

**Internship
At
Clinikk Healthcare, Bangalore**

**By
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INTRODUCTION:

Clinikk is creating India's first managed care model, which is revolutionizing health insurance in the country. Our program, which was introduced in 2018, combines outpatient care and health insurance to fulfil the demands of India's 600 million people. By concentrating on preventative healthcare, this integrated health model is revolutionizing healthcare delivery and lowering health insurance claims, which traditionally cover greater catastrophic expenditures. This also makes health-care finance more long-term. CLINIKK healthcare includes the activities which aim to enhance patient care and reduce the demand for medical services by improving the coordination care, help patients and caregivers more effectively manage health conditions. It follows the idea of reducing the health risks and decreasing the cost care when appropriate interventions for individuals within a given population are undertaken.

Clinikk has come up with a 360-degree healthcare module for its customers. To make sure that the culture and norms for the care teams are efficient and smooth as well as within the quality of the healthcare industry, it is mandatory to offer high-quality services and products that fully exceed customer demands and expectations, sponsors of companies must create, manage, and monitor their quality control and quality assurance systems, as well as their essential standard operating procedures and other quality documentation.

With this background, I was provided the opportunity by IIHMR University to pursue the internship project in this organization. Our focus for this project was to determine the quality norms and patient satisfaction at different locations spread across the city of Bangalore and observe the care team of the patient for the services provided by them which includes the doctor, nurse, and the patient care coordinator

OBJECTIVES OF INTERNSHIP:

The main objective of my internship is to

- To understand the Model, product and services provided by the organization.
- To observe the working of the Medical Operations department.
- To visit different locations of the Clinikk Health Hub spread across the city and collect data as well as observe the working of the care team and the services provided by them.

- To assist in the studying of relevant research papers for building the training module for the organization, in the Medical Operations Team.
- To report the daily observations and work done to the Reporting manager.
- Develop ability to critically analyze and apply solutions for smooth functioning of hospital/vision centers.

ORGANISATIONAL PROFILE:

Clinikk, founded in 2018 by Bhavjot Kaur and Suraj Baliga, integrates outpatient care and health insurance on its platform. It includes the activities which aim to enhance patient care and reduce the demand for medical services by improving the coordination care, help patients and caregivers more effectively manage health conditions. It follows the idea of reducing the health risks and decreasing the cost care when appropriate interventions for individuals within a given population are undertaken. It is creating India's first managed care model, which is revolutionizing health insurance in the country. This program, which was introduced in 2018, combines outpatient care and health insurance to fulfil the demands of India's 600 million people.

Core values:

Inclusivity- Clinikk is an equal opportunity employer. This means providing everyone with equal access to opportunities and resources.

Empathy- Empathy is at the core of what we do. Respect and empathy for our subscribers and colleagues is non-negotiable.

Integrity- We value high integrity and the commitment to do what's best for our subscribers. There is zero tolerance policy towards not following this value.

Vision –

- Affordable & Accessible Quality Healthcare Services
- Health Insurance for everyone irrespective of income

- To be a 1-stop solution for all healthcare services
- Top quality Healthcare System and Financial Protection for 60 Crore Indians

Service Provided by Organization

The package that the company offers includes family health insurance coverage and unlimited out-patient department (OPD) consultations delivered digitally.

By concentrating on preventative healthcare, this integrated health model is revolutionizing healthcare delivery and lowering health insurance claims, which traditionally cover greater catastrophic expenditures. This also makes health-care finance more long-term.

Product and Services-

Clinikk Smart Silver

Free Doctor Consultation

Free unlimited in-person and tele-consultation with doctors

30 % Discount on OPD

High Touch On-boarding

High touch on-boarding that includes a wellness check-up. Eligible for self for individual plans and two adults in the case of couple and family plan.

Eligible for a one-month subscription fee waiver

30 % Discount on OPD

Health Insurance-Health Insurance of ₹ 5 Lakhs with super top-up options and Personal Accident Coverage from Care Health Insurance.

In-house Pediatrician

Free unlimited consultation with in-house pediatrician

Health Insurance of ₹ 5 Lakhs with super top-up options and Personal Accident Coverage from Care Health Insurance.

30 % Discount on OPD.

Clinikk Smart Gold

Free Doctor Consultation

Free unlimited in-person and tele consultation with doctors.

In-house Pediatrician

Free unlimited consultation with in-house pediatrician with OPD benefits up to the limit.

High Touch On-boarding

High touch on-boarding that includes a wellness check-up. Eligible for self for individual plans and two adults in the case of couple and family plan.

Eligible for a one-month subscription fee waiver.

Free OPD Benefits

Free In-house OPD Benefits (Medicines + Diagnostics (In-house & external) + Medical procedures) up to defined OPD benefit limit.

Health Insurance

Health Insurance of **₹ 5 Lakhs** with top-up options + Personal Accident Coverage from Care Health Insurance.

OPD Limit

Self - 10,000

Couple - 15,000

Family - 20,000

Clinikk Smart Diamond

Free Doctor Consultation

Free unlimited in-person and tele consultation with doctors.

In-house Pediatrician

Free unlimited consultation with in-house pediatrician with OPD benefits up to the limit.

High Touch On-boarding

High touch on-boarding that includes a wellness check-up. Eligible for self for individual plans and two adults in the case of couple and family plan. Eligible for a one-month subscription fee waiver.

Free OPD Benefits

Free In-house OPD Benefits (Medicines + Diagnostics + Medical procedures) up to defined OPD benefit limit.

Reimbursement on Specialist Consultation

Customers gets reimbursement for all expenses related to specialist care up to OPD benefit limit (Doctor Consultation + Pharmacy + Diagnostics + Medical Procedures).

Health Insurance

Health Insurance of **₹ 5 Lakhs** with top-up options + Personal Accident Coverage from Care Health Insurance.

Clinikk Smart Senior

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Free Doctor Consultation

Free unlimited in-person and tele consultation with doctors.

High Touch On-boarding

High touch on-boarding that includes a wellness check-up. Eligible for self for individual plans and two adults in the case of couple and family plan. Eligible for a one-month subscription fee waiver.

Reimbursement on Specialist Consultation

Customers gets reimbursement for all expenses related to Secondary care up to OPD benefit limit
(Doctor Consultation + Pharmacy + Diagnostics + Medical Procedures).

Free OPD Benefits

Free In-house OPD Benefits (Medicines, Diagnostics & Medical procedures)

OPD Limits (Including Specialist Care)

Self - 15,000

Couple - NA

Family - NA

OPD Limits (Including Specialist Care)

Self - 15,000

Couple - 20,000

Family - 25,000

KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION:

Schedule of Activity:

- Audit-visiting CHHs
- Data collection for project
- Standard operating procedure for nurses
- Reimbursement tracking
- Product costing

KEY LEARNINGS FROM INTERNSHIP

- Create and manage a team of doctors, as well as the day-to-day operations of clinic medical centers.
- In medical centers, implement new innovations, methods, care protocols, and clinical workflows.
- Conduct medical audits to ensure that the established standards are followed.
- Assist in establishing and establishing the organizational culture of ensuing empathy at every stage of the therapeutic workflow.

- Communicate with specialists to ensure a seamless referral process and continuity of treatment.
