depends on the availability of counselors. Only select areas in Bangalore, Chennai and Mumbai

Qualification of Counsellors: M.Sc/M.Phil in Psychology with 2-5 years of experience

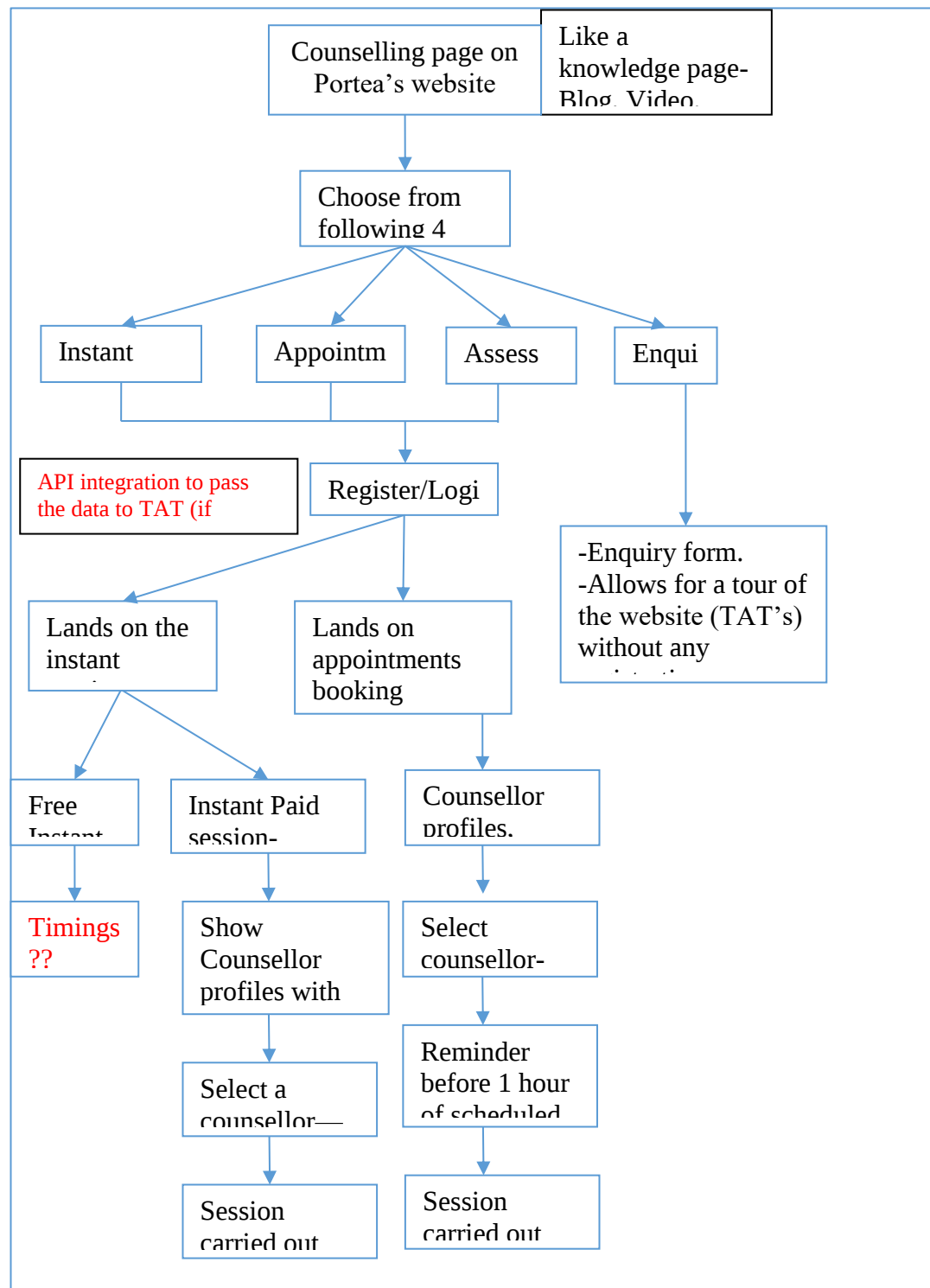
Cross-selling

1. Can be done for people who are enquiring for our services in general
2. Tell them the benefits of Counselling: rapid healing in any existing disease, Better quality of life, self-reliance increases, happier people.
3. If the query is about services that we can offer to a pregnant lady, add counseling along with NA, Doctor, KnR etc.
4. This is a service that can be availed by all patients who qualify for any of our service.

Consent form for the service

As discussed with Dr.Maiya, Amita(Counsellor) and our lawyer, Counselling services do not require any consent form. The fact that the client is availing the service is consent enough. Moreover, it is not an invasive procedure. It is just a session where two people have a conversation.

Process flow of Counselling Services



Job Description and Job Specifications of Counsellors

Looking for: Psychotherapists or Psychological Counsellors to work as part of a multidisciplinary medical team and help clients cope with mental health issues, emotional trauma and health disorders.

Qualification: M.Sc/ M.A/ M.Phil/PhD in Psychology

Experience: 1-5 years or more

Work location: Bangalore, Mumbai, Delhi, Hyderabad

No. of positions: Multiple

Compensation: 60% of the revenue (1 hour sessions charged @Rs. 800)+ Travel allowance of Rs.100 for home visits

Working hours: Flexible

Mode of consultation: Online & Offline. The offline mode is a **home-visit** mode (only 10% of the patients will be served at home). No clinic set-up. Online mode will require video as well as audio calls (90% of cases)

Responsibilities:

1. Assess and understand client issues and underlying reasons
2. Carry out Psychometric assessment tests for patients
3. Formulate a Psychological explanation of the client's issues; plan and implement therapy; evaluate the outcome
4. Collaborate with the medical team for carrying out medical tests, unearthing health disorders and possible causes
5. Counselling care-givers in case of dependent patients
6. Referring the patients to Psychiatrists for medication or treatment, as required
7. Documenting the observations and session details to ensure the entire team is in the know.
8. Contributing at least 1 article per month for the Counseling blog
9. Maintaining privacy and confidentiality of the patient's issues
10. Work with our corporate clients as and when required: imparting training, holding sessions at site and designing the training programs for client

Skills and Attributes Required:

1. Fluency in English/Hindi and at least one regional language like Kannada, Marathi, Konkani
2. Adept at using technology like Video calls, Mobile apps
3. Ability to build a long-term relationship with clients
4. Flexibility in terms of time and travel
5. Ability to travel- own vehicle (2 or 4 wheeler)
6. Good network of counselors and Psychiatrists in multiple cities for referral purposes
7. Accountable, Punctual and Polite
8. Continuing personal and professional development

Legal Policies - For Patient with Regard to The Session

1. Portea Medical is not be liable for:
 - a. the quality of the counselling session being given by the Expert(s),
 - b. any negligence on part of the Expert(s);
 - c. any medical eventualities that might occur subsequent to availing Services of an Expert.
2. Decisions made by patients on the basis of information provided on or via the Site is at their sole discretion and risk. So far as is permissible by law, company do not accept any liability to any person relating to the use of this Site.
3. Due to the fact that many technical aspects of the Site and the information provided is supplied by or otherwise dependent on third parties, Company is not responsible for the accuracy, suitability, reliability, completeness, performance, satisfactory quality, fitness for a particular purpose, or freedom from viruses, or other harmful programs of the content contained in or accessed through this Site.
