

# VAIDAM HORIZONS

VAIDAM HEALTH

VOLUME III



Great care is built on connection, compassion, and shared purpose. Inside this edition, discover the real people and meaningful moments driving our journey—from everyday team triumphs to impactful patient stories. Together, we are creating a legacy of wellness and trust. Turn the page and share in our story.



The July–September quarter has been an exciting one across Vaidam and Truskope. We are growing, exploring new markets, building new capabilities—and, importantly, having fun along the way.

At Vaidam, our focus remains on expanding medical travel through multiple channels and markets. OPD medical camps are one part of this effort, helping us build relationships and create new pathways for patient acquisition. The new Vaidam website is progressing, while Voice AI opens up an exciting opportunity to make patient engagement smarter.

It was particularly gratifying to see our efforts recognised at SANJEEVANI 2026 – Heal in India, where Vaidam received two recognitions: MVT Facilitator of the Year (Established) and Excellence in New Market Development for MVT.

Bangladesh has shown encouraging improvement, while Uganda has faced challenges because of the Ebola situation. The Middle East continues to be affected by regional tensions. Our diversified presence across markets helps us navigate these changes.

At Truskope, our footprint continues to grow, with existing clients deepening their engagement and new relationships coming in. CancerRounds and MediJourney are also finding their momentum, with the new CancerRounds website now live.

Beyond the numbers, what makes this journey special is our culture. We work hard, have fun, try things differently and don't simply follow the crowd. It is the people who make Vaidam and Truskope what they are.

There is a lot ahead of us—and that is exactly what makes it exciting.

Thank you to everyone for being part of the journey.

Manish Chandra  
Co-Founder

# ACHIEVEMENT & MILESTONE

## A Proud Moment for Vaidam Health!

We are proud to announce that Vaidam Health has been honoured with the “Excellence in New Market Development for AMVT” award at Sanjeevani 2026 – Heal in India.

This prestigious recognition reflects Vaidam Health's continuous efforts towards expanding its global reach, developing new markets, and making quality healthcare more accessible to international patients. It is a testament to our commitment to innovation, excellence, and connecting patients across the world with trusted healthcare solutions.

This achievement inspires us to continue moving forward with the same dedication and passion towards transforming healthcare experiences globally.

Here's to new milestones, greater possibilities, and making a difference in more lives! ❤️



# ANOTHER WIN FOR VAIDAM

Another Proud Recognition for Vaidam Health!

We are delighted to share that Vaidam Health has been honoured as the “MVT Facilitator of the Year (Established)” at Sanjeevani 2026 – Heal in India.

This prestigious recognition celebrates Vaidam Health's visionary leadership, pioneering contributions, and unwavering commitment to advancing global healthcare services. As a trusted facilitator for international patients, Vaidam Health continues to bridge the gap between patients and world-class healthcare providers, making quality medical care more accessible across borders.

This award is a testament to our continued dedication to healthcare excellence, patient-centric care, and creating a meaningful impact in the lives of patients worldwide.

Grateful for this honour and motivated to continue shaping the future of global healthcare! 💙



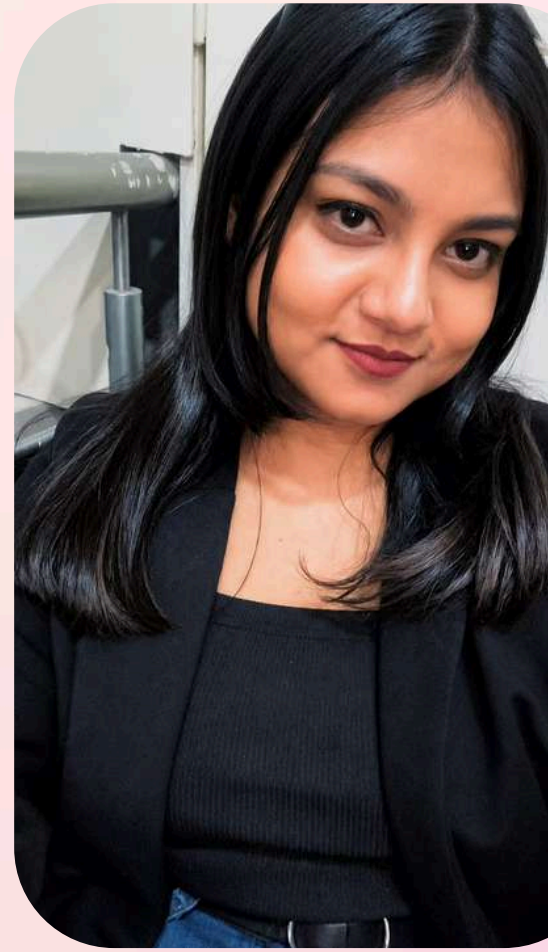
# PATH TO PROGRESS

My journey with Vaidam Health began in 2023 when I joined a project focused on digital marketing for doctors. What started with creating content and managing doctors' online presence gradually became an opportunity to manage the entire project. It was a phase where I learned not just about content, but also about ownership, coordination, and finding solutions when things didn't go as planned.

Every new responsibility helped me become more confident and prepared me for the next challenge.

A major turning point came when Vaidam Health expanded with the addition of MediJourney and CancerRounds. I was given the opportunity to lead the content function for MediJourney, building its content ecosystem from the ground up, from website pages and blogs to doctor and hospital profiles, SEO content, and social media.

Today, as Assistant Manager – Content, I contribute to content initiatives across Vaidam Health, MediJourney, and CancerRounds. Looking back, I feel thankful for the trust my managers and teammates have placed in me. My journey has taught me that growth comes from saying "yes" to new opportunities, being willing to learn every day, and giving your best, even when something feels completely new. I'm excited to continue learning and growing with Vaidam Health.



**SURYANI DUTTA**  
**Assistant Manager**  
**Content**



# GROWTH JOURNAL

**My journey with Vaidam, from July 2025 to date, has been one of the most meaningful chapters of my professional growth. It has taught me that healthcare is not only about treatment—it is also about listening, understanding, building trust, and guiding patients through difficult decisions.**

**At Vaidam, I have learned to understand patient concerns, review medical records, research medical conditions, and connect patients with appropriate specialists and professional medical opinions. This experience has strengthened my confidence in patient counselling and taught me to communicate complex information in a simple and reassuring way.**

**Over the past year, we supported 500+ patients who booked in-person consultations, with 321 patients attending consultations in Sierra Leone. We also facilitated 12+ referrals to leading Indian hospitals and connected patients with five expert doctors from different specialties who visited Sierra Leone.**

**Yet, the numbers represent only part of the impact. The real achievement is helping patients and families gain clarity, find the right specialists, and explore treatment options that may previously have seemed out of reach.**

**This journey has also strengthened my skills in patient engagement, stakeholder management, healthcare business development, communication, relationship management, and medical case coordination.**

**My business education taught me about strategy, leadership, and creating value. Vaidam has taught me to apply those principles with a human purpose.**

**As I look ahead, my goal is to continue improving the patient journey and contribute to making specialized healthcare more accessible to patients in Sierra Leone and beyond.**

**This first year has been a journey of learning, service, growth, and meaningful impact—and I am excited for what comes next.**



**Augustine D Kamanda**  
**Country Representative**  
**Sierra Leone**



# Learning Path

09 November 2021 marked the beginning of a journey I could never have imagined. I joined Vaidam as an Executive and Bangla Language Expert, initially believing my role was mainly about language. With time, I realised it was much more about understanding people, emotions, trust and responsibility.

After two years, I moved into Patient Relationship, experiencing the patient journey from a different perspective—from converting patients and coordinating their treatment to understanding their needs throughout the journey. Meeting people from different countries and cultures taught me the importance of empathy, patience and genuine human connection.

Today, as an Assistant Manager and Delhi Team Lead, I look back with gratitude. My biggest growth has not been in designation, but in the way I understand people, take ownership and lead.

From interpreting languages to understanding people, this journey has been about learning, growing and becoming.



**Anubhav**  
Assistant Manager Operations



# The Vaidam Insights I

## VAIDAM HEALTH SHOWCASES THE FUTURE OF DIGITAL HEALTHCARE AT CII DIGITAL HEALTH SUMMIT 2026

At the 5th CII Digital Health Summit, Pankaj Chandna, Co-Founder of Vaidam Health, delivered a compelling presentation on the transformative impact of artificial intelligence and digital innovations in the realm of global medical tourism.

Mr. Chandna underscored how technology is dismantling traditional geographical barriers, facilitating everything from intelligent doctor discovery to seamless cross-border patient care. He noted that AI-driven solutions are pivotal in creating a healthcare environment that is personalized, interconnected, and truly global. The platform's initiatives are focused on ensuring that world-class medical assistance is within reach for patients everywhere, reflecting a future where healthcare knows no borders. Chandna's insights offered a vision of healthcare that is not only advanced and efficient but also inclusive and universally accessible.



# The Vaidam Insights II

## VAIDAM HEALTH HIGHLIGHTS THE ROLE OF LANGUAGE TRANSLATORS IN INDIA'S MEDICAL TOURISM ECOSYSTEM

As India continues to strengthen its position as a global healthcare destination, language translators are emerging as a vital part of the medical tourism journey. A recent feature by Business Today highlights how translators help bridge language and cultural barriers between international patients and healthcare providers. Their role extends far beyond interpretation—from assisting patients at airports and hospitals to arranging accommodation, transport, and providing comfort throughout their treatment journey.

For Vaidam Health, medical interpreters play an indispensable role in delivering personalised support to patients from across the world. Translators assist patients from French-speaking African nations, Bangladesh, the Middle East, and other regions, helping them understand complex medical information while making them feel more comfortable in an unfamiliar environment. The story underscores how language support, cultural understanding, and a personal human connection are key to making India's healthcare ecosystem more accessible and welcoming for international patients.



**Gaurav Gangwani**

Language: French Vaidam,  
a medical tourism company



**Buddhadev Dhara**

Language: Bengali Vaidam,  
a medical tourism company



# The Vaidam Insights III

## India's Medical Tourism Boom: Growth Meets the Funding Challenge

India's medical tourism sector is witnessing strong growth, with the market projected to reach \$22.1 billion by 2031, up from \$12.3 billion in 2026. Foreign medical arrivals have also increased significantly, reaching 644,387 in 2024 compared with 182,945 in 2020.

Despite the growing demand, funding remains a challenge for medical-tourism startups. As per industry data, 122 startups have raised around \$9.28 million across 18 funding rounds, with investors remaining cautious due to the sector's largely service-based business models.

Vaidam Health is among the companies witnessing rising international demand, receiving around 18,000 enquiries annually from patients across 150+ countries. The sector is also seeing increasing interest from markets such as the UK, US and Australia, alongside established markets in Africa and the Middle East.

With growing patient demand and opportunities in B2B2C and aftercare services, stronger hospital partnerships and sustainable business models could help unlock the next phase of growth for India's medical tourism ecosystem.

### FOREIGN PATIENTS SURGE, BUT LOW ASSET CREATION KEEPS INVESTORS CAUTIOUS

## Medical tourism startups await their funding cure

S SHANTHI  
Bengaluru, August 23

**INDIA'S GROWING APPEAL** As a medical-tourism destination is spawning a new layer of startups that manage everything from hospital selection and medical consultations to visas, travel, accommodation and post-treatment care. However, despite rising foreign patient flows and rapid growth reported by some companies, the segment has attracted only \$9.28 million across 18 funding rounds, highlighting the challenge of building a venture-scale business around an asset-light service model.

According to Tracxn, India has 122 medical-tourism startups. Vaidam Health, backed by

4CE Ventures, receives around 18,000 inquiries and serves more than 500 patients globally every month, with patients from over 150 countries having used its services. "Our overall revenue has grown as we have increasingly focused on high-ticket and complex cases rather than patient volumes alone," Pankaj Chandna, co-founder, Vaidam Health, told FE. The Medical Travel Company is currently handling about 1,000 patients a year and is targeting 2,000 by the end of this year. CureMeAbroad has more than 21,500 patients using its services each month for part of their treatment journey, including researching options, comparing hospitals and getting matched with doc-

### BIG MARKET, SMALL MONEY

|                                                                                                     |                                                                                                       |                                                                                        |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| ■ India's medical tourism market is projected to reach \$22.1 bn by 2031, up from \$12.3 bn in 2026 | ■ Foreign medical arrivals jumped from 182,945 in 2020 to 644,387 in 2024                             | ■ Yet 122 medical-tourism startups have raised just \$9.28 mn across 18 funding rounds |
| ■ B2B2C and aftercare could help startups scale and attract hospital acquisitions                   | ■ Nexus, Kriscore, IPV, 35North, 9 Unicorns and Wavemaker have shown investor interest in the segment |                                                                                        |

tors. The company has an annual recurring revenue of \$5 million and is growing at about 73% quarter-on-quarter on a booked-case basis, Aditya Oza, CEO and co-founder, CureMeAbroad, said.

Yet, funding remains mod-

est. "There is limited asset creation being done. It is more of a service business that is dependent on intermediaries, which could be an impediment to value creation beyond a certain scale," Puru Gupta, founder and operating partner, Proteus

Partners, said.

Gupta, however, sees scope for the model to evolve into B2B2C businesses with greater aftercare revenue, making some providers potential acquisition targets for hospitals. Nexus Venture Partners,

Kriscore Capital, Inflection Point Ventures, 35North India, 9 Unicorns and Wavemaker are among investors that have shown interest in the segment.

The opportunity is also changing geographically. While Africa and the Middle East remain important markets, startups are seeing increasing demand from the UK, US and Australia. In the UK, long waiting times are emerging as an important driver. Only around 62% of NHS patients started treatment within the 18-week standard in late 2025/early 2026, against a 92% target, making overseas treatment an option for some patients unwilling to wait.



# MEET OUR NEW TALENT

## Vaidam Health



Akanksha Rajoriya  
Patient Relation Support



Deepika Rajpoot  
Patient Relation Support



Rufaida Fatima  
Operation Hyderabad



Tauheed Alam  
Portuguese Language Expert



Pradip Shit  
Operations Chennai  
Bangla Language Expert



Suhana Khatoon  
PR Domestic



Denise de Sousa  
Country Representative  
Mozambique



Adnan Khan  
Business Development Intern



Aivy Sahani  
Human Resource Executive

# MEET OUR NEW TALENT

## Vaidam Health



Susheela Sehrawat  
Assistant Manager Human Resource



Mohammad Areeb  
Patient Relation Intern

## Truskope



Somya Puri  
Content Writer Intern



Pushpanjali Raje  
Business Development Manager  
- Mumbai



Dia Arora  
Content Writer Intern

# GLOBAL HEALTH CONNECT

**JULY**

| Country  | Hospital      | Specialization |
|----------|---------------|----------------|
| Sierra   | Fortis Mulund | Neuro Spine    |
| Fiji     | Nova          | IVF            |
| Cameroon | Fortis Mulund | Neuro Spine    |

**AUGUST**

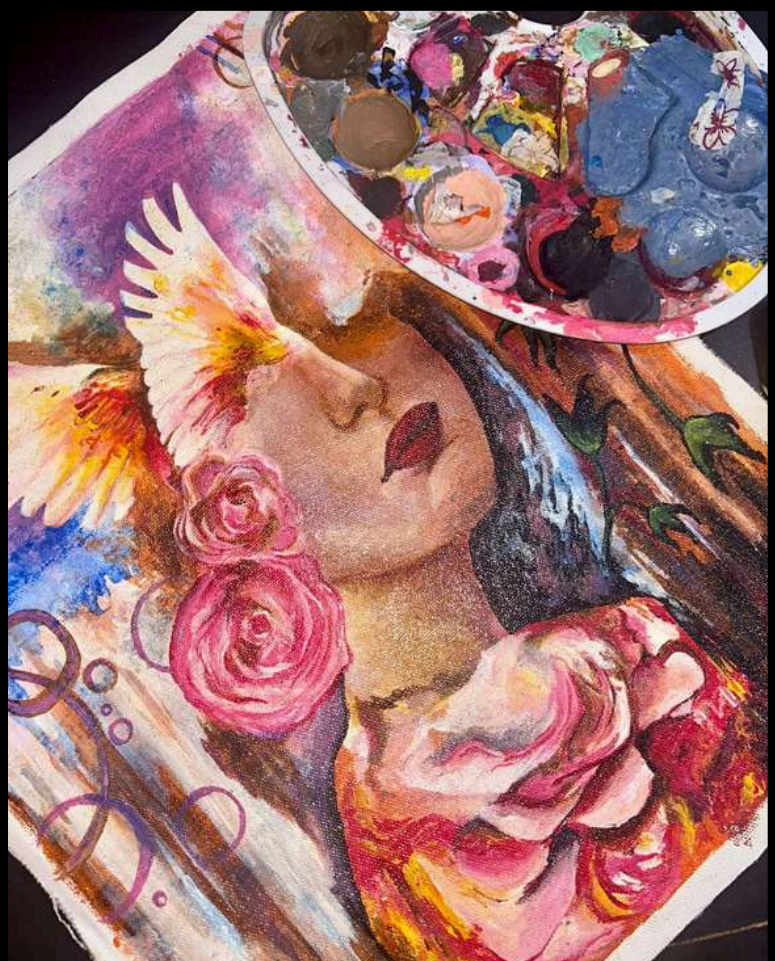
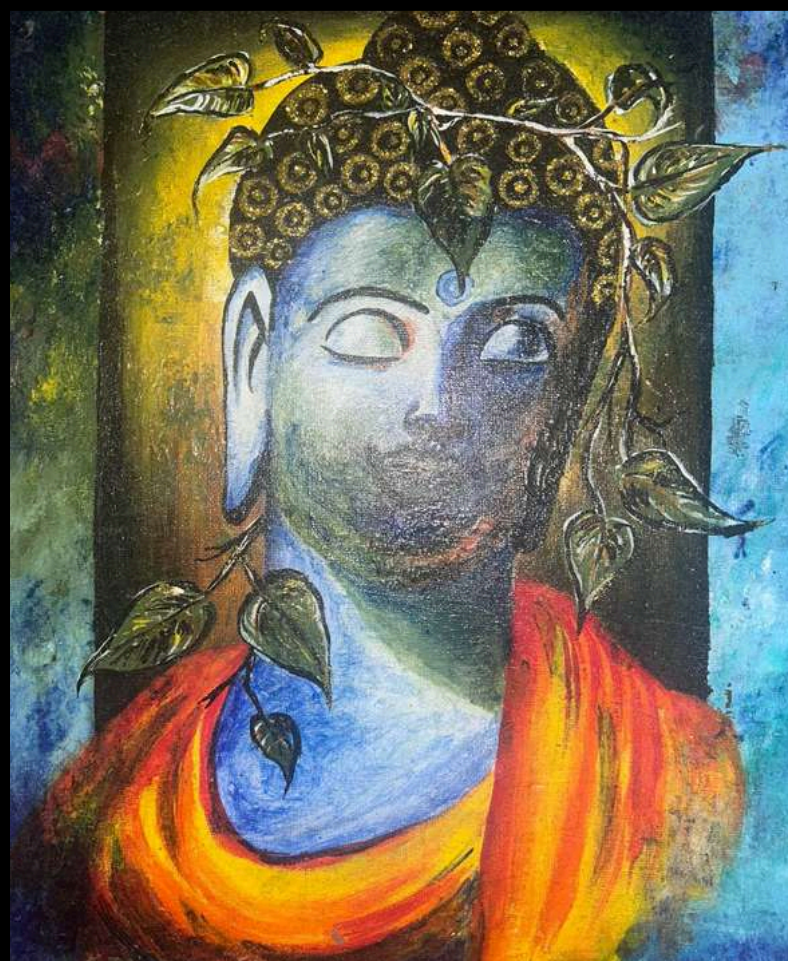
| Country  | Hospital            | Specialization |
|----------|---------------------|----------------|
| Ethiopia | Medical Park Turkey | G Surgeon      |
| Ethiopia | Medical Park Turkey | Neurosurgeon   |



# Employee Spotlight



~Paintings by Nishant  
Narang



# Employee Spotlight

## Loggerheads

As I brushed my hair in front of the mirror,  
My reflection felt unfamiliar and nearer.  
I was all lost, and yet it kept glaring at me,  
Caged within mess, it screamed to be free.

I noticed those heavy and tired eyes,  
Caught in turmoil they could not disguise.  
A stranger to myself, beneath that face,  
Searched something I couldn't really trace

Frost once stood before two roads ahead,  
While countless more before me spread.  
Perhaps, the roads were too many to see,  
Every one of them asks something of me.

Today, I stand at loggerheads with myself,  
All my dreams gathered dust upon a shelf.  
Between what I want and what I know,  
Silently the weight of 'potential' grows.

~ Arisha Masood

ये है मय-कदा यहाँ रिंद हैं यहाँ सब  
का साक़ी इमाम है  
ये हरम नहीं है ऐ शैख़ जी यहाँ  
पारसाई हराम है

जो ज़रा सी पी के बहक गया उसे  
मय-कदे से निकाल दो  
यहाँ तंग-नज़र का गुज़र नहीं यहाँ  
अहल-ए-ज़र्फ़ का काम है

कोई मस्त है कोई तिश्रा-लब तो  
किसी के हाथ में ज़ाम है  
मगर इस पे कोई करे भी क्या ये तो  
मय-कदे का निज़ाम है

ये जनाब-ए-शैख़ का फ़ल्सफ़ा है  
'अजीब सारे ज़हान से  
जो वहाँ पियो तो हलाल है जो यहाँ  
पियो तो हराम है

तुझे अपने हुस्न का वास्ता मेरे  
शौक़-ए-दीद प रहम खा  
ज़रा मुस्कुरा के नज़ाब उठा कि  
नज़र को शौक़-ए-सलाम है

~Poetry  
by Ahmad

# Employee Spotlight

One moment, I am fine—truly, I feel fine.

Then, it's back. A knock on the door, that dreadful knock,  
and I shudder, heart caught, fingers frozen at the lock.

I don't want to let it in. But it pushes through, undeterred,  
and here it is again—the beast, relentless as ever.

I battle it, swear to drive it out, every time.

I'm on my knees, pleading, worn and out of rhyme,  
spent from heaving against its weight,  
yet somehow, it slips in through the faintest gate.

This monster moves with cunning grace;  
it never strikes first, not face to face.

Instead, it wraps around me, coiled and warm,  
so gentle, it seems almost kind—a charm.

It raises me softly from the ground, lifts me up,  
and holds me close in its terrible cup.

Then, bit by bit, I feel its hands slide up my spine,  
a touch that feels like a lover's sign,  
until nails sink in, sharp as knives,  
ripping through the tender parts, draining life.

And there I lie, numb and still,  
held captive in this quiet kill.

The warmth of summer fades to frost,  
the chill of winter takes what's lost,  
and darkness thickens, heavy and wide,  
seeping deep into every side.

“Save me!” I cry, a voice raw and thin,  
echoing into the hollow within.

But my pleas vanish, no one hears,  
just me and the dark, alone with my fears.

# Glimpse of SANJEEVANI



# MEMORIES

