
INTERNSHIP AT
Pristyn Care, Headquarters
Gurugram, INDIA

Internship Report Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of
Master of Business Administration (MBA)
in Healthcare Analytics
by

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1. Introduction

This current internship has been completed at Pristyn Care, one of the most advanced healthcare technology firms in India, based out of the firm's headquarters in New Delhi. Pristyn Care acts as a tech-enabled surgical care platform that works in association with hospitals across India to provide quality and cashless surgical procedures for their patients. This internship has been completed in the Central Supply Department between 10th March 2026 to 10th June 2026.

The Central Supply Department acts as the backbone of operations of Pristyn Care which manages end to end coordination with partner hospitals located in all major cities and states of India – thus creating a truly Pan-India operations department. The activities of the department include onboarding of new partner hospitals, operational communication with partner hospitals, resolution of payment/insurance queries as well as discharge and surgery support for patients.

This internship period would involve interaction with various stakeholders like hospital owners, TPA (Third Party Administrators), insurance teams and internal stakeholders of Pristyn Care. The intern would be required to manage multi-stakeholder communications, account reconciliations, data dashboard management as well as a highly impactful dissertation assignment on optimizing revenues and cost savings within partner hospitals.

This internship report has been written to meet the requirement of MBA (Hospital & Health Management) program. This report contains the objectives, organizational profile, services, major activities, and lessons learned from this internship. What needs to be specially mentioned is that the performance in this internship has fetched a Pre-Placement Offer (PPO).

2. Objectives of Internship

The main reason for opting for an internship with Pristyn Care was that there was a need to link academic knowledge gained through studying Hospital and Health Management with practical experiences in a dynamic healthcare organization with advanced technologies. Some of the key goals defined before the internship were the following:

- To get practical experience in healthcare consulting and operational strategies planning in a tech-enriched platform for surgical care.
 - To learn the intricacies of managing the network of partner hospitals and operating surgical procedures in different geographic locations.
 - To acquire practical communication skills, especially those required in dealing with hospital owners, TPA personnel, and insurance departments – one of the essential skills in hospital management.
 - To get familiar with the process of financial reconciliation in healthcare organizations, including AR/ AP reconciliation with partner hospitals.
 - To use analytical and data management skills in a practical environment, which includes using data dashboards and multi-dimensional hospital datasets.
 - To understand the legal framework of partnership with hospitals and hospital agreements.
 - In order to make a significant contribution towards a project within the organization, which can be quantified in terms of financial gain.
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- These goals have been largely fulfilled in the course of the internship, judging by the scope of the tasks performed and the results obtained, such as recovering lost revenue of ₹20 lakh out of the total discrepancy of ₹35 lakhs, and receiving a Pre Placement Offer (PPO) from Pristyn Care.

3. Organizational Profile

Pristyn Care is a healthcare technology firm that was established in the year 2018. The company operates from its headquarters located in Gurugram, Haryana with operational headquarters in New Delhi, India. The company has developed into one of the biggest tech-driven surgical care platforms in India nationwide.

3.1 Business Model

Pristyn Care works on a hospital tie-up model where it collaborates with existing and accredited hospitals in India and performs surgeries for people who come for an elective surgery. The role of Pristyn Care in such a scenario is that of mediator between the patient and the hospital where it manages patient sourcing, pre-surgery counselling, insurance, TPA, surgery timing and follow-ups, and the surgical equipment and infrastructure is provided by the hospital.

3.2 Scale and Reach

- Present in more than 45 cities in India
- Retail network of 700+ partner hospitals
- Expert team of 1,500+ doctors specializing in different medical fields
- Medical specializations include General Surgery, Orthopedics, ENT, Eye Care, Urology, Gynecology, Proctology, and Laparoscopy
- Financed by renowned venture capitalists, with a solid model

3.3 Central Supply Department

The Central Supply Department is a unit inside the operations that serves as the nerve center of all the functions of managing the hospital partners. It is responsible for the hospital onboarding process, operation escalation resolution, payment and insurance inquiries, monthly reconciliations, and compliance checks. The department serves as the vital connection between the Pristyn Care corporate team and their network of hospitals, which makes the function quite important within the organization.

4. Services Provided by the Organization

Pristyn Care has all types of surgical services, acting as an intermediary connecting the patients who require surgery and the hospitals capable of providing such surgery. The list of the essential services is provided below:

4.1 Surgical Facilitation and Care Coordination

The primary services provided by Pristyn Care involve assisting patients in undergoing elective surgery. This involves finding the right hospital in their city to undergo surgery, scheduling the surgery, coordinating with the surgeons involved in the process, conducting pre-surgery

investigations and discharging the patient successfully. Pristyn Care handles all of this with ease for their patients experience.

4.2 Insurance and TPA Management

Pristyn Care offers cashless surgery arrangement via empanelment with insurance companies and TPAs. The firm helps patients in deriving maximum benefit out of their health insurance for their surgery, helps in pre-authorizations and deals with the staff of TPAs working at their partner hospitals for clearing doubts related to insurance. This greatly helps in easing the care.

4.3 Hospital Partner Onboarding and Management

The company offers systematic onboarding to the partner hospitals in terms of documentation, agreements, revenue sharing, and integration. Once the onboarding is completed, the company will offer continuous operational support such as payments, resolution of queries, and monthly reconciliation. There are separate onboarding procedures for different MOP hospitals, and each requires its own documentation sets.

4.4 Doctor Onboarding and Credentialing

Coordination Pristyn Care also coordinates the integration of surgeons and specialists in its network. This includes verification of credentials, allocation of doctors to partner hospitals, specification of their scope of surgery, and integration with scheduling and patient system.

4.5 Operational Escalation Handling

Another key internal process performed by the Central Supply team is handling escalations in operations coming from our partner hospitals. Such problems are associated with surgery scheduling conflicts, payment delays, documentation discrepancies, rejection of the insurance, and discharge delays. It is vital to solve the escalations promptly for the purpose of retaining the hospitals volumes.

5. Key Activities and Projects Undertaken

The internship covered numerous duties and tasks that were carried out either as part of daily routine operations or specifically for a particular dissertation research project. The major tasks carried out are detailed below:

5.1 Pan-India Stakeholder Communication

One of the major jobs was the management of communication with all the stakeholders of the hospitals in India. This involved communication directly with the owners of the hospitals and their administrators and TPA employees to solve any problems related to their operation, billing and surgery. It provided me a great opportunity to learn the functioning of healthcare system across India.

5.2 Payment and Insurance Query Resolution

A major part of the job responsibility comprised dealing with payment related queries from hospitals such as pending payment issues, insurance claims related disputes, TPA authorization queries and other payment issues. The job needed knowledge about health insurance policies, process of cashless authorization and claims settlement for various insurance companies that were empanelled with Pristyn Care.

5.3 Revenue Optimization – Dissertation Project

- The core aspect of the dissertation project entailed enhancing the profitability as well as recouping the revenue from the partner hospitals. An error of about ₹35 lakhs in calculation had been noted in the hospital accounts, and the challenge was to analyze the data, check hospital-wise calculation and estimate the amount of revenue that could be recovered.
- This project involved:
- Analyzing the 100 plus partnership agreement contracts for the hospitals for revenue sharing terms, rates speciality-wise, and billing rules.
- The calculation of hospital's share and average transaction size (ATS) using the data for 6 months for surgeries speciality wise.
- The recovery of ₹20 lakhs revenue, speciality-wise, out of which ₹8 lakhs were from Ophthalmology (Ophthal), while the rest ₹12 lakhs was from other specialities.
- The creation of a framework for the recoupment of revenue cross specialities in the future periods.

5.4 AR/AP Reconciliation

The monthly reconciliations of AR and AP with our partner hospitals was an important and continuing task. It entailed comparing payment receipts, figuring out outstanding dues, solving discrepancies, and ensuring that all the payments to hospitals are accurate each month. Reconciliation was crucial for enforcing financial discipline and building trust with partners.

5.5 Hospital and Doctor Onboarding

The active participation in the hospital onboarding process was through ensuring that there was validation of hospitals' documentation before activation. This was done through different onboarding processes based on MOP type for which different sets of documents would be required. The same was true for doctor onboarding processes during my internship period where we had to undergo credentialing and system integration.

5.6 Data Dashboard Management

In addition to that, I was responsible for maintaining and updating the operational dashboards that captured critical data like the number of surgeries, payment status, escalations in progress, etc. These dashboards helped in decision-making by the Central Supply department and demanded precision in data entry, validation, and periodic reporting.

6. Key Learnings from the Internship

The internship experience of three months with Pristyn Care turned out to be a very enriching and transformational one from a professional standpoint. The lessons covered different aspects of hospital management and health care operations.

6.1 Healthcare Operations in a Technology-Driven Model

The experience gave an insight into how technology is changing the way in which healthcare services are being delivered in India. The Pristyn Care approach of combining technology for

patient sourcing with hospital infrastructure showed how a tech first approach could efficiently deliver surgical care and affordably.

6.2 Multi-Stakeholder Management

Developing interpersonal skills related to the management of relationships between the hospital's owners, TPA staff, insurance professionals, and other internal departments improved greatly; an ability which was necessary for effective administration in hospitals. Being able to communicate across pan-India regions also helped develop a sense of operations in different regions.

6.3 Financial and Contractual Literacy in Healthcare

Analysis of over 100 hospitals' partnership agreements offered extensive insights on the way that revenue sharing, billings, and contractual requirements are dealt with in the process. The experience gained during AR/AP reconciliation was invaluable for establishing solid grounds in health care financial management, which is directly transferable to hospital finance and revenue cycle management positions and partnerships.

6.4 Data-Driven Decision Making

The research project helped emphasize the significance of precise data and rigorous analysis in business decisions. The discovery of ₹20 lakhs in recoverable revenue out of a ₹35 lakh discrepancy was done purely on the basis of data analysis, and it taught me how data analysis could be used to generate organizational financial value.

6.5 Professional Growth and Pre-Placement Offer

The internship was rewarded with a Pre Placement Offer (PPO) by Pristyn Care, and this goes to show how rewarding the entire process of performance and commitment was during the period. Apart from that, the opportunity to work in a highly dynamic and high responsibility role within one of India's fastest growing companies in the healthcare sector has really improved my preparation for a career in health management.

7. Conclusion

The internship in the Central Supply Department of Pristyn Care was a highly enriching and valuable experience that had a lot of relevance with respect to the educational goals of the MBA (Hospital and Health Management) programme. In the three month period of internship, active participation in business processes, financial involvement through the dissertation project and understanding of the practical aspects of a pan-Indian surgical services company were gained.

The experience of working with hospital owners and their teams, solving financial problems and managing reconciliations, and leading a financially impacting project has contributed immensely to professional skills in the areas of healthcare operations, finance, and problem solving.

Being awarded a Pre-Placement Offer by Pristyn Care is an important recognition of the value contributed and the beginning of a promising career in the field of healthcare management.

This internship has laid down solid foundations for a successful career in hospital operations, consultancy and healthcare strategy.
