

THE FORTISIAN

HAPPENINGS IN THE WORLD OF FORTIS



Fortis Memorial Research Institute, Gurugram



Fortis Escorts Hospital, Okhla Road, New Delhi



Fortis Ft. Lt. Rajan Dhall Hospital, Vasant Kunj, New Delhi



Fortis Hospital, Noida



Fortis La Femme, GK- 2, New Delhi



Fortis Escorts Hospital, Faridabad



Fortis Hospital, Mohali



Fortis Hospital, Ludhiana

FORTIS celebrates International NURSES DAY



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Fortis Escorts Hospital, Amritsar



Fortis Escorts Hospital, Jaipur



Fortis Hospitals, Bengaluru



Fortis Malar Hospital, Chennai



SL Raheja Hospital, Mahim - A Fortis Associate



Hiranandani Hospital, Vashi - A Fortis Network Hospital



Fortis Hospital, Kalyan



Fortis Hospital, Anandapur



Message from the MD & CEO

Dear Colleagues,

Whilst the COVID-19 crisis continues to rage unabated, it gives me a great sense of pride to note that our Doctors, Nurses, Paramedics and frontline staff members are taking the challenge head-on and winning against it. We have been able to deliver exceptional patient care even amidst this unprecedented situation, thanks to your commitment and resolute steadfastness.

Nearly 1,900 COVID infected patients, including many critical ones, have been successfully treated and discharged so far and this speaks volumes about our success in delivering exceptional care. Additionally, we have been able to take care of a large number of non-COVID cases as well, proving that our hospitals offer the highest levels of safety.

Dear colleagues, I and the entire leadership team are with you at this juncture. We stand shoulder to shoulder with you as you carry on this fight. I am sure that at the end, we will win and Coronavirus will be defeated. I urge all of you to take good care of yourselves and ensure your own safety as well as that of your colleagues and family members.

I look forward to your continued support, as we continue this battle, together.

With warm regards,

Dr. A. Raghuvanshi
MD & CEO

Combatting the Covid-19 Crisis

- Fortis donated a sum of INR 5.90 crores to The Prime Minister's National Relief Fund to support the Government's efforts on COVID-19.
- Hiranandani Hospital, Vashi – A Fortis Network Hospital and Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, were designated as COVID-19 dedicated facilities.
- Fortis partnered with Gurugram administration and other private healthcare players to help set up a dedicated COVID hospital at Manesar, Gurugram. Fortis helped provide additional equipment, set up protocols and processes, support procurement and additional manpower.

(R-L) Dr Ashutosh Raghuvanshi, MD & CEO, Fortis Healthcare and Dr Naresh Trehan, Chairman and Managing Director of a Gurugram-based hospital chain at the inauguration
- Four labs of SRL Diagnostics (including its subsidiary and JV partner), a Fortis subsidiary, were authorised to conduct COVID-19 tests.
- SRL started testing at one of its labs on March 26, 2020, and the last one got approval on April 19, 2020.
- More than 1000 beds earmarked for COVID-19 patients in 28 Fortis hospitals across India (as on 16, June 2020). This number could be scaled up, if needed.
- Isolation wards, critical care beds, medicine supplies and PPE were made available at all Fortis hospitals across the country.
- Exclusive Flu Clinics were operated at all Fortis hospitals.
- Telemedicine and video-based consults were launched across Fortis network.
- Fortis Memorial, Gurgaon, and Fortis Mumbai launched dedicated COVID-19 helplines.
- Fortis Healthcare participated in a Centre for Scientific and Industrial Research (CSIR) & Institute of Genomics and Integrative Biology (IGIB) initiated project on COVID-19, titled "Formulation of a Clinical Databank by Retrospective Consolidation of Indian COVID-19 Patient Data". The project is of national importance.
- Video Laryngoscopes were procured for the safety of our clinicians and other staff.
- Fortis Medical Council met with the MD & CEO every week; monitored the situation closely and enabled percolation of innovations and best practices to combat COVID-19 across the organisation.
- Speciality Councils, including Critical Care Council, Oncology Council and Nephrology Council among others, met regularly to frequently update Fortis guidelines for patient management.
- Special task force was set up for risk management, supply chain preparedness and monitoring of developments.
- Fortis used social media for Mental Health and Counselling Services through two ongoing campaigns, #TogetherWeCan and #WorkfromHome.
- Home isolation support programme launched for COVID positive patients.

Success Stories

A 39-year-old male who had tested positive for Covid-19, returned home after spending 24 days at Fortis Hospital, Mulund. The patient had been critically ill and had to be treated in the ICU. He was cared for by Intensive Care specialists Dr Rahul Pandit and Dr Charudatt Vaity, and Infectious Diseases specialists Dr Anita Mathew and Dr Kirti Sabnis.

A 42-year-old female along with her 69-year-old mother and 15-year-old son overcame the infection and made a full recovery at Fortis Mulund.



The 42-year-old female patient who was discharged from Fortis Mulund

Two COVID-19 positive patients who recovered after treatment at Hiranandani Hospital, Vashi-A Fortis Network Hospital, were discharged on April 27, 2020. First, a 39-year-old patient, a doctor himself, was asymptomatic when admitted. The second patient, a 51-year-old male, had history of end-stage renal disease. He was immediately put on nasal oxygen and Dialysis was started. Both the patients were discharged after they recovered completely and tested negative. The COVID-19 taskforce at Hiranandani Hospital, Vashi (A Fortis Network Hospital) is led by Dr Chandrashekhar T., Dept. of Critical Medicine, Dr Farah Ingale, Dept. of Internal Medicine, Dr Sujata Chakraborty, Dept. of General Medicine, Dr Brajesh Kunwar, Dept. of Cardiology & Dr Atul Ingale, Dept. of Nephrology.



Hiranandani Hospital, Vashi (A Fortis Network Hospital)



The patient with the COVID team

An 82-year-old lady was discharged from Fortis Hospital, Anandapur, Kolkata, on April 29, 2020, after she tested negative. She was admitted on April 5 after testing positive. The patient had various pre-existing conditions, including hypertension, ischaemic heart ailment and thyroid. She had to be treated in the ICU twice. She was cared for by Dr Yashesh Palliwal, Intensive Care specialist, and his team along with Dr Raja Dhar, Director - Department of Pulmonology, and his team.

An 82-year-old patient with underlying lung and heart conditions, hypertension and diabetes recovered from COVID-19 infection after treatment at Fortis Hospital, Anandapur, Kolkata. The patient stayed in the hospital for 24 days, which included two extremely critical stints in the ICU. Dr Yashesh Palliwal, Intensive Care Specialist, and Dr Raja Dhar, Director - Department of Pulmonology, and their teams fought tirelessly to ensure his safe return.



The patient

A 43-year-old patient, a known case of hypertension, presented with bilateral pneumonia due to COVID 19 infection, requiring mechanical ventilation. The patient needed intensive monitoring and supportive care. He had a difficult clinical course. He was cautiously weaned off the ventilator after 11 days. The patient has been discharged after he was asymptomatic with normal oxygen saturation and 3 successive negative COVID tests. Successful treatment was made possible by joint effort of the Pulmonology team led by Dr Manoj K. Goel and the Critical Care team led by Dr Sandeep Dewan and Dr Munish Chauhan. Untiring effort by the doctors and nursing staff who have been working in the hazardous conditions gives a ray of hope to these patients who are suffering from COVID infection.



(L-R) Dr Vithal Rajanala (Critical Care Medicine), Dr Manoj K. Goel (Pulmonology), Dr Munish Chauhan (Critical Care Medicine) and Dr Ajay Kumar (Pulmonology)

Two patients with severe COVID-19 infection were discharged from Fortis Memorial Research Institute (FMRI), Gurugram. Both the patients were critically ill with a high risk to life. One patient had bilateral pneumonia with severe breathing problems, requiring ventilator support. He had intractable hypoxemia (low oxygen in blood) requiring care in the prone position. Another case presented with severe Acute Kidney Injury with very high creatine count, requiring haemodialysis. Predominant severe kidney injury is a rare presentation of COVID-19 infection. The cases were managed by the team of Dr Manoj K. Goel - Pulmonology, Dr Sandeep Dewan - Critical Care, and Dr Vishal Saxena - Nephrology, supported by the untiring efforts of the committed nursing staff and FMRI administration.



A patient being discharged



Dr Manoj K. Goel - Pulmonologist

A 27-day-old baby has become 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



Hiranandani Hospital, Vashi - A Fortis Network Hospital

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.

Special Feature

Glimpses of Nurses Day celebrations across Fortis facilities



Dr Ashutosh Raghuvanshi, MD & CEO, addressing pan Fortis Nursing team online



Fortis Memorial Research Institute, Gurugram



Fortis Escorts Hospital, Okhla Road, New Delhi



Fortis Ft. Lt. Rajan Dhall Hospital, Vasant Kunj, New Delhi



Fortis Hospital, NOIDA



Fortis La Femme, Greater Kailash, New Delhi



Fortis Escorts Hospital, Faridabad



Fortis Hospital, Mohali



Fortis Hospital, Ludhiana



Fortis Escorts Hospital, Amritsar



Fortis Escorts Hospital, Jaipur



Fortis Hospitals, Bengaluru



Fortis Hospital, Kalyan, Mumbai



SL Raheja Hospital, Mahim - A Fortis Associate



Hiranandani Hospital, Vashi – A Fortis Network Hospital



Fortis Hospital, Anandapur, Kolkata



Fortis Malar Hospital, Chennai

Leveraging Technology



Mitra, the robot, at Fortis BG Road, Bengaluru

Fortis Hospital, Bannerghatta Road, Bengaluru, introduced robots for COVID-19 screening to protect healthcare workers whilst intensifying the screening process. Mitra, the robot, interacts using facial and speech recognition, contextual help and autonomous navigation.

Fortis Memorial Research Institute, Gurugram, deployed an 'Indoor Disinfection Robot' to sanitize and disinfect the hospital premises without any human intervention. This will help reduce chances of contracting infection amongst patients, medical and support staff.



Indoor Disinfection Robot at Fortis Memorial, Gurugram



Fortis has rolled out e-Consultations for remote patient care in 23 hospitals across multiple locations in India. Both tele-consults as well as video consult services have been running successfully with encouraging response from patients.

Fortis Bengaluru used artificial intelligence and an advanced algorithm to create an Online COVID-19 mass screener.

Innovations

Dr Rajeev Lochan Tiwari, Director - Anaesthesia, Fortis Escorts Hospital, Jaipur, and his friend Dr Atul Gaur, Consultant Anaesthetist, University Hospital of Leicester, United Kingdom, have created Infection Control Assist Device (I-CAD), a cost effective solution to prevent Airborne Contagious Diseases (ACDs). This invention is based on the concept of negative pressure in operation theatres to manage ACDs. Dr Tiwari created a small enclosure that functions exactly like negative pressure chambers. For the first prototype, Dr Tiwari used a bin to create the hood-like device with two suction tubes. The hood arrests the aerosol and prevents its spread. A variant of the same is also under trial in the UK. The device claims to clear the viral load by 100 -120 air changes per hour and can also help prevent infection among COVID Warriors while treating positive patients in OTs, ICUs and isolation wards. The project is incubated at Nidhi Techno Business Incubator (NIDHI-TBI) at Indian Institute of Public Health, Gandhinagar, Gujarat, and it is expected to be available for use by mid-May 2020.



Dr Rajeev Lochan Tiwari, Director – Anaesthesia, Fortis Escorts Hospital, Jaipur



Infection Control Assist Device (I-CAD)

In line with WHO guidelines, Fortis Rajajinagar, Bengaluru, prepared a low cost 'intubation hood' to protect clinical staff from aerosol and droplets – potential sources of infection – during intubation or extubation. The device



The intubation hood being used during a procedure

was made in-house with help from the maintenance team. The idea was executed by Dr Thejaswini to minimize spreading of infection in high risk areas like Operation Theater, ICU, ER and Isolation rooms.



Disposable bedpan macerator

Fortis Memorial Research Institute, Gurugram, has installed disposable bedpan macerators for disposing body excreta to keep hospital staff safe from infection. It also leads to manpower saving and is environmental friendly.

Fortis Rajajinagar has adopted STASIS, a patient monitoring system to safeguard its staff in the isolation wards. STASIS helps in remote monitoring of patient without entering the room. This is done with the help of sensors and electrodes connected to the patient that transmits all the vital parameters to a tab or central monitoring system, which is kept outside the isolation room.



Dr Vasundhra Atre Director Medical Operations

Fortis BG Road, Bengaluru, has commenced sterilizing N95 respirators to ensure adequate supply of this requisite PPE. The hospital has set up an indigenously fabricated simple device for sanitizing the N95 respirators using UV rays. Dr Vasundhra Atre, Director - Medical Operations, Fortis Hospitals and Dr Murali Chakravarthy, Chairman - Central Infection Prevention and Control Committee, Fortis Hospitals, Bengaluru, guided and supervised the initiative.



A sterilized mask all set for re-use

In a unique initiative to enhance patient safety during COVID-19, Fortis Hospital, Noida, launched a first-in-its-kind drive-in clinic. The drive-in concept helps patients to do all the necessary activities such as consulting a doctor, providing samples, collecting medication etc. without entering hospital building. This is the first time any hospital in Noida has launched a drive in clinic.



Spreading Awareness

Clinicians from Fortis Memorial Research Institute, Gurugram, travelled to Hisar, Haryana, to train the hospital staff there. Our nurses also educated the Gurugram Police.



FMRI official training the hospital staff in Hisar



Nursing team members training Gurugram Police

Fortis Escorts Heart Institute, Okhla Road, New Delhi, used hand-outs, lift floor markings, easels and standees to spread awareness about do's and don'ts as well as social distancing.



A communication collateral

Long before the COVID-19 lockdown began, our doctors did every bit possible to spread awareness so that the virus's spread can be contained.



Health talk on COVID-19 being delivered on February 19, 2020, by Dr Ravi Shekhar Jha of Fortis Escorts, Faridabad, at private company

Fortis Mohali spread awareness about Coronavirus through social media interactions with doctors.



A social media post announcing a talk by Dr Amit Kumar Mandal

Fortis Noida organised a Webinar on stress management while working from home for employees of a reputed IT major. Dr Samir Parikh, Director, Mental Health and Behavioural Sciences, addressed 136 employees of the company during the session.



Dr Samir Parikh sharing tips during the webinar

Dr Saumya Ahuja, Medical Superintendent of Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, donating masks and sanitizers to Vasant Kunj Police Station.



Dr Saumya Ahuja, Medical Superintendent of Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj at Vasant Kunj Police Station

Before the lockdown, Fortis Noida conducted a talk at Noida Media Club to educate journalists about Coronavirus infection and ways of prevention.



The session conducted by Fortis Noida was attended by about 40 journalists

Nursing Team at Fortis Memorial Research Institute, Gurugram, carried out a flash mob activity and educated the patients and attendants about hand washing techniques. This event was done before the lockdown and social distancing measures were announced.



An educative flash mob presentation by Nursing Team at Fortis Memorial, Gurugram

Staying Safe



Video Laryngoscope

Fortis has acquired 12 Video Laryngoscopes for the safety of our clinicians and staff.

Adequate stock of Personal Protective Equipment (PPEs) is being maintained across all hospitals and robust procedure in place to acquire supplies at short notice.



A patient being treated in the Isolation Ward at Fortis Malar Hospital, Chennai



A training session on personal safety at Fortis Hospital, Mohali



Covid warriors wearing PPE suits at Fortis Hospital, Anandapur



A critically ill COVID suspect being taken care of in a negative pressure ICU at Fortis Malar Hospital, Chennai



The Cardiac Team at Fortis Escorts Hospital, Faridabad, in protective PPE kit



An on-site training for staff nurses on how to handle COVID cases at Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi



Nursing Educator Ms Amrita of Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, training NICU nurses on how to handle new born babies during COVID pandemic

Fortis Memorial Research Institute (FMRI), Gurugram in association with Healthcare at Home, has 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



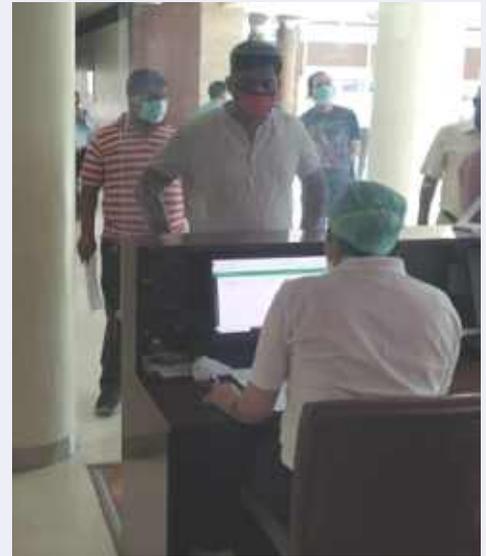
Fortis Memorial Research Institute (FMRI), Gurugram

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 La Femme, Bengaluru, has created a separate COVID Isolation Area consisting of four single rooms and a four-bed Isolation Ward to keep suspected patients till they are transferred to a designated facility, post confirmation of the COVID report. This area is completely cordoned off. Both the areas can be accessed through a separate lift.



Doctors and nurses in PPEs



Fortis Hospital, Noida, has installed acrylic sheets at billing counters to maintain distance and contain spread of infection.



The Physiotherapy Team at Fortis BG Road, Bengaluru, has put together a simple Zumba routine for people working from home and experiencing weight gain, muscle cramps, neck pain, back pain, depression, fatigue or body ache. The workout routine is being shared as a 10-minute video through digital media.



Front-line Corona warriors all decked up for first stage of COVID screening at Fortis Malar Hospital, Chennai



Fortis Malar Hospital, Chennai, conducted a hand hygiene training session for visitors to the hospital.



Nursing staff at Fortis Hospital, Shalimar Bagh, New Delhi, in Personal Protective Equipment (PPE)



Sister Vincy of Fortis La Femme, Greater Kailash, Part II, New Delhi, training General Duty Assistants and Housekeeping staff about personal hygiene.



Frontline staff at Fortis Escorts Hospital, Jaipur, attending to a patient in PPE suites.



Fortis Noida participated in the Mask India campaign with a prominent daily newspaper. A filter paper was inserted as part of the campaign along with instructions on how to make a mask at home.



Fortis Hospital, Rajajinagar, Bengaluru, organised a session on hand hygiene and diet for OPD patients and healthcare workers. Mr Paramesh, Quality Head, Mr Binu, Infection Control Nurse and Ms Kavyashree, Dietitian, addressed the audience.

A lamp was lit at Fortis Hospital, Amritsar, to mark the dispelling of darkness amid the COVID-19 pandemic.



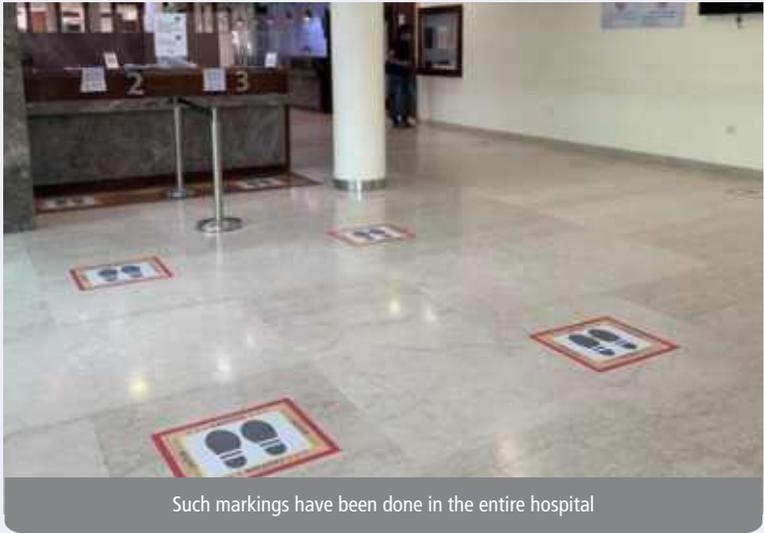
Social distancing norms were followed during the ceremony

To manage and reduce stress during COVID 19, a yoga and meditation session was organised at Fortis La Femme, GK II, New Delhi.



The yoga session in progress

Fortis Noida has taken steps to ensure patients maintain social distance while in the hospital. One of the steps taken towards social distancing is that seating capacity has been reduced considerably and marking showing designated areas to sit and stand have been done in the entire hospital.

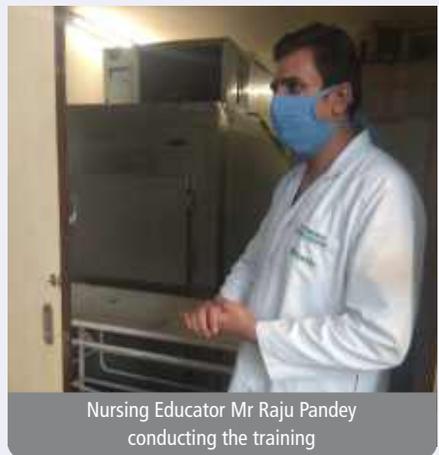


Such markings have been done in the entire hospital

Nurse Educator Sister Titir of Fortis La Femme, GK II, New Delhi, provided on-the-job training on precautions and safety measures for COVID 19 to colleagues.



Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, educated nursing staff on how to handle death or brought dead cases during the COVID 19 outbreak.



Nursing Educator Mr Raju Pandey conducting the training

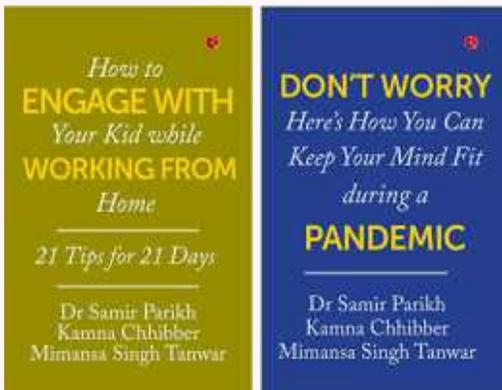
The Department of Nursing at Fortis Memorial Research Institute, Gurugram, released video on Hand Hygiene practices and PPE Skin Damage Prevention. The videos are being shared with all departments to create awareness. The videos urge colleagues to dry their hands after every hand wash or hand rub, apply hand moisturizing products and rub well at least 10 minutes before donning the gloves. It also advocates the use of moisturizing cream, barrier cream and barrier spray on forehead, face and neck before donning PPE and N95 mask. It asks colleagues to make sure that the skin is dry and clean before donning N95 mask or PPE. Thin adhesive or hydrocolloid dressing can also be used.



Still from the video

Well-being

The Department of Mental Health & Behavioural Sciences has held over 60 talks using digital means of communication, engaging with corporates, schools, sportspersons and others. Social media has also been leveraged to spread mental health awareness. Freely downloadable E-books have been created.



The Department of Mental Health and Behavioral Sciences has conducted over 100 online workshops with corporate organisations across sectors in India. Key concerns addressed in these sessions included working effectively from home, supporting teams during remote working, maintaining hope and optimism, taking care of children, family and support systems and tips for self-care. To know more about Fortis Organizational Psychology Initiative, follow [fortismentalhealth](https://t.me/fortismentalhealth) on Telegram.

The Department of Mental Health and Behavioural Sciences launched a special series of webinars for school students, parents, principals, teachers and counsellors to enhance emotional well-being during COVID-19. Sessions were conducted along the themes of Coping Mechanisms in Uncertain Times, Keeping Children Engaged During Lockdown and Positive Social Media Use. The sessions were attended by students across India as well as Bangladesh, Sri Lanka, United Arab Emirates, Bahrain, Kuwait, Qatar, Oman and Saudi Arabia.

A webinar on Mental Fitness and Emotional Well-Being for athletes in times of Covid-19 was conducted with the Boxing Federation of India by Dr Samir Parikh and Divya Jain. As a part of the Fortis Sport Psychology Programme, the session was focused on helping athletes cope with the anxiety and uncertainty associated with the lockdown, as well as mindfulness techniques to enhance focus and build confidence. The session was attended by 374 national and international level boxers and coaches.



Dr Sanjay Garg Head, Department of Mental Health & Behavioral Sciences, Fortis Hospitals, Kolkata conducted an online session titled 'Caring for the Carers' for the healthcare workers at Fortis Hospital, Andandapur and Fortis Hospital & Kidney Institute (FHKI), Kolkata. Sonali Ghosh - Head L&D, Kolkata is taking an initiative to ensure the mental well-being of the healthcare workers of Fortis Anandapur and FHKI with the help of Dr Garg by conducting online classes – Care for Carers.



Lending a Helping Hand

Fortis Ludhiana provided hand washing training to over 70 police personnel and gave them masks and gloves.



A nurse from Fortis Ludhiana imparting training to policemen

Fortis Amritsar gave masks and gloves to over 30 policemen apart from training them.



An on-ground training session organised by Fortis Amritsar

Fortis Hospital, Rajajinagar, Bengaluru, has taken the initiative to conduct basic COVID-19 screening for police and traffic police officers. The week-long activity is being conducted at seven check-posts across the city.



Nurse screening police personnel inside a Fortis ambulance



Policemen getting screened by medical staff from Fortis Rajajinagar

Fortis Hospital, Cunningham Road, Bengaluru, conducted a training session for Bengaluru Police personnel. The policemen were trained on the use of personal protection equipment and hygiene measures.



The training session in progress

Fortis Noida has tied up with the Indian Medical Association (IMA) to give complimentary tele/video consults for the underprivileged people who are contacting the centralised call centre set up by IMA. All of Fortis Noida's key doctors have participated in this initiative along with doing regular hospital work.



A video consult in progress

Dr Shibal Bhartiya of Ophthalmology Department at Fortis Memorial, Gurugram, distributed dry ration, biscuits, soaps and detergent amongst needy migrant workers.



Dr Shibal Bhartiya and her family members hand packing ration items for the needy

Consultants at Fortis Hospital, Shalimar Bagh, New Delhi, got together to gift grocery kit containing wheat flour, rice, cooking oil, salt, sugar, pulses and soap to 356 support staff members of the hospital, including housekeeping staff, General Duty Assistants, security staff and Food & Beverage staff.



A grocery kit being handed over

Teams from Fortis Hospital, Kalyan, led by Dr Supriya Amey, Facility Director and Dr Ashutosh Pandey, Head-Sales & Marketing, distributed nutritious food items to COVID warriors at Fortis Hospital, Mulund and Hiranandani Hospital, Vashi - A Fortis Network Hospital. The team from Kalyan handed over 1000 Protein Bars, 1200 khakhra (snack) packets, 200 coconut water packs and breakfast cereals. The team also arranged for 300 sandwiches, 1100 Theplas (snacks) and 300 dinner boxes for the staff, at Fortis Hospital, Mulund. They have so far distributed 1100 Protein Bars to Hiranandani Hospital, Vashi - A Fortis Network Hospital. This will be followed by distribution of nutrient-dense foods to SL Raheja Hospital, Mahim - A Fortis Associate.



(L-R): Dr Ashutosh Pandey, Head-Sales & Marketing, Fortis Kalyan, handing over the food items to Satish Patil, Head – Human Resources, Fortis Mulund

Fortis Memorial Research Institute (FMRI), Gurugram, extended help in training the healthcare professionals at the COVID-19 dedicated hospital in Manesar. Mr Vinod Kumar, Patient Educator, FMRI, developed a training curriculum for Physicians, Nurses, General Duty Assistants and House Keeping staff. The curriculum encompasses infection prevention and control, clinical management and preparedness of healthcare workers in caring for COVID-19 patients.



A training session in progress

The Nursing Team at Fortis Escorts, Okhla Road, New Delhi, set a sterling example of compassion and exemplary patient care by donating blood for a critical patient. The patient's surgery was being stalled as blood could not be arranged because of the lockdown.

Message from doctor expressing his gratitude:

"Thank you Mini Ma'am and your Nursing staff, Joji James, Neetu Thomas and Anish Thankachan for rising to the occasion and donating O-positive blood for a Liver Transplant. We can now go ahead for the surgery on Monday. You, as the Team Leader, set an example for others to follow and I really appreciate. Please convey my gratitude and thanks to your staff".

Dr R. C. Khurana, Director - Transfusion Medicine



Minimole John, Chief Nursing Officer, Fortis Escorts, Okhla Road, donating blood for the patient.

Staff members and Nursing Team members of various other hospitals too donated blood to tide over the crisis of blood shortage. Due to the pandemic, no blood donation camps are being organised, nor are attendants allowed with patients.



A Sister donating blood at Fortis Escorts Hospital, Faridabad



Staff members of Fortis Ludhiana donating blood

At the behest of Kalyan-Dombivli Municipal Corporation, Dialysis capacity at Fortis Hospital, Kalyan was doubled to accommodate increased patient load. Understanding the urgency, the core team comprising of Dr Supriya Amey, Facility Director, Dr Ashutosh Pandey, Head-Sales & Marketing, Rounak Karandikar, Head-Administration and Priyanka Thakur, Quality Officer, completed the infrastructure set-up in mere three days. This was done under the direction of Dr Haresh Dodeja, Consultant Nephrologist & Transplant Physician, Fortis Hospital, Kalyan. Initiated on April 16, so far, 24 patients have benefited from this initiative through 105 Dialysis cycles.



The Dialysis centre at Fortis Kalyan

Fortis CG Road, Bengaluru, in association with Rotary Bangalore-TTK Blood Bank, conducted a blood donation camp to tackle the shortage of blood. Fortis staff voluntarily donated 54 units of blood.



A Sister donating blood

Jaseem Khan and Avinash Waghmare from the Community Connect team at Fortis Hospital, Mulund, led by Dr Ashutosh Pandey, hosted four blood donation camps to mitigate the shortage of blood. The camps were visited by 107 donors.



A total of 86 units of blood were collected



A still from a blood donation camp

M u m b a i Police, The Social Youth Foundation and Thane Gaurav, a local social

organisation, collaborated with Fortis Hospital, Mulund, to host blood donation drives over the past two weeks. The events helped collect 49 units of blood with the help of 65 voluntary donors. The Blood Bank Team at Fortis Mulund, along with the Community Connect Team comprising of Dr Lalit Dhantole, Dr Alisha Kerkar, Dr Ashutosh Pandey, Vishwakant Sarvankar, Mamta Kamble, Jaseem Khan and Sunil Nimse, drove this initiative.

Fortis Hospital, Ludhiana, has been training police personnel on the usage of PPEs and hygiene practices during the COVID-19 crisis.



Fortis Ludhiana has trained over 200 police personnel so far

Dr Amit Bamel along with Mr Harpal Singh, Head – Security, Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, conducted an educational session for police personal of Vasant Kunj on how to handle COVID 19 patients and stay safe as well.



The training session in progress

Fortis Hospital, Rajajinagar, has taken up a month-long initiative to conduct COVID-19 screening for Bruhat Bengaluru Mahanagara Palike (BBMP) workers. The screening comprises a temperature check, blood pressure, General Random Blood Sugar (GRBS) and pulse. Additionally, they would be educated on the importance of hygiene measures such as washing and sanitizing hands, avoiding touching the face, and wearing a mask when on duty.



A municipal worker being tested

A team from Fortis Hospital, Kalyan, arranged for protein-rich yogurt for fellow healthcare workers at Fortis Hospital, Mulund, Hiranandani Hospital, Vashi-A Fortis Network Hospital and SL Raheja Hospital, Mahim-A Fortis Associate on the occasion of International Nurses Day.



Brother Zahanuddin Sheikh of Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, donated blood for a needy patient.

Fortis Memorial Research Institute (FMRI), Gurugram, expressed solidarity by providing a healthy snack pack to all COVID-19 warriors at the dedicated COVID-19 hospital in Manesar where Fortis people are working and at FMRI. The aim was to help energise and pep up all frontline staff. The initiative involved distribution of protein bars, high calorie burgers and healthy muffins to all the healthcare workers.



A snack box being handed over

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



A clinician from the Emergency Team donating blood

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.

Thinking Ahead

Hospital, Bannerghatta Road, Bengaluru, had started preparing to tackle the Covid-19 crisis as early as January 2020. In the first week of January, the Fortis BG Road team prepared isopropyl alcohol in-house, as a shortage of hand sanitizers was expected. With the experience of handling the earlier H1N1 epidemic, a shortage of surgical masks was also anticipated. Two tailors were pressed into service to stitch cloth masks and in two weeks, they stitched about 5,000 pieces. Since N95 mask shortage was also envisaged, the Fortis team reconditioned these masks. Reconditioning involves sterilization of the mask, a practice approved by the Centers for Disease Control and Prevention (CDC), the leading national public health institute of the United States. At present, all the frontline healthcare workers are using N95 masks to protect themselves.

Handling Covid 19 patients in the ICU is a different ball game. The healthcare workers have to wear Personal Protective Equipment (PPE) covering them from head to toe. The team calculated that for every day of work in the Flu ICU, about 30 Corona PPE Suits would be required. Using surgical drapes, volunteers from the Housekeeping Department prepared Corona Suits by themselves and made 400 such suits which can now be used for the next 20-30 days. The volunteers have also made eye protection shield, shoe covers and total body covers.



The protective gear made in-house at Fortis BG Road, Bengaluru

Meet our Heroes

When Mr Vinod Kumar, patient educator, Basic Life Support (BLS) and Advanced Cardiovascular Life Support (ACLS) trainer at Fortis Memorial Research Institute, Gurugram, was celebrating the birth of his son on January 13, 2020, little did he know that he would soon make his family and the entire Fortis family proud of him by volunteering for COVID-19 ward service. Soon after his son's birth, he learnt about the infection spreading through news channels and cut short his paternity leave.

As soon as the COVID ward was set up, Kumar volunteered to be a part of the team. He did so as the other nursing staff members either stayed with their families or in the hostel. Kumar, on the other hand, stayed alone. He knew that by doing this, he would keep his other colleagues and their families safe. Despite being an educator, he volunteered to serve in the COVID ward because he was confident of looking after the patients as he has a fellowship in Extracorporeal membrane oxygenation (ECMO) and has done his Masters in Critical Care Nursing.



Mr Vinod Kumar

Brother Aji Anto from the nursing team at Fortis Hospital, Bannerghatta Road, Bengaluru, volunteered to take the ownership of managing the COVID ward and leading the team. His leadership and fearlessness played a vital role in motivating other team members, who rallied behind him. He played a key role in formulating the protocols and process to ensure patient and staff safety. He has played a pivotal role in round-the-clock management of the COVID patients. While doctors are the frontline heroes, he has made sure that his energetic team remains the backbone of support for the doctors. A thorough team player, Aji took upon himself the task of informing the family members of nurses about their well-being. Well done, Aji!



Brother Aji Anto

As a Microbiologist and Infection Control Officer at Fortis Hospital, Mulund & SRL Diagnostics, Dr Sheetal Sawant is an integral part of the COVID-19 taskforce at the hospital. Apart from setting up Infection Control Protocols, her role in the COVID-19 taskforce comprises of tracking COVID-19 reports that are shared with the Municipal Corporation of Greater Mumbai (MCGM) and the pathology labs. These results are tracked 24x7, helping enable early patient transfers from the triage area to the isolation units – a crucial aspect of expediting patient transfers to requisite patient care areas. Leading her team of Infection Control Nurses, Dr Sawant communicates with the MCGM authorities on real time basis, ensuring that requisite data is shared to enable updation of records.

Going over and beyond her call of duty, Dr Sawant has also been keenly monitoring the areas from where COVID-19 patient influx into the hospital is observed. Noting that the patients were coming from certain high-risk areas, she worked with the Human Resources team at the hospital to map all the employees commuting from those high-risk areas. This helped ensure better health tracking and monitoring of employees from the high-risk areas, thereby ensuring employee and patient safety. Knowing that these areas were later declared as containment zones, mapping employee footfalls from those areas helped chalk-out employee traffic better.

Her 6-year-old twins are the centre of her universe, and she tries to spend as much time with them, but sometimes patient reports arrive late in the evening, well after she's reached home, and her work begins again. Managing her time is a struggle, but she is dedicated to battle the pandemic while keeping her family safe.



Dr Sheetal Sawant



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 Harshvardhan Hegde, Director & HOD Orthopaedic & Spine - Bone & Joint Institute, Fortis Escorts, Okhla Road, New Delhi, conducted an online session how to deal with orthopaedic and spine emergencies. He also touched upon the types of implants needed for Total Knee Replacement patients.



Over 25 persons participated in the online session

Nursing staff at Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, have been using online platform for COVID education purposes.



A Sister taking an online training course

Fortis Escorts Hospital, Faridabad, successfully concluded the nursing induction training through Microsoft Team amid the COVID crisis.



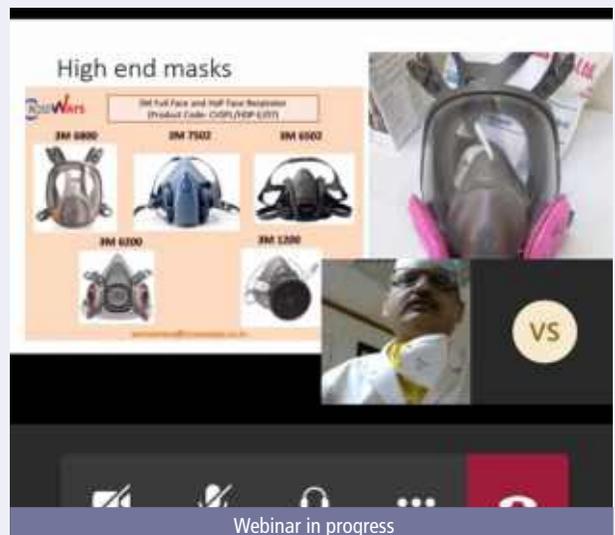
The online training session in progress

Fortis Hospital, Noida, did a webinar for patients suffering from knee and joint issues. Patients were guided on how to take care of their pains and exercises they can perform at home. The session was conducted by Dr Atul Mishra – Director & Head, Orthopaedics.

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



Webinar in progress

Fortis Hospital, Noida, organised a Webinar for patients with Dr Anjana Singh, Head—Obs & Gynae, on how to do ante-natal care at home.



Dr Anjana Singh, Head—Obs & Gynae, addressing patients

An online educational session was held at Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, on how to handle COVID cases.



An online training session in progress

Fortis Escorts, Okhla Road, launched Nurse Induction Training on Microsoft Teams.



An online training session in progress

Saving the Earth



Posters created by nurses

Fortis Hospital Noida organised a poster making competition for nurses on the theme, 'Save Earth from Coronavirus.' The nurses beautifully portrayed their feelings on paper and their posters were displayed in the main lobby area.

Applause

Our clinicians, nurses and frontline staff members are being hugely appreciated for the enormous work they are doing at great personal risk.



Patients and attendants clapping for clinicians, nurses and other frontline staff members at Fortis Hospital, Noida



The quiz in progress

A team of nurses from Fortis Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, won the first prize in an online quiz competition held recently. The quiz had been organised as part of International Nurses Day and 15 hospitals from Delhi National Capital Region (NCR) participated in the event. The questions were related to COVID-19 and general nursing practices.

The Ministry of Human Resource Development, Govt. of India, felicitated Dr Dhruv Mamtora of SL Raheja Hospital, Mahim - A Fortis Associate, for being a mentor at the COVID-19 SAMADHAN-MHRD Mega Online Challenge.



Dr Dhruv Mamtora

Dr Supriya Amey, Facility Director, Fortis Kalyan, collaborated with Kalyan Dombivli Municipal Corporation (KDMC) as a Microbiologist & Infection Control Expert to help prepare COVID-19 guidelines to be followed by the community as the lockdown is lifted in phases.



Dr Supriya Amey

The Leadership Team at Fortis Escorts, Okhla Road, New Delhi, including Mr Bidesh Chandra Paul, Zonal Director; Dr Pranav Shankar, Medical Superintendent and Ms Minimole John, Chief of Nursing along with members of the Nursing Team and other employees cheered for the eight nurses who completed a 14-day quarantine after suspected infection. The hospital took great care to ensure that their needs were taken care of during the isolation.



The nurses being applauded as they leave the hospital

Fortis La Femme, Bengaluru, appreciated all its employees who have been instrumental in ensuring that the services at the hospital remain uninterrupted during these trying times. It acknowledged the role of doctors, nurses, paramedics, support services staff, vendor partners, back-end administration staff and all others who supported the hospital. Their relentless efforts helped take care of the patients without a hitch.



Mr Srikant Subudhi, Facility Director – La Femme, Bengaluru, felicitating the COVID warriors

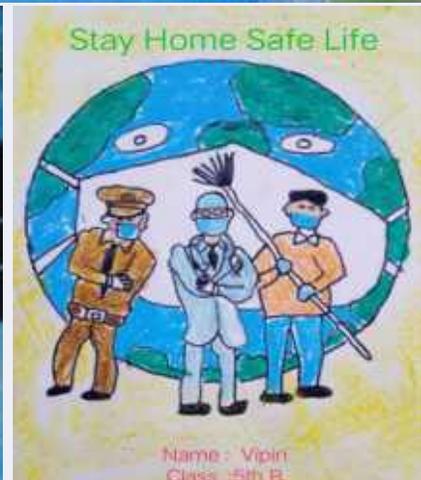
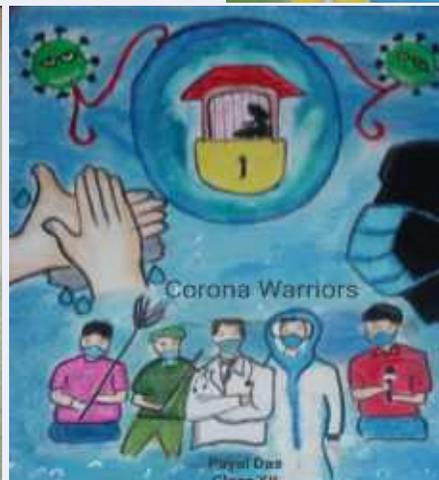
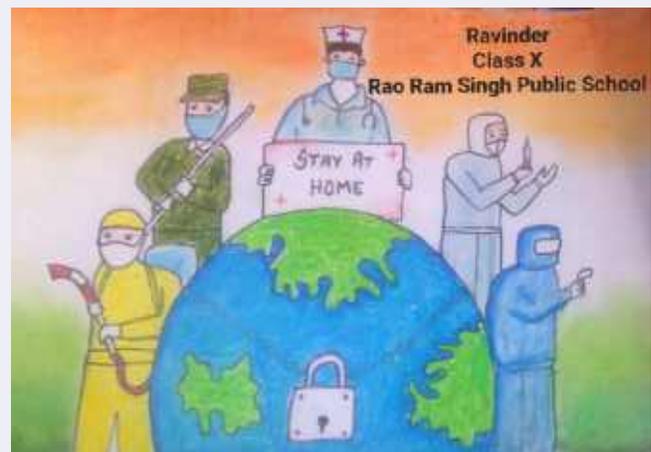
On International Nurses Day 2020, Dr S. Narayani, Zonal Director, Fortis Hospitals, Mumbai, congratulated and thanked all the nursing teams for their dedication and for their selfless work in times of COVID-19. As a token of appreciation and gratitude, gift hampers were sent to the nursing staff across Fortis Hospital, Kalyan, SL Raheja Hospital, Mahim - A Fortis Associate, Hiranandani Hospital, Vashi - A Fortis Network Hospital & Fortis Hospital, Mulund.



The gifts all set to be delivered to the nurses

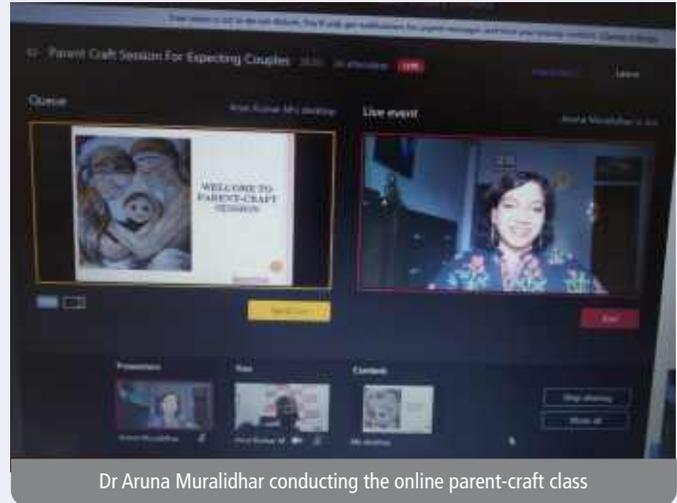
Going Online

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



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.

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

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 participating in the webinar

Know our Clinicians



Dr Murali Chakravarthy

Department of Anesthesia,
Critical Care and Pain relief and
Director, Clinical affairs at Fortis Hospitals,
Bannerghatta Road, Bangalore

Dr Murali Chakravarthy is currently the Director, Department of Anesthesia, Critical Care and Pain relief and Director, Clinical affairs at

Fortis Hospitals, Bannerghatta Road, Bangalore. He is working from the year 1990 till date. Dr Chakravarthy completed his graduation and postgraduation from the famed Mysore Medical College, affiliated to the University of Mysore. He completed his postgraduation in anesthesia from there. After briefly working at the Kidwai Institute of Oncology, Dr Chakravarthy got his training in cardiac anesthesia at Sri Jayadeva Institute of Cardiology, at Bangalore between 1986 to 1990. During March 1990, Dr Chakravarthy moved to the Wockhardt Hospitals, Cunningham Road, Bangalore to establish the department of Anesthesiology, critical care and pain relief. Dr Chakravarthy uninterruptedly working at Wockhardt/ Fortis till date.

During his tenure from the year 1990 to 2006, Dr Chakravarthy achieved many firsts along with Dr Vivek Jawali. The first minimally invasive cardiac surgery, first awake heart surgery in India, and first awake aortic valve replacement. Dr Chakravarthy also started publishing scientific manuscripts during this time. In the year 2006, he moved over to the Fortis Hospital, Bannerghatta road, Bangalore, where he continues to work. Dr Chakravarthy achieved many accolades from 2006 till now. He became the Editor in Chief of Annals of Cardiac Anesthesia, the

only journal dedicated to cardiac anesthesia in India and the second only to the international journal of cardiothoracic and vascular

**“Cherish your yesterdays,
dream your tomorrows
and live your todays.”**
~ Anonymous

anesthesia. He is currently the board of editor of the Journal of cardiothoracic and vascular anesthesia, advisor to the Annals of cardiac anesthesia. He is also the member of the editorial board of several journal. Dr Chakravarthy was the President of the Indian Association of Cardiovascular and thoracic anesthesia. He was honored with 'Col Bhat Memorial Oration during the year 2001.

Dr Chakravarthy has published 162 scientific publications, authored 6 textbook chapters and presented 13 posters in international conferences. His post on “Conversion of off pump cardiac surgery increases morbidity and mortality”, won the best paper award at Singapore. Dr Chakravarthy has delivered more than 500 lectures in the past 30 years in national and international conferences. Dr Chakravarthy also led the cardiopulmonary resuscitation training for policemen in Karnataka and trained more than 3000 of them. Dr Chakravarthy is an ardent teacher and currently heads a robust anesthesia department with 22 postgraduate students. Dr Chakravarthy established the protocols for conducting cardiac anesthesia and exclusively practiced cardiac anesthesia up to the year 2006.

Dr Chakravarthy is the chairman of several important committees in the hospital such as the infection control committee, mortality and morbidity committee, validation committee, quality and patient safety committee, Antimicrobial stewardship committee, matrix committee, sentinel events committee, and ECMO committee. He also chairs the central infection prevention and control committee and is a member of the Fortis Medical Council.



Dr Chakravarthy is a keen traveler and has travelled many countries. He is married to Dr Sheela Chakravarthy, who is a director of Internal Medicine at Fortis Hospital Bannerghatta Road and they have two children; Malaveeka, who is a corporate lawyer and Srivatsa who is a mechanical engineer. Dr Chakravarthy also has avid interest in growing organic food in his kitchen garden. He is a keen road runner and a photographer. Dr Chakravarthy also has interest in standup comedy. He has conducted about a dozen shows till now. He has been invited to many medical conferences to hold the show. This talent of his was also covered by the print media. Dr Chakravarthy believes in living the life to the fullest, and enjoys extreme sports. He has done the tallest Nevis Bungy jump of 400 ft at New Zealand, sky dived at 30,000 ft at Gold Coast, Australia, Scuba dived in Lakshadweep, Hang gliding at Kathmandu and Grade V water rafting at Kali River.



Conversation

Meet Swarnjeet Kaur, Nursing Officer, General Intensive Care Unit Fortis Hospital, Mohali

When did you join Fortis?

I joined Fortis Hospital, Mohali in July 2019 as a Nursing Officer in General Intensive Care Unit(GICU).

What did you like the most in about your work?

Being a nurse, I feel good when my assigned patients give a bunch of blessings to me. The team effort and the friendly atmosphere in GICU made me so comfortable that I always feel like my home. I always feel easy in approaching my seniors at any time. I am honored to be a part of this organization.

How has your professional experience at Fortis been?

I joined as a nursing officer in the General ICU. My whole team of doctors and nurses have been very supportive and encouraging. I have been working as a bedside nurse and taking care of patients with pure commitment & compassion. I was the first nurse in my ICU to take care of COVID-19 patients during this pandemic. Despite being new to the system, my enthusiasm to take care of COVID-19 patient was never low. This was only because of the motivation, support, guidance and training given by my organization. My fearlessness comes from the confidence of my seniors in me and from the fact that I have been fortunate in having access to the best (PPE) personal protective equipment provided by the organization. I feel that COVID19 patients undergo a lot of mental stress due to fear associated with the complications of this infection, hence I make sure to provide not just physical but also psychological counselling for these patients to ensure mental wellbeing. I am glad that my dedication to work has always been appreciated by the management, doctors, nursing leaders and patients too. I would also like to thank my organization for taking a very good care of nurses who are taking care of COVID 19 suspected or confirmed cases by providing food and accommodation within the hospital premises. I am proud to be a part of Fortis family.



Wall of Fame



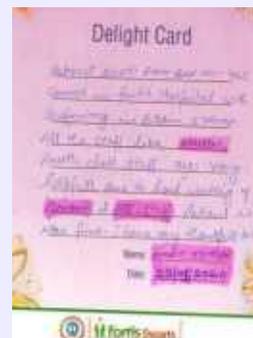
Fortis Escorts Hospital, Amritsar

My Father came to the ER suffering with brain stroke. The ER doctor was very nice and professional. He determined very quickly that my father had a neurological issue. My father was admitted to your hospital where he received exceptional care from the hospital staff. We want to send our sincere appreciation to your Doctors, Nurses and GDA staff for their courtesy, expertise and sincere concern for my father well-being. Your hospital should be very proud of these professionals. Not only was everyone friendly and caring to my father, but everyone went "above and beyond" to make sure He was taken care of. There is one word to describe his stay...marvelous.

Again, I am so grateful for the care that my father received in your hospital.

Appreciated by : **Pt. Surti Ram**

Appreciation for : **Entire team of Fortis**



I just wanted to say thank you for the wonderful treatment by all the staff that worked with me. To Dr. HP Singh, Dr. Varun Pushkarna, Dr Ashish Jain, Dr Anupal Singh, Dr Rominder Kaur, Special Thanks To Mr. Dinesh Vashist(Facility Director),Emergency Medical Officers Dr Amandeep Kaur, Dr Daljeet Singh, Nursing Staff (Amandeep Kaur,Mandeep, Amandeep, Lovejit, Jasmeet, Mandeep,

Neha,Sarbjit,Jagdish,Parminder,Rajwinder,Sukhbir,Mandeep,Ramandeep,Arshdeep,Manpreet,Amandeep) Leded by Ms. Sukhjinder Kaur, Housekeeping Staff (Manpreet Singh, Sukwant Singh, Manjit Singh) and the GDA staff (Gurdeep Singh, Daljit Singh, Pooja, Kuljit kaur, Baljit Kaur) for their compassion, concern and patience to our family. God bless each one of you. Everyone was so nice and very helpful. I believe they are putting the "care" back into health care. My request is that anytime I need help that I can receive the same great treatment at Fortis Escorts Hospital, Amritsar. Thank you so much for doing a great job!

Appreciated by : **Pt. Darshan Singh**

Appreciation for : **Entire team of Fortis**



Pt. Darshan Singh

Fortis Hospital, Ludhiana

Very well co-ordinated and the whole process ran really smoothly starting from registration to consultation and testing.

Dr Gursimran Kaur Dr Jaspreet S Chhabra

Everyone here is doing work beyond their duties.

Thank you so much for such care and compassion from everyone. I wish All the Best to each Members of Fortis.

Appreciated by : **Pt. Satinderjit Grewal**

Appreciation for : **Dr Gursimran Kaur, Dr Jaspreet S Chhabra**



Dr Gursimran Kaur



Dr Jaspreet S Chhabra

Keep doing the good job. Try to build up OPD chambers inside city

Dr. HS Pannu is just an amazing personality. His way of treating patients heals half of the disease. Thanks to Dr. Pannu for taking care of his patients in this critical time as well. SALUTE also. Thanks

Appreciated by : **Iqbal Singh**

Appreciation for : **Dr HS Pannu**



Dr HS Pannu

Photo feature

Glimpses of International Hand Hygiene Day celebrations across Fortis facilities



Fortis Memorial Research Institute, Gurugram



Fortis Hospital, NOIDA



Fortis Ft. Lt. Rajan Dhall Hospital, Vasant Kunj, New Delhi



Fortis Hospital, Kalyan



SL Raheja Hospital, Mahim - A Fortis Associate



Fortis Hospital, Mohali



Fortis Escorts Hospital, Jaipur



Fortis Escorts Hospital, Amritsar



Fortis Hospital, Ludhiana



Fortis Hospitals, Bengaluru

Congratulations!



Kevin K Jestine, Baby of Cibil Tom
- Fortis C-DOC



Baby of Ms. Banita Devi
- Mohali



Baby of Javed Ahmed
- Jaipur



Baby of Shivaji Yadav
- Kalyan



Baby of Mala C
- BG Road



Baby of Dr. Venkatesh S D,
- BG Road



Baby of Kanchan Jethwani
- BG Road



Baby of Jayashree Gowda K
- BG Road



Baby of Dr. Charitra Kulkarni,
- BG Road



Vishwash Agrawal
- Corporate Office, Gurugram

PLEASE NOTE

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