

THE FORTISIAN

HAPPENINGS IN THE WORLD OF FORTIS

FORTIS *celebrates* DOCTORS' DAY

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Fortis Memorial Research Institute, Gurugram



Fortis Escorts Hospital, Okhla Road, New Delhi



Fortis Hospital, Noida



Fortis Hospital, Mohali



Fortis Hospital, Ludhiana



Fortis Hospital, Mulund



Fortis Escorts Hospital, Amritsar



SL Raheja Hospital, Mahim - A Fortis Associate



Fortis Hospital, Anandapur



Message from the MD & CEO

Dear Colleagues,

Over the past year and a half, our organisation has undergone a spectacular transformation under a new Board and Leadership Team. We have put the past behind us and are now heading full steam towards our goal of becoming the most trusted healthcare institution known for world-class clinical care, with renewed vigour and enthusiasm. To aptly reflect this transition, the Board of Directors has given an in-principle approval to change the name and branding of the Company and its subsidiaries from 'Fortis' to 'Parkway'.

Accordingly, the Company proposes to stop using 'Fortis', 'La Femme' and 'SRL' as part of its name or brand. The proposed changes are subject to the requisite approvals and directions of the Hon'ble Supreme Court of India, and the receipt of all requisite corporate and other approvals as may be required. The decision has been taken in light of various considerations, including the expiry of the current brand licence agreements in April/May 2021 and to completely disassociate from the erstwhile promoters.

'Parkway' is a renowned and internationally acclaimed brand in the field of healthcare, belonging to IHH Healthcare Berhad, the current promoters of Fortis Healthcare, with a holding of approximately 31% of its share capital. SRL will

have a new neutral brand name and identity, unrelated to the IHH group or the Fortis brand.

I would like to assure you that the interests of all employees will be safeguarded and our approach will be to work together with IHH to vastly improve the quality of our service delivery with the new brand and identity.

As the unprecedented COVID-19 pandemic continues to cause massive disruption, I hope that all of you are taking utmost precautions at work and at home. It gives me great satisfaction to note that our team of doctors, nurses, paramedics and administrators have waged a successful battle against the infectious disease. The large number of recoveries and discharges across our hospitals is a testimony to the fantastic work our teams are doing. We are also receiving very positive patient feedback and this definitely fills us with pride.

The leadership team stands with you through this struggle. We are monitoring the situation very closely and making sure that our hospitals provide a safe work environment for each one of you as you take care of our patients.

Thank you for all that you have been doing and I look forward to your continued support as we make the brand transition. Do take good care of yourselves and your loved ones.

With warm regards,

Dr. A. Raghuvanshi
MD & CEO

Success Stories

A 27-day-old baby became the youngest patient at Hiranandani Hospital, Vashi – A Fortis Network Hospital to beat COVID-19. The infant was admitted with mild symptoms on April 29, 2020, after he tested positive for COVID-19. The baby's parents, along with the entire family comprising of 14 members, tested positive and were admitted to the hospital. A team comprising of Paediatricians Dr Kumar Salvi, Dr Subhash Rao and Dr Vishwas Chavhan cared for the baby round the clock. The baby was discharged on May 19.



Hiranandani Hospital, Vashi – A Fortis Network Hospital



Dr Manoj K. Goel

A 94-year-old COVID-19 patient, with multiple co-morbidities, has recovered successfully and has been discharged from Fortis Memorial Research Institute (FMRI), Gurugram. He was treated by a team of doctors led by Dr Manoj K. Goel, Director, Pulmonology. The patient was a known case of Coronary Artery Disease (CAD) - Triple Vessel Disease and had chronic atrial fibrillation with Left Ventricle Ejection Fraction (LVEF) of 30%. He also suffered from chronic obstructive pulmonary disease (COPD) with cor pulmonale (abnormal enlargement of the right side of the heart due to lung disease) and chronic kidney disease. The patient responded well to the treatment, which was personalised in view of his age and condition.

A 52-year-old patient suffering from a rare cancer in a Horseshoe Kidney was successfully treated at Fortis Hospital, Bannerghatta Road by a team of doctors led by Dr Mohan Keshavamurthy, Director Urology, Uro-Oncology, Andrology, Transplant & Robotic Surgery, Fortis Hospital, Bangalore & Dr Sreeharsha Harinatha, Consultant – Urology & Robotic surgery, Fortis Hospital, Bannerghatta Road. Horseshoe Kidney is a rare congenital development of the kidney, also known as renal fusion where both the kidneys join together in the lower pole to form a U-shape at the bottom.

Dr Mohan Keshavamurthy, Director Urology, Uro-Oncology, Andrology, Transplant & Robotic Surgery, Fortis Hospital, Bangalore, said,



The patient

“Horseshoe kidney is an uncommon congenital condition with incidence 1 per 400-600 live births. 0.25% of these anomalous kidneys develop cancer. This patient had developed cancer in the kidney, due to which he was experiencing blood in his urine. Post thorough examination, we suggested him to undergo robotic assisted right hemi-nephrectomy of the horse shoe kidney. Heminephrectomy is generally conducted for patients who often have a problem known as a duplex kidney with nonfunction of one moiety.”



Dr Mohan Keshavamurthy

The high level of vigilance and careful observation by the team of doctors led by Dr Ambanna Gowda, at Fortis Hospital, Cunningham Road, Bengaluru, resulted in the diagnosis of the first case in Bangalore of a patient with dengue fever along with COVID 19 infection. The 45-year-old patient presented with history of fever, fatigue, body ache and a low platelet count on investigation. On evaluation for dengue, NS1 was negative, while the IgM (ELISA method), indicative of recent infection, was positive, leading to a diagnosis of dengue fever. Considering the clinical condition at presentation, the index of suspicion from the time of admission was high, resulting in him being treated in the isolation ward. Based on clinical judgement, his treating physician, Dr Ambanna advised a RT-PCR on day one, which turned out to be positive.



Dr Ambanna Gowda

Managed in the COVID ward initially, the patient developed breathing difficulties, necessitating a shift to the ICU for stabilisation. He improved with non-invasive ventilation, high flow oxygen support and appropriate medication. A repeat test for the COVID-19 infection on day 10, also came in positive. However, in view of his clinically improved status and non-dependency on oxygen, as per the discharge guidelines, he was discharged from the hospital and quarantined at the COVID Care Centre (CCC). According to Dr Ambanna, every fever case needs to be evaluated for COVID-19 infection, irrespective of other tests for infections being positive.



Dr Ravi Shekhar Jha

A 49-year-old male COVID-19 patient with Bilateral Pneumonia and uncontrolled Type 2 Diabetes Mellitus has been discharged from Fortis Escorts Hospital, Faridabad, after 11 days of treatment. A team led by Dr Ravi Shekhar Jha, HOD & Senior Consultant – Pulmonology treated the patient. The patient was admitted with the chief complaints of fever, dry cough and shortness of breath. He was found to be in severe respiratory failure and was managed with the help of high flow nasal cannula (HFNC). Gradually, as he improved, oxygen support was weaned off. The patient responded well to the treatment, which was personalised in view of his age and condition.

A 34-week pregnant patient was rushed to Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, with fever, cough and shortness of breath. Upon investigation her symptoms were found to be COVID related. The challenge in front of team of doctors led by Dr Neema Sharma, Director, Obstetrics & Gynaecology and Dr Gauri Shankar Sharma, Head, Critical Care, was to save both the lives. The first 24 hours were critical because of the wait for COVID result. Once the patient was confirmed COVID positive, immediate C-Section was done and a healthy baby without COVID complications was delivered. Fortis Vasant Kunj being a 100% COVID hospital, the baby, after initial resuscitation at NICU, was later shifted to another hospital, but the mother stayed back. She had to be put on ventilator support for 10 days. During that period, she had multiple issues and her prognosis was poor but once she received plasma therapy, she improved gradually. With the help of a dedicated ICU team of doctors, nurses and staff, the patient recovered and was discharged after testing COVID negative.



Dr Neema Sharma



Dr Gauri Shankar Sharma



Dr Praveen Gupta

A 28-year-old male was brought to the emergency department in a comatose state and with seizure to Fortis Memorial Research Institute (FMRI), Gurugram. On presentation, the patient did not show any flu like symptoms. However, on evaluation, the patient tested positive for COVID-19. As the case was a rare presentation, the COVID test was done twice and on both occasions, the test results were positive. The patient underwent brain MRI, which was normal. His seizures stopped and after a day he became conscious. He was taken off the ventilator after three days. He developed fever, decreased oxygenation and cough, which persisted for one week. He also had blood in sputum. Gradually, he improved with Hydroxychloroquine, antibiotics and anti-seizure medications. He was discharged after two COVID reports were negative without any neurological damage. The patient was successfully treated by a team of doctors led by Dr Praveen Gupta, Director, Neurology, FMRI, Gurugram.

A 34-year-old male COVID-19 patient with Bilateral Pneumonia, COVID related breathing difficulty, SARS COV-2 detected and a known case of Swine Flu two years ago, has recovered successfully at Fortis Escorts Hospital, Faridabad. He was treated by a team of doctors led by Dr Ravi Shekhar Jha, HOD & Senior Consultant, Pulmonology. The patient was admitted with chief complaints of shortness of breath and cough. The patient remained on ventilator for four days and then was intubated after weaning trail. With proper selection of cases and timely intervention, good clinical outcome can be anticipated. The patient was brought in critical state 2 years back to the same doctor, and was treated for swine flu.



Dr Ravi Shekhar Jha



Dr Manoj Goel

A 50-year-old male, patient suffering from diabetes and hypertension tested COVID positive and was admitted to Fortis Memorial Research Institute (FMRI), Gurugram. Two days later, the patient's mother, who is also diabetic and a patient of hypertension, tested positive to COVID-19 and was also admitted to the hospital.

The son had severe disease which required need for ventilation in view of respiratory distress and very low oxygen in his blood. The mother also had severe disease, and was managed with medicines and high flow Oxygen therapy in ICU. The son was required ventilator support for 10 days and was discharged from the hospital after 18 days of admission. The mother was discharged from the hospital after 14 days. Both mother and son were successfully treated by a team of doctors led by Dr Manoj Goel, Director and Head, Pulmonology, FMRI. The family has expressed their gratitude towards the team of doctors, nurses and administration through a video message for the treatment and services offered to them at FMRI.

A Mumbai policeman's 9-year-old daughter beat COVID-19 while battling Leukemia at Fortis Hospital, Mulund, with the support of Dr Subhaprakash Sanyal, Consultant Hematologist & Hemato-Oncologist. The child had been under the care of Dr Sanyal after she was diagnosed with Leukemia some time back. Over time, she had completely stopped walking and relied on her father to look after her. Her treatment in the Cancer Care wing was uneventful. As the father-daughter duo returned to the hospital for the next chemotherapy cycle, the child tested positive for COVID19. The patient had to be shifted to the Hybrid COVID-19 wing, under the care of Dr Kirti Sabnis, Infectious Disease Specialist, where her COVID-19 and Leukemia were to be treated simultaneously. She had to be moved into the isolation room, but the child refused to let her father go. Upon the father's request, the doctors made special arrangements for him to be with her. Soon, the father tested positive for COVID-19 and was admitted for treatment alongside his daughter. Upon completing their COVID-19 treatment, the father-daughter duo was discharged. The child's Chemotherapy now continues in the day care set-up so the time spent at the hospital could be brought down.



The patient with her father (L) and Dr Subhaprakash Sanyal (R)

A 7-year-old boy from Bhiwadi, Rajasthan, was treated successfully for acute lymphoblastic leukaemia and COVID-19 at Fortis Memorial Research Institute (FMRI), Gurugram. The boy presented to the team of doctors, Dr Vikas Dua and Dr Mansi Sachdev, Paediatric Haemato - Oncologist and Bone Marrow Transplant physicians at FMRI, with low grade fever for 10-15 days prior to admission. Complete blood count showed a haemoglobin of 4, white cells were very high about 350,000 and platelets



Dr Mansi Sachdev

were low at 21,000. Abnormal cells, called blast cells, were found in peripheral smear and the patient was diagnosed as a case of acute lymphoblastic leukaemia, a type of

blood cancer. As he had low grade fever, the patient was tested for COVID-19, which was positive. The patient required urgent treatment and was immediately started on chemotherapy. Simultaneously, the patient was isolated in the COVID ward and was discharged after 15 days when his COVID report was negative. He continues to do well.



Dr Vikas Dua

Special Feature

Glimpses of Doctors Day celebrations across Fortis facilities



Fortis Memorial Research Institute, Gurugram



Fortis Escorts Hospital, Okhla Road, New Delhi



Fortis Escorts Hospital, Amritsar



Fortis Hospital, Ludhiana



Fortis Hospital, Noida



Fortis Hospital, Mohali



SL Raheja Hospital, Mahim - A Fortis Associate



Fortis Hospital, Mulund



Fortis Hospital, Anandapur, Kolkata

Clinical Care Undeterred

A life-saving cardiac surgery was conducted on a 77-year-old female patient at Fortis Memorial Research Institute (FMRI), Gurugram, amid the COVID-19 lockdown. The lady from Australia was visiting her friends at Jalandhar, Punjab. Due to the sudden COVID-19 lockdown announcement, she could not return. At Jalandhar, the patient suffered severe chest pain. An angiogram revealed four blocked arteries, of which two were 100% blocked. She was brought to FMRI in an ambulance where a team led by Dr Udgeath Dhir, Director and Head, CTVS, FMRI, conducted a by-pass surgery. The patient is now stable and recuperating well.



Surgery in progress

A life-saving kidney transplant was done on a 53-year-old patient at Fortis Hospital, BG Road, Bengaluru, amid the COVID-19 crisis. The patient was suffering from end-stage kidney failure and urgently required a transplant. He also had a history of hypertension, diabetes and ischemic heart disease. Considering the urgency, his 47-year-old brother, a doctor by profession, volunteered to donate his kidney. Dr Mohan Keshavamurthy, Director - Urology, Uro-Oncology, Andrology, Transplant Robotic Surgery, who led the transplant team, said, "Considering the situation, we had to be extra careful and take necessary measures to ensure the safety of the patient as well as the surgeons and staff." The patient was discharged after a week.



Dr Mohan Keshavamurthy



A team of doctors attending a patient at Fortis Hospital, Shalimar Bagh

A team of doctors led by Dr Pramod Kumar, Director & HOD, Cardiology, Fortis Hospital, Shalimar Bagh, conducted an Intra Vascular Lithotripsy procedure on a 62-year-old male patient who had been brought to the hospital after suffering a heart attack. Investigations showed 100% right coronary artery blockage due to heavily calcification. In view of the ongoing COVID-19 pandemic, all precautions for the safety of the patient and the healthcare workers were taken during the surgery. The patient is recovering well.

Fortis Hospital, Kalyan, witnessed Mumbai's first cadaveric donation and retrieval since the COVID19 lockdown. This was possible after the family of a 61-year-old deceased female consented to donate her liver. The deceased was registered as an organ donor with the Zonal Transplant Coordination Centre (ZTCC). Extraordinary efforts amidst the ongoing COVID-19 pandemic between surgical and non-surgical teams, Nursing, Medical Social Workers and Police officials enabled



Fortis Hospital, Kalyan

the surgery, bestowing a new lease of life upon a 64-year-old male patient suffering from end-stage organ failure. Led by

Dr Sandeep Patil, Head-Intensive Care and Dr Rakesh Lalla, Consultant, Interventional Neurologist, Fortis Hospital, Kalyan, the donor maintenance protocol was initiated and the liver was successfully retrieved and transported to a private hospital in Mumbai.

Amidst lockdown and pandemic situation across the world, the Urology department at Fortis Hospitals, Bangalore, headed by Dr Mohan Keshavamurthy, has successfully conducted about forty specialised Urological procedures including Uro Robotics, Uro Oncology and other procedures, which is the highest among the Fortis hospitals network.

The connect and bonding between the team nurtured over the years combined with a passion for patient care allowed all the members to work through the lockdown and rising infections ensuring utmost safety for self and for everyone around resulting in seamless continuity of care and excellent outcomes - which has become synonymous with Team Urology!

Looking out for each other, ensuring strict adherence to hospital safety protocol and ensuring patients feel safe and comfortable helped Team Urology and Fortis maintain near normal patient volumes, consistent number of surgeries be it robotic, kidney transplant or otherwise with spectacular outcomes through these testing times!



The Urology Team with Dr Mohan Keshavamurthy, HOD, at Fortis Hospitals, Bengaluru

'During the early days of the COVID-19 pandemic, which necessitated a total lockdown, in Bengaluru, during the month of March, most of the OPDs in top hospitals were shut and not admitting patients due to fear of corona virus transmission. In the midst of this lockdown, Mr Jayaram, a 80 year old gentleman, who was involved in a road traffic accident and suffered multiple fractures while trying to cross the road, was rushed and attended to at the Emergency Department of Fortis Hospital, Bannerghatta Road.

The in house orthopaedic, emergency and plastic surgical team under the guidance of Dr Mohan Puttaswamy, Senior Orthopedic Surgeon at Fortis BG road, diligently handled his care. During his stay of three weeks in the hospital, Mr Jayaram underwent a total of six successful surgeries, including fixation of multiple fractures, soft tissue procedures and skin cover.



Dr Mohan Puttaswamy



The Patient

Considering that older adults are at a higher risk of getting the COVID-19 infection, Mr Jayaram was handled with utmost care and all principles of patient and health care worker protection were strictly adhered to at all times. Fully recovered now, Mr Jayaram and his family are grateful to the Fortis team for taking care of him during these difficult times.

Our exceptional team of surgeons led by Dr Mohan Puttaswamy, the ICU team, Emergency team, team of anaesthesiologists, nursing and physical therapy team, made it possible.'

Doctors at Fortis Hospital, Shalimar Bagh, New Delhi, have successfully performed a rare feat by treating three critical patients – a mother and her pre-mature newborn twins. The mother underwent a dual surgery, wherein an intestinal blockage was successfully removed, and a C-section was performed, giving births to twins who were 14 weeks premature. While both the babies miraculously survived, one of them developed complications, which were successfully mitigated by a team of doctors led by Dr Vivek Jain, Director and Head of Department, Neonatology, Fortis Hospital Shalimar Bagh.



The patient and the twins

Dr Jain said, "It was only possible because of our multidisciplinary approach which involved Dr Pradeep Jain (Director, General Surgery), Dr Umesh (Director, Anaesthesia), Dr Nymphaea (Senior Obstetrician), Dr Gambhir (Paediatric Surgeon), Dr Akhilesh (NICU In-charge) and Mr Bhupender (Nursing Head)."

Dr Mahesh Gopasetty and team, from Fortis BG Road, Bangalore, during the COVID period conducted a liver transplant on a 45-year-old, from a coastal town in Karnataka, who had presented with decompensated liver disease. Although, his wife was the potential living donor, delays for clearance from ESI and non-availability of the regular transplant team due to lockdown and travel restrictions were major challenges.

In a transplant that lasted over 14 hours, Dr Mahesh Gopasetty, ably assisted by



Patient and his wife (donor)

surgeons from the surgical oncology and GI surgical team, successfully performed the living donor liver transplant (LDLT). The team effort and meticulous care taken by every member of the surgical team, the liver transplant anaesthesia team during surgery and the intensive care team in the post-operative period, ensured good recovery and uneventful discharge from the hospital.



Dr Mahesh Gopasetty



Dr Rajpal Singh

A team led by Dr Rajpal Singh, Director – Interventional Cardiology, Fortis Hospital, BG Road, Bengaluru, has successfully performed a challenging procedure on a 97-year-old patient suffering from embolic stroke, amid the COVID-19 crisis. While recoveries are usually slower and more complicated among older adults, this nonagenarian was able to sit and read the newspaper a day after the procedure.

Dr Singh said, "The patient was mentally agile and physically fit.

Additionally, he had recovered well from his initial stroke and was motivated as he was potentially at higher risk of developing another stroke if left untreated. The procedure was undertaken via a key hole puncture of the arteries in the groin and with the protection of a special umbrella-like filter placed distal to the blockage. A carotid artery stent was deployed across the narrowing, under local anaesthesia. The entire procedure was completed in 45 minutes. The patient withstood the procedure very well and has been discharged.



The 97-year-old patient reading newspaper a day after the surgery

Fortis Hospital, Noida, successfully carried out 25 emergency cardiac surgeries during the period of lockdown. The team of doctors did not stop caring for the patients in need and have been saving lives without hesitation.



Team Neuro Surgery, Fortis Hospital, Noida

Fortis Hospital, Noida, successfully carried out 57 emergency neuro surgeries during the period of the lockdown. The team of doctors did not stop caring for the patients in need and without hesitation, saved many lives.

Innovation

For the first time in India, 'Helmet Masks' have been used by Fortis Hospital, Noida, to successfully treat COVID-19 patients. Ten patients, who were suffering from extensive pulmonary disease due to COVID-19, were not able to tolerate the use of conventional non-invasive ventilation (NIV). They were provided helmet masks and nine of the 10 patients reported excellent tolerance and comfort on application. Six have already been weaned off the helmet mask. This innovative technology was adopted for use by a team of doctors led by Dr. Mrinal Sircar – Director & Head, Pulmonology & Critical Care, Fortis Hospital, Noida.



Mr Jeswin, Quality Nurse at Fortis Hospital, BG Road, Bengaluru, has come up with an innovative, low cost, automatic sensor which dispenses hand sanitiser. The innovation aims to avoid the possible spread of infection through the knob of the sanitiser bottle.



Sensor based sanitiser dispenser

While in home isolation due to flu like symptoms (although he tested negative), Mr Jeswin decided to use his time productively. Mr Jeswin, who has undergone infection control training, realised that sanitiser dispenser bottles could themselves be a possible source of infection of the COVID-19 virus. Using a proximity sensor, a resistor and a pump (bought online), he developed an automatic sensor-based sanitiser dispenser, costing less than Rs 500. The system can be used both at hospitals as well as at homes.



Mr Jeswin, Quality Nurse

New Launches

Fortis Memorial Research Institute (FMRI), Gurugram in association with Healthcare at Home, launched a Home Isolation Support Programme for COVID -19 positive patients who are asymptomatic or have mild symptoms. Patients receive complete education on 'How to live in Home Isolation.' As part of the programme, doctors monitor the patient's medical needs through video or tele-consults. Patients also receive consults from nutritionists and psychologists, and can avail a tele-rehabilitation call. Guidelines for caregivers and how to appropriately maintain distance from the patient are also provided. Consultants are available 24x7 in case the patient requires medical attention or hospitalisation. An isolation kit, which includes hand sanitizers, gloves, thermometer, disposable crockery and bio-medical waste collection bags are also available on request.



Fortis Memorial Research Institute (FMRI), Gurugram

The Fortis hospitals in Mumbai have launched Home Quarantine Care Services for COVID-19 patients recently. Over 50 patients have already enrolled for the services. The Emerging Business team worked in perfect tandem to roll out the well strategised idea, leading to its success. The services include options for Basic Screening, Advanced Quarantine Care and Home Sanitation Services and is available to patients across central, western and eastern Mumbai. Enhanced care offered through these services have helped limit hospitalisation need to just two patients out of the total 50. Dr Manjeet Singh Arora, General Medicine & Community Health, Fortis Hospital, Mulund, led this initiative. Dr Kirti Sabnis and Dr Anita Mathew, Infectious Disease Specialists, along with Dr Sanjay Shah, General Physician, made time for medical consults with the patients, while keeping to their hectic schedule at the COVID wing.

The backend team, Digital Marketing Coordinators, Fortis Mulund's Jenica Nazareth and Fortis Kalyan's Shinu Thomas, managed additional duties while executing their on-going tele and video-consult tasks. Manjusha Vinod, Team Leader-Community Connect, coordinated between the teams and ensured flawless process adherence. Ajay Menon, Head-Supply Chain Management, helped with inventory-related requirements. Khusaro Amir and Nitin Shukla from the Corporate Marketing Team, Fortis Kalyan, supported Jenica and Shinu in handling queries. Dr Ashutosh Pandey, Head-Sales & Marketing, Fortis Hospital, Kalyan and Head-Emerging Business and Community Connect, Fortis Hospital, Mulund, led the initiative with passion and vigour.



Fortis Hospital, Anandapur, Kolkata, too, has launched Home Isolation Support Programme for COVID-19 positive patients who are asymptomatic or have mild symptoms.



Snapshots from the launch of the programme

Fortis Hospital, Noida, introduced Immunity-check health packages for patients, where they can get their immunity checked at the comfort of their home. This is followed by a video consult where the doctor guides the patient on the report findings and advises the next steps.

OUR PACKAGES	
IMMUNITY CHECK (Basic)	<ul style="list-style-type: none"> • Ige Total + CBC + ESR + Physician Consultation Original Cost: INR 1200 Discounted Cost: INR 800
IMMUNITY CHECK (Standard)	<ul style="list-style-type: none"> • CBC + ESR + HBA1C + Urine Screen + TSH + Creatinine Serum + C-Reactive Protein + Physician Consultation Original Cost: INR 2000 Discounted Cost: INR 1500
IMMUNITY CHECK (Advanced)	<ul style="list-style-type: none"> • CBC + Peripheral Screen + ESR + TSH + HBA1C + Blood Sugar Random + Vitamin D3 + Vitamin B12 + Lipid Profile + Liver Function Test + Kidney Function Test + Iron Studies + Lipid Profile + Physician Consultation Original Cost: INR 3000 Discounted Cost: INR 2000
IMMUNITY CHECK (Comprehensive)	<ul style="list-style-type: none"> • CBC + ESR + Blood Sugar Random + TSH + Ige Total + Liver Function Test + HBA1C + Urine Screen + Creatinine Serum + CRP/SCRP + Vitamin D3 + Vitamin B12 + Physician Consultation Original Cost: INR 3500 Discounted Cost: INR 2500

For more information, call +91 120 430 0221 | contactus.mumbai@fortis.com
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Online Events

Fortis Memorial Research Institute (FMRI), Gurugram, and the International Sales Team of Fortis Healthcare organised an online brain-storming session with healthcare professionals from across the globe on 'Art of living with COVID-19 pandemic.'

The session focused on the measures to stay safe from COVID-19, as it becomes the new normal. Steps being taken by hospitals in different countries to keep their patients and citizens safe were discussed. Panellists from Bangladesh, Sri Lanka, Uzbekistan, Afghanistan, Ghana, Cambodia, Nigeria and the United Kingdom participated in the event. FMRI was represented by Dr Ritu Garg, Zonal Director and Dr Rahul Bhargava, Director and Head, Haematology, as panellist.



A screengrab of the event



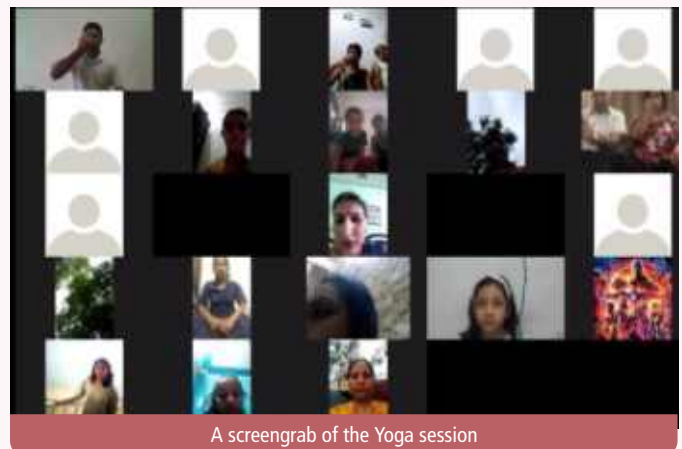
Dr Prathima Reddy participating in the webinar

Fortis La Femme Hospital, Bengaluru, in association with an online healthcare entity, organised a webinar on 'Implementing telemedicine practice in India: Gynaecology and Obstetrics.' The webinar was aimed to help doctors understand the best practices and help them leverage telemedicine during the current pandemic.

Dr Prathima Reddy, Director and Senior Consultant, Fortis La Femme Hospital, Bengaluru shared her views about a few best practices to leverage technology during this tough times with focus on Obstetrics & Gynaecology along with other panel members.

Fortis Memorial Research Institute, Gurugram, organised a digital Yoga session on the occasion of International Yoga Day. The theme this year was 'Yoga for health, yoga at home.' To highlight the importance of practising Yoga from anywhere and at any time and to keep the mind stress-free during COVID-19 pandemic, a two-day online Yoga session was organised for Resident Welfare Associations, Senior Citizens and school children. During the session, the importance of Yoga for mind and health was highlighted and different postures were performed.

The session was attended by over 130 participants. The first session involved Yoga exercises for enhancing immunity and second session included exercises for stress busting.



A screengrab of the Yoga session

Fortis Memorial Research Institute (FMRI), Gurugram, organised an online drawing competition for school children on the theme 'Corona Warriors.' A total of 125 participants were divided into four groups based on the class they studied in. The winners – top three in each group – were announced at an online event by Dr Vikas Dua, Additional Director and Head, Paediatric Haematology, Haemato-Oncology and Bone Marrow Transplant. The winners will be presented with digital certificates from FMRI.



School kids salute Corona Warriors with their paintings

Dr Aruna Muralidhar, Senior Consultant Obstetrician and Gynaecologist at Fortis La Femme, Bengaluru, conducted an online parent-craft session for expecting mothers, which was well attended. The session aimed at sharing the dos and don'ts of pregnancy, set expectations during the journey of pregnancy, labour, delivery and postpartum. This was followed by a talk about breastfeeding by lactation specialist Dr Dhanya and a talk on nutrition in pregnancy by Mrs Afreen. Dr Muralidhar is envisaging doing these online sessions every month due to popular demand.



Dr Aruna Muralidhar conducting the online parent-craft class

Treatment

- Minor disease
 - Isolation
 - Rest
 - Plenty of fluids (warm)
 - Symptomatic medication
 - Steam inhalation
- Severe disease (breathing difficulty)
 - Immediate hospitalization
 - Oxygen therapy
 - Mechanical ventilation
 - Anti-viral medication

The webinar in progress

Fortis Hospital, Noida, organised a webinar for an IT major on 'Resuming work at office during COVID-19.' The session was conducted by Mr Hardeep Singh, Zonal Director, Fortis Hospital, Noida and Dr. Rahul Gupta –Director, Neuro & Spine surgery, Fortis Hospital, Noida. A total of 378 participants learnt how to live with COVID-19 and what all they can do in their workplaces to ensure they remain safe.


Spreading Awareness

Fortis Memorial Research Institute (FMRI) Gurugram participated in a webinar on 'Back to Work in the New Normal.' The webinar was held for leading corporate offices and insights were shared on restarting work spaces. Dr Bela Sharma, Additional Director - Internal Medicine, FMRI, shared thoughts on 'Avoiding infection and building immunity' while Dr Savitaa Sharma, Head - Quality and Patient Safety, FMRI, outlined the 'Must-do safety precautions.' The session was attended by over 80 professionals from various corporates.

Personal Protection Equipment (PPE)

- Determine what PPE is needed for their workers' specific job duties.
- Select and provide **appropriate PPE to the workers**, provide gloves, masks and hand sanitisers
- Train their workers on its **correct use**
- Everyone to wear a mask at work
- A **mask with a valves are not to be used** because the exhalation valve allows unfiltered exhaled air to escape into the field. It may be harmful for others

"your mask protects me, my mask protects you,"



A slide displayed during the webinar



Dr Manjeet Singh Arora hosting the webinars

Dr Manjeet Singh Arora, General Physician, Fortis Hospital, Mulund, with support from Ms Priya Sawant, Assistant Manager-Corporate Sales, Fortis Mulund, hosted over 35 high engagement webinars for corporates across Mumbai. The webinars witnessed overwhelming participation from over 4,500 employees and their family members. The topics included stress management during COVID-19, ensuring mental well-being and living with the new normal.

Fortis Memorial Research Institute, Gurugram, in association with a leading Public Sector Undertaking, conducted an online session for its employees in Delhi on 'How to have a healthy heart.' During the session the doctor emphasised on the precautions to take to keep the heart healthy during the COVID-19 pandemic and highlighted the importance of timely diagnosis and treatment of heart ailments specially during the pandemic. The session was delivered by Dr Udgeath Dhir, Director and Head, CTVS, Fortis Memorial Research Institute, Gurugram and was attended by over 110 employees.



Dr Udgeath Dhir

Dr Vikas Maurya, Director & HOD – Respiratory Medicine & Interventional Pulmonology, Fortis Hospital, Shalimar Bagh, New Delhi, conducted a webinar titled 'Myths & Facts about COVID-19' for the employees of a large private business house. Over 145 employees across India attended the webinar. Dr Maurya also answered queries raised by the participants during the 90-minute session.



Dr Vikas Maurya

Fortis Memorial Research Institute (FMRI), Gurugram, in association with a leading women's group, organised a Facebook live session on 'Managing Antenatal Care During Hospital Visits.' The session elaborated on the steps that the hospital is taking for the safety of expecting mothers and the new born. The doctor emphasised that during the COVID-19 pandemic, pregnant women should focus on good health, both physically and mentally. It highlighted the importance of staying positive during the pandemic and the security measure that mothers and families should take while visiting the hospital. The session was delivered by Dr Nupur Gupta, Director - Obstetrics and Gynaecology, FMRI, Gurugram.



Dr Nupur Gupta,
Director - Obstetrics and Gynaecology

Appreciation

Ms Doli Biswas, Chief Nursing Officer, Fortis Hospital, Anandapur, Kolkata, participated as a panelist in an online session titled 'Invest in India's Future Nurse Leaders - Nightingale Challenge' on June 26, 2020. Nurse leaders from 23 countries participated in the event. The Nightingale Challenge was initiated a year ago by the International Council of Nurses Congress, Singapore, and is supported by the World Health Organization. The challenge required every healthcare employer to provide leadership and development training opportunities to young nurse leaders. During the session, Ms Biswas shared that her experience of developing the Nightingale Challenge Programme had benefited both the nurses and Fortis Healthcare as an organisation. She also spoke about the contribution of young leaders at Fortis in combating the COVID-19 pandemic and how Fortis has designed various leadership programmes to prepare Nurse Leaders throughout the year.



Ms Doli Biswas

A patient, who was discharged after treatment for COVID-19 from Fortis Escorts, Okhla Road, New Delhi, appreciated the Nursing Team and sent his wishes for the Housekeeping staff and General Duty Assistants (GDAs).



Fortis Escorts Heart Institute (FEHI), Okhla Road, New Delhi, has launched the weekly Star Saviour Awards to felicitate doctors, nurses and support staff working in the COVID ward. The first set of awards were presented to the winners by Dr Ashok Seth – Chairman; Fortis Escorts Heart Institute, at the Clinician & HOD Meeting recently. The saviours were appreciated for their exemplary leadership and commitment in supporting and caring for patients during COVID pandemic. The awardees were commended for setting an example of Forts value of Ownership.



Fortis Hospital, Noida, arranged an online call with Mr Hardeep Singh, Zonal Director, for nurses who had recovered from COVID-19 recently and re-joined duty. Mr Singh enquired about their health and the safety of their family, and appreciated them for their bravery and courage.



The team that took care of the patient

Fortis Hospital, Noida, distributed gift vouchers to all Housekeeping and Security staff engaged in COVID ward duty. This was in appreciation of the good work they are doing. The vouchers were personally distributed by Mr. Premnath Sahu - Head Administration, Mr Virender Upadhyay, Head - Housekeeping and Mr Samraj Singh, Head - Security.



The vouchers being distributed

Patient Experience team members are the unsung heroes of the ongoing pandemic. The team at Hiranandani Hospital, Vashi - A Fortis Network Hospital, has continued to work 24*7 for over 100 days at a stretch, to ensure that patients' families are well informed about their kin's health progress, financial clearance status and for resolution of medical or services-related issues. The Patient Experience team comprising of Head-



Patient Experience team at Hiranandani Hospital, Vashi - A Fortis Network Hospital, Sandeep Kaur (C), Saliha Khan (L) & Neha Angane (R)

Ms Sandeep Kaur along with her team mates Ms Saliha Khan and Ms Neha Angane have performed their duties with much gusto. The team remains available for patient families even beyond their shift timings, an effort that is much appreciated by the families they serve in these trying times. During these times, the team has efficiently overcome multiple challenges including tripling of patient query calls, managing anxiety and worry of patient kin, etc. The biggest challenge they have faced and overcome is explaining the patient health status to the kin; face-to-face counselling has taken a back seat to make way for digital updates and the team quickly adapted to this. The team also enables e-conversation between the patients and their kin, who have been distanced by COVID-19. The Patient Experience team continues to playing pivotal role; with all the hard work, they have ensured smooth functioning of the department and impeccable patient experience; this while keeping themselves motivated during these tough times.

Dr Kunal Punamiya, Head - Medical Services, Fortis Hospital, Mulund, after successfully completing his COVID-19 treatment, is back at helping a crucial role in the fight against COVID-19. During his hospitalisation spanning over 25 days, he went into a Cytokine Storm, was shifted to the ICU and was put on the ventilator. Under the watchful eye of the Intensivists, Infectious Disease experts and specialised nurses, Dr Punamiya made a full recovery and is back to his duties in full vigor. In a bid to give back to the society, he has taken a progressive step by donating blood plasma, which will help critically ill patients. Convalescent Plasma Therapy involves transfusion of plasma from the blood of patients who have recovered, to treat those who are moderately or critically-ill. The plasma of the recovered patient contains antibodies that aid in fighting the infection.



Dr Kunal Punamiya donating blood plasma

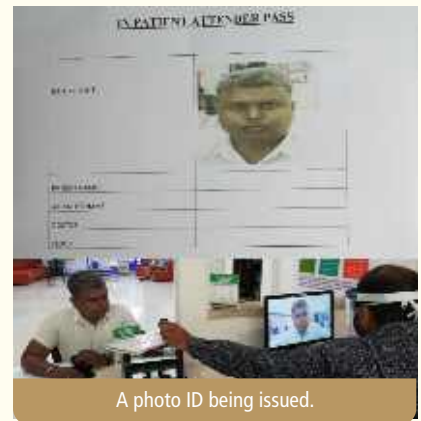
Staying Safe

A training session in progress for Housekeeping and GDA staff through video presentation on PPE donning and doffing at Fortis La Femme, GK II, New Delhi.



As part of the safety measures taken due to the COVID-19 pandemic, Fortis La Femme Hospital, Bengaluru, has started issuing photo ID passes for in-patient attendants.

The attendants are properly screened before the passes are issued. Only one attendant is allowed per patient.



A photo ID being issued.

Dr Salil Jain, Director & HOD, Nephrology & Renal Transplant of Fortis Memorial Research Institute (FMRI), Gurugram, conducted a digital health session on COVID-19 for the employees of a Gurugram-based hotel. 65 staff members from administration, F&B, Sales and HR among others attended the session. Dr Jain highlighted the importance of precautions and due diligence, especially as the lockdown is being lifted. Emphasis was put on social distancing and hand washing. Queries of the participants were also addressed.



Dr Salil Jain

A training session was held at Fortis Hospital, Cunningham Road, Bengaluru, for the COVID-19 duty staff. The session was addressed by the Infection Control Nurse through digital means.



Fortis Memorial Research Institute, Gurugram, organised a digital Zumba session to highlight the importance of staying healthy and fit even when at home during the COVID-19 pandemic. This activity was planned purposely for the whole family so that everyone is encouraged to practice some indoor physical activity from the safety of their home. The

40-minute long session was attended by over 220 people from different Resident Welfare Associations (RWAs), school children and Senior Citizens.



The online session in progress



Ms Sana Rubiyana conducting the webinar on stress management

Ms Sana Rubiyana, Counselling Psychologist at Fortis La Femme, Bengaluru, conducted a webinar for the employees of a leading private corporate house. The session focused on stress management techniques for working from home employees. The topics covered included stressors from the individuals, stressors from the organisation, stressors from environment and stress management techniques. The session was attended by 600 employees and was highly appreciated.

One of the most important task of being a COVID Warrior is Donning and Doffing of Personal Protection Equipment (PPEs). Fortis La Femme, Bengaluru, conducts extensive training every day on the Donning and Doffing process. After training, each staff member is scrutinised closely to rectify any flaws. Adequate knowledge and skill are important elements in staying protected during the current pandemic.



Stills from training sessions

As part of continued efforts to ensure safety of frontline workers, and in appreciation of their untiring efforts, a team from Fortis Hospital, Kalyan, distributed masks and face shields to all the security personnel across all four hospitals in Mumbai. Distributed across Fortis Hospital, Mulund, SL Raheja Hospital, Mahim - A Fortis Associate, Hiranandani Hospital, Vashi - A Fortis Network Hospital, and Fortis Hospital Kalyan, the initiative was spearheaded by Dr S. Narayani, Zonal Director, Fortis Hospitals Mumbai and led by Fortis Hospital Kalyan's Facility Director, Dr Supriya Amey, & Head - Sales & Marketing,

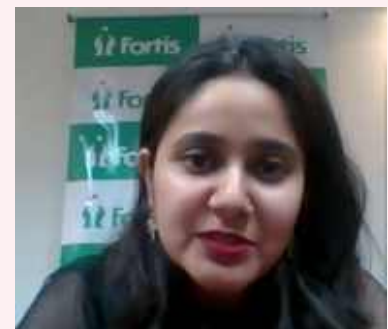


Mask and face shield distribution by team from Fortis Hospital, Kalyan

Dr Ashutosh Pandey. This safety gear distribution drive was made possible through collaborated efforts with various partners, as part of the community connect initiatives.

Ensuring Mental Well-being

Fortis Hospital, Mohali, and Aryans Group of Colleges, Chandigarh, jointly organised a webinar on Stress Management for students during the COVID-19 pandemic. Ms Anchal Sharma, Counseling Psychologist, interacted with the students of Engineering, Law, Management, Nursing, Pharmacy, Bachelor of Education and the Agriculture department. Ms Anchal touched upon issues faced by the students including fear and anxiety related to a new disease, examinations, career, feeling of isolation and loneliness, and financial stress. Apart from sharing tips to overcome these stressors, Ms Anchal emphasised on healthy ways to cope with stress including regular exercise, healthy diet, maintaining positivity, staying connected with others and taking care of emotional health.



Ms Anchal Sharma
interacting with students online



The session in progress

Ms Tanvi Seth, Clinical Psychologist - Mental Health & Behavioural Sciences Department, Fortis Escorts, Okhla Road, New Delhi, conducted an online session recently to help clinicians manage stress during COVID times. The hour-long session was very engaging and included helpful tips on mindfulness. Ms Tanvi advised the participants to practice positive future visualisation, a technique that helps to quieten the internal negative voice. She emphasised that expressing gratitude is important and urged everyone to appreciate people

around. The participants also practised Guided Imagery, a technique that connects one with inner resources for improving health, and deep breathing to relieve stress. The event was well appreciated.

Fortis Memorial Research Institute (FMRI), Gurugram, in association with the Gurgaon One Residents Welfare Association conducted an online informative session on 'Home Isolation – Do's and Don'ts.'

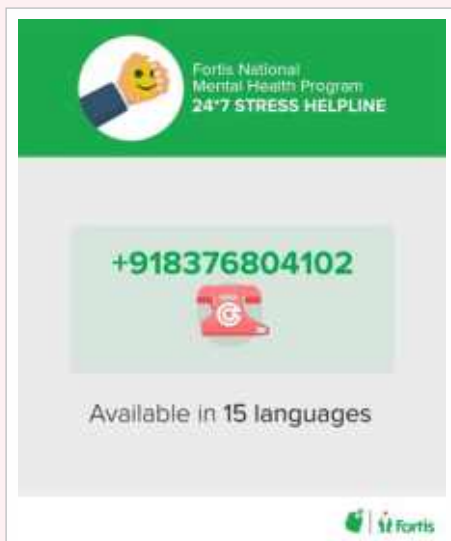
The session elaborated on the guidelines for home isolation. It highlighted the steps to be taken both by the care giver and the patient for the management of this disease. The session was held by Dr Bela Sharma, Additional Director - Internal Medicine, FMRI, Gurugram. The hour-long session was well attended and was appreciated by the 126 members of this condominium.



Dr Bela Sharma

The Fortis Stress Helpline started over six years, operating from 9am – 5pm. It is now one of India's most reliable and well-known national helplines available 24x7, receiving on average 200 calls per day. The unique feature about the helpline is that support is provided in 15 Indian languages. The helpline is run by members of the Department of Mental Health and Behavioural Sciences from across all Fortis hospitals in the country.

During the lockdown, where emotional distress and social isolation have been on the rise, many helplines were forced to discontinue services due to personnel constraints. However, the Fortis 24x7 Stress Helpline has continued to remain fully functional. In these difficult days, the helpline has been receiving approximately 400 – 500 calls per day.



Each year, Fortis observes 'Mental Health Awareness Month' in May to raise awareness about those living with mental or behavioral health issues and to reduce the stigma they may experience. This year's endeavour was to spread happiness by being kind. To commemorate the marking of Mental Health Awareness Month, Ms Anchal Sharma, Counselling Psychologist from Mental Health & Behavioral Sciences Department, Fortis Mohali, organised a four-day schedule with activities centered on kindness.

DAY 1 (Mindfulness based activities) -

Day 1 saw Mindfulness based therapeutic activities to promote awareness, acknowledgment and acceptance of one's feelings, thoughts, and body. Few such activities were Mandela painting, Grounding techniques and positive Visualisation.



Mandela painting



Mindfulness therapy

DAY 2 (Stress Management Games) –



Stress management

Day 2 had some fun activities/games like 'Guess the gibberish', 'Tug of War', 'Mad House', 'Playing Cards Workout' etc. A blend of physical and mental activities to ensure overall wellbeing.

DAY 3 (Arts Based therapy) –

Arts based therapy in the form of Pot Decoration was a healthy outlet for everyone to let out their emotions without words.



Pot painting

DAY 4 (Let us be kind to Mother Earth) –



Be kind to Mother Earth

A plantation drive was carried out which saw participation from the management and staff alike. Saplings were planted and participants were not reluctant in soiling their hands to caress Mother Earth.

Lending a Helping Hand

Employees of Fortis La Femme Hospital, Bengaluru and SRL Diagnostics collaborated with Rotary Bangalore and TTK Blood Bank to conduct a voluntary blood donation drive in the hospital premises. The event helped collect 22 units of blood with the help of 22 voluntary donors. Hospitals are facing a severe shortage of blood due to fewer voluntary blood donation camps.



A clinician from the Emergency Team donating blood

Fortis Hospital, Mulund, organised a blood donation drive on the occasion of Blood Donor Day on June 14, 2020. The drive was led by Dr Lalit Dhantole, Dr Alisha Kerkar, Vishwakant Sarvankar, Ruksana Khan, Ananya Raut and Mamta Yadav, along with other Blood Bank Team members. The initiative was supported by Jaseem Khan of Community Connect Team, which is led by

Dr Ashutosh Pandey. Through this drive, 45 units of blood were collected. During the lockdown, the team has managed to collect 182 units of blood.



All precautions were followed during the blood donation drive

Dr Geeth Monnappa, Consultant Obstetrician and Gynaecologist at Fortis La Femme, Bengaluru, conducted a Webinar for the female employees of a leading private corporate. The session focused on health management for female employees while working from home. The topics discussed included gynaecological problems, breast cancer, genetic risk factors, environmental risk factors, fertility issues and pregnancy during COVID-19 pandemic. The session was attended by 245 employees and was highly appreciated.



Dr Geeth Monnappa conducting the webinar session



Dr Rahul Bhargava

Fortis Memorial Research Institute (FMRI), Gurugram, conducted an online session for the employees of a telecom major. The session was conducted by Dr Rahul Bhargava, Director and Head - Haematology, Haemato-Oncology & Bone Marrow Transplant, FMRI. The hour-long session was attended by over 600 employees from across India. Apart from sharing ways of boosting immunity, especially during the COVID-19 pandemic, queries of the participants were also answered during the session.

Meet our Heroes



Mr Debdeep Sen

Mr Debdeep Sen – Senior Technical Supervisor at Fortis Hospital, Anandapur, Kolkata, demonstrated exemplary commitment towards patient care by working for 45 days at a stretch from April 9, 2020, to May 29, 2020, without taking a single day's leave.

Asked about his experience, Debdeep said, "It never felt like a duty for me. I am overwhelmed that I was able to help our doctors and nurses in treating COVID patients. I am proud to be a healthcare professional and I have tried to give my best at the time of need."

As an Infection Control Nurse, the COVID-19 pandemic has brought more responsibility for Sister Apeksha Wagh of Fortis Hospital, Kalyan. She is the single point of contact for ensuring that all patients entering the facility are COVID-free. She plays a pivotal role in monitoring every patient report for COVID-19 and coordinating their safe transfer to a COVID treatment centre. She also ensures that all employees entering the facility are trained in Infection Control practices. Additionally, she keeps vigil to ensure that the infection control protocols at the hospital are not breached. Her tasks also include ensuring proper donning and doffing of PPEs by the frontline staff and ensuring that the best practices are followed for caregiver and patient safety.



Sister Apeksha Wagh

New Ways of Working

Dr Rahul Bhargava, Director – Haematology & Bone Marrow Transplant Surgeon, Fortis Hospital, Shalimar Bagh, New Delhi, conducted a Webinar titled 'Blood Connect for Doctors of the Central Reserve Police Force (CRPF)'. The event was attended by 138 doctors of the paramilitary force across India, demonstrating their enthusiasm and interest in learning about the new approaches to blood cancer treatment. Dr Bhargava answered all their queries and shared in-depth details during the session. The event was highly appreciated.



Dr Rahul Bhargava

Fortis Hospital, Noida, conducted an Online PR meet for key journalists of Noida, Uttar Pradesh. The topic of the meet was 'Living in the COVID Era.' The session was chaired by Mr Ajey Maharaj, Head – Corporate Communications and was addressed by Mr Hardeep Singh – Zonal Director, Dr Mrinal Sircar – Director, Pulmonology & Critical Care, Dr Atul Mishra – Director, Orthopaedics and Dr Ajay Agarwal – Director, Internal Medicine.



The online meet in progress

Mr Hardeep Singh spoke about the safety measures taken by the hospital and took the journalists on a virtual tour of the hospital. The doctors talked about the breakthroughs received in COVID treatment and the surgeries performed in the hospital with zero incidence of infection. The session was appreciated by everyone.

Nearly 200 Fortisians from across the country attended the first of its kind online Fortis COVID-19 Best Practices Workshop, organised on June 4, 2020 by Medical Strategy & Operations Group (MSOG) and Dr M. Chakravarthy, Director, Clinical Affairs. Dr Ashutosh Raghuvanshi, MD & CEO, set the ball rolling with his inaugural remarks. He was followed by Air Marshal Dr B Keshav Rao, Head – MSOG, who set the tone with the introductory comments. Thereafter, 19 participants from 16 hospitals across the Fortis network shared their numerous best practices. The two-hour-long workshop was highly successful and threw up a host of actionable best practices that can be adopted by the units.

The idea of a COVID-19 best practices workshop was mooted at a Fortis Medical Council meeting and a lot of back-end effort went into ensuring a smooth, glitch-free run. The success of the initiative has opened up new possibilities.

Feedback from Dr Raja Dhar, Fortis Hospital, Anandapur, Kolkata:

“I was very impressed the way you planned and then executed this meeting. One of the very few good things about the COVID pandemic seems to be that it has developed a sense of bonding and camaraderie between the individual units which was present to a far lesser extent before. We now truly seem to be a part of the larger Fortis family!”



Screenshots from the workshop

Fortis Memorial Research Institute (FMRI), Gurugram, in collaboration with the Association of Otolaryngologists of India, Haryana Chapter, conducted an online informative session for their leading doctors on 'Management of Head and Neck Cancer during COVID-19.' The session was held by Dr Niranjana Naik, Director - Surgical Oncology, FMRI, Gurugram. Dr Naik emphasised on the precautions to be taken by doctors while treating their patients. The session also highlighted the importance of continuing the treatment of head and neck cancers even during the pandemic. The hour long session was attended by 97 leading Ear, Nose and Throat specialists from Haryana.



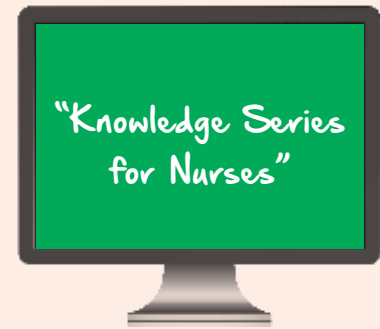
Dr Niranjana Naik

During these COVID times, MSOG has been facilitating, contributing and strengthening capability and effective working through advisories, timely info, supporting medical heads and mentoring on need basis across the units. Moving a step ahead, the Nursing Knowledge Series was launched on 10 July 2020. So far there had been three sessions with overwhelming responses from almost 1000 nurses across the Fortis network.

In addition to the Pan Fortis CONs meet attended by MD & CEO and Head MSOG, the initiative witnessed two successful sessions on Nursing Management of COVID Patients in Critical Care and Effective Proning in COVID 19 patients.

While the first session was taken by an external trainer: Ms Sushila Samuel, Clinical Director for South Asia and Middle East for Arjo.

The second session was taken by our very own, passionate teacher, Dr Rahul Pandit, Director Critical Care, Fortis Mulund. The simple way of teaching, easy to understand and comprehensive slides were well taken by the audience nurses. It was heartening to see a participation of more than 300 seniors, critical care and specialty nurses across all Fortis units. There were



157 direct log-ins and almost equally the same number connected through bigger screens for display at conference rooms, auditorium and offices. To our surprise, the keen nurses were connected from COVID ICU and Ward from behind the face shields and full PPEs.

The key points were practical and straight from routine experience like, vulnerable groups for infection, role of HFNO, early proning, method of proning, key Do's for nurses, preventing risks in patients during proning, its limitations, routine care, drug management, benefit of each activity etc

U practices for COVID19 patients, for Nurses. Never done before and fantastic response....conducted by Dr Rahul Pandit."

Feedback

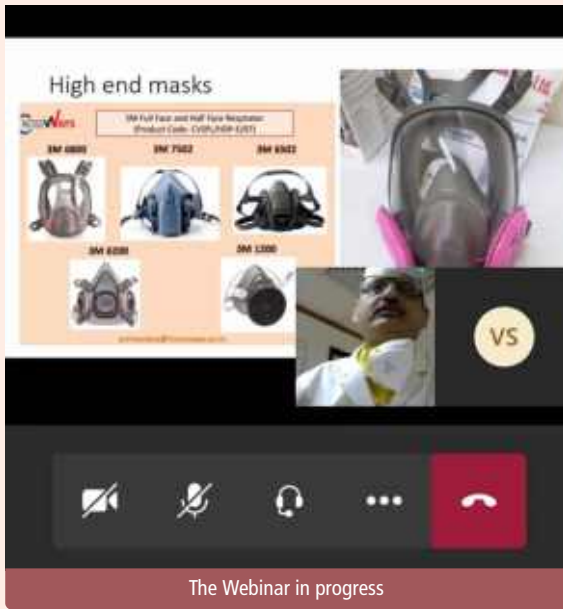
"This was the most interesting session we attended. It was very simple to understand. The important tips shared on COVID assessment, daily care were superb. We will not find them in books or articles."

"Best was the video you have shot in house to teach us. Thank you very much."

"An excellent teaching session on "Prone Ventilation" and ICU practices for COVID19 patients, for Nurses. Never done before and fantastic response....conducted by Dr Rahul Pandit."

Fortis Hospital, Noida, organised a webinar for doctors with their personal clinics on 'How to reopen OPDs during COVID-19.' The presentation was given by

Dr Rahul Gupta, Director – Neuro & Spine Surgery and it was attended by 20 doctors



The Webinar in progress

Fortis Hospital, Noida, conducted an Online PR meet for key journalists of Noida, Uttar Pradesh. The topic of the meet was 'Living in the COVID Era.' The session was chaired by Mr Ajey Maharaj, Head – Corporate Communications and was addressed by Mr Hardeep Singh – Zonal Director, Dr Mrinal Sircar – Director, Pulmonology & Critical Care, Dr Atul Mishra – Director, Orthopaedics and Dr Ajay Agarwal – Director, Internal Medicine.

Mr Hardeep Singh spoke about the safety measures taken by the hospital and took the journalists on a virtual tour of the hospital. The doctors talked about the breakthroughs received in COVID treatment and the surgeries performed in the hospital with zero incidence of infection. The session was appreciated by everyone.



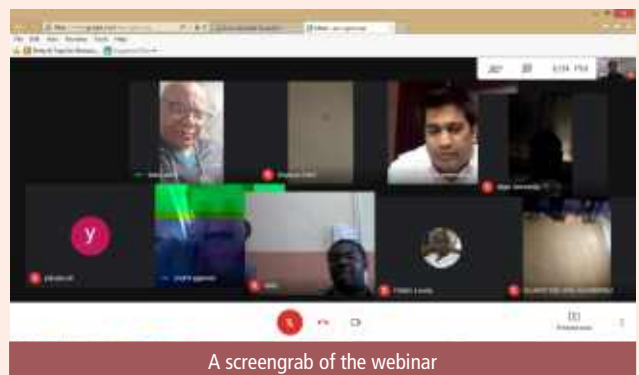
The online meet in progress

Fortis Hospital, Kalyan in collaboration with Kalyan Dombivali Municipal Corporation (KDMC) organised a webinar on ICU management of COVID-19 cases for hospitals heads and doctors of Kalyan & Dombivali on June 25, 2020. Experts on the panel included Dr Rahul Pandit, Director-Intensive Care and Dr Charudatt Vaity, Consultant-Intensive Care at Fortis Hospital Mulund. Moderated by Dr Supriya Amey, Facility Director, Fortis Hospital, Kalyan, over 80 Intensivists, Physicians and Anaesthetists from Bhiwandi, Kalyan and Dombivali areas in Maharashtra attended the webinar. The discussion covered topics like disease distribution (age-wise), various treatment modalities, newer drugs and successes, Plasma Therapy, modalities of ventilation and personal experience sharing. The event was well appreciated.



The webinar in progress

Dr Mohit Aggarwal - Additional Director and Head - Medical Oncology, Fortis Hospital, Shalimar Bagh, conducted an online webinar titled 'How to detect cancer at an early stage and its management in early stage' on July 4, 2020. The event was attended by 18 doctors from Nigeria, demonstrating their interest in learning about the protocols of diagnosis and management of cancer at early stage. Dr Aggarwal answered their queries and shared knowledge about early cancer care and diagnosis. The event was highly appreciated by all the participating doctors.



A screengrab of the webinar

Beyond the Call of Duty

On the night of June 4, 2020, a COVID-19 positive patient passed away at Hiranandani Hospital, Vashi-A Fortis Network Hospital. The body of the patient was transferred to Navi Mumbai Municipal Corporation (NMMC) Hospital's mortuary but was not accepted. Seeing patient relatives in grief, Mr Sumedh Desai, Chief of Security, stepped in to offer help. At about 1 a.m.

Mr Desai was able to convince the mortuary representatives to accept the body. In the morning, NMMC Hospital could not release the body as crematoriums were not allowing last rituals. Mr Desai called the crematorium at Turbhe, convincing them to accept the body and perform the last rites as per the safety protocols. He also convinced the authorities of NMMC Hospital to release the patient's body. He escorted the relatives to the Turbhe crematorium, where the last rites were performed. He also oversaw the cremation procedure and ensured all safety guidelines were followed. The patient's relative said, "Thank you Desai ji for everything you did for my mother; I will forever be indebted to you. We give you our blessings for giving my mother a dignified funeral."



Sumedh Desai

Fortis Hospital, Mohali, organised a webinar on 'How to improve Sleep' for the officers and executives of an automobile major. Over 250 participants attended the event. Dr Hardeep Singh, Consultant, Mental Health and Behavioural Sciences, stressed upon how disruptive and irregular sleep patterns can attribute towards poor mental health in the long run. Dr Singh spoke extensively on how to improve sleep patterns and how the COVID-19 pandemic has made people vulnerable to breakdowns. He also advised the participants to seek professional help if they suffered from any symptoms.



Dr Hardeep Singh conducting the webinar



Dr Sujata Chakraborty

Dr Sujata Chakraborty, Consultant Family Physician, Hiranandani Hospital, Vashi – A Fortis Network Hospital, has been assigned to manage the COVID-19 Emergency Room (ER), to assess and monitor all the COVID-19 admissions coming through the ER. She rose to the occasion from being Executive Health Check Consultant and went above and beyond her call of duty. She has now become an integral part of the COVID-19 Clinical Task Force, and has been efficiently leading a team of eight doctors operating the COVID-19 ER for over three months now. She has created a seamless system in the ER enabling stringent clinical protocols as well as efficient communication with all, including clinicians, patients, hospital staff and

municipal authorities. She also helps in counselling the family members of patients who are critically ill and those needing high-intervention; she helps bring the family up to speed on the patients' health status, the plan of treatment, offering a huge emotional support to them. While she spends about eight hours on rigorous ER duty, she is available 24x7 to help with queries. All along, she has also been in charge of the COVID-19 Clinic for staff, where she looks after employee well-being. Her leadership in the current times is exemplary and her contribution has been immense.

Mr Subhendu Bhattacharjee, Senior Manager, Marketing, Hiranandani Hospital, Vashi – A Fortis Network Hospital, has been working round the clock during the pandemic, to perform cross-functional tasks, aiding the functioning of the hospital. Beyond managing his own job, he took up additional role in the administrative department to care for the COVID-19 frontline workers. Subhendu has taken on the responsibility of managing all the staff logistics, stay, transport, food etc. He connects with the team through the week, helps resolve issues and offers guidance on critical aspects over tele and video connect. In addition, he has also now taken on the responsibility of helping the housekeeping team manage the logistics and deployment of GDAs which has been a challenge. He has been playing this pivotal role for the past two-and-a-half months while conducting his duties as part of the Referral Team as well. With all his hard work, Subhendu has ensured that the COVID-19 caregivers are taken care of very well and stay motivated during these tough times.



Subhendu Bhattacharjee



Dr Remi Thomas

Dr Remi Thomas, Senior Registrar, Dept. of Nephrology, has been associated with Fortis Hospital, Mulund for about 10 years now. Her unwavering dedication and selfless service stands true even during the COVID-19 pandemic, as she continues to care for her patients 24*7 without a break. To salute her dedication and determination of working 100 days non-stop in COVID times, her team comprising of clinicians and nurses, headed by Dr Haresh Dodeja, Consultant Nephrologist & Transplant Physician, will be celebrating her birthday, which falls on July 11, as 'Dialysis Department Day,' commencing year 2020.

While being available for her patients and team members round the clock, she continues to follow her passion for drawing and painting. She is multi-talented and an all-rounder; she has continued to win at least one prize for the department in every competition that is hosted in the hospital. She also is a very good communicator, and helps connect with patients and her team members beyond duty hours.

Dr Hiren Ambegaokar, CEO, SL Raheja Hospital, Mahim – A Fortis Associate, who has been leading the fight against COVID-19 alongside his medical and non-medical staff, faced an arresting situation a few weeks ago. A 67-year-old male patient with Chronic Kidney Disease tested positive for COVID-19 and was shifted to SL Raheja Hospital, Mahim, in a very critical state. He was put on dialysis. Despite best efforts, he succumbed to the infection a few days later. After the news of his death was communicated to the family, his 28-year-old daughter came to the hospital to sign the consent form for the Police to proceed with cremation. With an ailing Cancer survivor mother at home, her brother stuck in Canada due to travel restrictions, and none of her neighbors or relatives able to come to her aid, it was left for the young daughter to handle the situation. In order to spare the young girl the daunting task of cremating her father all by herself at 2 a.m. in the night, Dr Hiren Ambegaokar stepped in to help her. The deceased was taken to the crematorium by the ambulance driver, Dr Ambegaokar and a security personnel from the hospital. Dr Ambegaokar signed the register as next of kin and performed the patient's last rites. He cites this experience as 'life-altering', as he witnessed the fear of the infection in the kin of the deceased. Going beyond his call of duty as a caregiver, he rose to the unprecedented occasion and performed last rites of the patient, as the deceased's own family member would have done.



Dr Hiren Ambegaokar

Article on Plasma Therapy

COVID 19 is a viral disease caused by novel coronavirus. So far we have no specific therapy against this virus. In view of this many investigational therapies have come into picture. Convalescent Plasma therapy is one such therapy which has been under investigation for this disease. It's not that convalescent plasma has not been used earlier in other disease. Earlier also in our medical history, diseases like Ebola virus, diphtheria, scarlet fever, pertussis, Spanish flu, measles, MERS-COV, H1N1 and many other viral and auto-immune illnesses were given convalescent blood products.

Therapy is performed by taking plasma of patients who had COVID-19, after they have recovered. These patients have antibodies against virus in their plasma. Sufficient antibody production is not universal but many such patients have good amount of antibodies.

Plasma therapy can be used in patients with COVID-19, especially those with moderate disease and in early phase of presentation. Plasma can be taken from recovered patients (usually around 28 day onwards in mild disease or 14 days after recovery in other patients), and used in newly infected patients who do not have antibodies to fight with the illness. Moderate disease, which is usually second phase of the illness, is characterised by lung involvement and formation of pneumonia for which patient seeks admission in view of persistent cough and in some cases breathlessness. In this category of patients, if they continuously have increasing oxygen requirement, plasma can be given.

Also it is important to know that these are trial therapies, so it is not necessary that it should work in all cases. It also depends a lot upon the right timing and should be given at early stage. Apart from plasma, antivirals like remdesivir and favipiravir, which are an antivirus drugs, and other antivirals are also used in these patients along with antithrombotic drugs and steroids. So patient may recover when all such therapies are used in combination. And even despite all these, many patients may not improve or benefit.

Another important thing is that it's not that therapy is not associated with any risk, plasma therapy can be associated with some risk. As sometimes patient may have virus in plasma which we are not able to detect during COVID testing and thus we're introducing more virus in the patient. But the risk is very low as the patient who has recovered will be having antibodies in the blood. And again, there may be a risk of an allergic reactions as you are

injecting plasma from another body, you can get allergic reactions along with risk of more lung damage like acute lung injury. Then again, the risk of transmission of infection including HIV, hepatitis B, C etc is also there. But we always do testing of all known viruses before we transfuse the plasma.

The risk associated with plasma transfusion can be minimized to great extent but cannot be zero. So, there is some risk whenever we are giving plasma from one person to another. Now because there are not many options in this new disease, so we are using it. Also whenever it is given to the patient, we keep in mind how much plasma to be given. Normal recommendation is around 4 to 13 ml per kg of plasma. But usually 200 ml of plasma is given, which can be repeated in the next 24 hours if there is not much improvement. After giving plasma, the patient is monitored for adverse reactions.

In our hospital, since it was allowed by MOHFW and Delhi govt., so far we have given plasma therapy to 12 patients, 8 patients recovered and 4 succumbed to their disease. These 4 had rapidly progressive disease, and out of these,

2 patients also received Remdesivir and another 2 received IVIG as a salvage therapy. This shows the grave nature of the disease with which the whole world is fighting and large number of people have died in all parts of the world and even in well developed countries like USA, UK and other western countries.

Therefore, it is important to understand that despite plasma therapy not all patient may benefit. And despite all forms of therapy patient may not recover and may succumb to the disease, as all of these therapies are just trial therapies. And this needs to be explained to the family in detail. In pandemic times, to save the patient these therapies will continue to be used till the time new vaccine or specific treatment comes into picture.



Fortis Hospital, Shalimar Bagh

Know our Clinicians



Dr Sunil Kr. Gupta

In charge - General ICU
Fortis Hospital, Mohali

Critical Care has become my way of living. When I first entered the ICU in 2003, I was sceptical and afraid! The HOD then said, "If you are afraid, you won't be able to help your patient. Give it your best shot and remember your efforts should be an honest one". I still remember his words and every day as I enter my ICU, I try to ensure that all the efforts would be honest.

17 years have passed and with every passing day, I learn, teach, grow myself and help others grow. The journey has been quite an interesting one, where I have seen and lived almost all aspects of critical care - right from resident to ICU In-charge.

I have been lucky to work and be trained under the able guidance of Dr. Pankaj Omar - who introduced the beautiful world of critical care to me and Dr. Praveen Jain & Dr. Meeta Mehta- who unfolded the mysteries of Critical Care, so that I understood it better and practiced evidence-based medicine.

Fortis Hospital, Mohali has given me a platform where I have

been able to practice the type of Critical Care, which I can be proud of. The multidisciplinary approach, teamwork, dedication of doctors and nurses have given great results.

The COVID era unfolded new challenges. Challenges that were scary and unpredictable

both. The hospital management asked my team to be the first COVID caring group of the hospital and we accepted the challenge.

With the help of senior management providing with appropriate tools and senior clinicians guidance, my team and me are working tirelessly and fighting this pandemic. I am sure we will overcome this challenge unbeaten.

Over the years of practice, I have developed a firm belief that ICU (Intensive Care Medicine) should be renamed as ICCU (Intensive & Compassionate Care Medicine) because care and compassion go hand in hand.

At times, I regret that I don't give enough time to my family, but I guess that's with most of us in the medical fraternity and our families have accepted us with our work and passion.



Conversation

Meet Bindu D, Senior Staff Nurse Fortis Hospital, Bannerghatta Road, Bengaluru

When did you join Fortis?

I joined Fortis Hospital BG Road as a staff nurse in March 2012 in multi-specialty ward.

What did you like the most in about your work?

Being a nurse, Apart from that, feeling comfortable in the team is another important criteria for liking the work that you are doing. It is the team who ensure you are comfortable, team can be your colleagues, senior leaders and the people with whom you interact every day. I can say without a second thing I am blessed to have that comfort in Fortis from all the people around me.

How has been your experience at Fortis for being here for so many years?

Well, I joined here as a staff nurse and within a very few weeks I became the team leader. I always feel that the confidence which my seniors had in me is the reason for my growth. The trust and the confidence they developed in me made me competent and helped me to achieve more goals.

Tell us about your achievement?

I feel proud to have got the opportunity to serve the covid patients and manage the covid ward. As every one have the fear about covid, even I had the fear , but with constant support of seniors and their motivation, I took up the opportunity and started to set up. I feel as a senior, it is my responsibility and success where I can keep all my juniors happy and safe. Also, I have immense support from my clinicians and hospital administration to perform my job well.

At last, I would like to thank Fortis for taking care of all the nurses with all the support.



Wall of Fame



Fortis Hospital, Ludhiana

Dr Jagdev Sekhon attended to us very carefully and experientially. We thank for their ability and experience. He went beyond his duty to take care of patient and make her comfortable. comparatively this hospital is very good. A very humble and well behaved professional nursing staff along with other staff down to all levels and above all, a family atmosphere in hospital never made us feel sick and worked for anything.

Appreciated by : **Harbans Kaur**

Appreciation for : **Dr Jagdev Sekhon**



Dr Jagdev Sekhon

Fortis Hospital, Ludhiana

We did not face any kind of problem. Everyone was very helpful and cooperative. Dr. HS Pannu was very good in dealing. They all are very good skillful and helpful. I feel lucky to be treated by such doctor. I have to words to praise doctor. He is very genuine, down to earth and very good doctor.

Appreciated by : **Surjit Singh**
 Appreciation for : **Dr HS Pannu**



Dr HS Pannu

Fortis Malar Hospital, Chennai

July 2020

I would like to thank all the doctors and nurses of malar hospital who rendered their guidance during my Covid times. Firstly, I would like to Thank **Dr Rajkumar** sir for his support and guidance and analysing me and giving me the right medicine which helped me to recover soon. Secondly to mention the three main pillars who stood by me the whole 14 days in monitoring my health 24*7 and helping me come out of the crisis in a smooth manner.

Mr. Amalraj, Ms. Shanthi and Dr. Gayathri

They had guided me throughout my 14 days in a friendly way and answering all my questions with a smiling face and not showing their stress on the patients hats off to them.

Also I would like to thank **Mr. Kasinathan** Dietician for helping me in my diet plans and helping me maintain my immunity level and **Ms. Sneha** Psychologist who helped me to come out of the stress and loneliness and guiding me to note down the most happy moment and sad moment of each and every day in order to see each day as a different day and help me overcome it without any stress.

A special mention for **Ms Jamuna mam** who helped me a lot by answering all my calls even at odd times when it was an emergency and asking the doctor and informing me immediately what needs to be done irrespective of the emergency of the situation or the time I have called her. Thank you mam

On the whole it was a wonderful hospitality and care shown by all the staffs of malar hospitals. I would definitely refer malar hospitals to everyone.

Thanks once Again
 Karthikeyan.R



Dr Rajkumar



Dr Gayathri



Mr Amalraj



Ms Sneha George



Ms Shanthi



Ms Jamuna



Mr Kasinathan

Appreciated by : **Karthikeyan.R**, home quarantine COVID positive patients
 Appreciation for : **Dr. Rajkumar, Dr. Gayathri, Mr. Amalraj, Ms. Shanthi, Ms. Sneha, Psychologist, Mr. Kasinathan, Dietician, Ms Jamuna, and everyone to Fortis Malar Hospital**

Fortis Malar Hospital, Chennai

Hi All,

This is Sri Rathna, took Covid treatment at your Hospital (Home Isolation/ Quarantine). First of all, I thank all the doctors, nurses who have treated me in very good manners. I especially thankful to **Dr. Rajkumar (Pulmonologist)**, who took care on me for COVID treatment and prescribed me medicines to intake to cure me. Also I thank **Amalraj, Shanthi, Jamuna** and the **Physiologist doctor Sneha** and the **dietician Kasinathan**. **Dr. Gayathri** - She was taking good care of me by hearing my problems or symptoms and guiding me good remedy for it. Thank you doctor. **Amalraj (Nurse)**- Was speaking to me in a friendly manner and was taking care of me also by talking in a motivational manner and in a positive way to cure me. Thank you so much. **Shanthi (Nurse)** - Was Speaking to me in a friendly manner and was taking care of me. If I am in need of any help and if I call her she would respond to me immediately and also was talking to me in a positive way. Thank you. **Jamuna**- Was helping me and my Husband even in late night time to clarify the doubts or the needs. Thank you, **Sneha- The Physiologist doctor**, who took care of my mental health. She was talking in a friendly manner. Thank you. **Kasinathan - Dietician**, who called and told me what all diet or food intake i should follow regularly to improve my Immune and also clarified my doubts in the same call regarding diet. Thank you

On the whole, I individually thank each and everyone, who has taken care of me and my husband (Karthikeyan). Once again I thank everyone. We (Me and My husband) are satisfied with the treatment taken in this **Fortis Malar Hospital, Adayar**.



Dr Rajkumar



Dr Gayathri



Mr Amalraj



Ms Sneha George



Ms Shanthi



Ms Jamuna



Mr Kasinathan

Appreciated by : **Mrs. Sri Rathna J**

Appreciation for : **Dr. Rajkumar (Pulmonologist), Dr. Gayathri, Dr. Sneha, Physiologist, Dietician Kasinathan, Amalraj (Nurse), Shanthi, Jamuna & Amalraj and rest Fortis Malar team.**

Congratulations!



Baby of Kamakshi Y
- BG Road



Baby of Shivangi Vashisht
- Shalimar Bagh



Baby of Aneesh S. A
- Rajajinagar



Baby of Himanshu Jain
- Okhla Road



Baby of Mahantesh Sasanur
- Rajajinagar



Baby of Kanchan
- Shalimar Bagh



Baby of Seema Sehrawat,
- Shalimar Bagh



Baby of Meenu
- Shalimar Bagh



Baby Vidya B D
- BG Road



HAPPY WEDDING



Aditya Khandelwal
- Jaipur



Mohammad Shahrkh Khan
- Jaipur



Anjali Bulchandani
- Jaipur

PLEASE NOTE

Dear Fortisians,
Due to the COVID-19 Pandemic, the publication of the "TRIVIA" section is being temporarily suspended.

Produced by Corporate Communications Team
Please send your feedback to
corporate.communications@fortishealthcare.com

