

**Internship
at
Portea Medical, Bangalore**



INTERNSHIP REPORT

Submitted By:

Arpita Pattanayak

Roll No. 1078

2nd year, Hospital Management



INTRODUCTION

Care is an integral part of all our lives, and care at every stage of our lives is important. Home health care is a concept based on providing care to the people who need a little help while staying at home.

Home care (HC) services are crucial to the health and social wellbeing of older adults, people with disabilities, and the chronically ill. It provides an important alternative to facility-based care, yet it has often been overlooked within the larger health care system.

Today, a home care company provides a wide range of medical services that can be provided at home in the event of illness or injury. It is usually cheaper and more convenient and is as effective as care in a hospital or qualified nursing facility. Home care is a relatively old concept in countries like the United States, United Kingdom and other first world countries, but in India, home health care is gaining momentum rapidly.

The COVID-19 pandemic has served to focus the home care market in two distinct areas: preserving home hygiene and therefore health; and the promise of efficacy, without compromise. While hygiene has always been a priority, the efficacy versus sustainability angle that has quickly developed is an interesting obstacle for both the industry and consumers to navigate.

OBJECTIVES OF INTERSHIP:

- ❖ My main objective of my internship was to get a practical knowledge on the home healthcare industry
- ❖ Work with all the different departments of the company and dedicating few weeks on them- Product, Operations, HR
- ❖ To learn from the company's leaders
- ❖ Taking up tasks that challenges me to work harder

ORGANIZATIONAL PROFILE:

Portea is India's leading Home health care company. It is lead by Meena Ganesh (Co-founder and chairperson of Portea). India's foremost business leaders and most successful entrepreneurs with nearly three decades of experience in industries including healthcare, consulting, technology, outsourcing.

By offering a continuity of treatment from doctors, nurses, physiotherapists, nutritionists, counsellors, and home health aides in the home environment, Portea works with hospitals, insurance companies, and individuals to enhance health outcomes. By offering a continuity of treatment from doctors, nurses, physiotherapists, nutritionists, counsellors, and home health aides in the home environment, Portea works with hospitals, insurance companies, and individuals to enhance health outcomes. By offering a continuity of treatment from doctors, nurses, physiotherapists, nutritionists, counsellors, and home health aides in the home environment, Portea works with hospitals, insurance companies, and individuals to enhance health outcomes.

SERVICES PROVIDED BY THE ORGANIZATION

NURSING ATTENDANT'S SERVICES:

An at-home nursing attendant service offers comprehensive support. A person in need has their daily needs taken care of by trained attendants, also referred to as caretakers. At Portea they assist with personal hygiene, movement, grooming and become a companion in this journey. They are also trained to check overall health by routinely taking vital signs including blood pressure and heart rate.

Portea provides the following physiotherapy services:

- ❖ Elder care
- ❖ Companion Care
- ❖ Post-operative support
- ❖ Health and lifestyle management

NURSING SERVICES

A nurse is a medical professional responsible for medical procedures, safety and recovery of patients from acute and chronic health issues. An in-home nurse is all that and more, in that he or she cares for you in your home, integrating him or herself into your family.

- ❖ Vaccinations
- ❖ Injection, IV fluids etc
- ❖ Post-surgical care
- ❖ Wound care
- ❖ Oxygen administration

PHYSIOTHERAPY SERVICES:

Physiotherapy is a type of treatment that emphasises movement. At Portea, physiotherapists assist patients in regaining mobility. They evaluate, identify, and handle disabilities. Both chronic and urgent difficulties at home, including back pain, neck pain, knee pain, ligament problems, Parkinson's, paralysis, cerebral palsy, and more.

Portea provides the following physiotherapy services:

- ❖ Paralysis
- ❖ Parkinson's condition
- ❖ Back ache
- ❖ Athletic injuries
- ❖ Rehabilitation

ELDERCARE SERVICES

Portea's customized eldercare plan helps one choose the most effective and affordable plan for your loved ones. These plans are designed to cater the healthcare needs of the elderly. We provide nursing and doctor visits, trained attendant services, physiotherapy, lab tests, medical equipment for rent and purchase and more at your doorstep as per requirement.

- ❖ Plan for 24-hour care
- ❖ plan for proactive eldercare
- ❖ unique eldercare strategy
- ❖ Companion care

VACCINATION SERVICES:

Vaccination is an antigenic substance that provides immunity against one or more diseases. It creates immunity in human body and protects from infection and thus prevents the disease. Portea offers vaccination at home; H1N1, Chicken Pox, Typhoid, Hepatitis B, Pneumonia, Cervical cancer and more vaccines available.

Portea provides the following vaccinations:

- ❖ Hepatitis B vaccination
- ❖ H1N1 vaccination
- ❖ Typhoid vaccination
- ❖ Chicken pox vaccination
- ❖ Pneumonia vaccination

Portea's Offerings to Corporate:

Workplace Wellness: Health Centre Supplies, Vaccination Camps, Health Talks & Programs

Portea also provides Diagnostic care

KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- ❖ I worked on many initiatives under Nursing Attendant- which is one of the products that Portea offers. (Making decks for introduction of a new process flow etc)
- ❖ I was part of the daily analysis on leads which came to portea, and analyzed the different aspects of the same- what is the net conversion rate, cancellation rate etc
- ❖ I also was given the opportunity to Monitor app usage and train Portea's PAN india level nurses on how to use Portea's clinician app to marking their attendance on time
- ❖ I was also given the opportunity to be part of improving a process flow that affected improved the overall compliance of the company

KEY LEARNINGS FROM INTERNSHIP

- ❖ The most important learning I got from my dissertation period at Portea is, how to work in a team- efficiently and coordinate with large groups of teams
- ❖ I learnt many aspects of home health care, and how it operates from end to end
- ❖ Because of the exposure to various departments of the company, I was able to understand in depth of workflow and how it is connected and impacts each other
- ❖ I learnt also learnt, how to analyse the gap in the existing process flow, and find ways to improve the compliance by many changes in them