

# THE FORTISIAN

HAPPENINGS IN THE WORLD OF FORTIS



Fortis Memorial Research Institute, Gurugram



Fortis Escorts Heart Institute, Okhla Road, New Delhi



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



Fortis Hospital, Shalimar Bagh, New Delhi



Fortis Hospital, Noida



Fortis Escorts Hospital, Faridabad



Fortis Hospital, Mulund



Hiranandani Hospital, Vashi-A Fortis Network Hospital

## CELEBRATING DOCTOR'S DAY

for more pictures...  
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SL Raheja Hospital, Mahim-A Fortis Associate



Fortis Hospital, BG Road, Bengaluru



Fortis Hospital, CG Road, Bengaluru



Fortis Hospital, Nagarbhavi, Bengaluru



Fortis Hospital, Rajajinagar, Bengaluru



Fortis Malar Hospital, Chennai



Fortis Hospital, Mohali



Fortis Escorts Hospital, Amritsar



Fortis Hospital, Ludhiana



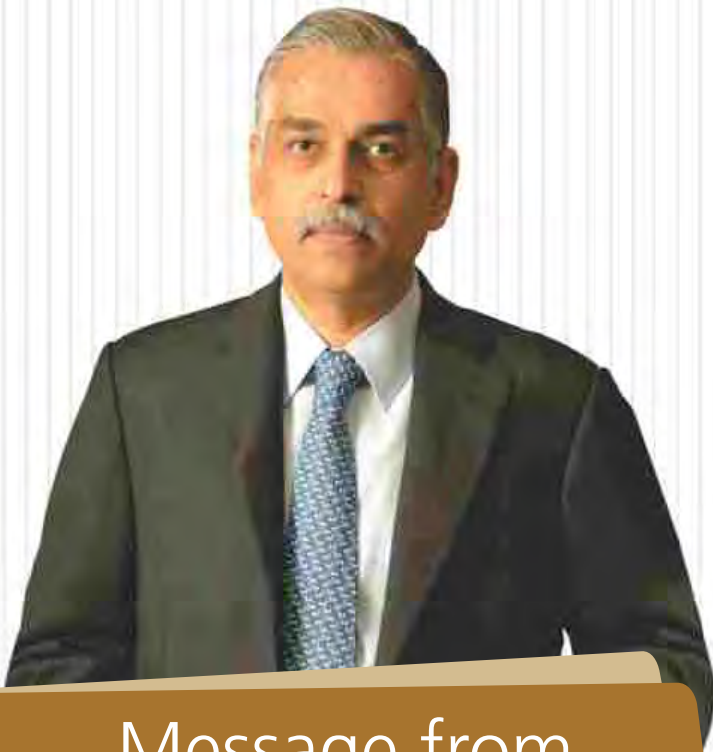
Fortis Escorts Hospital, Jaipur



Fortis Hospital, Anandapur, Kolkata



Fortis La Femme, Greater Kailash-II, New Delhi



## Message from the MD & CEO

*Dear Colleagues,*

Warmest greetings on the festive season. It gives me great pleasure to connect with you through yet another issue of The Fortisian, our e-magazine.

At the very outset, I would like to congratulate Fortis Memorial Research Institute, Gurugram, our flagship facility, for recently receiving the Joint Commission International (JCI) accreditation. Fortis Mohali, too, has received the JCI re-accreditation recently and with this, we now have five JCI accredited hospitals in the Fortis network. Several other hospitals have won National Accreditation Board for Hospitals & Healthcare Providers (NABH) accreditations and Nursing Excellence certifications. Recognitions such as these underscore the high quality of care delivered by these hospitals and by extension, the entire organisation.

Over the last couple of months, we have invested a lot of time in re-organising the operational structure of our organisation, making it more robust and unleashing its full potential. During my travels to various units, I have noticed how these incremental efforts have begun bearing fruit and I hope that we will receive your fullest cooperation in making things work, as we go forward.

Friends, as we go about rejuvenating and strengthening the organisation by making strategic investments in further enhancing our infrastructure and capabilities, I urge you to keep a sharp focus on raising our standards of care delivery and improving patient satisfaction. All of us must remember at all times that patients are the reason of our existence and we must ensure that they leave our premises with endearing and enduring memories.

Wish you all the best.

Warm regards,

**Dr A. Raghuvanshi**

MD & CEO

## New Beginnings & Launches

### Fortis Memorial Research Institute, Gurugram, receives Joint Commission International accreditation



Team FMRI with JCI auditors

Fortis Memorial Research Institute (FMRI), Gurugram, has earned Joint Commission International's (JCI) Gold Seal of Approval(r) for Hospital Accreditation by demonstrating continuous compliance with its internationally-recognised standards. FMRI underwent a rigorous on-site survey. During the survey, a team of Joint Commission International expert surveyors evaluated compliance with hospital standards related to a variety of areas, including the International Patient Safety Goals, patient assessment and care, anaesthesia and surgical care, medication management, patient and family education, quality improvement, infection prevention and control, governance and leadership, facility management, staff qualifications and education, and information management.

Established in 1997, JCI is one of the most prestigious certifications worldwide with the mission of helping improve the quality of patient care. FMRI is delighted to receive accreditation of the premier healthcare quality improvement and accrediting body in the world.

### Fortis Hospital, Noida, releases 'I am there to help you,' a guidebook for nurses



Mr Hardeep Singh, Zonal Director, Dr Shalini Bhalla, Head – Medical Services, Ms Mary Panoose, Chief of Nursing, Dr Raveent Kaur, Head, SRL Lab and Dr Arnab Das, Consultant, Dept of Neuro Anaesthesia, Fortis Hospital, Noida along with the Nursing Education team at the book release event



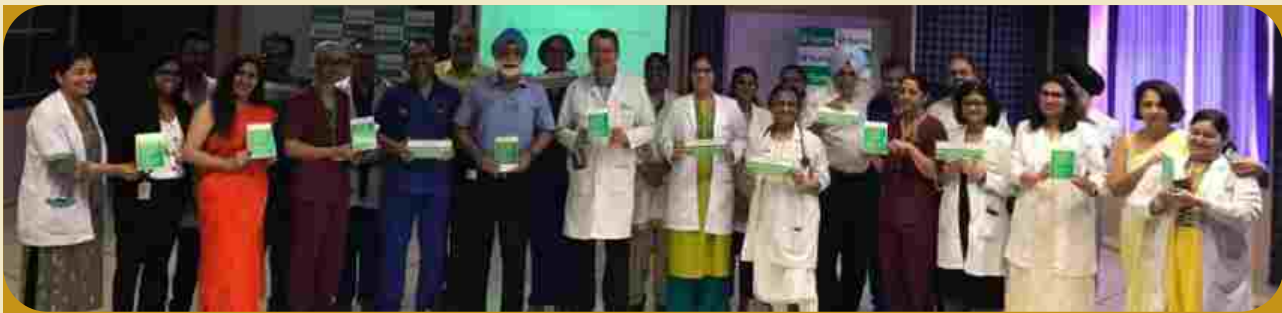
Mr Hardeep Singh, Zonal Director, Fortis Hospital, Noida at the lamp lighting ceremony

Fortis Hospital, Noida, launched a guidebook for the new nurses joining the hospital. The guidebook, titled 'I am there to help you,' focuses on developing nursing staff by enhancing essential knowledge and practical understanding of the calling. The booklet was prepared by the Nursing Education Team at Fortis Noida and contains answers to frequently encountered questions asked by newly inducted nurses.

Mr Hardeep Singh, Zonal Director, Fortis Hospital, Noida, released the guidebook at a ceremony by lighting a lamp in presence of Dr Shalini Bhalla, Head, Medical Services and Ms Mary Panoose, Chief of Nursing. Dr Raveent Kaur, Head, SRL Lab and Dr Arnab Das, Consultant, Department of Neuro Anaesthesia, Fortis Hospital, Noida, graced the occasion.



## Fortis Hospital, Mohali, launches Drug Information Centre to achieve medication safety goals



Team Mohali at the launch of the Drug Information Centre

Fortis Hospital, Mohali, launched a hospital-based Drug Information Centre to achieve medication safety goals for better patient care. The initiative is a brainchild of Dr Shivani Juneja, Attending Consultant - Clinical Pharmacology Department and her team. The centre was inaugurated by Mr Ashish Bhatia, Chief Operating Officer, in the presence of Dr Gurbir Singh, Director, Medical Operations, MSOG, Mr Abhijit Singh, Zonal Director, WgCdr (Dr) GBS Kang, Medical Director, Dr A. K. Mandal, Director - Pulmonology, Critical Care & Sleep Apnea and Dr Arvind Sahni, Director, Gastro & Hepatobiliary Sciences, along with other unit heads and their teams.

## Milestones

### Young heart transplant recipient visits Fortis Mulund to celebrate 1st anniversary of life-changing surgery



(L) Dr Dhananjay Malankar, Consultant, Pediatric Cardiothoracic Surgery, (C) Dr Anvay Mulay Director-Cardiac Surgery & Transplant (Adult & Paediatric), with recipients Dhanashree & Suhana, Dr S Narayani, Zonal Director, Fortis Hospital, Mulund and the members of The Federation of Organ & Body Donation, Jalna Div



(L-R) Suhana Sheikh, Dhanashree and Dr Anvay Mulay celebrate Dhanashree's 1st year milestone

Fortis Hospital, Mulund, had a curious little visitor recently. Dhanashree Mujmule, along with her father, travelled all the way from Jalna, Maharashtra, to Fortis Mulund to celebrate one year of Dhanashree's heart transplant at the hospital. The father-daughter duo met Dr Anvay Mulay, Director-Cardiac Surgery & Transplant (Adult & Paediatric), and the team, who joined in at the cake cutting ceremony. Dhanashree had undergone the life-saving transplant on June 22, 2018. She is one of the youngest patients to have undergone a heart transplant at the hospital, at the age of 3.5 years. They were joined by the adult and paediatric cardiac teams and Ms Suhana Sheikh, another heart recipient, who continues to follow her passion for dance.

## Fortis Hospital and Kidney Institute, Kolkata, celebrates 20th Foundation Day



20 Years Anniversary celebration



Literature distribution



20 Years Anniversary Team



OPD-IPD Area Decked-Up





Street Drama- FHKI Gate

Fortis Hospital and Kidney Institute (FHKI), Kolkata, celebrated its 20th Foundation Day on July 3, 2019. FHKI had commenced operations in 1999, offering specialised care in Urology, Nephrology and Minimal Access Surgery (MAS) catering to people of Kolkata and Eastern India. Several activities, including health check-up camp and street plays were organised as part of the Foundation Day celebration.

A vehicle carrying large models of kidneys along with messages to spread kidney health awareness went around the streets of Kolkata. Details of the celebration were aired on Ishq Radio FM.

## SL Raheja Hospital, Mahim – A Fortis Associate, receives NABH accreditation for Institutional Ethics Committee



(L-R) Ms. Rupali Shewale, Head-Quality, Mr. Suhas Shinde, Clinical Research Coordinator, Dr. Hiren Ambegaokar, CEO, Dr. MS. Kamath, Chairperson, Dr. Anita Borges, Member Secretary, Dr Sucheta Banerjee Kurundkar, Assessor, Prof. Bikash Medhi, Assessor, Ms. Shweta Pandey, Ethics Committee Coordinator, Dr. Shanthi Radhakrishnan, Medical Superintendent

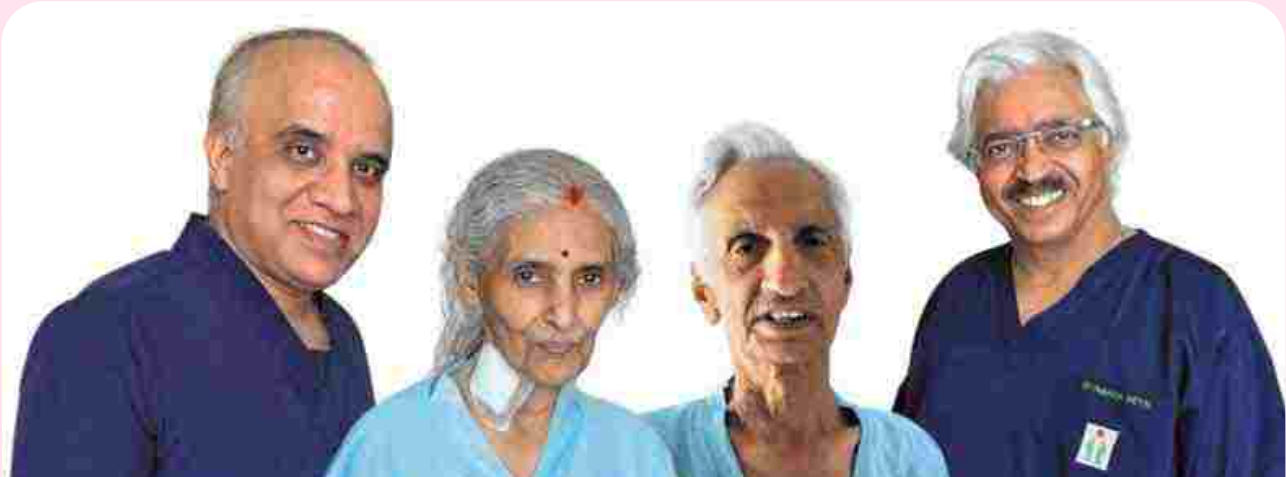
SL Raheja Hospital, Mahim-A Fortis Associate recently received the prestigious NABH accreditation for its 'Institutional Ethics Committee'.

The process of accreditation commenced with revision and refining of SOP's, team discussions, brainstorming and Good Clinical Practices (GCP) trainings. Ethics Committee members were actively involved during the assessment. Clinicians and students associated with the committee have been conducting studies and research mainly in the field of Diabetes and Oncology. The Ethics Committee comprises a eleven member from diverse backgrounds, who review the research study scientifically and ethically.

The current members of the Ethics Committee are Dr Manohar S Kamath, Chairman; Dr Anita M Borges, Head-Histopathology; Dr Shanti Radhakrishnan, Medical Superintendent; Ms V Venkatesh, Country Head; Dr Daniel Joseph, Professor, KEM Hospital, Mumbai; Dr P Jagannath, Oncosurgeon; Dr Anil Bhoraskar, Senior Consultant Diabetology; Prof M Mariappan, TISS, Mumbai; Dr B B Singh, Legal Expert; Dr Y D Venkatesh, Principal, St. Xaveir's Institute, Mumbai and Dr Amit Mutha. Ms Shweta Pandey is Ethics Committee Coordinator and Mr Suhas Shinde is Clinical Research Coordinator of Ethics Committee.

## Clinical Excellence

### Doctors at Fortis Escorts, New Delhi, replace failed surgical heart valves with 'Valve-in-Valve' (Transcatheter Mitral Valve Replacement)



Dr Ashok Seth, Chairman – Fortis Heart Institute, New Delhi, and Head, Cardiology Council of Fortis Group of Hospitals and Dr Vijay Kumar, Principal Consultant & Head of TAVR Programme & Valve Clinic, with the two patients who had 'valve-in-valve' TMVR for their failed surgical valves

A team of doctors led by Dr Ashok Seth, Chairman - Fortis Escorts Heart Institute, New Delhi and Head, Cardiology Council of Fortis Group of Hospitals, and Dr Vijay Kumar, Principal Consultant & Head of TAVR Programme & Valve Clinic working together with the Heart Team consisting of Cardiac Anesthetist Dr Ashutosh Sharma, Echo specialist Dr Sameer Shrivastava & team, CT Imaging specialists Dr Mona Bhatia and Dr Poonam Khurana with the support of Cardiac Surgical team, performed the rare, non-surgical catheter based Transcatheter Mitral Valve Replacement (TMVR) procedure on 2-patients a male and a female, both aged 69 years. Both of them had undergone open heart valve replacement surgery some years ago and their old valves had degenerated over time. As the patients were too ill to undergo an open heart re-do surgery, the doctors used the new 'valve-in-valve' procedure to replace the faulty heart valves only a handful of these procedures have been done in Asia Pacific.

Transcatheter 'valve-in-valve' therapy is a new leap in the field of valve replacement procedures. Surgically replaced valves have limited durability and replacement is required once they fail. Re-do surgery was the only answer till a few years back. Now, a valve can be implanted easily with a catheter-based technique, within the old valve. Earlier the procedure used to be possible with aortic valve but more recently with expertise and device iterations the transcatheter technique can be used to replace diseased surgical mitral valves also.

The 69-year-old lady had Rheumatic Heart Disease since her younger days. Balloon Mitral Valvotomy (a temporary method) was done for the diseased valve several years ago. As the valve gave her a problem, she underwent Mitral Valve Replacement through open heart surgery in 2010. She had no problems for eight years and then again started having symptoms similar to the past. The valve had degenerated and the surgically replaced valve was leaking badly. The lady went into heart failure and could not make a few yards and became cachectic.

The patient was very frail, weighing just 38 kilograms and was a high risk for re-do surgery. She got admitted with heart failure symptoms and was taken up for catheter based mitral valve replacement after some imaging studies were done to assess the valve size. She got her new valve implanted by the non-surgical procedure which was completed in 40-minutes. She had no surgical cut or scar and was walking in the ward within 24-hours with resolution of heart failure and ready for discharge after 48-hours.

A similar story is that of the 69-year-old male patient who had his first valve surgery in 2010. The valve became non-functional by 2018 and started leaking badly. He was unfit for surgery again. The patient underwent a successful Mitral Valve Replacement procedure with the same catheter-based 'valve-in-valve' procedure.

The procedures were performed at Fortis Escorts Heart Institute, New Delhi, under the leadership of Dr Ashok Seth and his partner Dr Vijay Kumar and the excellent Heart Team working together consisting of echo and imaging specialists and anesthetists.

# Special Feature

Doctors' Day was celebrated with great fanfare across Fortis



Fortis Memorial Research Institute, Gurugram



Fortis Escorts Heart Institute, New Delhi



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



Fortis Hospital, Shalimar Bagh, New Delhi





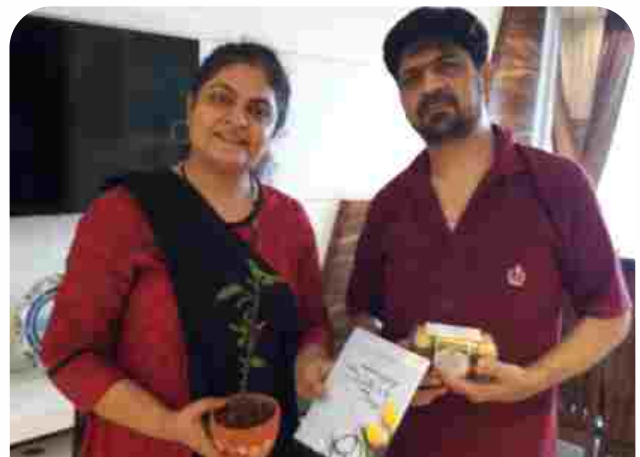
Fortis Hospital, Noida



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Fortis Hospital, Rajajinagar, Bengaluru





Fortis Malar Hospital, Chennai



Fortis La Femme, Greater Kailash, New Delhi



Fortis Hospital, Mohali



Fortis Escorts Hospital, Amritsar



Fortis Hospital, Ludhiana



Fortis Hospital, Anandapur, Kolkata



Fortis Escorts Hospital, Jaipur



# Events

## Fortis Hospitals, Bengaluru, provides medical support for TCS World 10K run



Ambulance support at TCS10K



Medical team at TCS10K 01



Medical team at TCS10K



Medical team at TCS10K



Medical team helping runners

In continuation of its support to the TCS World 10K Run for the ninth consecutive year, the Fortis Hospitals, Bengaluru, had stationed over 220 designated medical professionals en route of the run with one medical base camp and two medical stations. With more than 24,000 participants, the preparations were aimed to provide seamless and instant medical aid at all times during the prestigious run. 59 athletes approached the Fortis base camps and the medical stations, seeking help for various ailments.

Most runners were treated for minor dressings, cramps, sprains, muscle pulls, breathing difficulties, dehydration and hypoglycemia. Most of them were kept under observation for 15-20 minutes. Two patients were shifted to Fortis Hospital, Cunningham Road, and treated in emergency. The patients were discharged after they stabilised.

## Fortis Noida celebrates Mother's Day with ramp walk for would-be moms



Dr Anjana Singh, Head and Senior Consultant, Dept of Obs and Gynae, Fortis Hospital, Noida, walking the ramp with expectant mothers



Dr Manisha Saxena, Consultant, Dept of Obs and Gynae, Fortis Hospital, Noida, walking the ramp with expectant mothers



Dr Aradhana Singh, Consultant, Dept of Obs and Gynae, Fortis Hospital, Noida walking the ramp with expectant mothers



Would-be mothers and doctors of Fortis Hospital Noida cutting a cake on the occasion of Mother's Day

In a special initiative to celebrate the spirit of motherhood, Fortis Hospital, Noida, organised a ramp walk which witnessed participation from would-be moms all across Delhi-NCR. The participants came together to cherish the most exciting part of a woman's life, "Motherhood". Dr Mahima Bakshi a renowned celebrity and a fitness and beauty consultant as well as an international model who has acted in Bollywood films, television shows and TV commercials, graced the occasion. She is also the author of the book, 'Birthing Naturally'.

Other highlights of the event included interactive sessions with gynaecologists where dos and don'ts of pregnancy along with having good mental health during pregnancy were discussed.

## Fortis Mulund hosts workshop on 'Neonatal and Paediatric Critical Care Nursing'



Faculty members and the participants on Day 2 of the workshop





Speakers at various workstations (L-R) Dr Savita K (Sion Hospital), Dr Sushma Save (Nair Hospital), Dr Neil Castellino (Surya Hospital), Dr Soumya Tambi (Hinduja Hospital), Dr Amish Vora (SRCC), Dr Sameer Sadawarte (Fortis Mulund), Dr Parmanand (Jupiter Hospital), Dr Bal Mukund (Ashvini Hospital), Dr Minaj Shaikh (Lilavati Hospital), Dr Jesal Sheth (Fortis Mulund) and Ms Anjali Otiv (JJ Hospital)

Fortis Hospital, Mulund, hosted a workshop on 'Neonatal and Paediatric Critical Care Nursing' under the guidance of Dr Jesal Sheth, Consultant Pediatrician, Intensivist and Neonatologist, along with Dr Sameer Sadawarte, Senior Consultant Neonatologist and Paediatric Intensivist. The two-day workshop saw an overwhelming participation of over 180 nurses from across Maharashtra.

The workshop comprised of interactive discussions and simulation exercises with a focus on critical topics such as nursing a haemodynamically unstable child, Neonatal Resuscitation Program (NRP), High Frequency Oscillatory Ventilation (HFOV), preparing for a preterm delivery, counselling on lactation, transportation of a neonate, approach to respiratory distress in a preterm, drug calculations and compatibility, infection control, and care of a ventilated baby among others. Several eminent doctors from other hospitals participated as speakers. The event was highly appreciated by all the participants.

## Annual Cystic Fibrosis Meet held at Fortis Memorial, Gurugram



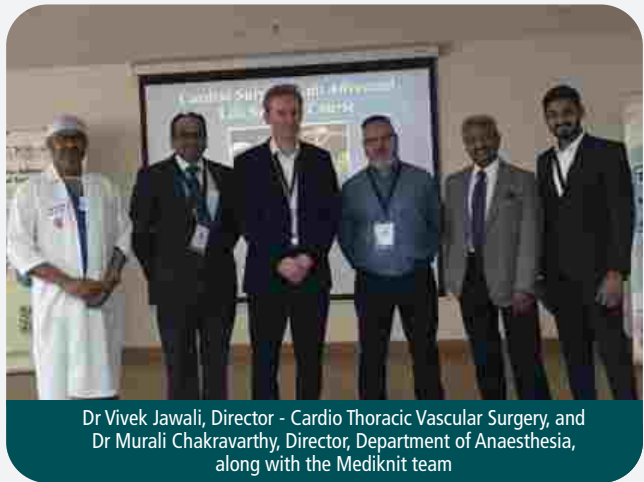
The participants at the annual Cystic Fibrosis meet

The Division of Paediatric Pulmonology, Fortis Memorial Research Institute, Gurugram, organised the '7th Annual Cystic Fibrosis Meet' recently. Over 50 patients and their parents from across the country participated in the event. They were given free consults, vaccines and investigations in the backdrop of games, fun and frolic. Cystic Fibrosis is a rare genetic disorder which involves the lungs, gastrointestinal tract, pancreas and other tubular structures. It is a life limiting condition, with the lifespan being approximately 30 – 35 years at the best of centres. The aim of the annual event was to review the patients' clinical condition once a year, check their compliance with treatment and form a support group whilst giving a psychological boost to these beautiful children as well as their brave parents. It was a huge success and was well appreciated by the participants.

## 25 participants from across India attend Cardiac Advance Life Support (CALs) training held at Fortis BG Road, Bengaluru



Dr Vivek Jawali, Director - Cardio Thoracic Vascular Surgery, with other participants at the session



Dr Vivek Jawali, Director - Cardio Thoracic Vascular Surgery, and Dr Murali Chakravarthy, Director, Department of Anaesthesia, along with the Mediknit team

Fortis Hospital, BG Road, Bengaluru, recently conducted Karnataka's first Cardiac Advance Life Support (CALs) programme. The two-day session was designed with a series of protocols to equip participants with the skills required to manage critically ill cardiac surgery patients and patients who suffer cardiac arrests. The session was conducted by Fortis Academy of Medical Education (FAME) in association with Mediknit (an independent, global professional medical education platform, designed, developed and delivered by HealthConnect Digital.). 25 participants from across India benefited from the programme. The initiative was run under the supervision of Dr Vivek Jawali, Director - Cardio Thoracic Vascular Surgery, and Dr Murali Chakravarthy, Director, Department of Anaesthesia.

## 5100 students from 307 schools take part in Summer Internship - A Fortis School Mental Health initiative



The Psychology Summer Internship 2019 for school students as a part of the Fortis School Mental Health Program under the aegis of Dr. Samir Parikh commenced on 13th May and concluded on 29th June after 7 enriching weeks of learning and fun. The internship was held at Fortis facilities across Delhi NCR, Jaipur, Chennai, Mumbai, Bangalore, Mohali, Ludhiana and Kolkata.

We received participation from over 5100 students from 307 schools across the country for this initiative which aims at building the knowledge base of young minds and encouraging them to have positive conversations around mental health. The six-day program included an orientation to clinical disorders, psychological interviewing, introduction to health psychology, applied fields of psychology and an experiential understanding of the self through an art based activity.

"Get your Act Together" a one act play initiative led by Dr Sanjay Garg was conducted with 20 schools from Kolkata as a part of the Summer Internship.



## Fortis Anandapur, Kolkata, organises 'Get Your Act Together,' a one-act play competition for school kids as part of Fortis School Mental Health initiative



The winning teams with Dr Samir Parikh, Director of the Department of Mental Health and Behavioral Sciences, Fortis Healthcare, Dr Sanjay Garg, Consultant Psychiatrist, Fortis Hospital, Anandapur, Mr Gurvinder Singh, Facility Direct, Fortis Hospital & Kidney Institute, Kolkata, Mr S.A. Rashid, Head HR, Fortis Anandapur, and Ms Purbita Bagchi, Chief Guest and Principal, Loreto Day, Bowbazar, Kolkata

More than 500 children from 24 schools in Kolkata were part of 'The Psychology Summer Internship 2019' organised by the Department of Mental Health and Behavioural Sciences, Fortis Healthcare. The internship, which was a pan-India initiative, was attended by 5,100 students from 307 schools across India.

In Kolkata, the students participated in "Get your Act Together," a one-act play competition at Kala Mandir. Conceptualised by Dr Sanjay Garg, Consultant Psychiatrist, Fortis Hospital, Anandapur, the competition aimed at encouraging children to participate in mental health awareness and help reduce stigma in the society.

Dr Samir Parikh, Director, Department of Mental Health and Behavioural Sciences, Fortis Healthcare, spoke about the Fortis School Mental Health programme and its various initiatives, inviting schools to join hands with Fortis Healthcare to make an impact on mental health in our society.

The winners of the competition were Laxmipat Singhanian Academy, followed by Bhavans Gangabux Kanoria Vidyamandir and La Martiniere for Girls. The chief guest of this event was Ms Purbita Bagchi, Principal, Loreto Day, Bowbazar, Kolkata.

## Doctors from Fortis Memorial, Gurugram, conduct 'Anaemia-free Gorakhpur and Blood Cancer Awareness Campaign'



Standing front row (L-R)- Dr Vikas Dua, Dr Mansi Sachdev, Dr Rahul Bhargava and Dr Anjali Pandit  
 Standing rear row (L-R)- Dr Chintan Vyas, Dr Sachin Jain, Dr Santosh Rant and Dr Aniruddha Dayama

A team of doctors under the leadership of Dr Rahul Bhargava, Director and HOD, Blood Disorder Clinic and Bone Marrow Transplant Unit, Fortis Memorial Research Institute (FMRI), Gurugram, has launched a campaign in Gorakhpur, Uttar Pradesh. The campaign aims to eradicate Anaemia from Gorakhpur while also build Blood Cancer Awareness. The campaign is being conducted with the help of the City Hospital, Poddar Hospital and SP City. More than 300 participants attended the launch activity.

## 'Art of Hindi Language' workshop organised at Fortis Hospital, Shalimar Bagh, New Delhi



Participants with Mr. Mahipal Singh Bhanot, Zonal Director and Ms. Girja Sharma (CON-FHSB)



Participants sharing their learnings in a Learning Forum

Fortis Hospital, Shalimar Bagh, New Delhi, recently organised an 'Art of Hindi Language' training programme for new nurses. The training intervention spanning over 15 days with daily classes, aimed to enhance essential skills needed by our nurses to communicate confidently and effectively in Hindi in a broad range of work situations. The curriculum of the beginner level programme entailed building of basic Hindi vocabulary, structure, grammar through familiarisation with Hindi alphabet, parts of speech, simple vocabulary, words, phrases and practical expressions. The practice based language development programme focussed on understanding the language concepts and their application through exercises and assignments.

### Leader Speak:

*Mr Mahipal Singh Bhanot (Zonal Director): It is extremely important to make the patient comfortable, gauge the language preference and*

*communicating in a simple and clear manner. Such programs help in building proficiency in the local language & build a connect with patients.*

*Ms. Girja Sharma (Chief of Nursing-FHSB): Participants must ensure continued learning, which will augment their language proficiency and help converse fluently in Hindi. It is being observed that the nurses who have attended this programme are now able to communicate with patients in basic Hindi, and resolve their queries.*



## 16 paramedics graduate after successfully completing course at Fortis BG Road, Bengaluru



The graduates at the convocation

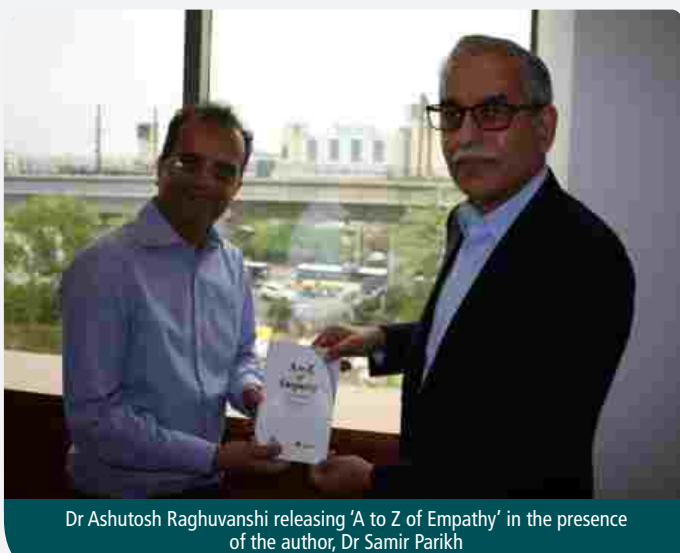


Dr Murali Chakravarthy, Director, Department of Anaesthesia, giving away an award

Fortis Hospital, Bannerghatta Road, Bengaluru, recently organised a convocation ceremony for 16 paramedical graduate students who completed their course in OT Technology, Perfusion Technology or Cardiac Care Technology. Dr Murali Chakravarthy, Director, Department of Anaesthesia, was the Chief Guest at the event.

Several other senior doctors and staff members attended the ceremony. The students were awarded certificates marking the successful completion of their course.

## Dr Ashutosh Raghuvanshi releases 'A to Z of Empathy' authored by Dr Samir Parikh



Dr Ashutosh Raghuvanshi releasing 'A to Z of Empathy' in the presence of the author, Dr Samir Parikh

We're proud to announce the book release of 'A to Z of Empathy,' written by Dr. Samir Parikh along with Kamna Chhibber, Divya Jain and Mimansa Singh from the Department of Mental Health and Behavioural Sciences.

This self-help book describes the 26 key skills and elements essential to be empathetic and understanding, in a simple, easy to grasp manner.

'A to Z of Empathy' is available on Amazon: [https://www.amazon.in/Z-Empathy-Dr-Samir-Parikh-ebook/dp/B07T71CQJH/ref=sr\\_1\\_1?qid=1561380798&refinements=p\\_27%3ADivya+Jain&s=books&sr=1-1](https://www.amazon.in/Z-Empathy-Dr-Samir-Parikh-ebook/dp/B07T71CQJH/ref=sr_1_1?qid=1561380798&refinements=p_27%3ADivya+Jain&s=books&sr=1-1)

The book was launched by Dr. Ashutosh Raghuvanshi on 24th June, 2019.

## Fortis Mohali launches 'Safe Medication' initiative to prevent intravenous medication errors



Glimpses of the medication bay inauguration ceremony by Mr Ashish Bhatia, Chief Operating Officer

Fortis Hospital, Mohali, has launched a 'Safe Medication' initiative to prevent intravenous medication (IVM) related errors, which pose great risk to patients. The initiative has been launched by the Medical Intensive Care Unit (MICU) Team under the guidance of Dr Amit Mandal, Director-Pulmonology, Critical Care & Sleep Medicine, and Dr Arun Sharma, Additional Director-Critical Care, along with Clinical Pharmacists Mr Ashwani and Mr Kulbeer. The initiative is being aptly supported by Ms Meenu, Physician Assistant, Mr Vijay, Technical Support, and the entire MICU nursing staff.

The medication bay was inaugurated by Mr Ashish Bhatia, Chief Operating Officer. Mr Abhijit Singh, Zonal Director and Dr GBS Kang, Medical Director, graced the occasion. Mr Bhatia complimented the MICU Team for the excellent initiative. He felt that the project has a huge potential for replication in other areas of the hospital.

## Conversation

**Meet Dr. Bimlesh Dhar Pandey,**  
 Senior Consultant, Dept of  
 Rheumatology, Fortis Hospital,  
 Noida, who is also a singer



### When did you start singing?

I began at the age of 7. My father had a gramophone on which he used to play old Hindi songs and I loved to listen to

those songs. Over time, I developed a keen interest in singing. My journey with music had begun!



### Did you continue to sing after your college?

I took formal training in playing tabla and flute, and started playing both these instruments in my school and college festivals. I used to sing for All India Radio when I was in class five. I was a regular singer at my MBBS college festivals.

### Which type of singing do you follow?

I love ghazal, classical and old Bollywood songs. In my leisure time, I love listen to Lata Mangeshkar and Pandit Jasraj.

### What do you think has been your greatest takeaway from singing?

Music makes me relax from my busy daily schedule. It also

allows me to express myself better, and even helps in day-to-day communication.

### When do you practice and how do you make time to follow your passion?

It is tough for me to find time to practice every day. But I practice while driving from home to work or vice-versa in my car while listening to my favourite songs.

### Anything that you would like to share with our readers?

I believe, music is to be followed with love and heart. You have to devote yourself to music totally to understand the depth of it so that you can make a beautiful sangam.

## Conversation

### Meet Ms Shanthi Glory, Nurse In-charge, General Ward, Fortis Hospital, BG Road, Bengaluru



### When did you join Fortis and how has your experience been?

I worked as a staff nurse in the dialysis unit with Fortis from August 2006 to August 2015. Then I moved abroad for two years. I rejoined Fortis in January 2018 as second line in-charge and was then promoted as in-charge.

It has been a wonderful journey with Fortis. Fortis gave me the opportunity to learn in a new environment, work with the latest equipment, understand the concept of patient satisfaction and the importance of infection control protocols. I learnt how to solve problems, handle irate patients and improve inter department coordination.

Fortis gave me the experience of participating in JCI & NABH

accreditation process. I gained confidence by interaction with auditors from NABH. Fortis has given me immense knowledge and confidence to handle any situation.

### Who inspired you to be a nurse?

My aunt is a nurse and she inspired me. The uniform of a nurse fascinated me since childhood. My parents have inspired me to serve the people who are suffering and help those who are in need.

### What do you like about Fortis?

The environment and my colleagues!!! My managers have helped me learn and grow. They continue to motivate me. I love the culture.

### Any memorable moment with Fortis that you would like to cherish?

2011 was an unforgettable year, as I was awarded with the WIN NURSE title!!! I had received the award from Mr Ashish Bhatia.

I still remember the day I saved 3 patients who had a reaction due to arrow water dilution during dialysis. We

could rectify and shift the patients to ICU and saved all of them.

Even though it was a new experience for me to work in the ward, I received a mention in the Wall of Fame with a lot of positive feedback from patients. On Nurses' Day this year, I was recognized as Ms. Sunshine, which was also a very proud moment for me!

## Wall of Fame



### Fortis Hospital, Noida

My mother admitted on 3rd June and she is 95-year-old and was not ready to come from her home town for the treatment and we were not expecting that will take out mother back to her native place because she was in poor condition. All was impossible which has converted into possible because of Neurology Team and Nursing Staff. My mother is feeling good and in recovering condition and wanted to stay some more days in hospital. Patient which was not ready to come for the treatment, now she is not ready to take discharge. Credit goes to the Hospital.

**Appreciated by : Pt. Bhagwan Devi and her son**  
**Appreciation for : Medical & Nursing Team**



Ms. Bhagwan Devi

### Fortis Memorial Research Institute, Gurugram

I would like to share feedback of one of your Fortis employees who sits in the billing section, Mr. Kashish who has helped us a lot in getting the refund of our balance amount. Would like to quickly share the background of the instance for your understanding and appreciation.

My father had undergone a surgery in Fortis Hospital on 18th June and the billing was to be settled through Medclaim insurance. Due to some reason, the Medclaim approval came for lesser amount than the total expenditure however, upon discussion with the insurance company/ TPA, the approval for higher amount was agreed. Although, the same was supposed to come through proper process and would have taken more 3-4 hours. However, we paid the full outstanding amount as was reflecting in accounts department and got my father discharged. We requested the Fortis team to refund the balance amount after the additional approval and reimbursement from insurance company is received.

They were kind enough to agree to our request. This was on 20th June and the approval came on the same day by evening. I have been following up with Mr. Kashish from 20th June itself to check if the refund has been initiated by the finance team. Despite the fact that Mr. Kashish was on leave for 3-4 days he was in continuous touch with me and his accounts team and kept on updating me and giving me assurance that the amount will be refunded. Also, I feel could have been possible due to continuous follow up from Mr. Kashish. He has always attended to my calls and messages even when he was on his leave and kept me assured. Such employees are an asset to any organisation who knows how to handle customer grievance yet remain cool and did not let the customer loose his patience. Through this mail of mine, I would like



to thank Mr. Kashish for his efforts, persistence and follow up by going an extra mile even during his leave. Finally, we got the refund.

This exhibits Mr. Kashish sense of ownership towards his work, belongingness towards his organisation by ensuring smooth customer experience.

**Appreciated by :Mr Abhinav Sikri**

**Appreciation for :Mr Kashish (PCS – IPD)**

### Fortis Escorts Hospital, Faridabad

The nursing department is excellent whenever we need they are available to us. They are so caring and helpful and the most valuable thing is apart from such a high pressure of work load, on every face there is a smile and polite behavior makes the patient feel relax and homely. Really we all patient and the authorities should be thankful to nurses. Really, I Nikita, overwhelmed with your services and always remember you.



NDFD Nursing Staff

**Appreciated by : Mrs. Nikita Kathuria**

**Appreciated for : NDFD Nursing Staff**

### Fortis Malar Hospital, Chennai

I am very happy with the staff and sisters of NICU. Initially I was depressed and felt lonely at time, but the sisters taking care were very warm and cheerful and they always gave me a smile when I didn't have one. My first friend was Narmada sister, she was very friendly. I was sad that she wouldn't stay the night with Me., but to my surprise the night duty staff was even more cheerful. They would keep chatting, with patients and giggle and fight with each other, especially Smitha sister, she was very friendly. When I couldn't sleep at night, there would keep me entertained. My night duty sister – Leela sister was a very calm and kind person. She helped me out at night to turn me on my side because I couldn't move my limbs.



Dr. Ramya



Narmada



Leela



Deepika



Maria, Bhuvana & Smitha

Soon I made many friends – Preethika sister, Bhuvana sister and my favourite nurse – Deepika sister. She was the sweetest and even made my hair and braided it in the morning, which made me feel happy.

My Doctor Dr Ramya was a very nice person she was always positive about my condition and her comments always made me feel like I would definitely get better as long as she thinks so. I would watch her at work – she is much focussed and at the same time cheerful and gives people hope with her charming smile. She inspires me. Lastly, dear Maria sister always gave me courage and talked me out of depression. She is a very bold and straight forward person who handles the Nursing station and difficult people and phone calls. She is also very approachable. Now, that my 5 day stay in the ICU is almost over, I will definitely miss all of them. They don't wish for me to come back to the ICU (which I don't too) so I have had them promise me to see me in my room.

**Appreciated by : Tanvi Saksena**

**Appreciated for : Narmada, Leela, Preethika, Bhuvana, Deepika, Maria Flora & Dr Ramya**

## Fortis Hospital, Mulund, Mumbai

I would like to share our experience during the recent admission for my wife, Bhavna Nair. She had to be admitted for her Heat & Lung transplant, which was a major procedure. This is the only institute carrying out the procedure in the Western part of India.

Our stay was basically in 3 parts:

Initial investigation phase

Operation and the subsequent post-operative care in ICU

Post-operative care in normal ward

We were extremely fortunate that there was no gap between our 1st phase (Initial investigation & the Transplant surgery). We were extremely fortunate that the matching Donor was available within our Hospital on the day of our scheduled discharge post the said 1st phase.

The total duration of our stay was around 45 days. We had overstayed, as my wife was extremely weak prior to the Surgery & thus needed additional 10 to 12 days before the Doctors could allow us to return back.



Fortis Hospital, Mulund

Bhavna is now free from all her previous issues, where she was fully dependent on Oxygen (8/ 9 litres in bed-ridden condition). She is now able to move/ walk around/ climb stairs and leads a very normal life. Her strength is slowly, but steadily regaining. She continues to be nauseatic at times, which was expected. However, she enjoys an overall active and fun-filled life with minimum restrictions.

We are deeply grateful to the extremely talented group of Doctors. We have found them to be extremely methodical in their approach. There is a wonderful system in place, which ensures that the requirements of the patients are fully taken care of. The support Team of Nurses/ different medical investigation teams/ Floor Managers, are extremely efficient and supportive. We hope that many more who are suffering from the serious ailments, avails the advantage of the great care and the wonderful ecosystem at Fortis

**Appreciated by: :Anand Nair, patient's husband**

**Appreciated for: The entire Team at Fortis Hospital, Mulund**

## Fortis Hospital, CG Road, Bengaluru

I, the undersigned would like to bring the following few lines for your kind information and submission please.

Sir, I was admitted in your hospital, due to heart related disease for few days. During my treatment and stay, I felt very happy. I like to acknowledge your services as specially Dr Gopi and his team was fantastic. I am nearing 64 years, at this age, it will very difficult to care myself, or anyone at the age, but the Dr and the nursing staff, the way they cooperated and supported me was very well, their compassionate was recalled my childhood, as my mother caring me when I was young.

Each and every nurses' face, I can see my mother's face, so whole heartily, I convey my sincere thanks to each and every one who taken care and my second surprise that, the refreshment/ food which served by team members, Smt. Pinkey, Smt. Vidya and Shri Kannan was very good and special thanks to them as per my choice as well as diet food also. I acknowledge that no hospital can give such good service as per patient requirement.



So, I should see that, the above services I got because of the hospital and their administration are well knowledge and co-operative and very clinical in their area. Once again, I thankful to all,

Yours faithfully,  
R Rajasegaran

**Appreciated by : R Rajasegaran**

**Appreciated for :Sangeetha, Pinkey and entire team of the hospital**

### Fortis Malar Hospital, Chennai

I, Chandrakanth admitted for fracture in Malar Hospital, here the treatment and hospitality was nice, good and caring. The nurses who monitored me were very kind and patient in attending me whenever my attender was not available some-times. They were immediate and quick to respond. Kezia Nurse, Ancy Nurse was very friendly and answered all my doubts whenever I asked, Eshwari nurse during her night shift responded very well, during the morning shift other nurses Nancy, Elakkiya, Uma, Sreeshna, Velvizhi were very brisk and active in attending.

On the whole, a Big Kudos to Sony madam who let her team very well in an organized manner. Also fine work yard section In-charge Oorsiya. A Big Thanks to all ward-men, Ravi, Kannan, Muralidharan, etc. Last but not least, I felt a homely during my stay over here, A heart-felt thanks to Fortis Malar, Doctors team especially and all.

**Appreciated by : Chandrakanth**

**Appreciated for :Ward Nurses : Kezia, Ancy, Nancy, Elakkiya, Uma, Sreeshna & Velvizhi**

**Ward Secretary: Oorsiya, GDA: Ravi, Kannan & Muralidharan**



Elakiyamala



Velvizhi



Sony



Oorsiya



Kannan

### Fortis Hospital and Kidney Institute, Rash Behari Avenue, Gariahat, Kolkata

My experience had been splendid. Everyone had been found to be very cooperative and caring. My feedback regarding food had been taken care of during the stay and could taste the changes. From Nursing Bhagwati, Reshmi, Pran, Ramandeep & Sandeep had been very good. From Housekeeping, Pushpa was excellent and efficient in her duties.

**Appreciated by :Aniruddha Ghosh**

**Appreciated for:Nursing Team :Bhagwati, Reshmi, Pran, Ramandeep, Sandeep & Pushpa**



Fortis staff along with the patient

### Fortis Hospital, Ludhiana

I, Neeraj Sharma D/O Sh. Surinderpal Sharma would like to thank all for support of entire staff while our stay at hospital. I would like to pay special thanks to Dr Chander Mohan Mittal and Dr. Sandeep Chopra who were commendable with their job as our patient was quite apprehensive for the procedure but doctor cleared every doubt of our patient. With great patient care offered by sisters- Harmeet kaur, Sharon, Sukhwinder Kaur, Rajwant Kaur our patient recovered very well. I would like to mention special thanks to very positive and caring OT staff- OT assistant Gurpreet Kaur, sister Baljit, Ramesh and Mr Digendra Singh. Thank you for offering us help in our vulnerable times. Not least, I felt a homely during my stay over here, A heart-felt thanks to Fortis Malar, Doctors team especially and all.



Fortis Hospital, Ludhiana

**Appreciated by : Surinderpal Sharma**

**Appreciated for :Dr Chander Mohan Mittal, Dr Sandeep Chopra, SPICU & OT Staff**

### Fortis Hospital, Anandapur, Kolkata

Thank you for the services rendered to my wife for her treatment at Fortis Hospital Anandapur last week. Various staff members of your team have been helpful to us during the stay.

A very special word of thanks and gratification goes to Dr Bapi Singh heading the TPA Desk

**Appreciated by : Ms Basabi Acharya**

**Appreciated for :Dr Bapi Singh**

### Fortis JK Hospital, Udaipur

On 24th July 2019, we came to Fortis. And from Front Office, we got warm response and proper information. We were advised for CAG by doctor. After that we got full support from all the Staff, we never face any kind of problems. Angioplasty was also done immediately by Team of Doctors. Patient got proper care in CCU also, time to time tests were done and medicine were given.



Dr C.P. Purohit



Patient along with fortis

On 25th July, patient shifted to room and there also staff took day and night proper care. And Everything was on time -treatment, medicine, food, cleanliness. behaviour of everyone were really good. I am totally satisfied and give best wishes for more success of this hospital.

**Appreciated by : Mr Dashrath Sharma**

**Appreciated for :Dr C.P. Purohit**



## Awards & Accolades

### Fortis Noida receives NABH Ethics Committee accreditation



Members of the Ethics Committee



Mr. Hardeep Singh, Zonal Director, Fortis Hospital, Noida, Dr Mehar Kumar Bedi – Director Medical Operation – NCR Region II, Fortis Healthcare, Dr Shalini Bhalla – Head – Medical Services, Fortis Hospital, Noida, Ms Menka Verma – Senior Officer - Medical Admin and Member Secretary, Ethics Committee, Ms Shilpi Singh – Supervisor, Clinical Research Department and Ethics Committee Coordinator, and Ms Shweta Gupta – Assistant Clinical Research Coordinator, Clinical Research Department, with the certificate

Fortis Hospital, Noida, has been received the Ethics Committee accreditation from National Accreditation Board for Hospitals and Healthcare Providers (NABH). This accreditation is a validation of the standards being followed at Fortis Noida. The accreditation certificate is a motivation to improve the quality as well as the capability of the Ethics Committee, which has been registered to consider and conduct ethical research on new drugs trial.

### Dr Ashok Seth appointed President of Asia Pacific Society of Interventional Cardiology (APSIC)



Dr Ashok Seth, Chairman – Fortis Escorts Heart Institute, Okhla, New Delhi and Head, Cardiology Council of Fortis Group of (right) being honoured by an APSIC dignitary.

Dr Ashok Seth, Chairman – Fortis Escorts Heart Institute, Okhla, New Delhi and Head, Cardiology Council of Fortis Group of Hospitals has been appointed President of Asia Pacific Society of Interventional Cardiology (APSIC) for 3-years. The announcement was made at the prestigious AICT – ASIA PCR conference in Singapore recently.

## Fortis Hospital, Anandapur, Kolkata, bags 'Quality beyond Accreditation' award at AHPI Awards 2019



The Quality Team receiving the award from Mr Samir Singh, Zonal Director, Anandapur, FHKI and Raigarh, in the presence of leading doctors of the unit and Dr Arafat Faisal, Medical Superintendent, Anandapur, and nursing staff members

Fortis Hospital, Anandapur, Kolkata, has received the AHPI Award 2019 for 'Quality beyond Accreditation.' The award was presented at an event held in Delhi. The shortlisted hospitals were judged on key parameters, including clinical processes and outcomes, managerial processes and outcomes, periodic clinical audits across specialities and physician engagement in quality improvement activities, among others. Holding reputed accreditations like NABH, NABL, Nursing excellence certification and NABH Ethics Committee and certifications like Green OT, Pharmacie De Qualite also helped the hospital bag the coveted award.

## Dr Anil Heroor of Fortis Mulund receives 'Excellence in Surgical Oncology' award



Shailesh Lodha from 'Tarak Mehta Ka Ooltah Chashmah' handing the award to Dr Anil Heroor

Dr Anil Heroor, Senior Consultant, Surgical Oncology & HOD-Colorectal Surgery, Fortis Hospital, Mulund, was honoured with the 'Excellence in Surgical Oncology' award at the Times of India Health Excellence Awards 2018-19. Dr Heroor received the award from actor Shailesh Lodha of 'Tarak Mehta Ka Ooltah Chashmah,' a popular family Hindi television serial, in presence of stalwarts of CancerCare, Dr Suresh Advani & Dr Boman Dhabar.

## Dr Tapas Raychaudhury of Fortis Anandapur, Kolkata, receives 'Dedicated Physician Award' on Doctors' Day



Dr Tapas Raychaudhury receives the award from Ms. Mamata Banerjee

Dr Tapas Raychaudhury, Director, Department of Cardiac Sciences, Fortis Hospital, Anandapur, Kolkata, was honoured with the 'Dedicated Physician Award' by the Government of West Bengal at an event organised to mark Doctors' Day. The award was presented by Ms Mamata Banerjee, Chief Minister, West Bengal. Accepting the award, Dr Raychaudhury said, "This is probably the first time that the State Government has recognised the services of doctors from corporate hospitals at a state-organised event and it indeed holds a lot of importance for me. This is not only a recognition of the services that I have provided to the public all these years, but also for my humble efforts to the cause of organ donation and heart transplants in the State."

## Ms Divya Jain of Dept of Mental Health & Behavioral Sciences appointed to the Medical Commission of the Indian Olympic Association



Ms Divya Jain

We are pleased to share that Divya Jain, Sport and Counselling Psychologist, has been nominated as a member of the Medical Commission of the Indian Olympic Association. Divya is Head of Psychological Services for the Department of Mental Health and Behavioural Sciences.

The Fortis Sport Psychology Program, under the aegis of the Dr. Samir Parikh has been working with both elite as well as grassroots sports to enhance the mental conditioning and psychological well-being of athletes.



## Ms Sherin Chandy, Pain Management Nurse at Fortis Mulund, wins first prize at National Conference on Acute Pain Service



(L-R) Ms. Sherin Chandy receiving certificate from Dr Sunanda Gupta, HOD-Anaesthesiology, Geetanjali Medical University, Udaipur, Dr Anju Grewal, Professor of Anaesthesiology, Dayanand Medical College & Hospital, Ludhiana and Ms. Pushpa, HOD-Allied Health Sciences, Ganga Institute of Health Sciences, Coimbatore.



The certificate

Ms Sherin Chandy, Pain Management Nurse at Fortis Hospital, Mulund, has received the top honours for 'Best Poster Presentation' at a National Conference on Acute Pain Services CME organised by AORA 2019 and Ganga Institute of Health Sciences at Coimbatore, Tamil Nadu, recently.

The topic of her presentation was "Use of Patient Controlled Analgesia with Continuous Ambulatory Delivery Device for Relief of Pain in Sickle Cell Disease Crisis – A Qualitative Case Study".

The vaso-occlusive crisis, or Sickle Cell crisis, is a common painful complication of Sickle Cell Disease in adolescents and adults. Acute episodes of severe pain (crises) are the primary reason that these patients seek medical care in hospital's emergency departments.

Frequently, however, the pain is incompletely treated. The study described how the use of patient controlled analgesia helped in alleviating pain amongst patients suffering with Sickle Cell crisis.

# Photo feature

## Blood Donation Day observed at Pan Fortis



Fortis Escorts Heart Institute, New Delhi



Fortis Ft. Lt. Rajan Dhall Hospital, New Delhi



Fortis Hospital, Shalimar Bagh, New Delhi



Fortis Hospital, Noida



Fortis Escorts Hospital, Faridabad



Fortis Hospital, Mulund, Mumbai





Hiranandani Hospital, Vashi – A Fortis Network Hospital



SL Raheja Hospital, Mahim-A Fortis Associate



Fortis Malar Hospital, Chennai





Fortis Hospital, Mohali



Fortis Hospital, Mohali



Fortis Hospital, Ludhiana



Fortis Escorts Hospital, Jaipur

# Trivia

## Quiz:

June – July 2019



1. Which Fortis hospital has received the JCI Gold seal of approval for hospital accreditation by demonstrating continuous compliance with its internationally recognised standards?
2. Which Fortis hospital has released a guidebook, named, 'I am there to help you'?
3. Which Fortis Hospital celebrates its Foundation Day on July 3, 2019?
4. What is a full form of TMVR?
5. Name the Defence Minister of India?
6. How many students participated in the Summer Internship - A Fortis School Mental Health initiative
7. Name the Fortis luminary who has been appointed as President of Asia Pacific Society of Interventional Cardiology (APSIC).
8. On which date is World Blood Donor Day observed?
9. When was Chandrayaan-2 launched?
10. Name the winner of the ICC Cricket World Cup 2019



## Answers to last month's quiz- April – May 2019

- Answer 1 :- Fortis Hospital, Anandapur, Kolkata  
 Answer 2 :- Fortis Hospital, Shalimar Bagh, New Delhi  
 Answer 3 :- Small Healthcare Organisation Certificate  
 Answer 4 :- Journal of Clinical Neonatology  
 Answer 5 :- S.L. Raheja Hospital, Mahim, A Fortis Associate  
 Answer 6 :- Ten  
 Answer 7 :- Dr. Harsh Vardhan  
 Answer 8 :- Asia Intervention Journal  
 Answer 9 :- Health for All & Nursing :  
 The Balance of Mind, Body & Spirit  
 Answer 10 :- 5th May

Send in your answers to [corporate.communications@fortishealthcare.com](mailto:corporate.communications@fortishealthcare.com) by October 25, 2019. Do mention your full name, designation, phone / Mobile number and complete Address. The subject line of your e-mail should mention "Answers to Quiz - (Month and Year)." **Five LUCKY winners amongst the all correct entries will be selected through draw of lots. Hurry!!**



*...and the*  
**WINNERS**  
*are...*

**Dr. Tania Lodh**

Medical Superintendent,  
Fortis Hospital & Kidney Institute, Kolkata

**Mr. Ramesh Kumar**

Assistant, ECHS Dept.  
Fortis Hospital, Ludhiana

**Mr. Shakeel Ahmad**

Team Leader, Blood Bank Dept.  
Fortis La Femme, Greater Kailash, New Delhi

**Ms. Harisha C**

Technician, Blood Bank Dept.  
Fortis Hospital, Nagarbhavi, Bengaluru

**Mr. Vishnu Dutt**

Team Leader – Finance & Accounts Dept.  
Corporate Office

*Lucky Draw*



The five lucky winners were picked by Mr. Ajey Maharaj, Head – Corporate Communications

Split a side - Have a laugh

**Doctor:** I have some bad news and some very bad news.

**Patient:** Well, might as well give me the bad news first.

**Doctor:** The lab called with your test results. They said you have 24 hours to live.

**Patient:** 24 HOURS! Thats terrible!! WHAT could be WORSE? What's the very bad news?

**Doctor:** I've been trying to reach you since yesterday.

Do you have a hilarious personal anecdote to share? Send a brief write-up (150-200 words) to [corporate.communications@fortishealthcare.com](mailto:corporate.communications@fortishealthcare.com) along with your name, designation, location and contact number by the 15th of next month. You could win a prize if your entry is selected for publication.



# Congratulations



NEW  
ADDITIONS  
TO YOUR  
FAMILY



**Baby of Monnappa T M**  
Fortis Hospital, Rajajinagar



**Baby of Rajni**  
Fortis Hospital, Shalimar Bagh