

**Internship
at
Jainam Wellness - A Wellness Administrative Company,
Mumbai
(1st March to 15th May 2014)**

**Submitted By
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2012-2014**


**Institute of Health Management Research,
Jaipur
2014**

1.1 Introduction

Internship is a part of the second year program, where we have to observe and learn the work culture of organization. Also it will be necessary to participate in various department/activities so we could orient our self with different departments that gives us first hand exposure.

Internship is the process, through which we can understand process of work and thereafter be able to involve in decision making.

I am appointed as Health Relationship Manager at Jainam Wellness, Mumbai. It deals with preventive and curative care through a chain of service providers.

1.2 Objective of Internship

- a) To understand the work pattern of Wellness Administrative Company and its organizational structure and to provide managerial and administrative skills to the organization.
- b) The next objective of internship was to learn about various products available in the Jainam Wellness and also other wellness centers so as to design customized products for various sectors.
- c) To identify existing gaps between the products provided and consumers expectations from various wellness products.

1.3 Roles and Responsibilities during internship

During the internship period, I was assigned the job of doing market survey of various wellness programs offered by various organizations in India as well as abroad. I had to do complete study about various wellness packages and services being provided by Western countries. I also had do

go for meeting with key decision makers of various organizations and marketing about wellness package provided by Jainam Wellness. I have conducted meetings with various school principals like Gyan Kendra, Angel Land High School, Poddar School and also with various organizations key decision makers like Managers of Bank of India, Bank of Baroda, Neural IT, Power House Gym etc.

My major responsibility was to design wellness packages for various sectors like schools, societies, gyms, clubs and various corporate sectors like BPO, IT companies, Mobile Companies, Banks. Along with packages I have made proposals, brochures and presentation for all these sectors.

Many a times after meetings with different organizations I have made a package according to their needs by taking quotation from various diagnostic centres like have designed packages for Bank of Maharashtra and Bank of Baroda. I was also involved in giving product training to Tele caller and the sales person. During the initial period have even made calls for doing provider tie ups Pan- India. I have also made corrections in the website as it was in the formation stage.

1.4 Profile of the organization:

Jainam Wellness is a Health and Wellness benefit Administration Company managing preventive and curative services through service providers to individuals, corporates, retail and masses. It basically serves as an intermediary between users and providers. The company was formed in 2013 with a vision

"To be the world's leading consumer health management company," "create leading brands," "shape the future of consumer health management"

The mission of the organization is

"To improve lives by providing cost-effective health care products and services to create importance of shared values between partners in providing a full spectrum of quality, cost-efficient health & wellness."

It is also an upcoming TPA and has number of plans of opening Pharma online and other healthcare products.

Jainam Wellness offerings are designed to cater to different sectors of the society. Its major products are for

1. Families – Whealth@home
2. Corporate – Whealth@work
3. School – Whealth@school
4. Society – Whealth@society

It aspires to open number of branches all over India and operate at Pan India level.

PRODUCTS AND SERVICES

WHEALTH@WORK Whealth@work has features like Panel of Doctor on site, Medical Record Analysis, Environmental Health for Offices & Single Window for all Diagnostic Needs anywhere anytime is most unique & Comprehensive health plan in Corporate Wellness Space. Its WHealth@work is a Result Oriented, Review Based & Practical Program supported by Doctor's Call center & Chat to create a healthier Employees, Better Productivity, High Morale, and Cost Cutting on claims & Right Profile for recruitment.

WHEALTH@HOME This product provide patients with a choice of innovative preventive & clinical services in the ease of their own home and offer them, and their family members, an extensive support network, The vision was, and remains today, to enhance the way in which care is provided for patients home & Clinics or Service Providers.

WHEALTH@SCHOOL By WHealth @ School they meant to help students and school staff to bring about the health specific changes their school need; by providing healthier environment for the kids. Also concentrates to keep the students along with school staff physically and mentally healthy.

WHEALTH@SOCIETY It is the most unique and comprehensive preventive health plan for the societies. The Health Program for society covers both "prevention of illness "and completes "wellness" of the society.

WHEALTH@BANK A most unique and comprehensive health plan in the wellness space. Whealth @ Bank is a result oriented, review based and practical program. It is designed to improve employee's health at bank, enhance productivity, boost morale and reduce absenteeism. We also have a wellness plan for customers of the bank.

Policy Benefit Administration It also caters to Insurance Company, Insurance Agents to cater for Policy administration needs like Claim free Checkup, Pre Insurance Medical Checkup, and Tele Underwriting & Claim Investigation.

It is the only company which along with investigations and medical checkups has number of other services like:

1. Hospitalization and Emergency assistance
2. 24/7 health help line number
3. PHR – Personal Health Record
4. Health Call/Chat/sms connect
5. Free specialist & consultant visit
6. Yoga and Meditation
7. Discounted 24/7 Pharmacy
8. Health Card
9. Environment and Hygiene Check (Air, Water, Sound, Ergonomics) etc

1.5 LEARNING

- Learnt how to develop and design proposals for different sectors.
- Understood the functioning of wellness administrative companies.
- Understood the needs of different corporate sectors like BPO, IT, Mobile companies etc and also the needs of clubs, gyms, banks , taxi union and various other sectors.
- Learnt how to market the products and how to conduct effective meetings with prospect clients.
- Team work is another aspect that I learnt over a period of time. Without team work it is almost impossible to run any organization.
- I also learnt how to give product training to different rank people like sales person, telecallers, doctors etc bases on their education and understanding level.

