

INTERNSHIP REPORT ON INTERNSHIP FROM 'PRACTO CARE' INDUSTRIES

Submitted to-

MADHAV INSTITUTE OF TECHNOLOGY AND SCIENCE GWALIOR
(A govt. Aided Autonomous Institute under RGPV, Bhopal (M.P) Established in 1957)

**IN PARTIAL FULFILLMENT FOR REQUIREMENT FOR THE AWARD OF THE DEGREE OF
BACHELOR of TECHNOLOGY**

**In
CIVIL ENGINEERING**



2018 – 2022

Submitted By-

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May 17, 2022

Experience and Relieving Letter

This is to certify that Arun Kumar (P4660) worked with Practo Technologies Pvt. Ltd., as per the details mentioned below.

NAME	: Arun Kumar
EMPLOYEE CODE	: P4660
LAST HELD DESIGNATION	: Business Development Manager Trainee-Practo
Care	
DEPARTMENT	: Sales
DATE OF JOINING	: January 17, 2022
LAST WORKING DATE	: May 15, 2022

Arun Kumar was relieved from the services at Practo Technologies Pvt.Ltd., on close of business hours of May 15, 2022.

For **Practo Technologies Pvt. Ltd.**

A handwritten signature in black ink that reads "Vinesh K".

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Vinesh Kanalth
Head – Human Resources

RECOMMENDATION

It is hereby recommended that the internship report entitled— INTERNSHIP FROM 'PRACTO CARE' INDUSTRIES which is being submitted by Arun Kumar completed under the guidance of Dr. Abhilash Shukla may be accepted in the partial fulfillment of the award of the degree of Bachelor of Engineering in Civil Engineering.

Guided by :

Dr. Abhilash Shukla

Assistant Professor

Department of Civil Engineering, MITS, Gwalior

Head of Department

Department of Civil Engineering

ACKNOWLEDGEMENT

When it comes to properly acknowledging someone's support and assistance, it may be a challenging undertaking, chiefly when the support offered is so wholehearted and unwavering.

I am eternally grateful to my renowned guide, **Dr. Abhilash Shukla**, Assistant Professor of Civil Engineering Department, MITS Gwalior.

Also, I would like to thank **Dr. M.K. Trivedi**, Head of Civil Engineering Department, MITS Gwalior, and all other academics and staff members of MITS Gwalior's Civil Engineering Department for their unwavering support throughout the internship.

I am really grateful to **Dr. R. K. Pandit**, Director of MITS Gwalior, for establishing an outstanding institutional environment and for giving all facilities and assistance in the preparation of my dissertation. I also acknowledge with gratitude to our supporting **Ms. Aditi Singh** for providing the facilities needed for the accomplishment of this project.

I take great pleasure for my company **Practo Care Industries Pvt. Ltd.** for providing the opportunities.

The environment of company has been valuable experience for me. It has provided an opportunity to learn at our own pace in discipline of interest. I would like to thank all those who helped me during different stages of completion of this project.

ARUN KUMAR
(0901CE181025)
DEPARTMENT OF CIVIL ENGINEERING
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ABSTRACT

Practo, an integrated healthcare company, connects the entire health ecosystem – including patients, doctors, clinics, hospitals, pharmacies, diagnostics. It seeks to make quality healthcare affordable and accessible for over a billion Indians. Practo aims to empower users with the most accurate, comprehensive, and curated information and care, enabling them to make better healthcare decisions. Headquartered in Bengaluru, India. The company was founded in May 2008 by Shashank ND and Abhinav Lal. Practo offers various services to patients to find suitable healthcare provider, book online consultations, maintain electronic health records and deliver medicines and lab tests, through the mobile application and website.

For healthcare providers, they offer Software as a service (SaaS) based tools that help digitize a range of services like scheduling and billing appointments, and keeping patient records in clinics and hospitals.

Practo is present in 20+ countries such as Singapore, Indonesia, Philippines and Brazil, with over 1 lakh verified doctor partners onboard.

The company's investors include Tencent Holdings, Google Capital, Sequoia Capital, Yuri Milner, Matrix Partners, Altimeter Capital, Belgium's Sofina, Recruit Holdings, Thrive Capital, etc.

In 2008, the co-founder, Shashank ND faced a situation where he was unable to share his father's medical records as they were not available digitally with the health practitioner who was to operate on him. It was a turning point in his life as he, along with his batch mate Abhinav Lal, realized that they had to start from somewhere and develop a product to digitize the operations of doctors and simplify access to quality healthcare for all.

With the objective of helping doctors and clinics digitize medical practices and make them more efficient, the company launched a business-to-business (B2B) software in 2009.

Practo had serviced more than 3 million patients and facilitated nearly 10,000 appointments each day. The rapid growth led to Sequoia Capital investing \$4 million in Practo in the same year in Series A funding. With this investment Practo aimed to reach 100,000 doctors and 50 million patients in the coming three years.

In the same year, the company started work on a business-to-consumer (B2C) service, Practo Search focused on customers to help them discover and make appointments with doctors. With the B2B Practo Ray onboarding doctors and B2C Practo Search allowing patients to discover them, the process became coherent.

By 2013, Practo went global by expanding its operations to Singapore, where, within two years, it became the biggest clinic management software by market share.

With Series B and Series C funding in quick succession, Practo successfully raised over \$120 million to rapidly build and shape the platform. The company was also able to acquire its competitor, Qikwell to become world's largest appointment booking platform.

To make quality healthcare affordable and accessible to all, the company launched a subscription-based monthly Practo Health Plan to provide unlimited online consultations with doctors in 2020. With the onset of the COVID-19 pandemic, Practo's health plans and initiatives grew by over 250 per cent to help people in need.

It is the world's leading healthcare platform that connects millions of patients with hundreds of thousands of healthcare providers around the world and helps people make better healthcare decisions. Practo provides a singular platform that helps consumers with all their healthcare requirements – from finding the healthcare provider to booking an appointment, online doctor consultation, getting their tests done and even ordering medicines. Practo also makes software products that help healthcare providers ranging from clinics to hospitals digitise and deliver more efficient and higher quality healthcare to millions of patients around the world every day. Practo continues to be dedicated to centering healthcare around the consumer and helping billions of people live healthier longer lives. In May 2008, Practo Technologies was incepted to make the process of accessing health care easier for patients. The company brings seekers and providers of medical expertise on a common platform and also allows digitisation of medical information and history. Practo Technologies offers two products: One for patients called Practo.com and another for doctors entitled Ray by Practo.

Practo.com is a website that allows patients to search for the best doctors in their vicinity as per specialisation. It enables users to make an informed decision by providing critical information about the doctor like his/her qualifications, experience, services offered, reviews etc.

These listings are absolutely free and accessible to doctors and clinics as well as patients which are the USP of this service. Further, it allows patients to look at available slots and book an appointment when required.

Practo.com also helps patients to digitally store all their medical records and associated history.

Ray by Practo was launched in India in 2008 followed by its international launch in Singapore in 2013. Practo Ray is a subscription-based SAAS product that Clinics and Healthcare providers use to manage their practice. It looks at automating and bringing in efficiencies for the clinic in managing

patient contacts and scheduling appointments. With over 10 million electronic patient records that are doubling every year, Ray by Practo has handled more than 6 million unique patients with over 7.5 million appointments a year. It facilitates communications to patients via SMS and email, creating, storing and

having electronic medical records of patients, managing and controlling clinical equipment and supplies for procedures, retailing medicines and drugs in an attached pharmacy and finally giving a combined report and analytics of how the clinic is doing financially. Growing in popularity over the years, Practo.com has over 100,000 doctors listed on the site across 310 Indian towns and cities with comprehensive coverage in the 7 major cities of Delhi, Mumbai, Pune, Chennai, Hyderabad, Kolkata and Bangalore.

OFFERINGS BY PRACTO CARE

Comprehensive medical directory with detailed, verified information about more than a lakh doctor partners across the country

Online appointment booking at over 9,000 leading hospitals and clinics with doctors who use **Practo Prime**

Online consultation with trusted doctors across 20+ specialities

Plus, subscription-based health plans, that provide unlimited online consultations* with doctors 24*7*365

Ray, Practo's award-winning practice management software, which is used by 10,000+ clinics

Insta, a full-stack HIMS solution, which is trusted by 500+ clients across 1,200+ facilities

Diagnostic Tests through Practo Associate Labs to get samples collected from the comfort and safety of one's home

Medicine delivery by a network of verified pharmacies across the country

MY ROLES AND RESPONSIBILITIES

DESIGNATION – BUSINESS DEVELOPMENT MANAGER (BDM) IN SALES

ROLE – The key role being a BDM in the company is to ensure the patient welfare and act as a link for connecting the patient with the doctors , clinics , hospitals and diagnostic centers . The BDM is often referred as Care Counsellor / Medical Counsellor / Care Coordinator / Medical Coordinators.

STANDARD PROCEDURE –

There is a particular pattern in which the role is being executed which is defined below :

1. You will be assigned to a system which contains the requisite software in which you are expected to be proficient in
2. There will be data of patients being saved in the system
3. You are both required to contact new patients as well as follow- up the older ones
4. On the first contact with the patient , try to understand the basic ailments and accordingly suggest the expertise doctor
5. Ask for a suitable date and time and align it with the doctor's schedule

6. Try to suggest a doctor nearest to the patient location
7. After the consultation , connect with the patient again and guide him for further medication / procedure / tests based on the prescription provided by the doctor
- 8 . Suggest and assist the patient with the diagnostic tests / medicine / surgery procedures
9. If there exist a surgery case , inform the patient all relevant details including the medical insurance, procedure and costings
10. Make sure to arrange everything on the day of treatment and post treatment , follow up the patient and tell about post operative cares .

KEY CHALLENGES

1. Since we are dealing with the people , thereby , we need to be empathetic to them at times

Instance – We are often communicating with patients and if they have been diagnosed by any major disease ,then the patient tends to freak and at that moment, we need to put ourselves in their shoes and talk accordingly, and ensure that we don't aggravate their situation

2. Communication plays a big part in the whole process

Instance – Whenever we are on calls , we cannot expect as responses from each individual , some people tend to be in different moods and thus, it becomes vital to communicate in a manner ,that is comfortable for the patient end too.

3. It also involves finances , so there needs to be attention paid while discussing related stuffs

Instance – If a patient have been diagnosed and is required to undergo a surgery , then it becomes utmost priority to inform the patient regarding the expenses and the facilities in details and clarify every query

4. Medical knowledge is must ,in order to cater any minute doubt of the patient

Instance – Every Care Counsellor undergoes requisite medical training before going on floor . The training includes basic medical knowledge and the specialization in the respective ailments

5. Working as a team ,we ought to learn from fellow team mates

The team and the company environment provides ample space for freshers to experience the corporate environment and thus , gain valuable experiences

6. Making all necessary arrangements before treatment

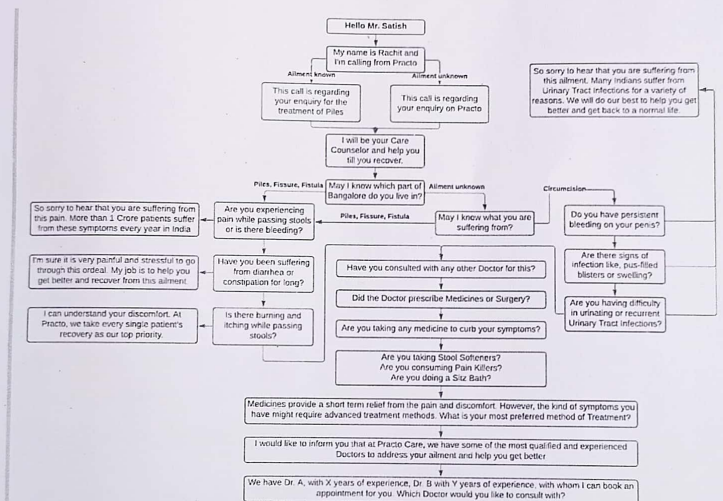
Instance – On the day of treatment of patients , we ought to book the cab and ensure all arrangements have been made at the hospital end and availability of doctor and care taker

KEY LEARNINGS

- Basic healthcare knowledge – OPDs and IPDs
- About surgeries – procedure
- Medical Insurance knowledge
- Soft Skills
- Team dynamics
- Intrapersonal skills
- Proficiency in software

PROSPECT CALL FLOW CHART

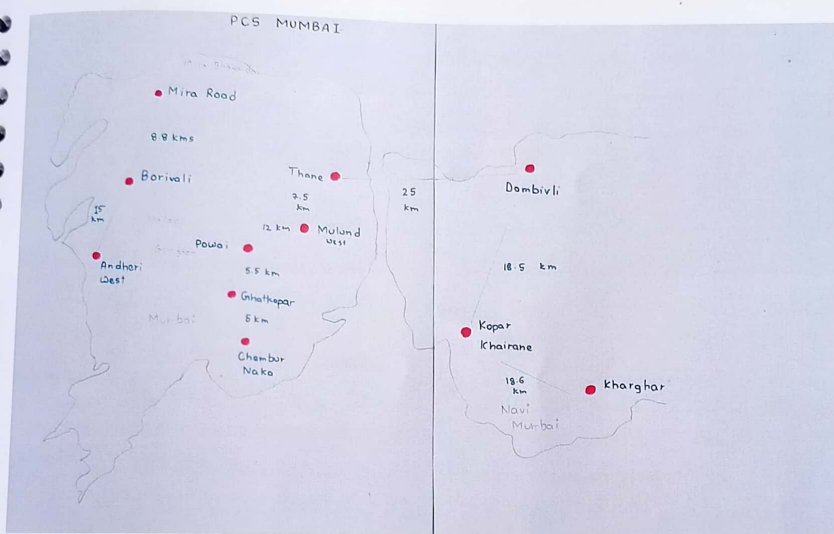
Following is the chart which mentions the blueprint for communication with a new patient, whose ailment are not known and is new to the us, the lead is referred to as "Prospects"



TEAM ALLOCATED – MUMBAI , MAHARASHTRA

FOLLOWING IS THE MAP LOCATIONS OF ALL PRACTO CARE
CLINICS – MUMBAI, MAHARASHTRA

MEDICAL INSURANCE TRAINING



Every patient is enquired regarding the availability of medical insurance , and the medical insurance is described into two types –

- **Corporate Insurance –**

This kind of insurance is generally held by individuals working in corporate professions . They are the part of company polices and have coverage accordingly.

Generally every employee of the firm holds this insurance and the coverage amount differs company to company .

- **Private Insurance –**

This kind of insurance is held by people via different mediums like friends , peers , agents or online platforms . Its policy consists of 'wait period' , which is generally two years duration.

Wait Period –

This is the amount of time an individual have to wait before claiming their insurance policies. Corporate Insurance does not involve any wait period , whereas private insurance holders have a wait period of two years after which , they are eligible to claim their insurance. It covers immediate family members : spouse, children and parents .

NOTE –

- The insurance company is linked with the authorities called 'Third Party Administrator' which functions to settle all claims by the patient

- Every insurance holder has the insurance e-card or policy papers , necessary for verification and paper works

MEDICAL INSURANCE TERMS

- **CO- PAY** – Co-payment in health insurance is the percentage of the claim amount that the policyholder has to pay from their own pocket under a health insurance policy. The rest of the amount is paid by the health insurance company.
- **Sum Insured** - The sum insured is the amount that the insurance company pays to the policyholder in the case of an unpredictable event, such as an illness. The amount paid is a reimbursement for the costs incurred and not a fixed sum of money like the sum assured.
- **Room Rent Eligibility** – Room rent is nothing but the per day bed or room charges that hospital asks the patient to pay. With a health insurance cover your room rent is settled by your insurance company.
- **Treatment Covered / Uncovered** - Health insurance typically covers most doctor and hospital visits, prescription drugs, wellness care, and medical devices. Most health insurance will not cover elective or cosmetic procedures, beauty treatments, off-label drug use, or brand-new technologies.

- **Sum Leftover** – The amount left in insurance after the treatment has been done
- **Treatment Capping** - Capping in health insurance refers to the limit, which is usually a percentage, up to which the insurance company settles claims for various hospital expenses. It is the maximum amount for which the policyholder can avail coverage benefits.
- **Non- medical expenses** - To restrict the misuse of health insurance, the IRDA has segregated certain expenses that you may incur during hospitalization as non-medical expenses. The insurance companies are not obliged to compensate the same during claim settlement. Examples
 - Food (other than the diet provided by the hospital)
 - Braces/belts
 - Laundry/attendant charges
 - Thermometer
 - Nebulizer kit
 - Mineral water

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This is to certify that we are students of B.Tech. in Civil Engineering have checked my complete Major Project/Internship entitled "INTERNSHIP FROM 'PRACTO CARE' INDUSTRIES" for similarity/plagiarism using the "Turnitin software" available in the institute.

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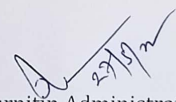
- The similarity in my internship project- is found to be 19% (which is within the specified limit of 20%)

The full plagiarism report along with the summary is enclosed.

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Guide name: Dr. Anilash Shukla
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Head,
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(Turnitin Administrator)

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Sincerity/Hard work			☒		
Comment on nature of work done/Area/Topic	Sincere and hardworking employee				
OVERALL GRADE (Any one)	POOR/AVERAGE/GOOD/VERY GOOD/EXCELLENT				
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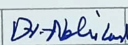
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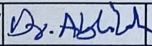
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