

Internship Report: Vigorus Healthtech

Submitted By: Shivani Bhabhra

1. Introduction

As an ABDM (Ayushman Bharat Digital Mission) compliant and blockchain-enabled software provider, Chikitsa is at the forefront of transforming healthcare delivery through advanced digital solutions.

2. Objectives of Internship

The primary objectives of this internship were:

- To contribute to the organization's goals by assisting with specific projects or tasks (depending on the internship program structure).
- To provide insights and inputs based on research findings to enhance Chikitsa's service offerings like HER/EMR.
- To develop professional skills in the context of healthcare management and technology.
- To develop professional skills in communication, teamwork, and problem-solving within the healthcare IT domain.

3. Organizational Profile

Chikitsa is a healthcare technology company that provides innovative software solutions to streamline hospital and healthcare management and improve patient care. Key features of Chikitsa include:

- **ABDM Compliance:** Chikitsa ensures all its solutions are compliant with the Ayushman Bharat Digital Mission, promoting standardized digital health records across India.
- **Blockchain Technology:** Utilizing blockchain for enhanced data security and integrity, ensuring patient information is protected against unauthorized access and tampering.
- **Cloud-Based Solutions:** Offering scalable and accessible cloud-based software that allows healthcare providers to manage their operations efficiently from any location.

Mission: To provide comprehensive, secure, and user-friendly HMIS solutions that enhance hospital operations and patient care.

4. Services Provided by Chikitsa

Chikitsa offers a wide range of services designed to meet the needs of modern healthcare providers. Key services include:

- **Clinic Management Software:** Streamlines clinic operations, from appointment scheduling to patient records management, enhancing overall efficiency.
- **Hospital Management Software:** A comprehensive suite of modules that covers inpatient and outpatient management, billing, inventory, and more.
- **Lab Management:** Automates sample tracking, integrates with testing equipment, and generates reports efficiently, catering to both radiology and pathology departments.
- **Radiology Management:** Manages imaging workflows, integrates with various imaging modalities, and ensures accurate and timely diagnostic reporting.
- **Pharmacy Management:** Optimizes medication dispensing, inventory management, and billing processes to ensure accurate and efficient pharmacy operations.
- **Claim & TPA Management:** Streamlines insurance claims processing, integrates with TPAs, and facilitates faster claim settlements and reduced errors.
- **Patient Mobile Application:** Provides patients with an easy-to-use platform for scheduling appointments, accessing medical records, and receiving health reminders.

Key Activities/Projects Undertaken Other than Dissertation

1. Hospital Client Meetings and Software Pilots

- Demonstrating the capabilities of Chikitsa's HMIS software to potential clients.
- Collecting feedback from hospital staff and administrators to refine and improve our solutions.
- Ensuring smooth integration and addressing any operational challenges during the pilot phase.

2. Presentation Making

- Client demonstrations to illustrate the features and benefits of our software.
- Internal strategy sessions to align the team's understanding and approach.

3. Brainstorming Sessions on Software Dashboards

- Identify key performance indicators (KPIs) essential for hospital administration.
- Design user-friendly and insightful dashboards that provide real-time data and analytics.
- Enhance decision-making capabilities for healthcare providers through intuitive and comprehensive dashboard designs.

These activities and projects provided me with a rich, hands-on experience in healthcare management software and allowed me to contribute meaningfully to Chikitsa's mission of revolutionizing healthcare delivery through innovative technology solutions.

Key Learnings from Internship

1. Understanding of ABDM and HMIS
3. Client Interaction and Implementation Skills
5. Content Creation and Communication
6. Problem-Solving Skills
7. Team Collaboration and Professional Development
8. Adaptability and Learning Agility

The dynamic nature of the internship, which involved various tasks such as research, client interaction, content creation, and strategic planning, taught me the importance of adaptability and learning agility. I learned how to quickly acquire new knowledge, adjust to different roles, and contribute effectively to various projects.

Overall, my internship at Chikitsa provided me with a well-rounded experience in healthcare management and technology.