

**Internship at
Healthcare at Home India Pvt. Ltd., New Delhi**

By

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INRODUCTION

HEALTHCARE AT HOME

In the future, the home will be the hub of all health care with all the technology being used in the field today pointing in this direction. For patients also, this is an ideal situation where they can heal faster and better in known and comfortable surroundings in addition to the advantage of being cost effective.

Health Care at Home India is backed by the Burman family (the promoters of Dabur), with their proud legacy of trust and excellence for over 125 years. Our endeavor is also backed by the clinical credibility of the founders of the Health Care at Home UK, where the company has a healthy market share of 80% and is considered a leader and pioneer in home healthcare. In India, they look to bring significant value to the healthcare industry and the home health service sector by drawing synergies and lending support to the existing organizations. Above all we aim to bring quality health care, offering comfort and convenience to the patient right at their door step.

Health Care at Home India is committed to:

- Deliver high quality clinical care to achieve the best possible outcome for patients.
- Deliver customers with services and protocols that go beyond just medical care.
- Provide a healthy and satisfying work environment for qualified and trained employees.

Company's Vision

HealthCare at HOME will strive to be the most people-centric, credible and comprehensive home healthcare solution provider in India.

Company's Mission

Creating a service delivery model with 'people-centricity' at the core of it. Delivering credible clinical outcomes, for every patient, every time. Evolving a scalable and self-sustaining business model.

ORGANISATIONAL PROFILE:

Working at Healthcare at Home

When treating patients at home, HCAH follow strict processes to ensure that the care provided is safe and effective. Here's a glimpse of how HCAH treat their patients.

Patient's family or the referral doctor contacts HCAH and expresses interest in services.

- Patient reference can come via:
- HCAH representative at the hospital
- Toll free number
- Online form on the internet
- Email.

Post registration, HCAH representative meets the patient and their family.



HCAH specialist team meets with family the patient and their doctor to collect information.



The Doctor is consulted to get a complete patient history and is asked for specific inputs with relation to patient care and treatment plan.



The Assessment team creates a customized care plan after consulting with the patient's family and doctor.



Post approval from HCAH Clinical Supervisor, the care plan is uploaded in system and homecare specialist visits are scheduled.



A welcome call is done by a centralized patient Care Desk to explain the care plan to the patient's family



The HCAH team of nurses and specialists visits the patient as per the schedule



Our specialists are equipped with a sophisticated application on their tablet devices for accurate and timely data collection.



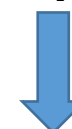
Home Visit Report (HVR) is prepared on a regular basis from the system and shared with patient's family and referral doctor to keep them updated on treatment progress.



Real-time tracking, analysis and necessary intervention is facilitated through our state-of-the-art technology platform.



Patient's doctor is always kept in the loop for review and to suggest suitable modifications to the care plan.



Feedback calls are done by a centralized Patient Care Desk to ensure quality and customer satisfaction.



On sharing the report with the patient's doctor their inputs are considered and the care plan is altered accordingly with everyone in the loop.



Patient's family is educated on continued self-care at home, package is gracefully closed and the patient is discharged from service.

Ways Healthcare at Home team is trained to help patients:

1. Highly qualified healthcare professionals with minimum 2-3 years of clinical experience.
2. Understand patient case history with the doctor and family before on-boarding.
3. Treatments adhering to doctor's prescriptions further backed by a Clinical Evaluation team.
4. Healthcare Specialists and Nurses undergo rigorous training for personalized patient care.
5. Electronic Home Visit Reports through tablet apps for accurate and timely analysis.

Benefits with HealthCare at Home

-  Cost effective with excellent clinical outcomes.
-  Personalized care by competent professionals guided by customized care plan prescribed by your doctor.
-  Quicker recovery in a comfortable and secure home environment.
-  Professional protocol led healthcare with reduced scope of hospital acquired infections.
-  Comfort and convenience of getting hospital like care at a time favorable to you and your family.

Efficient through technology

- Tablet app for data collection during patient visit with real-time reports to doctors.
- Automated updates sent to patient's family.
- Simulation based training for nurses and specialists.
- GPS tracking for timely arrival and employee safety.

Healthcare at Home ensures a Quality Assurance cycle which consists of:

- On site audit
- Documentation audit
- Periodic competency assessments

Benefits of being treated by HCAH

- Cost effective with excellent clinical outcomes
Receive healthcare at par with hospitals without the hassle, additional expense and time spent on multiple hospital visits.
- Quicker patient recovery at home
Being in a familiar environment has the psychological benefits of security and reduces the risk of hospital acquired infections, speeding up patient recovery.
- Professional protocol led healthcare
Qualified medical professionals visit daily to ensure care at home is carried out with strict adherence to protocols backed by a clinical team.
- Personalized patient care with doctor supervision
The patient's doctor controls treatment via care guided by a customized care plan. Progressed is tracked through Home Visit Reports (HVR) which are generated as clinical data is captured on hand held devices at the bed side of the patient.
- Comfort and convenience for the patient & the family