Healthcare Internship Program
Introduction

Internship Nature
- Type: Task-Based Internship
- Mode: Remote + Field Activity (Depends upon task)
- Duration: 03 Months
- Working Hours: Flexible (No fixed daily timings)
- Stipend: None (Unpaid Internship Program)

Interns are evaluated purely on task completion, quality of work, and contribution.

Platforms Covered:
- Aarogya Aadhar (Healthcare Services Platform)
- AarogyaDigi (Social Digital Health Platform)

Purpose of this Document
This document defines the scope of work, responsibilities, expectations, and evaluation criteria for selected Healthcare Interns working with Aarogya Aadhar.

All interns are expected to follow this document as an official task and responsibility guideline throughout the internship period.

About the Aarogya Aadhar Portal Ecosystem

1. Aarogya Aadhar - Digital Healthcare Services Platform
Aarogya Aadhar is an integrated digital healthcare ecosystem that enables users to access, book, and manage healthcare services end-to-end.

The platform supports:
- Doctor appointment booking
- Hospital bed booking
- Diagnostic & laboratory services
- Blood banks
- Wellness & preventive health packages
- Pharmacy & medicine ordering
- Medical product ordering
- Ambulance booking
- Surgery & treatment packages
- Home healthcare services
- And more services

Each service operates through dedicated entity registrations and workflows, all of which must be tested thoroughly.

2. AarogyaDigi – Digital Health Social Platform

AarogyaDigi is a social digital health communication platform, designed to function like a healthcare-focused social network.

Key features include

- Doctor - Patient chat
- Audio calling
- Video calling
- Health discussions & engagement
- Real-time communication workflows

Interns will act as test users and system evaluators for AarogyaDigi

Overall Internship Objective

To ensure functional accuracy, usability, security, and real-world readiness of all Aarogya Aadhar and AarogyaDigi platform modules through systematic testing, reporting, and field validation.

Performance Evaluation Criteria

Interns will be evaluated on:

- Completeness of testing
- Quality of observations
- Accuracy of reports
- Understanding of healthcare workflows
- Field activity participation
- Consistency and responsibility
- Outcome & Career Opportunity

Important Declarations

Completion certificate will be issued only after:

- All assigned tasks are completed
- Reports and field activity are submitted & Ethical handling of healthcare data is mandatory

This is a performance-based internship

Top 50 interns will receive:

- Full-Time Employment Offer at Aarogya Aadhar (Hybrid/WFO)
- Opportunity to work on national-scale digital health initiatives
- Long-term growth in healthcare technology & digital public infrastructure

Healthcare Internship Program
Roles & Responsibilities

1. Entity Registration & Platform Testing (Core Responsibility)
Interns must independently register and test every available entity type, including:

- Healthcare Entities
- Hospitals
- Doctors
- Clinics
- Diagnostic Centers
- Laboratories
- Blood Banks
- Pharmacies
- Ambulance Providers
- Home Healthcare Providers
- Wellness & Preventive Care Providers
- Surgery & Treatment Packages and their Providers

Responsibilities
Complete full registration flows for each entity

Validate:
- Mandatory & optional fields
- Data formats
- Error handling
- Approval & onboarding workflows
- Test dashboards, profiles, and service listings
- Submit usability remarks and improvement suggestions

2. Patient & User Journey Testing
- Interns must test the platform from a patient/user perspective, including:
- Account creation & login
- Doctor appointment booking
- Hospital bed booking
- Diagnostic test booking
- Medicine & product ordering
- Ambulance booking
- Surgery & treatment inquiries
- Home healthcare service booking

Focus Areas:
End-to-end flow completion
Payment or booking confirmation steps (if applicable)
Error scenarios & fallbacks
Overall ease of use

3. Navigation, UX & Responsiveness Testing

Test all menus, dashboards, sidebars, and links
Identify:

- Broken links
- Incorrect redirections
- Page load issues
- UI misalignment
- Test across:
- Desktop
- Tablet
- Mobile devices
- Suggest UX improvements for non-technical users

4. AarogyaDigi Platform Testing (Mandatory)

- Interns must actively test Aarogyaigi as real users, covering:
- User onboarding & profile creation
- Doctor discovery & interaction
- One-to-one chat testing
- Audio call testing
- Video call testing
- Message delivery, latency & stability
- Call connection reliability
- User experience similar to social media platforms

Interns should Report:

- Functional issues
- Call drops or delays
- UI/UX discomfort
- Missing features or confusing flows

5. Security & Data Handling Review

- Interns are expected to perform basic functional security checks, including:
- Role-based access control validation
- Unauthorized access attempts
- Session handling (login/logout behavior)
- Data visibility between roles
- This is not advanced penetration testing, but practical security observation from a real user perspective.

6. Field Activity

Assisting with registration of:

- Hospitals
- Doctors
- Clinics
- Patients
- Observing real-world challenges faced by healthcare providers
- Helping users understand the platform
- Collecting feedback directly from stakeholders

A Field Activity Report must be submitted after completion.

7. Reporting & Documentation

Interns must submit structured reports covering:

- Bugs & technical issues
- UI/UX problems
- Workflow bottlenecks
- Feature gaps
- Improvement suggestions
- Reports should include:
- Clear description
- Steps to reproduce
- Screenshots or recordings (where applicable)
- Practical recommendations

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