

SUMMER INTERNSHIP: PRISTYN CARE

Pristyn Care is a Gurgaon based healthcare startup, 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.



MISSION

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



VISION

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



BRIEF DESCRIPTION

- 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.
- 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 which have experience of more than 8-10 years.
- Pristyn Care ensures that the patient's experience is hassle-free and care-filled.

KEY LEARNINGS

- Managing, sorting, analyzing and reporting data.
- Optimizing data for easy access and understanding.
- Managing data for agreements and licenses for hospitals.
- Tracker management and Maintenance on daily basis.
- Hands on practice and application of Microsoft Excel in day-to-day operations.
- How Healthcare companies are contributing towards hassle free patient care.
- Importance of communication and coordination in team work.

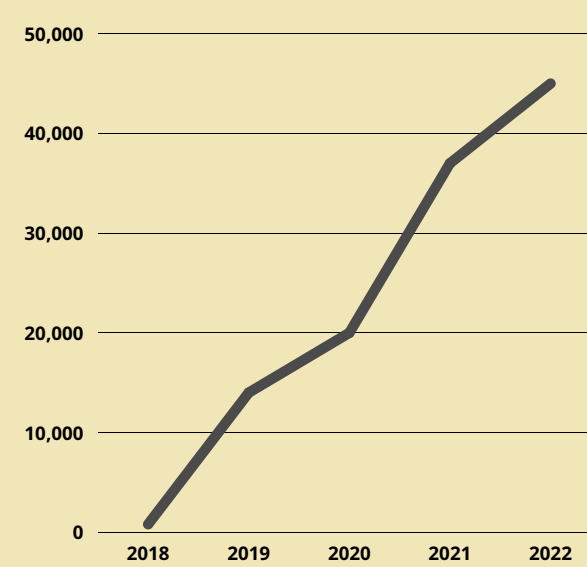
CHALLENGES FACED

- Initially, faced issues in application of excel tools and formulae, which eventually got sorted with guidance from mentor and practice.
- Understanding startup Jargons, terminologies and work culture.
- Managing time while working on several data sets at a time.

ORGANIZATION STRUCTURE



TREND OF SURGERIES CONDUCTED



WAY FORWARD

- Aims to expand further to serve 6-8 percent of all surgery patients in India by FY27.
- Will be the largest Secondary Care Surgery player in the next five years with 2,000+ surgical centres and 1,500+ experienced surgeons and doctors with average experience of 15 years.
- Aims to operate in 100+ cities and towns, and continue to invest in the latest technologies to ensure faster patient recovery.

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL WORK

- Learnt Excel formulae theoretically but practically application was a very different experience and requires lots of practice.
- We learnt how to communicate in a team theoretically in OB but actually communication and team work requires constant efforts and communication which can only be learnt by practical exposure.



USEFULLNESS OF INTERNSHIP

- Gained valuable hands-on work experience of working in a start-up.
- Refined my skills in Data Analysis and got to know more about the healthcare industry.
- Gained tremendous confidence while communicating views in a team.
- Explored a career path which I would like to continue in future.
- Learnt valuable lesson of working on deadlines and timelines.

SUGGESTIONS

- Patient journey can be more refined by increasing the post-op care and follow-ups.
- A female patient can be assisted by female Medi-buddy for increased safety purposes.
- Automation should be enhanced so that human efforts could be reduced.
- Instead of Gmail outlook can be used for more security purpose.
- More work should be focussed on the website to make it more user friendly and accessible.

