

# THE FORTISIAN

HAPPENINGS IN THE WORLD OF FORTIS



**FORTIS**  
*launches*  
state-of-the-art  
hospital  
at Vadapalani,  
Chennai



Turn  
to page  
**3**  
for more  
details &  
pictures...



## Message from the MD & CEO

### *Dear Colleagues,*

It gives me great pleasure to connect with you once again through The Fortisian, our e-newsletter.

After a prolonged wait, Fortis Vadapalani, Chennai, was formally inaugurated on October 26, 2020. It was really a proud moment for me and the Leadership Team when the Honourable Chief Minister of Tamil Nadu, Thiru Edappadi K. Palaniswami inaugurated the 250-bedded multi-speciality hospital. The grand 9-level building, covering an area of 150,000 square feet, has been designed to deliver world-class healthcare services to patients from Chennai and beyond. We have invested heavily in building our clinical capacity and healthcare technology to deliver improved outcomes. The project will also be a significant boost to the local economy, offering many jobs and opportunities for local businesses.

The new hospital contains 75 ICU beds, 6 Operation Theatres, 3 Minor Operation Theatres and Procedure Rooms, along with Emergency & Casualty beds, a state-of-the-art Cath Lab and a host of other hi-tech facilities. Fortis Vadapalani is the second Fortis facility to come up in Chennai. Fortis Malar Hospital, a 170-bedded multi-speciality hospital, has been delivering exceptional healthcare services for over 25 years

and is a household name in the city today. I am sure that soon, Fortis Vadapalani too will earn its place of pride. I take this opportunity to congratulate the team at Fortis Vadapalani and wish them all the very best!

The battle against COVID-19 has reached a decisive point. While the pandemic continues to cause disruptions, the number of new cases seems to be reducing as per the Government data. Having said that, we need to exercise utmost precautions at work and at home, especially during the festive season. Our doctors, nurses, paramedics and administrators have been continuously on their toes and deserve a huge applause for the great work they have been doing.

I would like to reassure you once again that the leadership team stands with each one of you and is committed to provide a safe work environment for you as you take care of our patients.

Thank you for all your continued support.

With warm regards,

**Dr. A. Raghuvanshi**  
MD & CEO

# New Launches

## Tamil Nadu Chief Minister Edappadi K. Palaniswami inaugurates state-of-the-art 250-bedded Fortis Hospital, Vadapalani in Chennai



The Honourable Chief Minister of Tamil Nadu, Thiru Edappadi K. Palaniswami inaugurated the 250-bedded multi-speciality Fortis Hospital in Vadapalani on October 26, 2020. Dr C. Vijaya Bhaskar, Honourable State Health Minister, Tamil Nadu, was also present on the occasion. The inauguration ceremony was attended by Dr Ashutosh Raghuvanshi, MD & CEO, Mr Anil Vinayak, Group COO, Government Officials, Fortis leaders and staff. This is Fortis Healthcare’s second multi-speciality hospital in Chennai. Fortis Vadapalani is 9-level building covering an area of 150,000 square feet and is designed to provide world-class healthcare services. Fortis Healthcare is one of the largest integrated healthcare service providers in the country that is now part of the leading international healthcare provider – IHH Healthcare Berhad.

Speaking on the inauguration of Fortis Hospital, Vadapalani, the Honourable Chief Minister of Tamil Nadu, Thiru Edappadi K. Palaniswami, said “The national



Glimpses from the inauguration event

credibility of Fortis Healthcare in providing quality care to the patients through its network of hospitals that is spread across the country is truly laudable. Fortis has been providing exceptional healthcare service in our state through its first centre in Adyar. And now with the opening of this second state-of-the-art multi-specialty hospital in Vadapalani will further strengthen the healthcare leadership of our state in the country.”

Mr Ravi Rajagopal, Chairman, Fortis Healthcare, said, "It is our pleasure to dedicate Fortis Vadapalani to the service of the nation and the people of Tamil Nadu. Chennai is not new to Fortis. Fortis Malar, a 170-bed multi-speciality hospital, has been delivering exceptional healthcare services for over 25 years and is a household name in the city today. We are committed to working with the Government to ensure that the best healthcare reaches the people of the State in the most affordable manner."

Commenting on the launch, Dr Ashutosh Raghuvanshi, MD & CEO, Fortis Healthcare, said, "Our endeavour is to provide quality healthcare to the citizens of Chennai. We have invested in improving our clinical capacity and healthcare technology to deliver improved outcomes. The project will also be a significant boost to the local economy, offering many jobs and opportunities for local businesses. With IHH's collaboration and global best practices in healthcare, we are confident that we will be able to deliver advanced healthcare to our patients."

Dr Kelvin Loh, MD & CEO, IHH Healthcare, said, "Fortis Vadapalani is a proud addition to IHH Healthcare's stable of 77 hospitals spread across 10 countries and is a significant milestone in our relentless pursuit to touch lives

and transform care. Fortis Vadapalani will be able to leverage the deep clinical expertise and operating experience within Fortis as well as IHH's entire international network. I am confident that Fortis Vadapalani will bring about even greater clinical excellence and better care for the people in Chennai."

The new hospital features 75 ICU Beds, 6 Operation Theatres, 3 Minor Operation Theatres and Procedure Rooms, along with Emergency & Casualty beds, a state-of-the-art Cath Lab and a host of other world-class facilities.

Additional salient features of the hospital include:

- The Radiology Department features, for the first time in Tamil Nadu, 3 Tesla MRI with an un-board cinematic experience, and for overweight patients, a wide bore to facilitate the ease of scanning.
- The 256-slice dual source CT offers stunning scan time, with complete reconstruction of underlying organs and bone. The ultrasound machine is the first-of-its-kind in India that offers high-end liver elastography.
- The Cath lab features the Azurion 7 M20 with 20-inch detector suitable for Cardiology, Neurology and GI Procedures, along with inbuilt IVUS that is attached to a dedicated CCU.



## Clinicians at Fortis Hospital, Vadapalani, Chennai



**Dr Madhan Kumar Rathinasabapathi**  
Senior Consultant - Anaesthesiology



**Dr Jyotirmaya Dash**  
Senior Consultant -  
Interventional Cardiology



**Dr Suresh J Patel**  
Consultant - CTVS / Cardiac Surgeon



**Dr S Suraj Subramaniam**  
Consultant - General Surgery



**Dr Thomas George**  
Senior Consultant -  
Internal Medicine & Diabetology



**Dr Sandhya Rohit Phadke**  
Senior Consultant -  
Lab Services- Pathology



**Dr Vaibhav Suresh**  
Registrar - Preventive Medicine



**Dr Sindhura Koganti**  
Associate Consultant - Pulmonology



**Dr L Murali Krishna**  
Consultant - Radiology  
& Imaging Sciences



**Dr Shanmugha Priya R A**  
Associate Consultant -  
Transfusion Medicine



**Dr Shanmugasundaram Rajaian**  
Senior Consultant - Urology



**Dr Meenakshi M**  
Consultant - Cardiology

## Leadership Team at Fortis Hospital, Vadapalani



**Dr Sanjay Pandey**  
Zonal Director & SBU Head



**Dr Poorna Chandran**  
Medical Superintendent



**Prashant Pati**  
Head - Administration



**Kathirvel Palaniappan**  
Head - Finance



**Shashikant Chari**  
Head - HR



**Kripanandh S**  
Head - Sales & Marketing, Chennai



**Hephzibah Dorothy**  
Head - Nursing



**Balanaik Banoth**  
Deputy Manager - Maintenance



**Allwyn Anandharaj**  
Deputy Manager - Facilities & Support



**Rokesh A**  
Head - Marketing  
(Branding & PR), Chennai



**Giridhar Reddy**  
Head - Purchase



**Thiyagarajan TN**  
Head - Security



**Balasaheb Gujar**  
Manager - CSSD



**Deepika Shree**  
Manager - General Administration



**Tamilselvan T**  
Manager - IP Pharmacy



**Raja Ramakrishnan**  
Manager - Supply Chain Management



**Vishnu Prasath K.S**  
Asst Manager - Medical Records



**Vanitha K**  
Head - Patient Care Services



**Nirupa Maiyalagan**  
Deputy Manager - Branding



**Hari Krishnan**  
MRD

# State-of-the-Art Facilities at Fortis Hospital, Vadapalani



State-of-the-art Cath Lab



256 Slice dual Source CT



6 Nos. Operating Rooms



75 Bed Intensive Care Unit



3 Tesla Silent MRI with Inbore Experience



24/7 Emergency & Casualty



Spacious Rooms



Patient Care Area

## Fortis Anandapur, Kolkata, unveils city's first next gen CT scan machine; 24 times faster than ordinary machines

Fortis Anandapur, Kolkata, launched the city's only Dual Source Dual Energy Somatom Drive CT scanner, which is 24 times faster than any other CT scan machine, making it a fast and clinically superior means of diagnosis for geriatric, paediatric and trauma patients in this season of pandemic. While an average CT scan machine takes more than two minutes for a scan, this CT machine can scan within 5 seconds. This is a boon for patients with co-morbidities as it makes diagnosis fast, efficient and safe.

"Fortis Healthcare is known for its clinical quality and high-end technology. Keeping with our commitment we have installed this new age CT Scan machine which is far more superior due to its speed and precision while eliminating over exposure to radiations for the patients," said Ms Richa S. Debgupta, Senior Vice-President, Fortis Healthcare Ltd. Dr Arafat Faisal, Head - Medical Services, Fortis Anandapur, added: "This new dual energy dual source Somatom Drive CT scan machine is one of its kind in Eastern India with only two other installations available across the country. Somatom Drive gives us a technical edge compared to conventional CT technologies available. It will immensely augment our diagnostic capabilities, thereby further enhancing our clinical outcome—something Fortis Anandapur is known."



Glimpses of the inauguration event

## Mr Anil Vinayak, Group COO, inaugurates Body Plethysmography unit at Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi

A unique Body Plethysmography machine was inaugurated by Mr Anil Vinayak, Group COO, Fortis Healthcare along with Mr Mahipal Bahnot, Zonal Director, Fortis Hospital, Shalimar Bagh; Dr Rajeev Nayyar, Facility Director, Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, and Prof (Dr) J. C. Suri, Director & HOD - Pulmonology, Critical Care & Sleep Medicine, Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj. Body Plethysmograph, also commonly known as Body Box, allows doctors to assess function residual capacity and specific airway resistance as primary measures. Body Box is a well-established technique of lung function determination. Body Box provides measures of the lung that reflect a multitude of functional and structural aspects. This exclusive mechanism is very helpful for surgeons, paediatricians and ENT along with other specialists as well.



(L-R): Dr Rajeev Nayyar, Mr Mahipal Bahnot, Mr Anil Vinayak & Prof. (Dr.) J C Suri at the inauguration



## Fortis Hospital, Mulund, introduces Central Mumbai's first Tesla Advanced Biomatrix MRI to ramp up the Radiology offerings

E-inaugurated by Dr Ashutosh Raghuvanshi, MD & CEO, Fortis Healthcare, the 3 Tesla Advanced Biomatrix MRI is the latest addition to the robust radiological offerings at Fortis Hospital, Mulund. Central Mumbai's first, the latest MRI machine offers a combination of powerful magnet and advanced features, resulting in high resolution scanning at maximum speed. Fortis Hospital Mulund's Dr S. Narayani, Zonal Director, Dr Kunal Punamiya Head-Medical Services and Dr Rajat Bhargava, HOD-Radiology, hosted the grand inauguration at the MRI center in the presence of fellow administrative, medical and non-medical teams. Mr Anil Vinayak, Group Chief Operating Officer, Air Marshal Dr B. Keshav Rao, Head-MSOG, and Mr Ashish Bhatia, Chief Operating Officer (Rest of India) also joined in the e-inauguration enthusiastically.



(Top R) Dr Ashutosh Raghuvanshi, (top L) Dr Sandeep Gore, Director-Emergency Medicine & (bottom L) Dr S. Narayani



(L-R top) Air Marshal Dr B. Keshav Rao & Mr Ashish Bhatia join the e-inauguration

Some of the advanced applications of the MRI include Tractography, Functional Imaging, Real Time Cardiac MRI, whole body diffusion, free breathing Liver MRI, breast imaging, lower limb non-contrast Angiography, amongst a host of other applications. The latest technology offerings include Simultaneous Multi-Slice imaging (SMS), Compressed Sensing and Artificial Intelligence enabled Biometrics platform. The patient centric features of this cutting edge scanner are open bore design for maximum comfort, live video display during scan & quiet scanning. Its wide number of clinical applications is sure to enhance and enable all the clinical specialties in improving patient care and outcomes.



3 Tesla Advanced Biomatrix MRI

## Success Stories

A team of doctors at Fortis Memorial Research Institute (FMRI), Gurugram, led by Dr Manoj Goel, Director – Pulmonology, Dr Sandeep Dewan, HOD, Critical Care Management and Dr Rohit Goel, Consultant, Interventional Cardiology, successfully treated a COVID-19 positive patient who had developed a sudden life-threatening heart problem. The patient is a known case of diabetes and had undergone pacemaker implantation earlier. However, he had no known history of Coronary Artery Disease (CAD). On admission, the patient had bilateral pneumonia and COVID-19 infection with haemoptysis (coughing up of blood or blood-stained mucus) and severe breathing difficulty. The patient was being managed well but he suddenly developed chest pain due to acute



Fortis Memorial Research Institute (FMRI), Gurugram

anterior wall myocardial infarction (MI) due to a clot in the left anterior descending artery (LAD), which led to an imminent risk to his life. The patient was immediately treated with clot dissolving medication, which saved the patient's life and prevented damage to the heart. Eventually, the patient overcame his COVID-19 infection and was discharged. The nursing staff and the administration of FMRI put in commendable efforts in helping revive this patient.

A team, led by Dr K Rajkumar, Consultant – Pulmonology and Dr Pradeep G. Nayar, Senior Consultant – Interventional Cardiology at Fortis Malar Hospital, Chennai, diligently handled a 49-year-old patient who was rushed to the Emergency Room after suffering a black-out spell at home. The patient, a known case of Type 2 Diabetes and Ischemic heart disease (IHD), was found to be COVID-19 positive on testing. He was admitted to the COVID ward and initially remained largely asymptomatic. However, on Day 7, a CT scan had a different story to tell. His lungs appeared to have exploded with infiltrates and barely 15% of clear lung field had been left untouched by COVID.

Dr Pradeep G. Nayar,  
Senior Consultant – Interventional Cardiology

Dr K Rajkumar, Consultant – Pulmonology

Though the team was surprised, under Dr Rajkumar's leadership, a plan of treatment was chalked out. The strategy was to wean the patient off his medicines extremely slowly while being vigilant. The strategy was successful and after 21 days of round the clock care at the hospital, the patient could be discharged hale and hearty.

A 92-year-old patient with diabetes, high blood pressure, heart disease and previous history of heart surgery was successfully treated by a team led by Dr Vikas Maurya, Director & HOD – Pulmonology, Fortis Hospital, Shalimar Bagh, New Delhi. The patient was admitted with complaints of chest pain, nausea and breathlessness. A COVID-19 test turned out positive. The disease had affected both lungs. In view of pneumonia with increasing oxygen requirement, antiviral drug Remdesivir was administered in addition to plasma and supportive treatment, and high flow oxygen. The patient also developed severe secondary chest infection with low blood pressure, which was treated promptly and adequately. He was discharged after 15 days of admission in hale and hearty condition, without any oxygen requirement.



The team with the patient

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# Clinical Care Undeterred

During the early days of the COVID-19 pandemic, when most hospitals were shut and not admitting patients due to fear of coronavirus, a team led by Dr Muralidhar S. Kathalagiri and Dr Vinay Kumaraswamy of Fortis Hospital, Rajajinagar, Bengaluru, operated upon a 60-year-old woman who had met with a major accident. The patient had suffered blunt abdominal trauma and required immediate surgery for ruptured bowel and critical injuries. The Surgical Gastroenterology and Orthopaedics teams showed utmost commitment to save the life of the patient.

The patient underwent a six-hour emergency surgery wherein multiple intestinal injuries and mesenteric tears were sealed. In addition, a diaphragmatic tear was also repaired. The Orthopaedics team subsequently fixed the forearm and the right leg fractures. The procedures went well and the patient was kept on the ventilator in the ICU. All safety and infection control protocols were followed by the teams at all times. The compassionate care by the ICU, Nursing and Physiotherapy teams ensured speedy recovery and discharge.



Dr Muralidhar S. Kathalagiri



Dr Sonal Gupta

During the early days of the COVID-19 pandemic, when most hospitals were shut and not admitting patients due to fear of coronavirus, a team led by Dr Muralidhar S. Kathalagiri and Dr Vinay Kumaraswamy of Fortis Hospital, Rajajinagar, Bengaluru, operated upon a 60-year-old woman who had met with a major accident. The patient had suffered blunt abdominal trauma and required immediate surgery for ruptured bowel and critical injuries. The Surgical Gastroenterology and Orthopaedics teams showed utmost commitment to save the life of the patient.



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During these testing times, Dr Sandeep Nayak and his team from the Department of Surgical Oncology, Fortis Hospital, Bannerghatta Road, Bengaluru, operated upon a 31-year-old female foreign national suffering from Stage IVA Thymoma (cancer of Thymus gland). The case was extremely rare and challenging. Detailed evaluation revealed that a tumour had grown and spread within the chest cavity (intrathoracic metastases). As the disease had advanced significantly, time was of essence. The team was determined to give the young patient the best possible shot at her life and after thorough discussions, Dr Nayak and his team decided to go ahead with surgery. As the operation was challenging, it needed detailed pre-operative preparation. A multi-disciplinary team involving doctors from Surgical Oncology and Cardio-thoracic Surgery was constituted. Dr Bharath, Dr Srikath Reddy, Dr Arunkumar, Dr Ameenuddin Khan, Dr Devaprasad M. and Dr Mayur M. from Surgical Oncology played a crucial role in planning the surgery.

Surgical excision of the tumour was an uphill task and lasted for over six hours. The tumour was finally removed in its entirety. The superior venacava, a major blood vessel entering the heart, had to be removed, due to its involvement with the tumour. The heart covering, the lung tissue and a part of the diaphragm had to be removed and duly reconstructed and repaired. The patient responded well to the treatment and is recuperating.



Surgical Oncology team

The Department of Haematology, Haemato-Oncology and Bone Marrow Transplant (BMT) at Fortis Memorial Research Institute (FMRI), Gurugram, has successfully completed 30 BMT procedures during the COVID-19 pandemic. During the difficult phase, where people were scared of coming to the hospital, the team of clinicians led by Dr Rahul Bhargava, Director and HOD, and Dr Vikas Dua, Additional Director –



Haematology, Haemato-Oncology and Bone Marrow Transplant Team at FMRI, Gurugram

Paediatric Haematology & BMT, ensured that all their patients got the best of treatment with all safety measures in place. The team's efforts in fighting against the pandemic and serving patients has helped touched 1,500 lives through OPD and over 1,000 admissions.

A team of doctors led by Dr Mohan Keshavamurthy, Director Urology, Uro-Oncology, Andrology, Transplant & Robotic Surgery, Fortis Hospital, Bangalore and Dr Shakir Tabrez-Senior Consultant Urology, Uro-Oncology, Andrology, Transplant & Robotic Surgery, Fortis Hospital, Bangalore successfully conducted a high-risk kidney transplant surgery on a 33 year old Yemeni woman who had multiple complexities.

Along with End-Stage kidney failure, the patient had developed empyema thoracis (complicated pneumonia and a life-threatening condition), during the work up period. The Pulmonology along with the Cardiothoracic team performed a Video-Assisted Thoracoscopic Surgery (VATS) to treat the underlying thoracic condition.



Dr Mohan Keshavamurthy



Dr Shakir Tabrez

Once the patient was stabilised, with all precautions taken as necessitated in these Covid times, the doctors performed the kidney transplant, by transplanting her brother's left kidney.

The donor kidney had multiple arteries and veins and needed a complex anastomoses during the transplant, which posed a technical challenge for the team but was completed satisfactorily and there was good primary function.

Given the challenges posed by the COVID pandemic, surmounting multiple challenges and complications involved in this case, the team ensured a safe and successful transplant.



Dr Anu Sridhar

A team led by Dr Anu Sridhar, Senior Consultant Obstetrician and Gynaecologist, Fortis Hospital, Bannerghatta Road, Bengaluru, conducted a safe delivery for high risk pregnancy, amid the COVID pandemic. The would-be mother was suffering from a life threatening condition, called Placenta Previa with Accreta, a condition in which placenta covers the entire cervix and invades into the uterus.

Dr Sridhar said, "This delivery would not have been successful without a multidisciplinary set up and proper healthcare infrastructure. For this patient, we conducted an MRI to get a clarity on the placement of the placenta and its invasion into the uterus. A lower segment section could have put the patient's life in danger due to massive blood loss. Therefore, we took a completely different approach. The baby was taken out from the upper segment and then we removed the uterus with placenta in situ by performing Cesarean hysterectomy to prevent the life threatening blood loss. For this particular procedure, we had an interventional radiologist on standby and blood and blood products were kept ready. The team was ready for an Internal iliac ligation. But fortunately, we could get away with Cesarean hysterectomy and the patient did not require any blood transfusion or additional procedure." Both, the mother and baby, are now healthy.

A team led by Dr Mohan Keshavamurthy, Director Urology, Uro-Oncology, Andrology, Transplant & Robotic Surgery, performed a painstaking emergency lifesaving surgery of a 62-year-old COVID-19 positive patient diagnosed with kidney stones at Fortis Hospital, Bannerghatta Road, Bengaluru. The patient had stones in both the kidneys, one of which had entered the left ureter and required immediate surgery. The patient had undergone two angioplasties earlier and was on blood thinners. An emergency surgery was planned as any delay would put his life at risk. The preparedness to handle COVID positive surgical cases, including the specialised OT infrastructure with a special corridor for transport of patient and a separate area for donning and doffing of PPE for healthcare personnel made the emergency surgery possible.



Dr Mohan Keshavamurthy

Dr Karthik Rao, Consultant Urology, Uro-Oncology, Andrology, Transplant & Robotic Surgery, Fortis Hospital, Bangalore, said "As a routine protocol, a sample was collected and sent for COVID testing. The results arrived on the day of surgery indicating that the patient was COVID positive. The patient did not have any respiratory symptoms and did not require oxygen support, hence left retrograde intrarenal surgery with bilateral double J stenting was performed. Performing surgery on COVID positive patients is challenging and technically more demanding than usual surgeries as it poses high chances of transmission of virus to the healthcare workers. The doctors and paramedical staff wore protective gear (PPE) and followed strict infection prevention protocols. The patient withstood the procedure and was shifted to COVID ward, where he was managed by the COVID care team. The patient gradually improved and was discharged in a stable condition."



Dr Karthik Rao



Dr Udgeath Dhir

A 65-year-old non-diabetic but hypertensive female tested positive to COVID-19. When the patient was admitted with COVID-19, she did not have any coronary artery diseases and blockage. Post recovery from COVID-19, she was discharged from the hospital with the heart function at normal of 55%. 15 days later, the patient was brought to the emergency with severe breathlessness. The patient was evaluated for both lung and heart function. Her lung function was marginally working; however, her heart function had dropped to 25%. She was immediately managed for heart failure with oral and intravenous drugs. It took seven days to stabilise the patient and was discharged with improved heart function at 50%. The patient was successfully treated by a team of doctors lead by Dr Udgeath Dhir, Director and Head, CTVS, Fortis Memorial Research Institute, Gurugram.

Dr Dhir explained the impact of COVID-19 on heart health and said, "COVID-19 affects the heart, including the heart muscle, technically termed as Myocarditis. It affects the conduction system, or the current system and it also causes clot formation in the veins and arteries of the heart. Another impact of COVID-19 is on the oxygenated blood which comes from the lungs to the heart. COVID-19 affects the lungs, so oxygenation is not proper and ultimately the strain and the burden is borne by the heart. It is not COVID alone, it is the post COVID-19 syndrome which is affecting both the lungs and the heart and even the muscles and nerves. So, all the organs are being involved and this is a precarious situation where we provide a symptomatic treatment."

A 53-year-old woman, a known case of hypertension with symptoms of Myasthenia Gravis, presented to Neurology OPD of Fortis Memorial Research Institute (FMRI), Gurugram under Dr Praveen Gupta, Director - Neurology. She had symptoms such as difficulty in swallowing, shortness of breath and weakness in the limbs. She was treated with medications and was planned for total thymectomy (removal of the thymus gland, located in the chest). Conventionally, the surgery is done by either open approach or by Video Assisted Thoracoscopic Surgery (VATS). Open surgery leaves a large scar and requires prolonged hospitalisation. In this patient, a robotic approach was adopted. Total Thymectomy was done with complete removal of all the thymic tissue extending between left and right phrenic nerves. Complete removal of all the adjacent fat along with the thymic tissue is essential for the best outcome of the procedure in case of myasthenia gravis. All necessary precautions for COVID -19 were taken. Patient was given general anesthesia with single lung ventilation using double lumen tube. Robotic Thymectomy was completed within one hour. Patient was discharged on the second day after surgery without any significant pain or difficulty. Now patient is completely symptom free from Myasthenia gravis. Robotic thymectomy is a unique approach for dealing with this kind of cases with minimum morbidity. Surgical oncology team of FMRI, Gurugram has been routinely using state-of-the-art Da Vinci Xi robot for complex cancer surgeries. The case was led by Dr Niranjana Naik, Director - Surgical Oncology and his team. This could be made possible with the combined efforts of Dr Praveen Gupta, Director - Neurology and Dr Balkar Singh, HOD, Department of Anaesthesia, Nursing & technical staff as well as the administration of FMRI.



Dr Niranjana Naik

A year-old child from Sudan was brought to Fortis Cancer Institute, Bannerghatta Road, Bengaluru, after being diagnosed as a case of acute myeloid leukemia in Sudan. Further investigations revealed that the child was suffering from a rare blood cancer –Juvenile Myelomonocytic Leukaemia (JMML). Genetic testing could not identify any of the standard mutations found in JMML. However, thanks to an international collaboration, the child's sample was sent to Germany where he was discovered to have a novel mutation in NF1 gene, the first of its kind that has been reported in the world.



Dr Niti Raizada



Dr Ravi Joshi

The child required bone marrow transplant and was hence brought to Fortis. A team led by Dr Niti Raizada, Director - Medical Oncology, Haemato-Oncology & Transplant, Dr Ravi Joshi - Paediatric Oncologist and Dr Vishal Kulkarni - Medical Oncologist treated the child for over six months, amid the raging pandemic.

Due to severe thrombocytopenia, a condition characterised by abnormally low levels of platelets, and active bleeding, the child required platelet transfusions almost daily. He was started on low dose chemotherapy as a bridge to bone marrow transplantation as it is the only curative procedure for such disease. Human Leucocyte Antigen (HLA) typing of his elder sister aged 4 years was a complete match and she agreed to donate stem cells to her brother for bone marrow transplantation. Arranging platelet support is difficult even in normal circumstances but doing so during a nationwide lockdown and pandemic seemed humongous. However, with the help of employee volunteers, adequate platelets were arranged. The bone marrow transplantation was successfully completed on July 2, 2020. The child recuperated well and was discharged in a healthy condition.

As the family had arrived financially unprepared, the Fortis administration stepped in and supported the family by making efforts to raise funds through social media. A successful campaign by Ketto, an online crowd-funding platform for needy patients, helped generate the required funds within just 25 days.



The patient with his mother



The patient with his mother and the treating team

A team of doctors led by Dr Rajpal Singh, Director and Interventional Cardiologist, Fortis Hospital, Bannerghatta Road, Bengaluru, along with the COVID Care team, performed a life-saving coronary angioplasty on a 60-year-old female COVID positive patient who had suffered a heart attack.

The patient, who hails from a village located 40 kms away from the hospital, had a complete heart block. She also reported having fever and cough for three days prior to admission. As a routine protocol, she was tested for COVID-19. The test report, which arrived after the surgery, turned out to be positive. Dr Singh said, "As the patient's condition was critical, we did not wait for the test results and immediately went on with emergency angioplasty procedure. The doctors and paramedical staff wore protective gear (PPE) and followed strict infection prevention protocols."



Dr Rajpal Singh

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Dr Nischal Pandya with Dr Susheen Dutt and Dr. Athira R.

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A 12-year-old boy suffering from a rare congenital kidney condition was successfully treated at Fortis Memorial Research Institute, Gurugram, by a team of doctors led by Dr Vikram Sharma, Director Urology and Head, Robotic Urological Surgery. The patient was born with a horseshoe kidney which is a rare congenital malformation of the kidney where both kidneys are joined at the lower end to form a U-shape. This was complicated by a narrowing of the outflow tract of the kidney, a condition known as Uretero-Pelvic Junction Obstruction. As a result, the patient's kidney started ballooning and he became susceptible to constant pain and repeated urinary infections.



Dr Vikram Sharma



Radiological appearance of blockage

Dr Sharma said "Horseshoe kidney occurs in 1 per 400-600 live births and these patients are prone to Ureteropelvic junction (UPJ) obstruction at any stage in life. This double entity complicates treatment options and until recently complex open surgery was the only solution, often necessitating removal of part of the fused kidney. We conducted meticulous imaging and reconstruction planning before surgery and eventually succeeded in performing a complex repair by Robotic Pyeloplasty, while preserving the kidney completely. The DaVinci Xi Robotic Surgical System is an invaluable device in these situations and more and more complex reconstructive surgeries can be undertaken now."

A 55-year-old female underwent a complex cardiac surgery under emergency conditions at Fortis Hospital, Noida. The prevailing pandemic made the surgery even more challenging. The patient had previously undergone open heart surgery and replacement of valves in 2002. She was brought to Fortis Noida recently requiring an emergency re-do double (Mitral and Aortic) valve replacement and repair of the third (Tricuspid) valve. A team of doctors led by Dr Vaibhav Mishra, Director – Cardio Thoracic & Vascular Surgery, conducted the surgery successfully. The patient has recovered and has been discharged.



Dr Vaibhav Mishra and his team

A 36-year-old patient was brought to the Emergency Room of Fortis Memorial Research Institute (FMRI), Gurugram, with complaints of sudden pain in his left thigh and leg. By the time he reached the hospital, the pain had spread to both his legs. His feet were ice cold and he wasn't able to move his left ankle. A CT scan showed complete blockage of arteries of both legs and it was a confirmed case of a 'leg attack' or Acute Limb Ischemia, a condition where blood vessels of the hands or legs are blocked suddenly.

The patient was successfully treated by a team of doctors led by Dr Himanshu Verma, Senior Consultant, Vascular & Endovascular Surgery, FMRI, taking all COVID safety measures. Time is key in saving legs in such a condition. By the time he reached the hospital, it was almost 8 hours from the onset, beyond which chances of saving the legs are less than 10%. Quick coordination between Emergency, Anaesthesia and the Vascular Surgery team resulted in shifting him to OT almost immediately. He underwent Fasciotomy and Aorto-bilio femoral embolectomy (surgery to unclog blood vessels of the legs). His muscles, which were nearly dying, came back to life as circulation was restored in time and both his legs were saved.



Dr Himanshu Verma

Doctors at Fortis Memorial Research Institute (FMRI), Gurugram, displayed their commitment to patient-centric care and skills in clinical excellence during the current pandemic by immediately responding to an emergency case of a four-day old infant boy born with Intestinal Malrotation. The birth took place in Rewari, in the outskirts of Gurugram and as the health of the baby began deteriorating, the parents rushed to FMRI. They were immediately attended to by Dr Anand Sinha, Senior Consultant, Paediatric Surgery, FMRI and his team.

Dr Sinha said, "Intestinal malrotation is a congenital disease, where the intestines are not fixed properly inside the tummy and this leads to twisting of the bowel loops called Volvulus. This rare condition compromises the blood supply of the intestines and if not corrected immediately, can result in loss of almost the entire small intestine. The baby was presented with incidences of vomiting and was unable to take the mother's feed. The patient underwent a laparotomy for correction of the deformity. Looking at the current pandemic, the surgery was performed taking extra protective measures in PPEs. The timeliness of the evaluation and surgery is significant as the intestines were still viable and healthy. The baby is now stable and has been discharged."



Dr Anand Sinha



Dr Aradhna Singh

Fortis Hospital, Noida, exhibited another incidence of great team effort to save the life of a severely bleeding expectant mother and her unborn twins. A case of twin pregnancy with IVF conception, anaemia with leaking and premature labour with fooling presentation was referred to Dr Aradhna Singh, Senior Consultant – Obs & Gyne. While the patient was being prepared for Caesarean section, her pains increased. The first baby's cord prolapsed. This is an emergency situation and to save the life of the foetus, she was rushed to COVID ward (R Block) OT (since COVID report was not out yet) and an emergency Caesarean surgery was done. Immediately after closing the abdomen, she had severe atonic post-partum haemorrhage and lost around 3-3.5 litres of blood, which was immediately managed by prompt blood and blood products transfusion by Dr Renu and Dr Nitin from the Anaesthesia team. Simultaneously, Dr Monika and Dr Rahul from Urology came to R Block within minutes. They were joined by Dr Anjana and Dr Priya from Obs & Gyne Department. As bleeding did not stop, it was immediately decided to reopen and de-vascularise the uterus. Laparotomy was done and the bleeding stopped after bilateral uterine artery ligation. In post op, the patient was shifted to ICU and monitored by our efficient Critical Care team and shifted to the ward the next day. The patient was discharged on the fifth day post-op. Both twin preterm babies were shifted in NICU and were managed well by Dr Latika Uppl and Paediatrics team. One baby has been discharged and the second one is about to be discharged. Prompt support of blood bank was a key factor in the success. The patient could have been lost had the blood bank not supported the doctors quickly. The nurses, OT technicians and other staff were of great support too.

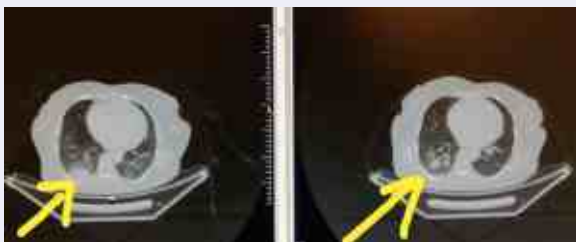


A 65-year-old female, a known case of multiple myeloma diagnosed in 2014, underwent chemotherapy at Fortis Memorial Research Institute (FMRI), Gurugram, and showed good response. The patient underwent a successful Bone Marrow Transplant in 2015, and was asymptomatic after that, however, had a relapse three years later. The patient continued to take the chemo sessions and had again a good response. In February, 2020 the patient had localised recurrence in right lung of extra-medullary plasmacytoma. The patient had apprehensions to continue the treatment due to COVID -19, considering the age and post multiple lines chemo.



Dr Ashu Abhishek

The patient was counselled over many tele-consultations on the relevance and importance of getting timely treatment. After much contemplation, the family decided to proceed with the treatment due to local pain and limited options available. The patient was successfully treated by team of doctors lead by Dr Ashu Abhishek, Senior Consultant, Radiation Oncology, FMRI and underwent Radiation therapy in end of March, 2020 with all precautions to keep the patient safe. The patient took regular follow up consult and finally assessment CT showed complete resolution of local disease and free from local pain.



Pre-radiation and post-radiation (complete response in lung mass)

A decision to prioritise cancer treatment, taking all due precautions gave successful results. It is important to highlight and make people realise that in cancer we cannot challenge the well-known stage progression due to treatment delays and adequate and timely treatment can give good and rewarding results. With the COVID-19 here to stay, one must not ignore the stage progression in cancer as it can be ruthless and get to a stage beyond treatable if not treated timely.

A team of doctors, led by Dr Mohan Keshavamurthy along with Dr Sreeharsha Harinatha and the COVID Care Team at Fortis Hospital, Bannerghatta Road, Bengaluru, conducted an emergency right nephrectomy and mesenteric tear repair on a 24-year-old road accident victim. The trauma had impacted the right side of his abdomen and the right hip. After stabilising him, the doctors conducted a thorough investigation, which revealed a non-enhancing right kidney with a bleeding right renal artery and mesenteric tear with suspicions of small bowel injury. As a routine protocol, the patient was also tested for COVID, which turned out to be positive.

Given the criticality, the team of doctors performed an emergency laparotomy, right nephrectomy and mesenteric tear repair by following all precautionary protocols. Post surgery, the patient was shifted to the COVID HDU for further stabilisation and monitoring. The patient is recovering well. He is comfortable and pain free.



Dr. Mohan Keshavamurthy



Dr Sreeharsha Harinatha



Dr Praveen Gupta

A 76-year-old diabetic and hypertensive patient was brought to the Neurology Department of Fortis Memorial Research Institute (FMRI), Gurugram, with complaints of severe weakness in hands and legs, making standing or walking difficult. The patient also suffered from frequent headaches in the past one month. The patient had recovered from COVID-19 and had tested negative to the virus a month ago. On presentation, the patient did not have any flu-like or other symptoms of COVID-19 and did not have a history of neurological disorders.

On evaluation, the patient was diagnosed with Guillian-Barre Syndrome (GBS), in which the body's immune system attacks its nerves and muscles. The patient was managed on Intravenous Immunoglobulin (IVIG) and was successfully treated by a team of doctors lead by Dr Praveen Gupta, Director and Head - Neurology, FMRI, and was discharged after six days. COVID-19 leads to immune dysfunction and the immunity of patients who recover from the virus is compromised, rendering.

Doctors at Fortis Memorial Research Institute (FMRI), Gurugram, removed a vascular tumour (Juvenile Nasopharyngeal Angiofibroma) from the nasal cavity of a 14-year-old who was bleeding heavily. The tumour had arisen from the wall of nose and had extended to the base of the skull, covering half the face of the patient. The patient's health was deteriorating as he bled for 40 minutes every hour for two consecutive days. This is when the patient's case was brought to notice through a WhatsApp group to the doctors. The team of doctors at FMRI immediately took the challenge and patient was brought for surgery. His treatment had already been delayed because of the pandemic, and on arrival he was immediately attended to by Dr Atul Mittal, Director - ENT, FMRI and his team.



(L-R): The patient, Dr Atul Mittal, Dr Rahul Bhargava, Dr Shilpi Budhiraja and the patient's father

The cause for bleeding was due to a very vascular benign tumour of nose which had spread beyond the nose and sinuses. The size of the tumour was around 8 cm X 4 cm weighing almost 250 gm. High vascularity with multiple feeding vessels was the biggest challenge. Due its vascular nature he was embolised first to stop bleeding and the next day he was operated with the 'Le fort 1 osteotomy' approach. The mass was removed in whole with minimal bleeding. It was a scarless surgery. The surgery was performed taking all necessary precautions. Timely effort helped save the child's life in the pandemic situation.



Dr Niranjan Naik

A 50-year-old male patient who was reluctant to undergo treatment for a tongue ulcer due to fear of COVID-19 infection, thanked his stars after he was treated successfully by Dr Niranjan Naik, Director - Surgical Oncology, Fortis Memorial Research Institute (FMRI), Gurugram. The ulcer turned out to be cancerous.

The patient had been visiting a dentist and ENT specialists for two months, but got no relief. At FMRI, the patient was advised biopsy of the tongue lesion. However, the patient refused biopsy due to fear of COVID. After much persuasion he consented for biopsy, which suggested well differentiated squamous cell carcinoma. When the patient was advised surgery, he was reluctant to undergo the same due to fear of COVID. He was again counselled and assured of the world-class infection control protocol in place at FMRI. Finally, the patient agreed and a partial Glossectomy (wide local excision of left lateral border tongue lesion) and left modified radical neck dissection was conducted with all COVID safety measures. The patient was discharged after four days of surgery. The final histopathology report revealed that the lesion was a Stage 1, T1 N0 M0 squamous cell carcinoma of tongue. The patient is now convinced that he made the right decision and had he postponed the surgery, the disease would have progressed, leading to more functional disability, possibly requiring adjuvant radiotherapy. The case underscores the need for timely treatment at a good facility without fearing for COVID infection.

An 18-month-old boy was brought to Fortis Hospital, Bannerghatta Road, with fever, vomiting, diarrhoea, rash, swollen lips, hands and feet and appeared puffed up and lethargic. Multiple tests proved he had developed COVID-19 antibodies. The doctors found it to be a rare case of hyper-inflammatory syndrome in children following COVID.

Dr Yogesh Kumar Gupta, Head - Paediatric Intensive Care Unit, Fortis Hospitals, Bannerghatta Road, Bengaluru, said, "We first thought it was Kawasaki Disease, but it turned out to be hyper-inflammatory syndrome, which is more worrisome because of the risk of multi-organ failure. We predicted the possibility of Kawasaki Disease Shock Syndrome or MIS-C (Multi-system inflammatory syndrome in children) and relevant investigations showed evidence of severe cardiac inflammation. He was treated with intravenous immunoglobulin and steroid. Presently, the baby is improving and continues to be under observation. His COVID Immunoglobulin G is positive. This is a classic case of Paediatric Multisystem Inflammatory Syndrome or Hyper-inflammatory reaction in children post COVID. We need to be very vigilant in identifying these cases as timely intervention can save the child."



Dr Yogesh Kumar Gupta

A 51-year-old male COVID-19 positive patient successfully underwent a life-saving Percutaneous Transluminal Coronary Angioplasty (PTCA) procedure at Fortis Escorts Hospital, Faridabad, under emergency conditions. The patient had been suffering from high grade fever for 7-10 days along with cough and loose motions. He had been treated at another hospital earlier but did not get any relief. Based on the symptoms, the Internal Medicine Team suspected COVID-19 infection. A sample was immediately taken for testing and the patient was advised to stay in home isolation. However, the patient reported back on the same evening, complaining of a sudden and severe chest pain. The Cardiac Sciences Team reviewed the patient and concluded that he was in acute STEMI with cardiogenic shock with ongoing chest pain. In view of the patient's condition, Dr Pankaj Batra did not wait for the COVID report and immediately conducted a PTCA with all precautions. The procedure was completed in just 15 minutes. The very next day, the patient's COVID report turned out to be positive. However, thanks to the timely treatment, the patient has recovered well.



Dr Pankaj Batra

The Paediatric Cardiac Surgery Team at Fortis Hospital, Mulund, performed an emergency complex surgery on a 1700gm infant to save the child's life. The baby was born prematurely and had been hospitalised due to Jaundice after birth. A few days later, the parents noticed that the newborn refused feeding and had become lethargic. The infant's parents were referred to a Neonatal Intensive Care Unit (NICU) in the area, where the doctors recognised that the baby was blue with a possibility of an underlying heart disease. An emergency Echocardiogram was conducted which showed a critical heart defect called 'Transposition of the Great Arteries with an Intact Ventricular Septum' (TGA). The baby was referred to Fortis Hospital, Mulund, as the condition required emergency open heart surgery.

Dr Dhananjay Malankar, Consultant - Paediatric Cardiac Surgery and the ICU team led by Dr Shivaji Mali and Dr Shyam Dhake, Consultant - Paediatric Cardiac Anaesthesiology along with Dr Swati Garekar, Consultant - Paediatric Cardiology, conducted the surgery with all necessary COVID-19 precautions. An emergency Arterial Switch surgery was conducted to correct the transposition of the great arteries. The baby recovered well and has been discharged.



The Paediatric Cardiac Team of Fortis Hospital, Mulund, with the baby

Fortis Memorial Research Institute (FMRI), Gurugram, has successfully done five Bone Marrow Transplant in young children in a span of one month, taking all necessary safety measures. The procedures were carried out by a team of doctors lead by Dr Vikas Dua, Additional Director and Head - Paediatric Haematology, Haemato-Oncology & Bone Marrow Transplant, FMRI.

Dr Dua said, "The pandemic has instilled fear in the minds of people. There have been incidences of people ignoring their health and avoid travelling due to the fear of infection. This has led to delayed treatments and diagnosis when it comes to Paediatric Cancers as people are restricted to taking consultations from general paediatricians in their local areas and not referring to the Paediatric Oncology specialists."

However, in the last one month, people have realised that the fear of infection is no reason to avoid treatment. Dr Dua said, "We counsel patients who come to us and explain how early treatment can give best outcomes. It is encouraging to see the change in people's attitude. Children are being brought from parts of Uttar Pradesh, Madhya Pradesh, Uttarakhand and Haryana for chemotherapies and bone marrow transplant. Childhood blood disorders and cancers are highly curable with best of treatment. I would urge people to not be afraid and get timely treatment for the best outcome."



Dr Vikas Dua

A team of doctors led by Dr Vaibhav Mishra, Director – Cardio Thoracic & Vascular Surgery at Fortis Hospital, Noida, conducted a successful beating heart triple bypass on a 62-year-old male patient who had recently recovered from a severe COVID-19 infection. The patient had developed chest pain and was rushed to the hospital. The patient had NSTEMI (a type of heart attack) and required an urgent Coronary Artery Bypass Graft (CABG) surgery. Though the patient was COVID negative, his Chest X-ray and CT



CT Scan

scan showed significant ground glass opacities. Despite this, the doctors went ahead with the surgery in view of the patient's precarious condition. The patient has since recovered and has been discharged.



Dr Vaibhav Mishra and his team

A 70-year-old female who hails from Uttar Pradesh was presented to Fortis Memorial Research Institute (FMRI), Gurugram, with bilateral knee osteoarthritis along with Obesity, Hypothyroidism and Hypertension. The patient's medical condition posed a high risk for her joint replacement surgery.

The patient was successfully treated on one knee in February 2020, by a team of doctors led by Dr Subhash Jangid, Director and Unit Head, Fortis Bone and Joint Institute, FMRI, Gurugram, with computer navigation technology. The technology makes knee replacement surgery safe and long lasting while ensuring quick rehabilitation. The patient's second surgery for the other knee was scheduled in March 2020, which she kept on delaying for over 4 months due to fear of COVID-19. The patient was counselled that she needed to remain active for good health and to



Dr Subhash Jangid

control her blood pressure, therefore, she should not postpone her surgery. After continuous efforts from the doctors and family members, the patient was successfully operated on her second knee in July 2020 and is now recovered. The patient's blood pressure is now under control and she has resumed her day to day activities with ease.



The patient



Pre op (left and right)



Post op (left and right)

Postponing medical treatment due to the fear of infection exposes patients to greater harm. A patient who needs any medical care should not delay their treatment and seek immediate medical attention to lead a healthy life. COVID -19 may not harm them but ignoring their health issues due to the fear of being infected can certainly impact the well-being of the patients.

Ignoring a visit to the hospital due to fear of COVID infection proved disastrous for a 52-year-old diabetic from Delhi. The patient was brought to the Emergency of Fortis Memorial Research Institute (FMRI), Gurugram, in a serious condition with two 100% blocked arteries while the third was 95% blocked. The patient was extremely breathless with heart function at around 20% and despite being put on high flow oxygen, his saturation was only 88%. He also had deranged kidney function. A team led by Dr Udgeath Dhir, Director and Head, Cardio Thoracic & Vascular Surgery, successfully treated the patient.

The patient had initial but not severe symptoms around March 2020, when the lock-down was imposed. By April, he felt increasingly breathless to the point where he became symptomatic at rest (breathless even while doing the simplest of activities like sitting or eating). However, he avoided seeking medical attention due to fear of COVID.

On admission, the patient was initially stabilized with the help of Intra-Aortic Balloon Pump (IABP), a temporary device that augments heart function. It took three days to stabilize the patient and optimize other parameters for the surgery. The patient underwent coronary artery bypass surgery with a risk of 12-15% (EUROSCORE 12 to 14.5), which under normal circumstances would have been 1% (EUROSCORE 1.2). The patient was discharged after nine days instead of the normal six days. The patient has recovered after the operation.



Dr Udgeath Dhir

A three-month-old infant from Bihar, suffering from a number of Congenital Heart Defects (CHD), was successfully treated by a team led by Dr K. S. Iyer, Executive Director - Paediatric Cardiac Surgery and Dr Parvathi Iyer, Director - Paediatric Intensive Care at Fortis Escorts Heart Institute (FEHI), New Delhi. The baby's family ran from pillar to post and drove through three states during the COVID-19 lockdown to be admitted at FEHI. Dr Parvathi Iyer and her team performed the surgery to correct the multiple heart defects such as repair of Coarctation of Aorta, correction of Ventricular Septal Defect and repair of the Mitral Valve. Post-surgery, the baby was kept in the paediatric ICU until he recovered completely. The baby's mother said, "We are grateful to the entire team at FEHI, especially Dr Parvathi Iyer, who supported the treatment right from the beginning and for performing the challenging surgeries to make our baby hale and hearty again."



Dr Parvathi Iyer with the patient and his mother



Dr Yogesh Gupta

A two-month-old baby was rushed to the Emergency Department of Fortis Hospital, Bannerghatta Road, Bengaluru, with respiratory distress and abdominal distension. The baby was in severe intractable shock and was gasping on arrival. The PMICU team gave breathing support, resuscitated with fluid and started the baby on multiple inotropic support (drugs needed to maintain the blood pressure).

The initial investigations of the baby suggested severe sepsis and Intestinal Volvulus (a condition where intestines twist around themselves resulting in infarction/loss of blood supply). Despite being haemodynamically unstable he was taken to OR for a laparotomy, being the only possible definitive lifesaving step in the given situation.

The laparotomy showed that whole of the small intestines were swollen with patchy infarction. It was planned to do a laparotomy closure while planning for another laparotomy after 48 hours to decide on intestinal resection. Supportive management was continued along with ventilation. The laparotomy done after 48 hours showed unviable small intestines requiring resection (practically no small intestine was left) and end to end anastomosis. Following the surgery, the baby was shifted back to PICU. On day four of admission the baby suffered a sudden cardiac arrest and was revived after CPR. Post stabilization, he was extubated on day 10 of admission, which he tolerated well. Feeds were gradually established. Despite the stormy course the baby was neurologically fine and accepting feeds well at the time of discharge from the hospital. The parents were explained about the future course of action including the need for long term nutritional and neurological monitoring and possible outcomes.

The collective effort of PMICU (Dr Yogesh Kumar Gupta, Dr Mrigendra, Dr Kuldeep, sisters staff and registrars), Paediatric Surgeon – Dr Sridhar Murthy and Anaesthesia - Dr Keshav Reddy team helped in the successful recovery of the baby.

A team of doctors led by Dr Shashidhar, Electrophysiologist and Interventional Cardiologist, Fortis Hospital, Bannerghatta Road, Bengaluru, successfully performed a life-saving coronary angioplasty on a 39-year-old COVID positive patient who had suffered an acute heart attack and required immediate coronary intervention.

The patient was referred to Fortis Hospital, Bannerghatta Road, from a nearby government cardiac hospital and had suffered an extensive Myocardial Infarction (heart attack). As a life saving measure, he was taken up for emergency angioplasty with all protective gear and following the infection control protocol against COVID-19. The procedure went ahead successfully. As a protocol, his sample was sent for COVID-19 test which turned out to be positive post angioplasty. Patient was then kept in COVID ICU followed by the COVID ward and received care from both Cardiology and the COVID care team. The patient has improved and was subsequently discharged in a stable condition.



Dr Shashidhar

# Appreciation

A patient at Fortis Hospital, Shalimar Bagh, New Delhi, has written a poem expressing her gratitude for our Doctors and Nurses.

## Corona Warriors

This favourite colour is white,  
Which is pure, perfect & pride.  
They always treat with smile,  
Which is sweet, soothing & benine.  
They act as God,  
Without any haste, hate & havoc.  
They advise like parents,

Without any lust & interest.  
They always give us strength.  
Whether the circumstances are bitter or bad.  
They take risk to save our life, so that we cherish, prosper & smile.  
They work in extreme conditions,  
So that we live, twirl & recover.

They don't know what discrimination is,  
For them every patient is their own blood.  
They are none other our great commander  
"DOCTORS" with his army "SISTERS"  
We salute you.

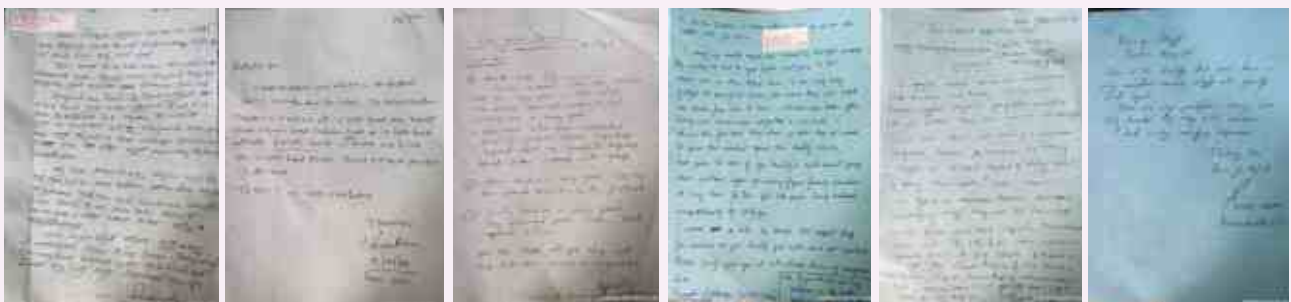
## Words of appreciation received from COVID-19 patients at Fortis Hospital, Rajajinagar, Bengaluru:

- I was admitted at Fortis, Rajajinagar. Nurse Asha and Sunitha are very good. The care and support given by them for recovering from COVID was excellent. Deepa guided and supported me in claiming the insurance. The doctors are really good and guided me well during through my stay at the hospital. Treatment given was very good. Thank you very much team Fortis, Rajajinagar.
- Fortis hospital is (a) very good Hospital...I (was) admitted for corona (treatment)...here everyone took good care (of) me. Dr Rao is an excellent doctor. Sister Anitha is very helpful. She took excellent care of me...hats up sister. Other staff (were) good too. Thanks to Dr Jyothi and Shivu - A big thanks to Fortis!
- Excellent service. Doctors are very good and I want to appreciate Sister Ranjani for her service. Really, her approach and care is very good. (She is) One of the best persons I noticed. Because of Ranjani's service and best Doctors, I am giving 5 stars.
- Sister Ranjini, Sister Kavya at COVID care centre were patient and helped us. Deepa co-ordinator was excellent from start till discharge. Worked until midnight to arrange beds for my patients. Dr Bheemasena Rao was patient, competent and answered our queries. Jagadish caretaker at hotel was also excellent.'



Dr Rao with Nurse Shivraj

Appreciation for our Doctors and Nurses is pouring in from patients all across. Following are a few appreciation letters received at Fortis Hospital, Cunningham Road, Bengaluru.



Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, which is a dedicated COVID-19 facility, has so far received close to 300 appreciations letters from COVID patients and their relatives. The team faced many complicated situations but the doctors, nurses, housekeeping staff, PCS, IPD, PWD, F&B and security services persevered for the benefit of the patients. The appreciation and love from the COVID patients and their relatives is a result of this dedication.

A patient treated at the COVID ICU of Fortis Hospital, Shalimar Bagh, New Delhi, has penned the following tribute for Nurses:

What "Nurses" Stands for?

"N" is the symbol of Nurturing, which heals the patients with positive energy. "U" is the symbol of Undefined love, which they gives to patients without any fall. "R" is the symbol of Responsibility, which reflects in their working. "S" is the symbol of Strength, which you gives to patients through your devotion and dedication. "E" is the symbol of Empathy, which teaches the world to be humble & polite with everyone. "S" holds twice the place, which strongly conveys 'Service to people' is 'Service to God'



Nurses in PPEs

Wearing PPE KIT for 7-8 hours, without taking meals, water and sweating for hours, But never compromise with the job assign, is a sign of love, respect & humbleness for the society SALUTE TO YOU ALL!

**Following appreciation letter was received at Fortis Hospital, Shalimar Bagh, New Delhi:**

To The dear Fortis staff

A big thanks to you have been a wonderful support system who made my stay here very comfortable and happy. Though I don't know the names of all the staff members (1st floor B-wing) a special thanks goes to:

My lovely Dr. Anuj Goya I who is the most wonderful doctor I've ever come across. Dr. Simmi hats off to your spirit working and helping everyone around in such challenging times. Dr. Shabina so sweet considerate and with a positive Vibes which you spread across. Sister josana she is such a warm and lovely person takes care with so much devotion. Health staff are very helpful without any frown twitch I've noticed in some other big hospitals. All the members of the nursing staff have been equally good sorry that I don't know the names of all of you. The dietitians and the canteen staff has been wonderful too. How could I forgot thanking the doctors who were in OT they explained each and every thing with patience and help me cover my anxiety.

Thank you all stay blessed and happy my best wishes to you all

## Going Online

For the first time, Fortis Hospital, Noida, organised an online Basic Life Support training through a webinar for the employees of a multinational Information Technology firm with operations across the world. The session was organised by Fortis Noida for their offices across India and was attended by over 350 employees.

The session was led by Dr Dina Shah, Head - Emergency Medicine, Fortis Hospital, Noida. After a short presentation, she demonstrated Cardiopulmonary Resuscitation (CPR) during the webinar. The session was well appreciated.



Dr Dina Shah giving a demonstration during the webinar

# World Patient Safety Day

Team Nursing at Fortis Hospital, Anandapur, Kolkata, celebrated World Patient Safety Day on September 17, 2020. The theme this year was 'Health Worker Safety: A Priority for Patient Safety.' With the pandemic posing a challenge for healthcare workers, the event served as a reminder to ensure healthcare worker safety, which is pre-requisite for patient safety. All stakeholders in the healthcare process — patients, doctors and administrators — need to work together to ensure the safe delivery of healthcare and recognise health workers for their dedication and hard work, particularly amid the current fight against COVID-19. World Patient Safety day was celebrated with Road show, sessions in class room and virtual , Quiz competitions. ...followed by token of appreciations at Fortis Anandapur.



Team nursing celebrated patients safety day at Fortis Hospital Kolkata



Fortis Tower at Fortis Mohali illuminated

Fortis Hospital, Mohali, observed World Patient Safety Day on September 17, 2020, with a slew of activities. Dr Shivani Juneja, Clinical Pharmacologist, participated in a webinar on 'Medication Without Harm' where she touched upon Fortis Mohali's '5 moments of Medication Safety & Drug Information Centre (DIC) initiative,' which was well received. A flash quiz was held and short videos were screened. A panel discussion on safety initiatives the during COVID-19 pandemic times was held around this year's theme, 'Health Worker Safety: Priority for Patient Safety'. A leadership address was organised, which was attended by Mr Ashish Bhatia, COO - Rest of India and Dr GBS Kang, Medical Director & Director Medical Operations, Dr Anita Sharma, Head - Lab & Infection Control, Dr Shweta Prabhakar, Head - Quality & Patient Safety, Capt Neelam Deshwal, Chief Nursing Officer, along with various departmental heads. Mr Bhatia felicitated the winners and appreciated the safety measures undertaken at Fortis Mohali.



Staff members sporting orange ribbon

Fortis Ft Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, celebrated World Patient Safety Day on September 17, 2020, with awareness building walk-in rounds across the hospital, random quiz among all hospital staff including nurses, doctors, housekeeping staff, general duty assistants, security and other paramedical staff related to Patient Safety. The team received a fantastic response from patients and attendants during the awareness sessions.

To further build staff awareness towards patient safety, a creative video from the Quality Team focusing on International Patient Safety Goals was screened and an online educational session for nurses on the theme 'Health Worker Safety: Priority for Patient Safety' was organised.



Building 'Patient Safety' awareness



## Report from Ground Zero

Sister Jyothy Jose of Fortis Flt Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi, is in-charge of ICU-5 dedicated to COVID-19 patients. This is her story in her own words:

As the COVID pandemic unfolded, it brought the world to its knees. Leaving our loved ones behind, we prepared ourselves to care for the patients. We knew that we wouldn't be able to see our family members for a long time. It has been four months since I last held my two-year-old son. We are a team of 15 nurses handling ICU-5 of COVID-19 patients. Since it is an ICU, we were mentally and physically prepared to deal with very sick patients. But what we didn't expect is a surge of patients in the ICU.

Like soldiers, we kept marching forward day and night; sometimes without food or water for six hours at a stretch. We haven't met our family for months; we only made telephone calls or video called our loved ones. Though our babies are away from us, we are still going strong. Sometimes we felt a bit low but together, we eventually overcame all obstacles and focused our attention on the patients. The ICU mortality rate has dipped below 5% because of the tireless efforts of our team. Even when our colleagues tested positive for COVID, we didn't stop and continued to care for the patients. Even though it is exhausting, we keep marching forward. I now realise the value of my work; it not only makes a difference to an individual patient but to the entire nation.



Sister Jyothy Jose

My name is Nigy Ritto and I am a Staff Nurse at Fortis Hospital, Shalimar Bagh, New Delhi. I was pregnant and had tested positive for COVID-19, a day before my delivery, though I was asymptomatic. My first thought was, "Will my baby and I be fine?" I was scared. The psychological pressure post a COVID positive diagnosis is immense. I wanted to ensure that the tiny human life inside me is safe.

Thankfully, I work for a hospital that takes utmost care of all its employees. I called Ms Girja Sharma, Chief Nursing Officer, who was extremely sympathetic and reassuring. She immediately informed Mr Mahipal Singh Bhanot, Zonal Director, and they made all the arrangements. The support from everyone overwhelmed me. Dr Nymphaea Walecha, Senior Consultant - Fertility and IVF and Dr Umesh Deshmukh - Director & HOD - Anaesthesia, helped me deliver. It was their first COVID case and I could sense the burden of responsibility on their shoulders. With their support, the delivery went off smoothly. By the Almighty's grace, my baby tested negative. Thereafter, I was moved to a hotel for quarantine. All costs were borne by the hospital. I am now in Kerala, with my family and my beautiful daughter, who is now two months old. I took some time to pen these thoughts. Was I the only one who had given birth in the midst of a pandemic after testing positive for a highly contagious virus? Probably not. But the way I was treated will remain etched in my memory for a lifetime. Fortis was my family and I was their daughter.



Dr Nymphaea Walecha

With the onslaught of COVID-19, Fortis Hospital, Mohali, established a Flu Clinic to assess or screen potential COVID-19 patients. It was named 'Karuna Hut.' Dr Divyanshu Dhamija, who has been posted there shared her experience:

"Over the past two months, I and my team have screened over 1,000 patients and employees! It feels like a combat zone, that carries multiple risks – infected patients and objects, exhaustion from hot and humid weather, and psychological conditioning of the patient and my clinical team. Add to that, 'wearing a PPE kit and working in an open area'. Being posted at the Karuna Hut has made me witness the physical, psychological and social impact of this disease. The range of the COVID-19 positive cases varies from being completely asymptomatic to severe breathlessness and therein lies a great responsibility in correct assessment of the disease. Communication with a patient regarding monitoring and mental health counselling is one of the core duties of frontline healthcare workers during these testing times. It is a fight that cannot be fought alone and to that end, I have received great cooperation from our management. There is also a pride in being able to serve the society and work towards the larger goals of your organization. Life as a front line healthcare worker makes you a tough nut to crack!"



Dr Divyanshu Dhamija

# Lending a Helping Hand

Fortis Escorts, Okhla Road, New Delhi, undertook a 'Sanitization Drive' on August 9, 2020, in the hospital's neighbourhoods. About 30 Resident Welfare Associations (RWAs) were identified for the drive and with the support of employee volunteers, the drive was conducted successfully. As a part of the community connect activity, Fortis Escorts has re-established relationship with the RWAs as their response was positive.



The event was a success

A first-of-its kind blood donation camp was recently hosted at Fortis Hospital, Kalyan. Hosted for the first time at the hospital, the blood donation drive was aimed at meeting the blood and blood products related demand at Fortis Hospital, Mulund. At this camp 50 units of blood was collected; this with wholehearted support from all the staff members who were on premises. Special thanks to the members of the Security team – their contribution was a 100%. The team at Fortis Hospital Kalyan & Mulund applauds the efforts of the Blood Bank Team and the Community Connect Team. Special thanks to Dr. Supriya Amey, Facility Director, Fortis Hospital, Kalyan and



Blood donation camp hosted at Fortis Hospital, Kalyan

Dr Ashutosh Pandey, Head-Marketing, Fortis Hospital, Kalyan and Head-Emerging Business & Community, Fortis Hospital, Mulund, for enabling this camp.

The Nursing Team at Fortis Escorts, Okhla Road, New Delhi, lent a helping hand to the underprivileged in the adjoining areas by distributing food grains, masks and eatables. The initiative was led by Ms Minimole John, Chief of Nursing. Speaking about the initiative, Ms John said, "The turmoil caused by the COVID-19 pandemic is playing havoc in the lives of millions of people around the world. We are all in this together and all of us, who are capable, should do our bit. Let's feed the hungry and help the less fortunate among us. Together, we can make this world a better place."



A prayer meeting was held at Fortis Hospital, BG Road, Bengaluru, on the occasion of Ganesh Chaturthi. The team got together to pray for the swift recovery of COVID-19 infected as well as other patients.



In view of the ongoing shortage of blood due to unavailability of voluntary blood donors, Fortis La Femme, GK 2, New Delhi, in association with Rotary Blood Bank conducted a blood donation drive recently, in the hospital premises. This was the second such donation this year. The event received an overwhelming response from donors, including Senior Consultants, Nurses, Administrative personnel and Security, Housekeeping and other frontline staff.



After the camp, the hospital was conferred with a Certificate of Appreciation by Rotary Blood Bank for successfully conducting the camp.

# New Ways of Working

Fortis Escorts Heart Institute, New Delhi, conducted an online awareness campaign for Nurse Leaders on Hepatitis as part of World Hepatitis Day. The session was initiated by Ms Minimole John, Chief of Nursing, who shared insights about Hepatitis. Dr Jaswinder Singh shared knowledge on 'Preventing Needle Stick Injuries among Healthcare Workers.' The session was highly appreciated by all the Nursing Leaders.



Ms Minimole John



Nurse Leaders attending the session

The Human Resources Team along with Nursing Education at Fortis Escorts, Okhla Road, New Delhi, launched an Online Certification Programme titled 'Essential Upskilling for Nurses: COVID Management.' The four-hour online module included topics like, PPE Usage: Best Practices, Role of Nurses in Handling COVID patients, Self-Care & Stress Management. The programme included five assessments and upon completion, the participants received an online course completion certificate. Over 250 nurses have taken the course so far.



A sister taking the course



A sister displaying the certificate

During the Infection Surveillance Week, Fortis Hospital, Anandapur, Kolkata, held a panel discussion on 'COVID-19: The Challenges and its Impact on the Society and



Infection Surveillance week - Panel Discussion

Healthcare Workers.' The session was moderated by Dr Debasis Datta, Director - Gastroenterology and Hepatology and Dr Arindam Chakraborty, Microbiologist. The panel included Dr Raja Dhar, Director - Pulmonology, Dr Sibabrata Banerjee, Director - Internal Medicine, Dr Yashesh Paliwal, Head - Critical Care,

Dr Sanjukta Datta, Head - Emergency Medicine, Dr Bhaskar Narayan Chowdhury, Consultant - Microbiology, Dr Sanjay Singh, Consultant - Anaesthesia and Sister Doli Biswas, Chief Nursing Officer.

## Beyond the Call of Duty

Owing to the raging pandemic, Mumbai – a city that never sleeps – came to a standstill. But the job of saving an enriching lives was squarely cut out for all caregivers. Every single day posed a new challenge. Satish Patil-Cluster Head, Human Resources, Fortis Hospitals, Mumbai, along with his team rolled out and executed applicable solutions for every new emerging crisis. This ensured smooth functioning of all Fortis hospitals across Mumbai. Going above and beyond his call of duty, Satish played a pivotal role in making travel arrangements for the caregivers, by collaborating with the city bus service. He also played a crucial role in setting up and enabling accommodation arrangements for requisite staff members, to seamlessly carry out regular operational jobs and ensured that they all are well protected, taken good care of and fully equipped to fight COVID-19; all the while keeping his cool and never dropping the mask.

Satish stood rock solid with his team across other units in Mumbai, seamlessly collaborating with his fellow Human Resources leads, Suresh Chavan of Hiranandani Hospital, Vashi - A Fortis Network Hospital, Rajesh Kokitkar of Fortis Hospital, Kalyan and Ganesh Deshpande of S. L. Raheja Hospital - A Fortis Associate Hospital, Mahim. He instilled the value of 'hum hai na team' to extend support to all Fortisians 24\*7. He helmed the role of rolling out MSOG staff guidelines and implemented the Safety Guidelines issued by the Government in a systematic and sustainable way. Under Satish's able guidance, his team became an unshakable non-clinical support system that contributed towards the smooth functioning of all units across Mumbai. Satish's astute leadership, in the midst of the global crisis, and his team ensured utmost precision in all Human Resources operations.



Satish Patil

COVID-19 care in Mumbai encompasses immense collaboration and coordination with the health and civic authorities, to ensure that all patients are provided optimum medical aid seamlessly. Dr Kunal Punamiya, Head-Medical Services, Fortis Hospital, Mulund, has a pronounced connect with the authorities, that helps the medical and non-medical staff of the hospital prepare better. Extending the work he is doing within the hospital, he has collaborated with the authorities, both Municipal Corporation of Greater Mumbai and Ministry of Health-Maharashtra, to host education and awareness seminars to bring relevant information and learning to his peers. He also shouldered a big role by collaborating with the local governing authorities to identify high-risk zones across the city. His ability to network across all fronts, taking ownership, and being able to find a solution to any problem that's posted, is absolutely commendable.



Dr Kunal Punamiya

He has been working in complete tandem with the Health Officers, Police and Traffic personnel to ensure that patients seeking treatment for COVID-19 are appropriately routed and cared for. A pillar of the COVID-19 team at the hospital, he also supports the administrative team by offering operational support for patient transfer, etc. He has been on 24-hour call since the pandemic hit the city and has played a pivotal role of being a strong support system for the clinicians.



Rahul Dagar

Mr Rahul Dagar works with the Housekeeping Department at Fortis Ft Lt Rajan Dhall Hospital, Vasant Kunj, New Delhi. What makes Rahul unique is his courageous commitment towards his duties amid the raging COVID-19 pandemic. Rahul resides 40 kms away from the hospital. When the lockdown commenced in mid-March 2020, commuting became problem for him. Hailing from a family that is into farming, it would have been easy for him to quit and help out as a farm hand. However, Rahul demonstrated exemplary commitment and continued to come to the hospital every day, riding on a borrowed bicycle. His only thought was, "If everyone thinks of quitting, who will take care of the patients?"

Rahul used to start at 5 A.M. every day and pedal for two hours to reach the hospital on time. Soon, his colleagues began taking notice and offered to give him a lift half-way. The journey was not easy for him but he continued to persevere till mid-July, till the curbs were partially lifted in Delhi. Fortis is proud to have a dedicated staff like Rahul.



Ms Simi Harish handing over COVID-19 antibody test kits

Ms Simi Harish, Head - Patient Experience, Fortis Hospital, Mulund, initiated free COVID-19 antibody screening drive for frontline workers at the hospital recently, with support from the Blood Bank representatives. This test identifies past exposure to the virus, presence of antibodies in the blood, and also helps identify eligible potential plasma donors. Under this initiative, over 100 staff members have been screened already, which includes clinicians, Resident Medical Officers, nursing and paramedical staff. Members of the staff who have beaten the infection are screened for the presence of antibodies in the blood and motivated for plasma donation for convalescent plasma therapy, under this drive. In the next leg of this initiative, 50 more tests will be deployed for the fellow Fortisians.



(2nd from Left) Dr Lalit Dhantole, Head-Blood Bank, and his team performing the COVID-19 antibody screening tests



Sibi Singh

Mr Sibi Singh, Cardiac OT staff at Fortis Hospital, Cunningham Road, Bengaluru, turned out to be a life saviour for a young diabetic patient suffering from persistent breathlessness and admitted to the COVID ICU. The patient was in urgent need of plasma therapy and the patient's family was unable to find a suitable donor. A message was circulated internally in the hospital's WhatsApp groups. Sibi had already scrubbed himself and was getting ready to assist a cardiac surgery when he came to know about the requirement. He took approval from the concerned authorities and rushed to donate plasma voluntarily. He fitted the donor criteria and was able to donate plasma, which saved the life of the young patient. The patient has since recovered and has been discharged. Well done, Sibi! Fortis is proud of you!

Dr Rajat Bhargava, Head-Radiology, Fortis Hospital, Mulund, has been at the forefront of the battle against COVID-19. Considering the critical role of imaging services, especially in the current times, it was important that imaging services continue uninterrupted and function efficiently during this pandemic. As the separate COVID-19 set-up at Fortis Mulund was being put in place, Dr Bhargava promptly initiated department protocols to run the imaging department with safety of staff and patients. He was amongst the first ones to realise the crucial role that a CT scan was going to play in COVID-19 identification and management, and held rounds of meetings with the clinical team to impress upon them the high sensitivity of CT scan in diagnosing COVID-19. It became a standard protocol in the Emergency Room set-up, where CT scans were instrumental in triaging COVID-19 patients and help in rapid decision making. A high number of primary angioplasties could be performed at Fortis Hospital, Mulund's Cath lab, thanks to the accurate triaging achieved with CT scans.



Dr Rajat Bhargava

Dr Bhargava derives most satisfaction with the care he could give to the Cancer patients by performing large numbers of image-guided procedures. It required a bold and caring approach to ensure continued care to Cancer patients during the pandemic. He never shied away from doing a biopsy or a drainage procedure for a patient who needed it. He is looking forward to the time when the COVID-19 crisis is over, so he that he can relax and reflect on the times when we all went to war with the virus and came back victorious.

Blood Transfusion Services form one of the core support areas for any tertiary care hospital. During the pandemic, as the entire country went into a complete lockdown, it became difficult for Blood Centers to have donors who could come and donate blood, which was an extremely crucial lifesaving element for many who needed blood and blood products urgently. The requirement for blood and its components was ever increasing, on the other hand the supply was limited; nobody wanted to step out of their homes, risk contracting the infection, as they went to donate blood. Dr Lalit Dhantole, Head-Transfusion Medicine, Fortis Hospitals, Mulund

and his team managed to recruit blood donors during this phase, and managed the task at hand seamlessly. Dr Dhantole and his team coordinated with the Community Connect team at the hospital and conducted multiple blood donation camps, both in-house and in the peripheral areas of Mulund. Under his able leadership, the team succeeded in collecting more than 300 units of blood, by hosting about half a dozen blood donation camps during this phase. Dr Dhantole and his team became the key support system that aided medical teams that were caring for critically ill patients, and those who were to and had undergone surgeries.

Understanding the need of the hour, Dr Dhantole initiated the Convalescent Plasma collection drive; this initiative helped multiple patients in the peripheral areas. It also helped build awareness about the need for Convalescent Plasma donation. Ably supported by his team, Dr Lalit Dhantole was able to understand and strategize for all blood-related requirements within the hospital, and deliver without shortfall. Dr Dhantole and his team's efforts would have been futile, had it not been for the courageous and example-worthy blood donors who came forward and helped, as the globe reels under the COVID19 pressure. Dr Dhantole signs off by thanking the donors, to whom he will remain forever indebted.



Dr Lalit Dhantole



Dr Ashutosh Pandey

Dr Ashutosh Pandey, Head-Sales & Marketing, Fortis Hospital, Kalyan and Head-Emerging Business & Community Connect, Fortis Hospital, Mulund, stood true to the spirit of being a true Fortisian, during the pandemic. While working tirelessly for Fortis Hospital, Kalyan – a non COVID unit, he reassigned himself to a pan-Mumbai level, helping resolve two mammoth logistical issues – transportation and accommodation of staff. Resolving these two issues was paramount, so that medical and non-medical staff could continue working at their best, at a time when the threat of the virus was looming large. With his Community Connect efforts, he ensured that buses were made available for employee commute and local schools were used for housing of staff; helping bridge a big gap. Early on into the pandemic, he also gauged the nutritional requirements of the medical & non-medical COVID-19 staff and arranged for protein bars, fruit juices, cereal, yoghurt and other nutrition-dense edibles to be delivered to

Fortis Hospital, Mulund, Hiranandani Hospital, Vashi & SL Raheja Hospital, Mahim and other hospitals across the network. He also understood the gravity of the blood requirement situation, and to tackle to shortage of blood and blood products, he worked in tandem with the Blood Bank and the Community Connect team to host blood donation drives. Over 350 units of blood was collected through these drives. Dr Ashutosh Pandey has also been available on call 24\*7, helping out community partners and members in getting beds. He ensured that bed arrangement was done within the Fortis network across Mumbai or in other hospitals, so every patient who reached out, got a bed. While the pandemic dampened everyone's spirits, he ensured that the doctors, nurses & non-medical support staff across the network hospitals in Mumbai were engaged – goodie bags and handwritten messages were delivered to all frontline staff members on National Doctors' Day and International Nurses' Day. This gesture was much appreciated by those who could not even spare a minute to celebrate. Dr Pandey wore multiple hats and immersed himself in making a notable contribution in the fight against COVID-19, all this while staying away from his family, so he could keep them safe while doing his part.

Mr Chetan Surani, Manager-Referral Sales, Fortis Hospital, Mulund, donned multiple hats through the course of the pandemic, to emerge as an empathetic Fortisian. Beyond this role in the Referral Sales Department, he stepped up to help with patient screening and management through April 2020; he also offered his car for pick-up and drop of employees on his route to and from work. Despite catching the COVID-19 infection and being hospitalised, he remained available to everyone on the phone to ensure that every query was addressed. He never once switched off his phone during his hospitalisation, demonstrating high levels of compassion. Post discharge, he took up the role wholeheartedly and became a crucial part of the COVID-19 task force's support group. For all those that connected with him for admission, he took detailed notes of their clinical condition; working closely with the medical teams, he assessed their symptoms and severity, and allocated beds in the suspect ward, COVID-19 positive ward or the ICU. Every patient or patient family that reached out to him received help and guidance. Chetan also took up the role of COVID-19 bed management after the responsible team member leave had to go on a medical leave. He left no stone unturned to ensure that patients were spoken to, any time of the day or night, and their queries were addressed, standing like a true pillar of support to the hospital, and to the community at large. Chetan's commitment is truly commendable and we applaud him for his proactiveness, perseverance, patience and passion.



Chetan Surani

# Accolades

The Fortis Family congratulates Prof (Dr) Mukut Minz, Director - Kidney & Pancreas Transplant, Fortis Hospital, Mohali, on being appointed as a part-time Member of the Undergraduate Medical Education Board of the newly constituted National Medical Commission (NMC).

An eminent medical educationist and recipient of the coveted Padma Shri, Prof (Dr) Minz, former Professor and Head of the Department of Renal Transplant Surgery at PGIMER, Chandigarh, has over 30 years of experience in Transplant Surgery. He was elevated to the post of Senior Professor in 2008 and became a member of Governing Body of PGIMER in 2015. He received advanced training in cadaver organ retrieval and transplantation at various centres, including the Universities of Oslo, Norway; Gothenburg, Sweden; Heidelberg, Germany; Munich, Germany and Minnesota, Minneapolis, USA. Dr Minz was instrumental in setting up a new department of Renal Transplant Surgery in PGIMER and has performed over 3,500 kidney transplants.



Prof (Dr) Mukut Minz, Director - Kidney & Pancreas Transplant, Fortis Hospital, Mohali



Dr Thejaswini Parthasarathy, Facility Director, Fortis Hospital, Rajajinagar, Bengaluru, with the Nursing Team

Fortis Hospital, Rajajinagar, Bengaluru, has received the Nursing Excellency Re-accreditation on August 2020. The first accreditation was held on November 2019. The audit was conducted for a day by two assessors.

Nursing services are an integral part of the clinical services of any health care organisation. The aim of nursing services is to provide comprehensive nursing care in terms of health promotion, prevention of diseases and therapeutic nursing care

to the patients in a hospital as well as to the community. This accreditation, recommended by assessment team highlights the hospital's continuous improvement and commitment in demonstrating quality Nursing care. Nursing Excellence certification is the highest national recognition of providing quality nursing care and safety. The re-accreditation testifies the hospital's commitment to safety of patients and nurses, better infection control and improvement in quality of healthcare.

Fortis Hospital, Anandapur, Kolkata, has received the Nursing Excellence Re-Accreditation certification for the third time. The hospital had earned its first Nursing Excellence Certification in 2016, making it one of the first to achieve the coveted distinction in Eastern India and in the Fortis network. The Nursing Excellence Re-assessment was done by two assessors from the National Accreditation Board for Hospitals & Healthcare Providers (NABH) on March 7-8, 2020. The assessors reviewed the hospital's compliance with the Nursing Excellence standards and conducted a comprehensive assessment of the Nursing services.



The Nursing team with the re-accreditation certificate

The re-accreditation underscores Fortis Anandapur's continued commitment to Nursing Excellence and quality patient care through strategic planning, transformational leadership and effective change management.

## Know our Clinicians



### Dr Manish Sontakke

Consultant Joint Replacement Surgeon,  
Hiranandani Hospital, Vashi-A Fortis Network Hospital Navi Mumbai

**You have keen interest in various forms of exercise. When did your start?**

My earliest memories of exercise date to when I was just 5yrs old. I remember long walks along the beaches of Visakhapatnam every morning. By 5yrs of age, I had also learnt how to swim with my father; I swam an average of 2hrs daily by the age of 8yrs. I played Football and Cricket right from school till I completed my orthopedics degree. I started weight training in first year of MBBS and have never stopped lifting weights since then.

**Which exercise routines do you follow now?**

In today's hectic life, the best way to utilize our time is to burn maximum calories in minimum amount of time; and gain muscle strength without wear and tear of our joints. I do this through High Intensity Interval Training (HIIT) and Tabata. Alternating cardio and weight training workouts is the best way to do this. Swimming and cycling are my favorite cardio exercises, as our body weight doesn't load our knee and ankle joints, keeping us injury free! Compound muscle training includes working out large muscle groups with heavier weights. During the lock down, body weight HIIT, resistance bands and dumbbells workouts are my staple. Cycling and swimming have maintained my stamina and endurance.

**Apart from the health benefits, what do you think has been your greatest takeaway from exercise?**



A sane mind lives in a healthy body. Exercise improves Mental Health by reducing Anxiety, Depression and negative mood and by improving self-esteem and cognitive function. It's a guaranteed way to a good night's sleep.

**When do you exercise and how do you make time to follow your passion, especially in the current scenario?**

I work out early mornings for 1-1.5hrs; many-a-times I work out late at night. Personally, I feel working out in the afternoons or late nights is better because you can skip the warm-ups and you have good recovery in the night. After so many years, it is more of an addiction than a habit. The lockdown was a blessing in disguise, as I learnt newer techniques and surprisingly I am in better shape than before.

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

We should practice what we preach. Exercising is a way of life that we want our children to learn, especially in this day & age of internet & technology driven entertainment like video games and social media. We also often exhort our patients to exercise; it is motivating for them to see that the doctor is also fit and exercises regularly. We earn many things during a lifetime, a healthy body also needs to be earned and is an investment worth making which pays multiple dividends. No pain no gain.





# Conversation

## Meet **Ninangneihoi** ICU In-charge & Clinical Instructor Fortis Memorial Research Institute, Gurugram

Hi, I am Niangneihoi,

Working with Fortis Memorial Research Institute, Gurugram as ICU Incharge & Clinical Instructor.

I basically hail from Churachandpur in Manipur state. I joined Fortis Vasant Kunj in the year 2012 and worked with Fortis Vasant Kunj till 2017. In the year 2018 I moved to Fortis, Gurugram

Working with Fortis is a hectic yet satisfying experience.

The opportunity to take care of the sick and bring smiles to their faces is what inspires me the most. Being a Nurse is itself an inspiration. It's not easy to care for others, to match their expectations, it's a challenge of every day. And I love overcoming that challenge each day. I put on my scrub to do my best.

Fortis include the majority of my experience of my life. It has given me many opportunity to learn and grow. Exposure to new medical technology under the able guidance of experienced Doctors and my seniors helped me grow professionally. Handling new problems and difficulties daily helped me to a better individual as well as a better professional



All the day or moments spend in Fortis I cherish. But one of the experience which I will always remember is when we did a flash mob dance on Cancer day which I would never thought I will do in my whole life. Fortis helped me to come out of my comfort zone and teach me to spread my wings to fly high.



# Wall of Fame



## Fortis Malar Hospital, Chennai

Both my Mom and Dad were admitted for Covid treatment in Isolation ward. Services were excellent. We did not have a feel that our parents were left alone in isolation as they could be contacted any time even when they were in ICU. Above all amidst their hectic schedule Doctors never forgot to call us and let us know the conditions of my parents. Mr. Raja, SLM, was so kind enough to help us at all times. He was so good to pick up the calls in odd hours and help us whatever the problem be. When there were no beds free in the hospitals near our place he was the one who helped us to get my Mom a bed in Fortis

Malar for treatment. He also helped us a lot in billing as we had trouble in claiming funds from insurance. Thank You Mr. Raja. Keep up the good work.

Appreciated by : **Ms. Sharmila Daughter of Patient Mr. C.N. Palani & Mrs. Rajini**

Appreciation for : **Mr. Raja P.N., Service Line Manager**



**Mr. Raja PN,**  
Service Line Manager

### Fortis Malar Hospital, Chennai



Dr. Rajkumar

I am Afzal from District Cudapah from Andhra Pradesh giving a review about Fortis Malar Hospital.

My father was suffering with sever breathlessness which was huge tense to all of us. I acted immediately and looked up available hospitals which were willing to admit patients. I made a tele-consultancy with Fortis Malar only after they confirmed a vacant bed for my father. As soon as we arrived the condition of my father was looked into and he was admitted into the ICU, realizing the seriousness of the situation. Utmost care was given and everything felt reliable that instant. The doctor reported his condition periodically and explained his condition very patiently. The hospital bills were cleared day to day, there was complete transparency regarding the fee. Mr. Raja, Service Line Manager, coordinated the whole process regarding billing and any doubts. Language was a huge problem for me, he made easy in understanding the situations. Every penny was worth it for the treatment, information and care given to him. After his condition was stable, he was shifted to the general ward. The social distancing and sanitization was 100%.

Mr. Raja PN,  
Service Line Manager

After a week (how many ever days) he is discharged Hale and hearty. This is surely a sigh of huge relief. Thanks to FORTIS MALAR. I would like to recommend this hospital to other patients who aren't able to find a proper hospital during the pandemic. Reach out to this hospital and I'm sure it will be of great help.

Appreciated by: **Mr. Afzal, son of Patient, Mr. Fakrudin**

Appreciation for: **Dr Rajkumar, Consultant Pulmonologist and Mr. Raja PN, Service Line Manager**

### Fortis Hospital, Ludhiana

My mom was admitted in Fortis Hospital for a partial hip replacement and is successful.

I appreciate the work done by ortho doctor Dr. Sanjeev Mahajan and Jyoti mam, she told me about complications and billing procedure. It is great experience and online system of submitting bills and getting a text messages on phone is like a close look on what going on with bills.

A special thanks to Mr. A.P. Singh that he always there for us and he was just a phone call away. Thanks for your help and support.

Thank you KTP staff nurses sister Meenakshi ans Rajwant, Gurpreet and GDA Vajanti for your help and support all the time. Keep the good works.

Appreciated by : **Patient's son**

Appreciation for: **Dr Sanjeev Mahajan, Dr. Rahul & Team Fortis**



Dr. Sanjeev mahajan

I was admitted under Dr. Vishnu Gupta. I am thankful to Dr. Vishnu. Due to him i am fit and fine now. I am able to stand and can walk on own feet. Doctor was very helping and caring all the time. Very excellent services provided by all staff, special care given by double room nursing staff.

I am thankful to all OT and double room staff for taking care of me.

Appreciated by: **Veenu**

Appreciation for: **Dr Vishnu Gupta & Team Fortis**



Dr Vishnu Gupta

### Glimpses of Onam Day celebration across Fortis



Fortis Memorial Research Institute, Gurugram



Fortis Hospital, Kalyan



Fortis Escorts Heart Institute, New Delhi



Hiranandani Hospital, Vashi – A Fortis Network Hospital



Fortis La Femme, GK-2, New Delhi





Fortis Hospital, Mulund



Fortis Hospital, Noida



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



SL Raheja Hospital, Mahim - A Fortis Associate



Fortis Hospital, BG Road, Bengaluru

# Congratulations!



Baby of Tituraj Das Kashyap  
- Corporate Office



Baby of Nikhil Gupta  
- FMRI



Baby of Dr. Vaibhav Suresh  
- Arcot Road



Baby of Vishabh Kumar  
- Faridabad



Baby of Kavyashree K. H.  
- Rajajinagar



Baby of Ashsiah Yahunna  
- Dehradun



Baby of Indu,  
- Shalimar Bagh



Baby of Roma Khera  
- Shalimar Bagh



Baby of Dr. Janvi Sherpa  
- Fortis C-DOC



HAPPY  
WEDDING



Amitha Sonal Pais, Rajaji Nagar



Vinothini Raj, Arcot Road

PLEASE  
NOTE

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

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

