

IIHMR University

Internship Report

Introduction:

As part of the curriculum, I completed my internship at ExpressRCM (a fully owned subsidiary of 314e Corporation), Jaipur. During the course of my training, I was introduced to the complex world of the US Healthcare system and various intricacies of the same. In a corporate environment, I was also introduced to aspects of product and project management. I learnt to manage on my own as well by being part of a team. Through this internship, I have developed valuable soft and hard skills, and most importantly a sense of being a responsible employee, working in a professional environment.

Objectives of Internship:

- To grasp the workings of the respective industry with an orientation to the future
- To understand the working culture and protocols of the organization and equip with required soft and hard skills
- To familiarize with different teams/departments/staffings, equipment etc. within the organization
- To learn new concepts and apply academic knowledge in the real work environment.

Organization Profile

About

ExpressRCM

What is today ExpressRCM, started in 2004 as an offshore medical billing company under a different name. 314e Corporation transformed it into a full-blown revenue cycle management company infusing expertise and years of experience of dealing with large hospitals and healthcare systems in the USA.

ExpressRCM is one of the pioneers in the field of offshore medical billing services and has a large team with experience in 20+ medical specialties and 20+ practice management software.

ExpressRCM complies with the guidelines of the Health Information Portability and Accountability Act (HIPAA).

About 314e Corporation

314e is a best in KLAS Healthcare IT products and solutions company, serving 250+ providers, payers and life sciences companies. It helps customers with digital transformation via cloud adoption, big data, integration, digital learning as well as EHR/ERP implementation, revenue cycle optimization and support. 314e has a team of 500+ worldwide employees focused on creating products and delivering services to their customers. It helps them accelerate technology adoption through software solutions in the areas of healthcare integration, analytics and automation. The global talent delivers world class services at great price points to the customers. 314e is a full service healthcare IT firm committed to improving operational performance of its clients with world class technology and advisory services at competitive rates. It provides a spectrum of IT services to the entire healthcare value chain including producers, purchasers, providers and payers. 314e works with clients from strategy through implementation and provides a road map to operational improvement by automating key business processes.

About “314e” Name

3.14 is the value of the special number Pi (π) – the ratio of a circle’s circumference to its diameter. The ubiquitous nature of π makes it one of the most widely known mathematical constants, both inside and outside the scientific community. ‘e’ is another symbol that shows up in unexpected places in life and mathematics as the base of the natural logarithm.

So, how is the 314e name connected to healthcare IT?

Pi (3.14) and 'e' share the same characteristics and qualities needed to deliver healthcare IT solutions successfully: precision, never-ending, connected, and productive. In addition, we believe that our company name is a great way to represent our passion for our healthcare clients and their patients.

314e Mission

To provide innovative products & solutions to healthcare organizations as they deliver more efficient, high-quality care and improve the health status in the communities they serve.

314e Vision

To help their customers achieve the quadruple-aim of healthcare - reducing costs, improving population health, patient experience, and team well-being.

Offering by the Organization:

Products:

1. Jeeves

A Healthcare Digital Adoption Platform designed to improve adoption of enterprise applications and increase end-user performance by providing just-in-time assistance within the application

2. Muspell Health Data Platform

A Healthcare Data Platform that enables and simplifies the management and utilization of healthcare data at scale, driving analytics, business utilization, and digital transformation.

3. Muspell Archive

Unlike conventional data archives that lock your data away, Muspell Archive unlocks the value of the data.

Services:

314e provides services in the following areas:

- Epic Consulting
- Health data consulting
- Interoperability
- Training & Go-Live support
- Technology support
- Revenue Cycle Management
- Staff Augmentation
- Managed Services

Key Activities/Projects undertaken other than Dissertation:

- Undertook training courses and read books on US healthcare
- Underwent training on advanced Excel and making presentations using Powerpoint.
- Completed a curriculum on Product Management comprising of several modules such as understanding the basics of product management, understanding the role of product managers, conducting user research through surveys and interviews, market research (estimating the Total Addressable Market, Serviceable Addressable Market, and Serviceable Obtainable Market), competitive analysis, creating user stories, user personas and mapping the user journey, understanding the importance of Minimum Viable Product, creating wireframes).
- Based on the learnings from the product management curriculum, I worked on a dummy project wherein I designed an online grocery application, linked below.
- Training on Revenue Cycle Management through web portals such as Kareo, Availity
- Engaging in research for the organization

- Learning and understanding of Application Programming Interfaces (API's) in the healthcare environment
- Tested API and made GET, POST type HTTP requests through Postman (an application for testing, developing and modifying APIs)
- Learnt and created wireframes and prototypes using interactive tools such as Figma
- Participated in employee engagement activities and hosted “Fun Friday” for the office wherein I organized activities for the office such as Treasure Hunt and a game of Tambola

Key learnings from the internship:

Key learnings from the internship comprised of the following:

- Understanding US healthcare in details (terminology, workflow, key stakeholders, medical billing, claims and reimbursements)
- Application based understanding of spreadsheet tools and presentation tools such as Excel, Powerpoint, Google spreadsheet and google slides)
- Deep understanding of revenue cycle management (Checking Eligibility of the patients, checking patient responsibility, claims reimbursements and rejections)
- Understanding the nuances of product management and the role of product management.
- Hands on training for various tools such as Figma for wireframing and prototyping and Postman for API testing, development and modification
- Exposure to corporate culture instilled a sense of work discipline - punctuality, dedication to timelines, mutual respect with colleagues, etc.
- Collaboration in the office (design team, developer team) helped me improve my communication not just within my team, but also across teams and departments
- Employee engagement activities taught me the importance of a good working culture and cohesion among the employees