

Dr L H Hiranandani Hospital

FEBRUARY 2022



Healthy

■■■ MILESTONES

OUR FIGHT AGAINST COVID



With the eruption of COVID pandemic in March 2020 the entire year has been operationally very challenging for all the hospitals, however pro-active approach of our hospital's management towards taking on every issue and challenges, has made us sail through the most difficult phases of first as well as second wave of COVID. Some of the most mentionable are: Taking good care of over 600 medical and non-medical staff and keep them motivated all the time to fight every odd situation they came across, ramping up the infrastructure and ensuring availability of the critical medicines on COVID and oxygen for the patients, Installation of own oxygen generating plant (first such plant in the city) and now effectively carrying out vaccination drive in our hospital premises. We believe that many such timely taken measures by the management have led to the efficient handling of COVID patients at our hospital. And we shall continue to do so till the pandemic is driven out completely.

CEO, Dr Sujit Chatterjee on receiving the
'Excellence in COVID Management' award at the AHPI 2021
Excellence in Health Care Awards (National Level) on behalf of the Hospital.



Table of Content

01

Messages

- a. Chief Managing Trustee,
Dr Niranjan Hiranandani 04
- b. Managing Trustee,
Mr Surendra Hiranandani 06
- c. Chief Executive Officer,
Dr Sujit Chatterjee 08
- d. Editorial Note,
Dr Suvin Shetty 10

02

Articles

- a. Our Journey through COVID
– Dr Manish Gupta 12
- b. Impact of COVID-19 on
Nursing –
Ms (Capt) Valsa Thomas 15
- c. Managing the Supply –
Ms Brenda Da Costa 17
- d. Managing the Medications
and their Supply –
Ms Manisha Pal 20
- e. Pandemic tales of our
COVID warriors 22

03

Celebrations

- a. Ganesh Chaturthi Pooja 49
- b. Deepawali –
Lakshmi Pooja 50
- c. Christmas Party 51
- d. Independence day 52
- e. Republic Day 53
- f. Chairman,
Padma Bhushan
Dr L H Hiranandani's
104th Birthday Celebration 54

04

Awards 55

05

Events 63



Dr Niranjan Hiranandani
Chief Managing Trustee



Message

from the Chief Managing Trustee

“

Despite the long duration, the long hours of work, combined with the stress of the domestic front, each of you has done a sterling job in fighting COVID. I am proud of you and I assure all that so would my father, our Chairman, Padmabhushan Dr L H Hiranandani have been proud that you have done a sterling job.

The last two years have been difficult for all in our country, state, city and our hospital. The COVID cloud had enveloped the city. There have been 3 waves and each more furious than the other. This was a very difficult period for all at the hospital. It is not only the patients that you looked after selflessly but ensured too that your families were unaffected.

Our near and dear also were afflicted with COVID and now the situation was doubly challenging. The patients and the worry of what was happening at home. It is a matter of pride that you stood firm. Despite the long duration, the long hours of work, combined with the stress of the domestic front, each of you has done a sterling job in fighting COVID. I am proud of you and I assure all that so would my father, our Chairman, Padmabhu-

shan Dr L H Hiranandani have been proud that you have done a sterling job.

The hospital has taken long strides. Kidney transplant, we have commenced performing, Liver transplant permission has been obtained and as I have gathered that the hospital also wants to go in for the Heart and Lung transplant. This is indeed good news and will place you in class with the very best. This will take hard work. I am confident that you will perform above par as you have already proved that you have the mettle.

I am confident that the next year we will celebrate this day of 22nd February with traditional gaiety as we always do. I take this opportunity to thank you all for your service. You have been the bedrock in the time of crisis. God bless you, your families and our hospital.



Mr Surendra Hiranandani
Trustee



Message from the Trustee

“

We constantly endeavour to provide accessible, affordable and best available healthcare services in the city.

Dr L H Hiranandani Hospital provides premier healthcare to all as it is equipped with all modern equipment and facilities featuring multi speciality and super speciality departments.

We are slowly emerging after fighting the deadly Coronavirus that has gripped the world for the past two years. It affected all sections of people due to its relentless spread especially in areas of dense population. Right from the beginning with the help of our team of expert medical professionals and technicians our hospital has succeeded in treating the Covid patients not only from Powai but also from other parts of the city and also amongst the private hospitals we have handled the largest number of Covid cases in Mumbai. While having treatment options available is crucial, administering vaccines also continues to be the most powerful tool at our hospital to prevent the infection.

We constantly endeavour to provide accessible, affordable and best available

healthcare services in the city. We have achieved great success as we are servicing more people with complex medical needs including long term care and also home care.

Our journey is not just treating people or saving lives, but our foremost priority is to put patients first with our commitment directed towards providing better medical care.

Even though we gained a lot of experience during the last two years, we have to be ready to face new challenges in the future. I am sure that with the advancement in medicine and strides in technology we will be able to provide access to better healthcare for all levels of sickness.

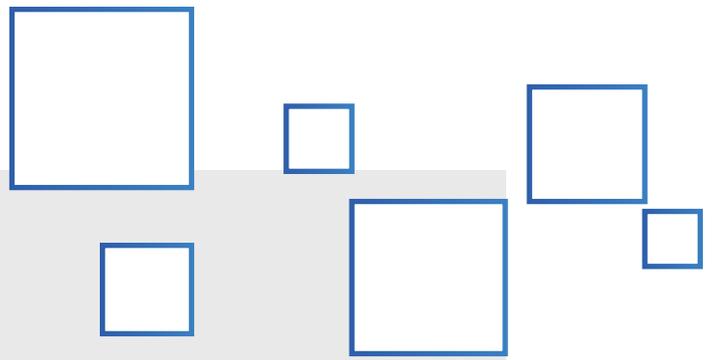
We continue to focus on delivering high standards of patient care in a friendly and approachable manner. I would like to thank our entire team for their contribution for achieving another milestone and I look forward to your continued support for taking our hospital to the next level.





Dr Sujit Chatterjee
Chief Executive Officer





Message

from the Chief Executive Officer

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I am most grateful to each one who contributed their all to the cause of treating patients. This effort has gone a long way to make us – The preferred choice for healing and good health.

The years gone by... Since the very ONSET of this disease, COVID-19, our hospital was leading the charge to counter the menace and stay focussed for the patient. It was a new disorder and all the medical staff were not familiar with treatment protocols. That we were seeing a large number only established the fact that our patients were confident of our professional skills.

Now we seem to be on the way out of the

pandemic. Gradually we are returning to a normal, it may be a new normal, that may be with our masks on at all times!! We may also go back to the pre-COVID era.

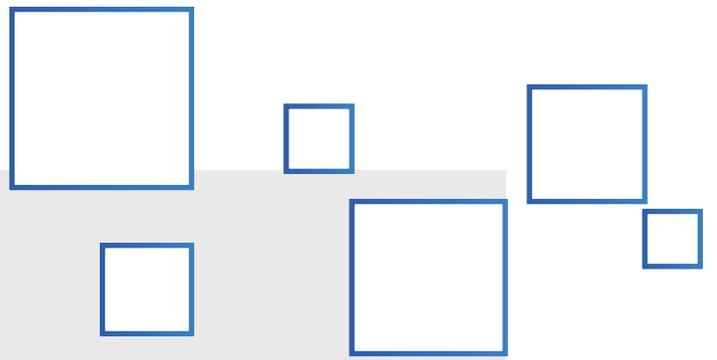
I am most grateful to each one who contributed their all to the cause of treating patients. This effort has gone a long way to make us – The preferred choice for healing and good health.

Please do not let your guard down. Be safe, keep your family safe and our hospital safe.





Dr Suvin Shetty
Pathologist & Editor



Editorial Note

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The current 'Healthy Milestones' issue covers the tales of the pandemic in the words of the frontline warriors.

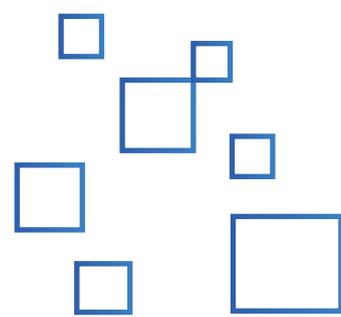
Coinciding with the third wave of the COVID-19 infections receding, and yet another successful fight back by the nation, we are celebrating the 18th anniversary of our raising day. It has been an unusual last couple of years.

A new-normal, as it is usually said. Everyone hoping that this would be the last of the waves or the variant that affects us. Well, we don't know that. However, what we know is that our spirits are high and we know we can fight back against this virus.

The current **'Healthy Milestones'** issue covers the tales of the pandemic in the words of the frontline warriors. It covers the pain, fear, joy and sense of achievement, all emotions bundled into each of us, as experienced by each warrior.

We also look into the manpower management and the supply chain challenges that we had to overcome. It has been a very hard year, especially during the second wave whose magnitude and severity was very high. But, here we are, ready for the next fight.





Dr Manish Gupta
Medical Director

Our Journey through COVID

The initial spell of Corona came with a catastrophic fear amidst an existing commotion of what the disease exactly was. Dr L H Hiranandani Hospital too was a part of this turbulent situation. However, we were mindful that we had to abide by our duty as a medical institution. We decided to step out into a war with the COVID-19 disease and help our nation in every way possible.

In the beginning, a committee was formed to discuss and debate on the plan of action during the COVID-19 outbreak. The management gathered all the available information about this infection and divulged it to the staff.

The committee along with the other staff members dealt with the agenda such as the arrangement of hospital requirements or the procedure to be followed when a

COVID positive patient came.

To cater for the Clinical perspective, an Infection Task Force was created. Numerous meetings were held to contemplate the guidelines to be adhered, for the patient's benefit. Clinical, nursing and supply management chain was activated. A distinct COVID ward was formed to differentiate the treatments of COVID and Non-COVID patients. Separate Exit and Entry points were determined for the COVID positive patients, there was the creation of a Red Corridor. A fever clinic was created. All patients were allowed entry only through this clinic. All the regulations were followed. Clinical care pathway for COVID treatment from admission to discharge and post-discharge protocols were defined. Doctors and Nurses were trained, the manpower was motivated to fight the disease valiantly. Telephonic feedback system to patient's relatives was arranged.



Video calling process for the patients in the ICU was started and done daily. The hospital also strived to regale the security of its staff and provided them a health backup, milk-shakes and protein bars were given to the treating doctors, nurses and paramedics. Rules for the communication of data with the government were also framed.

The first wave was a very rough phase, a time of great uncertainty had hit the planet, it was a furious storm which settled in silence for a small period, after which came the disastrous second wave. Its devastation went on to affect a number of people. The hospital team was up to the task and handled patient care with aplomb.

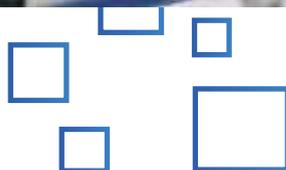
As the number of cases increased, beds fell short. We ensured we were in sync with the need. We ramped up our beds by 100 within 24 hours. This was possible as we had planned for this eventuality. Regular rounds were made by all consultants and resident doctors across all medical fields (like ENT surgeons, cardiologists, physiotherapists). Cherish able success was also achieved by conducting deliveries of COVID infected mothers.

Care continuum was established by a post-COVID clinic.

We followed our patients not only from admission to discharge but also took care of them post-COVID by rendering them a multidisciplinary post-COVID treatment centre.

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As the number of cases increased, beds fell short. We ensured we were in sync with the need. We ramped up our beds by 100 within 24 hours.



The next big challenge was vaccinating a huge population and we did triumph over this too by dispensing vaccine doses, commencing with the hospital employees . A special vaccination centre was built within the hospital premises. With the aid of the diligent medical and paramedical team, we vaccinated about 18000 people so far.

To prevent burn out, the hospital arranged for all its staff to go to a 5-star respite in small batches. The aim was to recharge the staff and ensure they rejoined the fight with renewed vigor.

Staff motivation was a challenge at all times. Thus, from psychological counseling to ensuring we joined a dance competition – Jerussalema with gusto. Our dance was videographed and dropped in the YouTube. It went viral!!

Our journey has been challenging. We were able to overcome against all odds as the team was committed to stand up and be counted. The city was in peril and we fought hard to get our city back!! There have been great learning and we all have matured as a team. We are now ever ready to join any such fight and be ready to win.





Ms (Capt) Valsa Thomas
Nursing Director

Impact of COVID-19 on Nursing

C COVID-19 pandemic has its impact on the health, way of living and economy. It has killed millions, affected billions, impacting all parts of the globe over a prolonged period. The healthcare industry has changed dramatically because of the unpredictable nature of the pandemic.

The impact of COVID-19 on nursing is enormous. Since the breakout of COVID-19, nursing leadership faced multidimensional challenges in carrying out their professional duties and responsibilities. Young nurses experienced a grueling situation. A significant amount of psychological and physical distress was inflicted to them. Plans and preparations were made adequate enough to ease their worries and motivate their physical mental and emotional well-being. Training, adequate PPE, good food, comfortable accommodation, additional nutritional support, counselling, entertainment, encouragement all these helped to overcome the fear and

to motivate.

Throughout the pandemic, nurses have used their extensive knowledge and skills on infection control measures, such as the effective use of PPE, to enhance the safety of staff and patients. This is one area where nursing really showed its worth. These nurses showed how resilient they can be and how useful they are during emergencies.

The frontlines were lauded for their efforts. The public and media profile of nursing has never been higher. Across the globe, we have seen nurses applauded, praised and honored for their work during the pandemic. However, the pandemic's repercussions will be felt for years to come in society, in healthcare and in nursing. As a profession, there has never been a more important time to demonstrate resilience, to adapt to the changed context of care and to highlight nurses' skills, knowledge and expertise.

Nurses, due to their frontline role as health care providers, are the worst hit among the COVID-19 pandemic, but this has not frightened the young people from opting for nursing courses.

Data shows occupancy of BSc-nursing seats went up to 99% from 70%. Despite overcoming extraordinary obstacles and challenges, nurses are the toughest humans on Earth. The force will march forward!

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Ms Brenda Da Costa
**General Manager –
Materials**

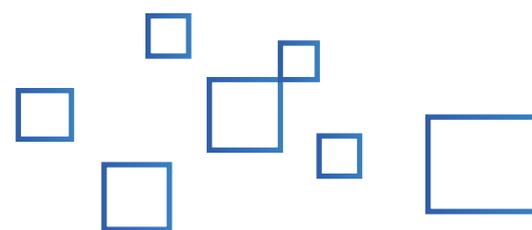
Managing the Supply

Lessons learnt from the past two years while battling the pandemic, has made us wiser if not wealthier with these experiences.

Management of Critical Materials during COVID-19

The first few weeks were demanding and difficult. There was a possibility of a massive influx of critically ill patients. We were urged to use the help of medical staff to quickly evaluate the need, fast forward product sourcing and meet the demand in record time. This meant favouring and collaborating with suppliers who were quicker to offer a vital support structure. The primary objective was to ensure that adequate medical equipment, supplies and PPE were available round the clock to all staff and front-line workers.

The department had to play a leading role to safeguard and protect the hospital supply base. We practiced precision spending and became adept to identifying substitute suppliers. Procurement was not about just purchasing, it was also about collaborating with suppliers to address challenges and expanding contingencies to apply to the inventory management. In addition there was financial pressure when forced to make bulk purchases. Suppliers reduced the frequency of delivery, thus creating a shortage of critical items in the market.



Although the lockdown made it very difficult to acquire items, the procurement team were able to make vital medical devices available at unbelievable speed. Among them were ventilators, HFNCs, defibrillators, multi-para monitor and volumetric infusion pumps which arrived right on time. A shortage for equipment, PPE, masks, gloves, hand disinfectants was created by public misinformation, panic buying and stockpiling. Everyone was mandated to wear masks, and the demand for the essential supplies continued to rise as the number of confirmed COVID-19 cases increased. The demand for supplies led to unscrupulous practices, such as hoarding, profiteering and manipulation of prices. Despite this we managed to procure items at an economical cost compared to the market price.

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Procurement was not about just purchasing, it was also about collaborating with suppliers to address challenges and expanding contingencies to apply to the inventory management. In addition there was financial pressure when forced to make bulk purchases.

The lockdown also meant that the transport system was paralysed. Initially our PPE supply came all the way from Kerala.

Our own arrangements were made to collect material from the suppliers, most of who were housed in the outskirts of Mumbai. To tackle the shortage of shoe covers and caps in the market, the raw material was procured from the market and a supplier was sourced to stitch the same in-house.

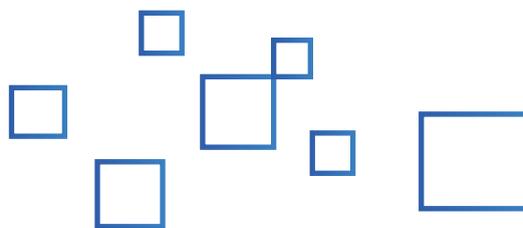
To limit the use of disposable PPE, an in-house PPE kit was created. Daily holistic review of inventory of all essential medical supplies was made available to the management for their information.



Management of Equipments during COVID-19

As flights into the country came to a standstill it became increasingly difficult to meet the demand for spare parts from the international suppliers. Service providers also changed their policies, which left our Biomedical team with no choice but to install and train the staff on new equipments like HFNC.

Time and again, solutions were found. Medical equipment manufacturers began focusing their production lines on specific devices, improving throughput. The hospital introduced a three-step program to clean medical equipment as it arrived in biomedical department and surgical store for consumables received.



Management of Laundry during COVID-19

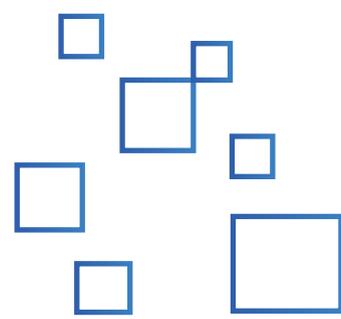
As the patient inflow increased, the demand for additional bed linen/surgeon gowns/bath towels/scrubs, also amplified. The imposed lockdown restrictions prevented the timely delivery of ordered items. An authorization letter had to be issued to enable the delivery boys to travel under the category of essential services. Green cloth masks were made available for staff to reduce consumption and prevent shortage of surgical masks in the market.

The outsourced laundry staff initially took objection to handle such linen received from the COVID floors. The hospital CEO played a major role to intervene and convince

them that disinfected linen would not pose a risk. The laundry staff were encouraged to use the in-house PPE kits while handling infected linen.

The COVID-19 experience strengthened not just intra-departmental ties but also inter-departmental bonds. It has been a rewarding journey, where every team member stood together to rise to the daily challenges, our strong work culture and sound leadership were the pillars that led us to successfully weather the COVID storm. The pandemic taught us many lessons but the ones that stood tall were built on responsibility, confidence, and purpose.





Managing the Medications and their Supply

Ms Manisha Pal
AGM – Hospital &
Clinical Pharmacy

The COVID-19 pandemic tested the global health system to its limits in terms of its capacity utilisation.

It was during March 2020 we started getting patients in our hospital. We had prepared ourselves for such an eventuality, however fear among the staff did exist and we did our best to reduce such emotions as well work towards protecting our team and patients. All the healthcare workers were assured that if we are in trouble there will be a hand to hold us, and that their safety will be considered as a priority.

It started with providing the Hydroxychloroquine (HCQ) medication to the staff and doctors. At the time, the antimalarial drug had been proposed as a possible treatment and prophylaxis against SARS-CoV-2. The authorities had

approved the use of HCQ for prophylaxis of asymptomatic health workers and treating suspected or confirmed COVID-19 cases. Due to the high demand of HCQ nationwide, it was difficult to get the required drug stock. However, we managed to get the stock and started the prophylactic dose to our healthcare workers. We knew there would compliance issue, so we kept a track and ensured that all health workers take their medication.

As clinical experience increased, the guideline to manage COVID-19 would undergo changes very frequently. This would result in changes in the the list of drugs approved by the DCGI, with few newer drugs being released in the market. This would be needed for patient management, creating a logistic nightmare as the supply would be short and its resultant scarcity would affect the patient care.



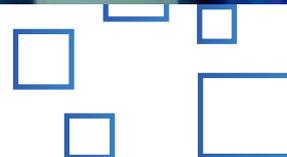
This was especially true during a certain phase with drugs such as Remdesivir and Tocilizumab. The team working in the stores would be in continuous follow-up with the manufacturers / distributors regarding the availability of stocks and stocking the drugs needed for the medications, trying their level best to maintain the stock so the patient care would not be affected. In case of Remdesivir, we would be monitoring the use and availability of each vial dose for a particular patient in the face of the acute shortage and trying to manage the stock from various sources. Regular

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The team working in the stores would be in continuous follow-up with the manufacturers/distributors regarding the availability of stocks and stocking the drugs needed for the medications, trying their level best to maintain the stock so the patient care would not be affected.

update in this regard would be provided to the treating team. The use of tele-consultations in a big way during the pandemic had another effect, the E-prescriptions. This had the potential to improve access to prescription medication and also was convenient for the quarantined patients.

We could manage to withstand this phase only through team work and support from the hospital leadership. We innovated and adapted in the face of several challenges to manage the medications and their supply so that they reach our patients.





Pandemic tales of our COVID warriors

Dr Anita Soni

**Consultant
Obstetrics and
Gynaecology**

My tryst with COVID-19 started as early as March 2020. Corona virus was only a line in our text book during our medical college days and my encounter with the SARS-CoV-2 virus started by the end of March when, lo and behold, pregnant women started presenting with this viral infection.

After having delivered 32 pregnant women suddenly in the month of June, I developed fatigue and malaise-like symptom never known before. I doubted I had probably picked up the infection but the RTPCR came negative and my HRCT scan showed just a very small patch. I was immediately admitted into the hospital and the first 4 days were a breeze. On day 5 I was to get a routine CT scan before getting discharged which showed the infection in my lung to have worsened and then my downward spiral started. The fever

shot up to 104°C and my oxygen saturation dropped. I was then started on an anti-viral drug and steroids to ward off the infection. The fear was not of death but was more of the unknown and a worry for my family. I had just lost a colleague and a member of my family during my stay in the hospital. My children were nervous and crying hoping that I recover soon. The doctors and the staff of the hospital looked after me for the next 14 days and I was kept on rest at home for another 2 weeks.

COVID-19 has changed the world but for sure has also changed me. I came back and delivered more than 90 pregnant women infected with this virus without any fear but more aware and empathetic towards them. I cannot be more grateful to the universe for giving me an opportunity to continue my work which I love the most.





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Pandemic tales of our COVID warriors

Dr Harshit Rane
Associate Intensivist

The pandemic challenges a young critical care doctor in ways he could never have imagined. I feel that many people don't have an idea of what is actually happening in intensive care units with desperately ill COVID patients and hence I am writing to give some insights of the working in an ICU.

In some ways, I feel lucky that we work at an institution with massive resources and commitment. Even so, we were challenged in a way that I could never have imagined. In a matter of days beginning in late March 2020, through a massive effort, we designated specific areas for the COVID and Non-COVID medical activity. The ICU got equipped with additional ventilators, monitors, HFNC and all other paraphernalia. I still vividly remember the night when our hospital received its first COVID patient who was transferred from a

government hospital in a very critical state. There were thousands of insecurities, hesitation and questions going through the mind while wearing the PPE for the first time that night, but the job had to be done. It helped immensely that the nurses, housekeeping staff, residents that were posted for the COVID duty that night had nerves of steel and immense determination to tackle the situation head on. But somehow every emotion halted once I entered the patient area and the focus just shifted to what can be done to save a life.. The battle against this microscopic monster had just begun.

As days passed, ICU was bombarded with critical patients, each with unique challenges and complications. Daily work in the COVID ICU was a challenge of its own. It feels as if you had hiked up a mountain with a giant backpack the previous day.



The face is still red from the N95 mask you wore the day before, nose is scraped and red as if sunburned, ears have small cuts from the plastic ties of the mask digging into them. While wearing the PPE you make a silent prayer that all goes well on that day as you get ready to sweat yourself out with difficult vision due to the fogging of your glasses. Then you enter the ICU. The first thing that you notice is the immense sea of personnel in their PPE and hear the constant beeps and alarms of the pumps, monitors and ventilators, as if you are entering a 'War Zone'. In a normal ICU, most patients are very sick, but rarely is every single patient continually unstable. The COVID-19 patients are different. The virus seems to take weeks, not days, to truly reveal how it will affect a given patient. I have had to suppress my desire to constantly tweak and change ventilator settings. With COVID-19 patients, the changes that I want to make to the ventilator, in the hope that one day we can remove their breathing tube, have to be slow and incremental. It seems that a patient will take a step forward towards removal of the breathing tube one day, then the next day move

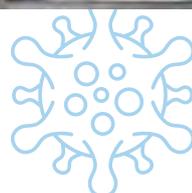
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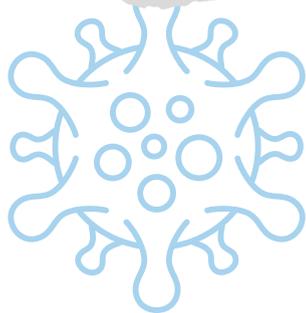
I often remind myself about these patients after a particularly difficult or stressful shift. People often talk about healthcare workers as soldiers "on the front lines". I think this is an imperfect analogy. While there is no doubt that we are putting our lives on the line every day, our intention is not to make war on this virus, but to heal people.

two steps back.

And major challenges began out of the ICU too. I had to isolate myself from my family. During the first wave, my wife was pregnant and we had elderly parents at home. I had to stop seeing them as I could be an asymptomatic carrier and also, we were just learning about this deadly disease with treatment protocols changing on weekly basis from information gathered from experiences and experiments all over the world. Those days were agonizing, the dilemma of a doctor husband and son not being there hands-on to take care of his pregnant wife and elderly parents was nerve-wracking. Also, I can't imagine or put into words how my family must have had felt all these months that I had to isolate myself, thankfully they understood my situation. Their composure

and calm demeanour helped me pull through. To top it all, I myself contracted the infection, a possibility that I had anticipated but not mentally prepared for. I had my first symptoms while being on duty, my body was burning but could not even take a Paracetamol tablet since I couldn't compromise the PPE.





The first day of symptom I dismissed as just another fever but isolated myself immediately and got a swab done which was negative. However, on advice of my seniors, a HRCT scan was done which revealed COVID lesions. I was admitted in our hospital. My subsequent swab was positive for COVID-19. My family was horrified with this news and rightly so given their situation, to make matters worse our obstetrician also contracted COVID at the same time and admitted in the room adjacent to mine. I still remember how we used to pray that my wife doesn't go into labour while we were both admitted. Fortunately, we both made an uneventful recovery in a matter of two weeks. My wife delivered twin boys a fortnight after I completed my quarantine. Now managing new-borns and that too prematurely born twins during a pandemic is beyond what we ever imagined and beyond the scope of this write-up.

I will admit, there are times when I feel overwhelmed by the magnitude of this task. Much of what I learned in the medical school has helped me assume my role in the intensive care unit, but this virus has also deeply humbled all of us. As every dark cloud has a silver lining, there are several success stories of recovery that has inspired me to keep going. I often remind myself about these patients after a particularly difficult or stressful shift. People often talk about healthcare workers as soldiers "on the front lines". I think this is an imperfect analogy. While there is no doubt that we are putting our lives on the line every day, our intention is not to make war on this virus, but to heal people. The pandemic has shown that we have been able to organize, collaborate and adapt with resilience to manage a pandemic. Come what may... we shall overcome!





Pandemic tales of our COVID warriors

My journey with COVID 19 pandemic began in February 2020 when I heard about the first few COVID cases in India. Initially, I was not sure about how we will be able to manage such a crisis, knowing the crowd and transport conditions in the city and our fragile health care infrastructure.

The management committee of our hospital recognized that coronavirus is going to be a major pandemic and would severely affect the city. Planning to tackle this unseen situation and follow up action immediately began.

We were one of the first hospitals to follow infection control measures, including fever clinics and awareness in staff and still we are continuing these best practices. Safety of our frontliner staff was a major challenge and our management

Mr Atul Umak
Assistant General
Manager –
Information Technology

had taken all possible measures to protect the staff. Hospital procured high quality personal protective equipment (PPE), to provide the best possible protection to our staff. Several rounds of intensive training and motivation building sessions were conducted regularly for doctors as well as for other employees. At the same time, standard operative protocols were prepared.

Within 15 days COVID -19 ward and ICU operationalized as per demand of the local authorities.

Setting up isolation wards was tough and major changes had to be done in our existing set-up. We were one of the first hospitals to partner with the BMC in the battle against COVID-19 and allotted 80% beds in the hospital for COVID care patients which included 24 ICU beds.



I also had an opportunity to work with the clinical staff for managing the fever OPD fortnightly. This experience had mixed emotions in me where I was happy to help the suffering patients and at the same time there was fear of getting infected. Wearing a PPE kit for 6 hours and coordinating with different departments to make admission procedure easy for the patients, was a new experience for me. It was difficult to see worried patient's relatives return after admission of their near and dear. Days were passing under the fear of pandemic and there was pressure of keeping the IT operations up as per the situation, within limited resources due to lockdown and travel restrictions.

One fine morning, I felt feverish with a mild

headache. I thought the fever might be due to an existing intestinal inflammation, and decided to take rest at home and consulted a doctor at the hospital. Next day, there was no improvement in my condition, and I decided to get myself tested for COVID. As I reached the hospital, the doctor asked me to visit the fever clinic and get the antigen test done which was positive. I was advised to get hospitalized. This news shattered me, I was much worried about my family and

colleagues with whom I was in close contact earlier on. Immediately, I was shifted to the isolation ward and the suggested treatment started. I still remember the day one when I took 12 pills at night and was not able to sleep the whole night due to the negative thoughts in my mind.

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As the infection was highly contagious, we had to also protect our staff, other patients and facilities... The Fever Clinic was the only clinic of its kind in the city of Mumbai, running outside the hospital, with an entire triage process which never crossed the non-COVID areas of the hospital.



Next day my family members also got the antigen test done, my wife was detected positive, and my daughter was negative.

I was in a very difficult situation as my daughter was too young to stay alone at home. I requested the doctor to let my wife be under home isolation as she had very mild symptoms. At home, both were isolated from each other, but I was worried for them.

My health was the same for the next 2 days. Fever subsided only for some time after taking the medicines. There was no response to initial treatment and at the same time my chronic health issue flared up. From the 5th day, the doctor started Remdesivir and steroids along with antibiotics. Initially one week was very stressful. I never had experienced being confined to a room with closed doors and windows and no one to talk to. This was depressing and a lot of negative thoughts came to my mind. Dusting off all the negative thoughts, I tried to be hopeful and told myself that this phase will pass away soon and my hospital team was there to take care of me and my family.

I started my days in the hospital with meditation and light exercise. I kept myself busy in some activities to keep away the negative thoughts. Laptop and mobile were weapons for keeping me busy for the entire day. I tried exploring new things on the internet, reading newspapers and books,

listening to music, and reading about current edge technologies. I utilized this time in calling my school friends and remembering old memories. During evening time, I walked for an hour within the room. I avoided television, especially the news channels.

This was the time I learned the importance of health insurance and financial investment. Daily phone calls from my CEO, Dr. Chatterjee, and well-wishers were a real morale booster along with doctor's visits and medicines.

From the 10th day I started feeling better but had some weakness and the appetite was still low. Finally, on the 14th day, I was discharged from the hospital. After the discharge, when I came out of my room, my whole hospital management team and my colleagues greeted me in the lobby. They all clapped for me and wished me for fast recovery and good health. I will never forget that love and care, it was really a heart touching moment for me.

I would like to thank all the covid warriors, my hospital team, my colleagues, friends and family for their selfless contribution. I am also thankful to my neighbors and society members who helped and took care of my family during the home isolation period.

Thus, this was actually an experience of a lifetime which I can never forget.





Pandemic tales of our COVID warriors

Manisha Nilake
Executive Nurse

When the pandemic broke out, the world came to a standstill except for us in the medical fraternity. Being a Nursing supervisor at the time, and the floor that I managed, getting cordoned off as the COVID-19 ward, I had no time to think of what I was about to witness.

I and my medical fraternity dove right into this war against an unknown enemy. A virus, we knew nothing on, which has killing people by the minute and spreading by the second. It was one of the most nerve wrecking times the world had ever see.

I had a family at home, but I felt a lot more responsible for the family I had at work. My young nurses, who were staying away from their homes and families in order to gain work

experience. I knew right then that I had to stay my strongest self in order to motivate and make them feel at ease at a troubling time as that.

No, I would be lying if I said I wasn't nervous, but I also did not blink once before donning on those heavily suffocative PPE gear and marching right into the COVID ward.

We would be dripping in sweat in our gears, struggling to even walk in them as we would find ourselves slipping. The ward had no fans or coolers or any form of ventilation back when we started, which would make the process of working there all the more difficult. We would not eat food, or drink water, or use the washroom even. Those eight hours we would spend in the PPEs would be arduous! And to top it all, we would have to be alert at all times.



Make sure there would be no slip-ups as that would mean us taking home the infection to our respective families. We were both mentally and physically taxed at this point. There was a fear that we would get infected and thus put the health of our children, spouses and aged parents at risk was daunting.

As nurses we came in close contact with all our patients, be it to give medicines/ help them with food and their daily activities and be the sole caregivers of bed-ridden severe cases. Not only that we would have to adjust their oxygen tubes or feeding tubes. It was then that I understood that not only was I leading my family at work, but also needed to take up the role of being the

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Those days in th ward were spent with the highest sense of purpose. A strong feeling of contentment and pride would dawn upon us as we saw our patients recover and go home to their families. To say they were both trying and tiring times would be an understatement, but they served us with a purpose and responsibility more than any other time we'd seen.

only family our patients would have inside the ward. To comfort them, hold their hands and speak to them in order to help them battle their fears and loneliness became more important to us over and above making sure they got their medicines and monitoring done promptly. Those days in the ward were spent with the highest sense of purpose. A strong feeling of contentment and pride would dawn upon us as we

saw our patients recover and go home to their families. To say they were both trying and tiring times would be an understatement, but they served us with a purpose and responsibility more than any other time we'd seen. But I can proudly say that me and the medical fraternity all over the world did more than the best we could to fight this virus.





Pandemic tales of our COVID warriors

The COVID-19 pandemic has been one of the worst pandemics to hit not just India but the entire world. Healthcare workers were at the forefront in the fight against this virus. I, Anil Thomas (HF 1962) have been working in Front office department as a Supervisor Customer care and the times spent during the pandemic have been the most challenging of my life so far. Initially the spread was not so vast and so the fear among me and my colleagues was not big. However, as the pandemic turned big and the number of cases started increasing and turned huge, we all started worrying. As the cases increased, so did the responsibilities.

The patients who came with COVID were not allowed to meet their relatives and so we were the only source to ensure that if any patient has insurance, the insurance needs

to be taken care of in the best manner possible.

Whenever a COVID patient came, we had to enquire with them about their insurance policy. It was our duty to ensure that all the required documents for Medclaim were taken from the patient and sent to the relevant authorities so that they can be processed at the earliest. We were supposed to go to the COVID wards to scan the documents of patients as they were having cashless facility and no relative was supposed to accompany the patients. As we approached the patients, we had to be in full PPE kits. It was really really difficult to breath with the PPE kits on but I had no option but to wear it as it was mandatory. I had to wear the kit till all the documents were scanned and patients were admitted in different floors and till the scanned documents were sent to the TPA department.



It was my duty to ensure that everything is done on my time and so despite all these difficulties I used to go ahead and do it as the patients could not have suffered delay in hospitalization or discharge. I stayed put on my responsibility to ensure that the patients do not suffer due to any deficiency from the hospital's end. As I went through all this, I also had to worry about my family. I worked for 12-15 hours daily and with COVID patients around, there was this lingering fear always about the health of my family. I was also worried that my family members could be

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I stayed put on my responsibility to ensure that the patients do not suffer due to any deficiency from the hospital's end. As I went through all this, I also had to worry about my family. I worked for 12-15 hours daily and with COVID patients around, there was this lingering fear always about the health of my family.

subject to COVID due to me.

However, all those fears subsided once everything got regularized and I got used to everything. By God's grace, the entire period went well and my thankful my family also was totally fine during this period. It was a wonderful experience, a once in a lifetime experience to be precise, which will be totally an unforgettable one during my entire life. Frankly speaking, I feel really proud to be called a COVID warrior by some of my relatives.





Pandemic tales of our COVID warriors

Ms Chhaya Borude
Supervisor Customer care,
Front Office

Everyone owes something to the society; but you do not know how to do it or when you will get that opportunity. Luckily for me, it was during this time that I got that chance to repay back to the society.

I have been working with Dr L H Hiranandani Hospital for the last 10 years in the departments of OPD and Health check. Before COVID-19, the situation was very routine. Suddenly the COVID-19 outbreak affected the whole world. Initially the OPD and Health Check was closed for a week, later for months and then almost the whole year. In the beginning, I was not worried about COVID-19 infection, after all it was just a cold, cough and fever, nothing else. Honestly I will confess that I was happy because of the lesser work.

However since OPD and Health-check-up were closed, my

supervisor told us that henceforth we have to work in the COVID sections. After that my COVID-19 journey started. I was posted in the A&E Department's COVID-19 counter. After few days, the number of patients for RTPCR testing and admissions increased. During this time, I also learnt that the common symptoms in COVID included muscle pain, weakness, breathlessness, joint pain and chest pain and that the infection directly impacts the lungs and damages its alveoli. Most of those who tested were positive. The death rate started increasing. There would be struggles to get a COVID-19 bed. I realised then that it is a very serious issue and I would be needed to do something extra.

I am a very confident person. I have seen lot of ups-and-downs and I have handled my life journey positively. When I worked at the COVID-19 counter I had nothing



other than my positive attitude. And that was my main strength. I stay in a joint family with eleven family member at my home. Only fear that I had was for my family member. I was worried that because of me they may suffer and hence I started staying away from my family work.

There have been many incidents during the course of last two years, which brings tears to the eyes. Daily the relatives and patients would sit outside the A & E. Many of these people had resources but at the peak of pandemic could not be admitted as there was scarcity of beds in the city despite all efforts. They would request and pray that they get a bed and such times would be difficult for me emotionally to see their suffering and situation. The team would try their best to admit patients as early as possible in such trying times. If any bed would be available

I would immediately call a patient in our waiting list for admission. It would be really sad to see patients with COVID-19 crying and their relatives talking to them from a safe distance. The patients could not be touched

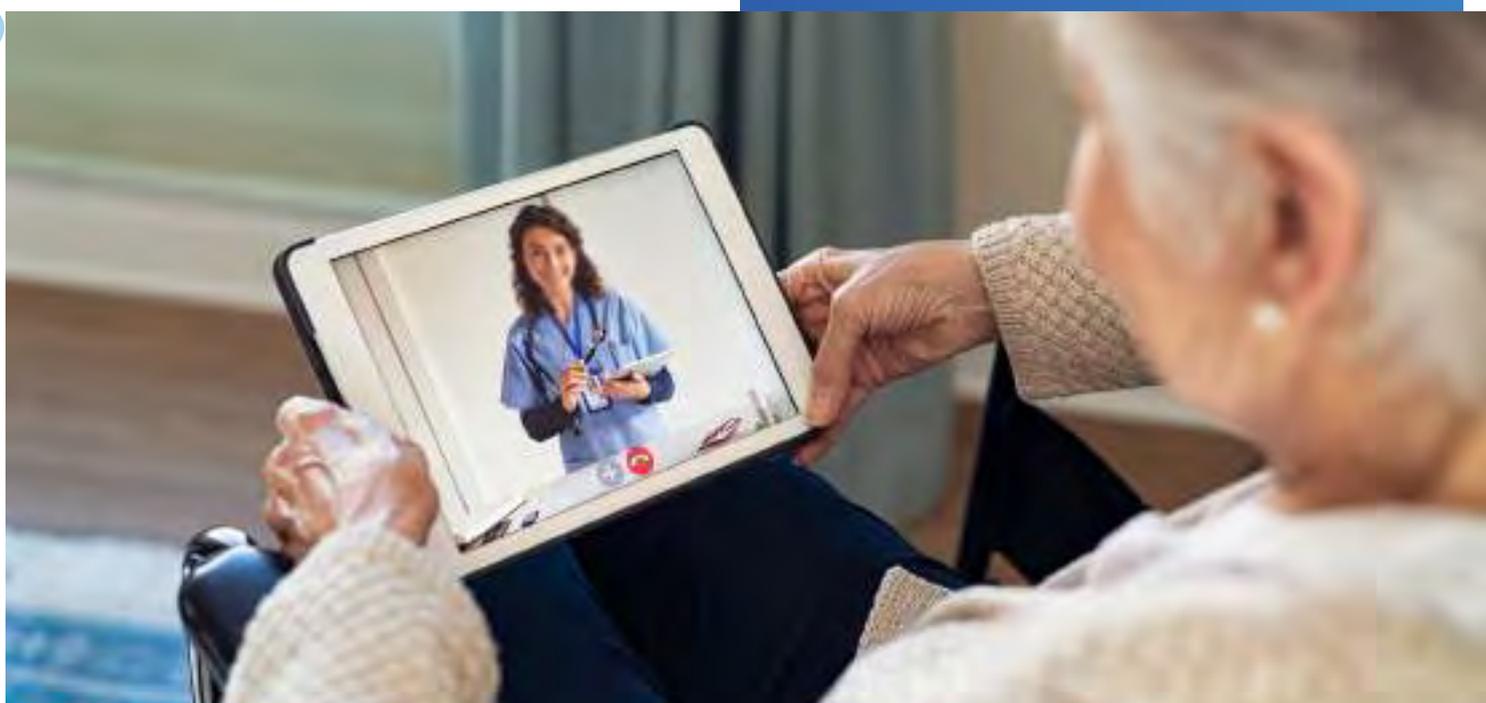
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The team would try their best to admit patients as early as possible in such trying times. If any bed would be available I would immediately call a patient in our waiting list for admission. It would be really sad to see patients with COVID-19 crying and their relatives talking to them from a safe distance.

for the fear of transmission. Sometime we would receive senior citizens as patients, coming alone with their relative giving information over phone, because either they are also quarantined or they are out-station. Such instances would feel one with sadness, but at that time I would don the role of their relatives. The entire hospital team tried their best to provide information, food and water and treatment to these patients.

While working in COVID-19, I have closely watched the moments of love, death, humanity, emotion as well as anger. I feel very satisfied with my job that I did during the pandemic. From time to time I would be appreciated by my seniors to encourage me and keep my morale up. Those came to us, to my hospital (Dr L H Hiranandani Hospital), most of them were

admitted and only very rarely a patient would be sent back for want of a bed. May be I must have contributed my bit in saving someone's life by doing my job and duty. This is probably my biggest achievement in my life so far.





Pandemic tales of our COVID warriors

Roben Joseph

**Sr. Assistant
Customer Care,
Front Office**

I'm pleased to have the opportunity to share my experiences during the COVID-19 pandemic.

I was working in the department of Accident & Emergency when the it was turned into a triaging area for COVID patients. I was very nervous as I had no idea or knowledge of the notorious virus that had hit the world. In the beginning, working around COVID patients was very stressful because we were all new to what was going on. But as the days passed by, I felt more confident knowing that we were safe and protected if we take proper measures. I always followed all the safety protocols in handling COVID patients which hospital management provided us. I realised that I was doing an important work and playing a part in healing these patients.

On an average we would receive 200 – 250 patients in the 'Fever Clinic' who would come for either testing or treatment. There are many times I had to be the voice of patient to their loved ones. It was difficult to watch patients suffer physically and emotionally. I was afraid of getting COVID infection myself and spreading it to my family members. God has been so graceful to me that even though I worked in the COVID unit he kept me and my family safe till now and none of us had the infection.

The hard time has moulded me into a better person who is more patient, caring and empathic, both at work place and in my everyday life. The people I worked with are truly incredible. We really couldn't do what we do, or what we have done, without each other.



The team of doctors, nurses, housekeeping and all other staff at the Clinic were supportive and tirelessly worked for the betterment of the community. Every staff member in our department banded together to get through this thing together. We ensured each of us wore the proper personal protective gear. We listened to one another's fears and raised each other's spirits every day. We worked equally hard for the COVID patients who came in. The compassionate care we provided to every patient

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Reflecting on the past 22 months, I feel a sense of pride at having been part of a team as a frontline worker.

coming to our hospital was real. Reflecting on the past 22 months, I feel a sense of pride at having been part of a team as a frontline worker. The innumerable gestures of gratitude from patients and their relatives, from our own families and friends were astounding and incredibly lifted our spirits.

I'm afraid we could experience another surge again, but I remain hopeful for a light at the end of this very dark tunnel. May God keep all of us safe and sound.





Pandemic tales of our COVID warriors

**Mr Swami Shankar
Shinde**
Housekeeping Staff

मी,

स्वामी शंकर शिंदे, आपल्या हॉस्पिटलमध्ये इंक्वेटर क्र. मध्ये साफसफाई + वॉर्ड बॉय म्हणून वॉर्ड मधून काम करतो.

तरी महोदय ज्या वेळी कोविड आला त्या वेळी अक्षरशः आपण सर्व जण घाबरत होतो. पण त्या वेळी कोविड अक्षरशः खतरनाक होता. पेशंटच्या रुममध्ये जायचे तर खूप भीती वाटायची, तर स्पन्ज करायचं म्हटलं तर जीवावर यायचं. त्यावेळी माझ्या घरच्या लोकांनी मला सांगितले कि तुम्ही कामावर जाऊ नका. तुम्ही घरी राहा, काय होईल ते पाहू. पण सर, मी स्वतः माझ्या घरी बोललो 'हा कोविड तर काहीच नाही, आपल्या नशीबात आहे ते बघू'. मी घरी सर्वांना बोललो, आपल्या भारत सीमेवर, एवढे जवान आहेत, ते वर्षे दोन वर्षे, बायको, मुली, आई, वडील सोडून जातात. मी तर इथच तुमच्यापाशी आहे. काही होईल ते पाहू या. जरी मी काम नाही केला, तर कोणीतरी करणारच. माझ्या घरच्यांनी हो म्हटलं. मला खूप बर वाटलं कारण जे कोरोना ग्रस्त आहेत, ते लवकर बरे होऊन घरी गेले पाहिजेत, त्यामुळे मी स्वतः ज्या पेशंटकडे कॉलला

जायचे, प्रथम 'सर/ अंकल / मॅडम, गुड मॉर्निंग म्हणायचे, त्यांना जरा बर वाटायचं. त्यांची काम मी मनापासून करायचे. कधी कधी काही पेशंट तर आम्हाला म्हणायचे "तुम्ही देव माणूस आहात" (हे लिहतांना मला चांगलं वाटत नाही पण), मी बोललो "असं नाही, ते आमचे कर्तव्य आहे. सर जेवढे पेशंट डिस्चार्ज होऊन गेली, मला खूप आनंद वाटलं. पण सर, जेव्हां कोविड चालू झाला त्या वेळी आमच्या बाजूला राहणारी बोलत होते कि तुम्ही घरी येऊ नका, नाही तर रूम सोडा. मी ऐकले नाही. त्यांना समजवले कि आता सर्व भिती, माझ्या स्वतःच्या मनातून गेलेली आहे. बस आता मी इथच थांबतो.

गो कोरोना, गो कोरोना.

तुमचा विश्वासू,
स्वामी शं. शिंदे





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कधी कधी काही पेशन्ट तर आम्हाला म्हणायचे "तुम्ही देव माणूस आहात" (हे लिहताना मला चांगलं वाटत नाही पण), मी बोललो "असं नाही, ते आमचे कर्तव्य आहे.





Pandemic tales of our COVID warriors

**Ms Nisha Shankar
Mene**
Housekeeping Staff

मी,

निशा शंकर मेने

जेव्हां कोविड, हा आजार आला, तेव्हां मी हॉस्पिटलमध्ये काम करत होते. माझा कोविड आजारबद्दलचा अनुभव असा आहे कि कोविडचा पहिला रुग्ण भारतात सापडला, तेव्हांपासून माझ्या कुटुंबातील सदस्यांना अशी

भिती होती कि हा आजार मला पण होऊ शकते. त्यांनी मला काम सोडण्यासाठी प्रवृत्त करत होते. नंतर मुंबईतील पहिला रुग्ण जेव्हां सापडला, तेव्हां त्यांचा मनात अजून जास्त भिती निर्माण झाली. पण मी चाबरले नाही, कारण कि मार्च महिन्यापासून लोकडाऊनला परवानगी मिळाली. माझ्या कुटुंबाची जबाबदारी माझ्यावर आली आणि अशातच माझी ब्युटी कोविड कक्षात लागली. कोविड कक्षात जाण्याचा माझा तो पहिला दिवस. मला पण तेव्हां थोडीशी भिती वाटली, पण माझ्या कुटुंबासाठी मी कक्षात गेले, आणि मी जेव्हां पहिला कोविड रुग्ण पाहिला, तेव्हां माझ्या मनातील भिती एका क्षणात गेली, कारण हा आजार मला साधा वाटला. आम्हाला सेप्टी किट, हातमोझे, एन-९५ मास्क होता. सेप्टी किट मध्ये खूप त्रास सहन करावा लागला. कारण त्याच्यामध्ये खूप जास्त गरम होत होते.

शरीरातून सतत घाम जात होता. शरीरात पाण्याची सतत कमी वाटत होती. पाण्याच्या कमतरनेमुळे थकवा, अशक्तपणा वाटत असे. तोंडावरील मास्क असल्यामुळे जे तोंडावरील पाणी नाकात गेल्यावर, श्वास घेण्यास त्रास होत होता. पर तरी पण मी ब्युटी केली. कारण कि तेव्हां असे होते कि ज्या माणसाचा रिपोर्ट पॉसिटीव्ह आला, तेव्हां आम्ही खचून जायचो.

अशातच आम्हाला डॉक्टर, सिस्टर, त्यांना आधार द्यायचे. आम्ही रूमची वेळेतच साफ सफाई करणे. त्यांना वेळेत सगळ्या गोष्टी पुरवायचो, आणि काही रुग्ण तर असे होते कि ते आमच्याशी आपल्या मनातील एकांतपणा शेर करायचे. आणि मी घरी गेल्यावर, माझा अनुभव जेव्हां माझ्या कुटुंबातील सदस्यांना सांगितलं कि जेव्हां आज्ञ्यानी मला रिपोर्ट केला, तेव्हां त्यांच्या मनाची भिती गेली. पण मी मनापासून आभार मानते डॉ. हरीश शेटी चा. इन्फेक्शन इनचार्ज फ्लोरेन्स मॅडम, सुनेदा पाचवी वॉर्ड इन्चार्ज, आमचे रजनीश सर, सुपरवाईझर टीम यांचे. ह्या सर्वांनी आम्हाला सपोर्ट केला. आमचा मनोबल कधीच खचू दिले नाही, आमची काळजी घेतली. यांच्यामुळे मी माझ्या कुटुंबाला सांभाळू शकले.





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तोंडावरील मास्क असल्यामुळे जे तोंडावरील पाणी नाकात गेल्यावर, श्वास घेण्यास त्रास होत होता. पर तरी पण मी ड्युटी केली. कारण कि तेव्हां असे होते कि ज्या माणसाचा रिपोर्ट पॉसिटीव्ह आला, तेव्हां आम्ही खचून जायचो.



SECURITY



Mr Sunil Eknath Kharat
Security Guard

Pandemic tales of our COVID warriors

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मार्च २०२० के मध्यराति से अचानक महाराष्ट्र सरकार ने जल्दगति से बढ़ते संक्रमण पर रोक लगाने के लिए कर्फ्यू और लॉकडाउन जारी किया, और देखते देखते पुरे मुंबई और महाराष्ट्र में खतरे की घंटी बज गयी और रातों रात कोरोना से बचने के लिए, हर कोई अपनी जान मुट्टी में लेकर भागने लगा।

ऐसे समय और परिस्थिति में, डॉ. ल. ह. हीरानंदानी अस्पताल में, मैं बुखार के ओपीडी में ड्यूटी पर तैनात था।

धीरे धीरे अस्पताल में कोरोना के मरीज आना चालू हुए। और सुरक्षा कर्मचारी होने के नाते, पहला काम मेरा ही था - मरीज से पूछताछ करना और हिस्ट्री पूछना। ये सब करते समय मन में डर तो बहुत था, फिर भी मैंने हार नहीं मानी।

डॉ. ल. ह. हीरानंदानी अस्पताल की तरफ से संक्रमण से बचने के अनेक प्रकार की सुविधाएँ मिली थी। हैंड सैनीटाइज़र, पी.पी.ई. किट, दवाई के डोज़, प्रोटीन, बिसलेरी पानी, अच्छा खाना, रहने की सुविधा, कुछ भी कसर नहीं छोड़ी अस्पताल ने।

पुरे कोरोना काल में मेरी फीवर ओपीडी में ही ड्यूटी थी। अभी भी मुझे याद है वो दिन, इतनी अचानक परिस्थिति थी। मरीज को कोई हाथ नहीं लगाना चाहता था, ऐसे समय में हम कोरोना पेशेंट को स्क्रीन करते, व्हील चेयर या स्ट्रेचर पर चढ़ने के लिए मदद करते, और साथ ही साथ, खुद को सुरक्षित रखते हुए, अस्पताल स्टाफ और अन्य लोगों को संक्रमण से बचाने की कोशिश करते थे। यह सब काम करते हुए, डर तो लगता था, फिर भी मैंने हार नहीं मानी। ID दिखाने के बाद भी पुलिस शिकायत करते थे, रोकते थे, घर आना जाना भी मुश्किल हो गया था। मेरे दो बच्चे और पत्नी है - उनको संक्रमण होने कर डर लगता था। आजु-बाजू के लोग भी डरने लगे थे। बात करना तो दूर कोई बाजू से भी नहीं जाता था।

डॉक्टर, नर्स, साफ-सफाई कर्मचारी, अन्य स्टाफ और सुरक्षा कर्मचारी यह सब पीपीई किट के अंदर, इंसान नहीं, सबके लिए भगवान् का रूप थे। क्युंकि भगवान् के दरवाजे कब के बंद हो चुके थे। कोरोना काल में कितने लोग घर से बेघर हो गए। कितने लोगों की नौकरी चली गयी। कितने बरबाद हो गए, लेकिन मैं आज भी सीना तान के खड़ा हूँ, कारन हीरानंदानी अस्पताल मेरे साथ में था। शुक्रगुज़ार हूँ मैं डॉ. ल. ह. हीरानंदानी अस्पताल और अस्पताल मैनेजमेंट का। आज मुझे न कोई डर है, न चिंता। मैं सुरक्षित हूँ, मेरा परिवार सुरक्षित है और डॉ. ल. ह. हीरानंदानी अस्पताल सुरक्षित हैं। और मैंने अभी भी हार नहीं मानी।

धन्यवाद।





“

डॉक्टर, नर्स, साफ़-सफाई कर्मचारी, अन्य स्टाफ और सुरक्षा कर्मचारी यह सब पीपीई किट के अंदर, इंसान नहीं, सबके लिए भगवान् का रूप थे।





Pandemic tales of our COVID warriors

**Mr Sachin Dagadu
Pugaonkar**
Security Guard

मैं,

सचिन दगड पुगोवकर, बारहवीं तक पढ़ाई करके, मुंबई के लोखंडवाला एरिया में एक 'श्री सर्विसेज' नामक कंपनी में, १० साल से कार्यरत था। अच्छी तन्खा, ८ घंटे का ड्यूटी समय और सभी बैंक छुट्टियां लागू थे। मैं, मेरी पत्नी और बच्चों समेत, ठाणे शहर में खुद के मकान में रहता था। सब कुशल मंगल था, सब जगत परिपूर्ण था।

मई २०१९ में मेरी जिन्दगी में एक ऐसा तूफान आया कि मुझे मेरी जिन्दगी से बहुत ही परेशानी हो गई। मैं जिस फर्म में काम करता था, कोरोना महामारी से हमारे फर्म के एक पार्टनर कि मौत हो गई। उसके बाद, शेष पार्टनर ने फर्म बंद कर दिया, और मेरी नौकरी भी चली गई। बस तभी से मेरी जिन्दगी में परेशानी, समस्या का खेल शुरू हुआ।

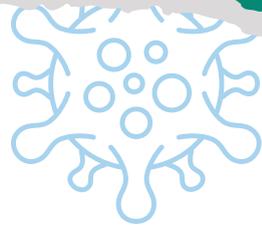
२० साल कि उम्र में, १० साल एक टी फर्म में काम करने के बाद, अभी दूसरी जगह काम करना बहुत ही कठीण था। फिर भी, परिवार कि जिम्मेदारी सँभालने के लिए, हर क्षेत्र में नौकरी के लिए गया,

लेकिन कोरोना महामारी कि वजह से, सब जगह, नौकरी से लोगों को कम कर रहे थे, और लॉकडाउन की वजह से काम पर आना-जाना भी मुश्किल था। ऐसे में कोई फर्म नौकरी भी नहीं दे रहा था और किसी भी जॉब की गारंटी नहीं थी। सिर्फ एक काम की गारंटी थी, वोह थी 'सिक्यूरिटी जॉब'।

एक दोस्त के कहने पे, मैं एक सिक्योरिटी कंपनी में भर्ती हुआ। २१ सितंबर २०२० को सिक्यूरिटी सर्विस में भर्ती होकर, २४ सितंबर २०२० को डॉ. ल. ह. हीरानंदानी अस्पताल में मेरी पोस्टिंग हो गई। कोरोना महामारी में अस्पताल में नौकरी करना मतलब सागर से मोती ढूँढ लाने जैसा था। बस फिर २४ सितंबर २०२० से, डॉ. ल. ह. हीरानंदानी अस्पताल के इमरजेंसी विभाग में मेरी ड्यूटी शुरू हो गई।

अस्पताल के एक्सीडेंट एंड एमेर्जेसी विभाग में कोरोना के पेशेंट आते थे। वहाँ की ड्यूटी मतलब मौत को आमंत्रण देना था। आनेवाले कोरोना पेशेंट, उनके रिश्तेदार, उनके बीच में रहना, उनसे बातचीत करना, रिश्तेदारों का हौसला बढ़ाना, यही सब करता था।





एक सुरक्षा कर्मचारी होकर, खुद को सुरक्षित रखकर, सबको सुरक्षित रखने में अस्पताल ने हमारी बहुत सहायता की। अस्पताल की तरफ से सभी सिक्यूरिटी गार्ड्स को सुरक्षा हेतु पीपीई कीटस, हरे पोशाक, दस्ताने, N95 मास्क दिए गए। हमारे स्वास्थ्य की सुरक्षा हेतु, रोगप्रतिकारक शक्ति बढ़ाने के लिए अच्छा खाना दिया जाता था। ऐसे में कोई फर्म नौकरी भी नहीं दे रहा था और किसी भी जॉब की गारंटी नहीं थी। सिर्फ एक काम की गारंटी थी, वोह थी 'सिक्यूरिटी जॉब'।

अस्पताल के सहयोग से ही, मैं यहाँ पर, कोरोना वार्ड में ड्यूटी कर सका, नहीं तो कोरोना नाम सुनते ही पसीना छूटता था। अगर कोई कोरोना पेशेंट आता तो बोहोत ही डर लगता था, मगर इस परिस्थिति में कोरोना पेशेंट के बीच रहकर, उनसे बातचीत करने का हौसला बड़ गया। ये सब हमारी अस्पताल के सभी स्टाफ की वजह से, हमारी सिक्यूरिटी स्टाफ के सहयोग की वजह से, और अस्पताल ने जो हमको सहयोग किया, उसकी वजह से मुमकिन हुआ।

आज मुझे डॉ. ल. ह. हीरानंदानी अस्पताल में ड्यूटी करके एक साल हो गया है। मैं, सचिन पुगोवकर, अपने तन मन धन से सिक्यूरिटी यूनिट स्टाफ, हमारे मार्गदर्शक सिक्यूरिटी अफसर, श्रीमान सम्माननीय अशानिवि लिपाठीजी, सुपरवाइजर म. क. दुबेजी, सुपरवाइजर ए. क. सिंघजी और डॉ. ल. ह. हीरानंदानी अस्पताल का ऋणी हूँ।

अगर सिक्यूरिटी में भर्ती होके हीरानंदानी अस्पताल में ड्यूटी नहीं करता तो आज शायद मैं ज़िंदा नहीं रहता।

धन्यवाद।

“

एक सुरक्षा कर्मचारी होकर, खुद को सुरक्षित रखकर, सबको सुरक्षित रखने में अस्पताल ने हमारी बहुत सहायता की।





Mr Ramasare Pal
Security Guard

Pandemic tales of our COVID warriors

फ

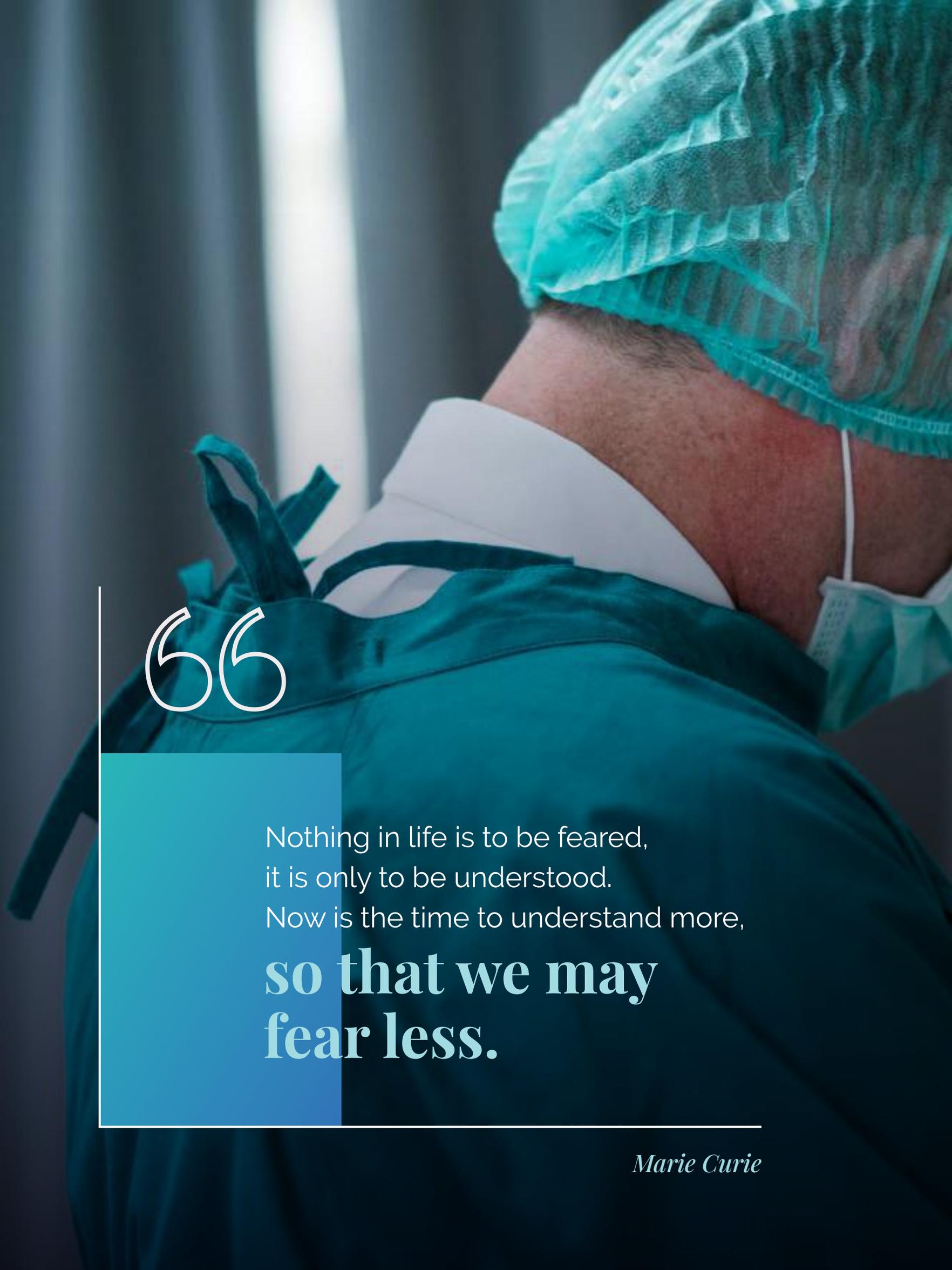
रवरी माह में महाराष्ट्र राज्य (मुंबई शहर) में कोविड १९ का पेशेंट पाया गया। महाराष्ट्र सरकार ने मार्च महीने में पूरे राज्य अंतर्गत लोखड़ाउन जारी किया गया। तब हम लोग बस और ट्रेन के समस्याओं को झेलते हुए काम पर आते थे। जब हीरानंदानी अस्पताल में कोविड का सर्वप्रथम पेशेंट आया था, तब सिक्यूरिटी पेशेंट को पूछता था "आपको सर्दी, खांसी, बुखार, जुकाम तो नहीं?" ये लक्षण मिलने पर डॉक्टर को सूचना देते थे, तब जाकर डॉक्टर उस पेशेंट को चेक करते थे। इनमे से कोई भी लक्षण मिलने पर, पेशेंट को कोविड वार्ड में भर्ती किया जाता। उस समय सभी के अंदर डर था, मगर डर के भी हम काम करते थे। स्टाफ के मेंबर हम लोगों का सहस बढ़ाते थे कि "आप लोग डरे नहीं, कुछ नहीं होगा।" ऐसा कहके हमको साहस देते थे। कुछ लोग सिक्यूरिटी के काम को छोड़कर चले गए, तब हमारे CEO ने हमें समझाया कि "आप लोग तन, मन और मेहनत से काम कीजिये। अगर किसी को कोई भी तकलीफ होती है, उसका अस्पताल में बिना पैसों के इलाज किया जायेगा", तब सब लोग निश्चिन्त होकर ड्यूटी करने लगे। इसी समय, अस्पताल आने जाने कि बड़ी समस्या थी, तोह तब अस्पताल के मैनेजमेंट ने दूर से आने वाले लोगों के लिए, खाने-पीने और रहने की व्यवस्था की। यहाँ तक कि अस्पताल ने हमारे रहने के लिए भाड़े पर रूम लिए और जो ट्रेन से यात्रा करते थे, उनके लिए ट्रेन का पास भी निकालकर दिया। ये सारी सुविधाएं हमारे अस्पताल द्वारा दी गयीं। हम अस्पताल को बहुत धन्यवाद देते हैं।

“

स्टाफ के मेंबर हम लोगों का सहस बढ़ाते थे कि "आप लोग डरे नहीं, कुछ नहीं होगा।" आप लोग डरे नहीं, कुछ नहीं होगा।







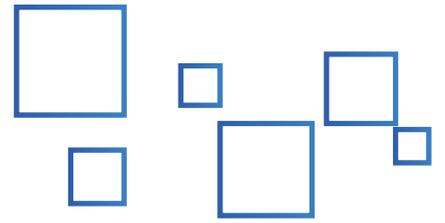
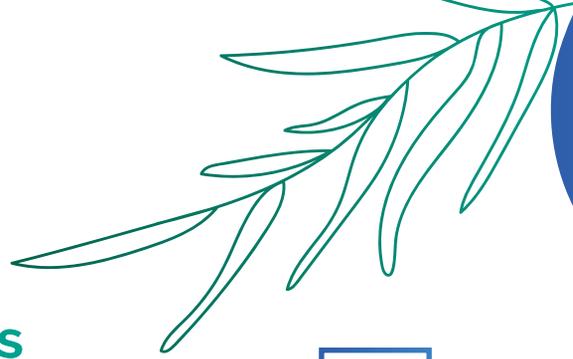
“

Nothing in life is to be feared,
it is only to be understood.
Now is the time to understand more,
**so that we may
fear less.**

Marie Curie

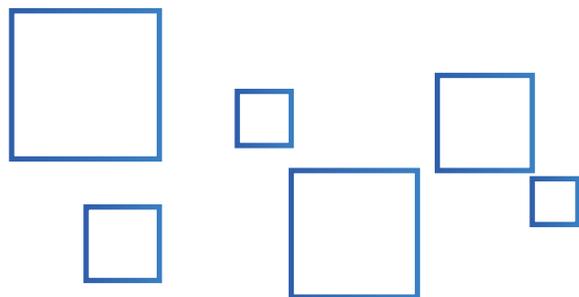
Celebrations

Ganesh Chaturthi Celebrations



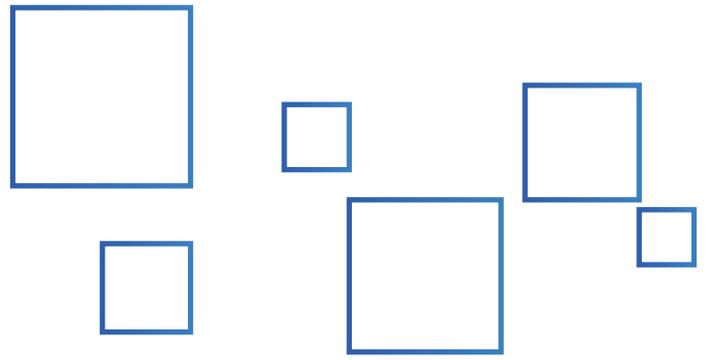
Celebrations

Deepawali Celebrations



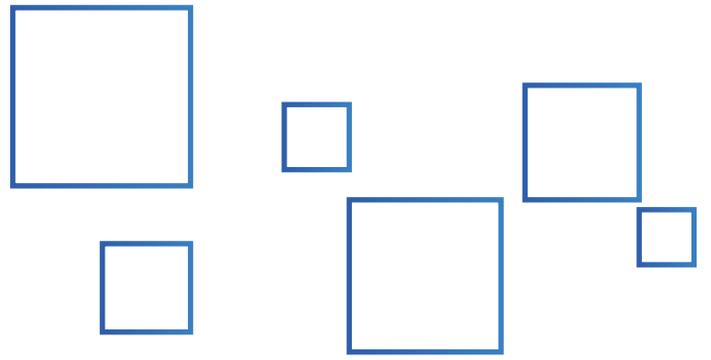
Celebrations

Christmas Celebrations



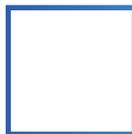
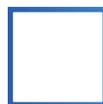
Celebrations

Independence Day



Celebrations

Republic Day



Celebrations

104th Birthday Celebration of the
Chairman Padma Bhushan Dr L H Hiranandani



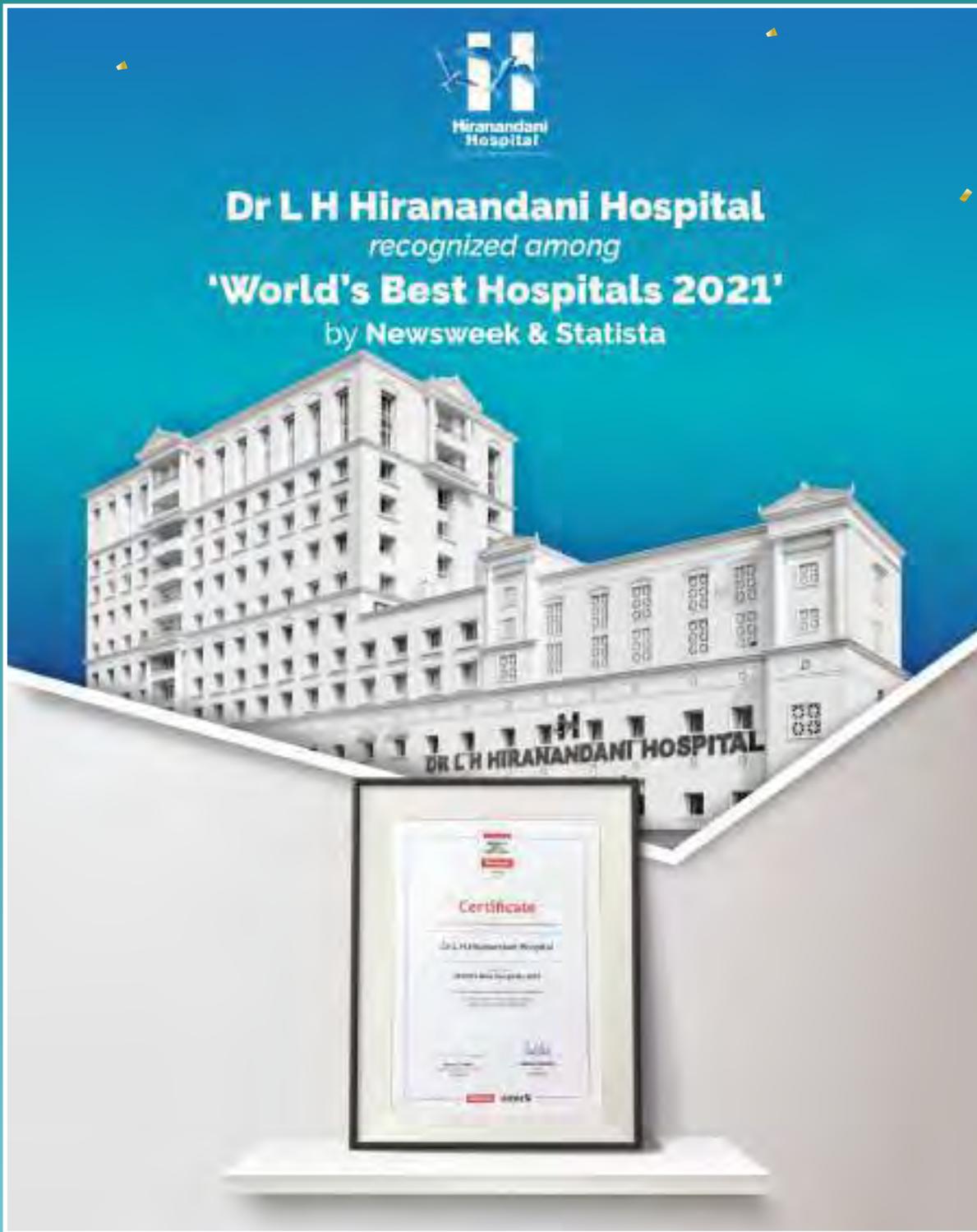
Awards

Winners of the Inter-Hospital Cricket
Tournament Friendship Cup,
Dr L H Hiranandani Hospital Cricket team



Awards

World's Best Hospitals 2021
by Newsweek Statista



Awards

33rd CFBP - Jamnalal Bajaj Uchit Vyavahar Puraskar for year 2020-21
(Service Enterprises - SME)

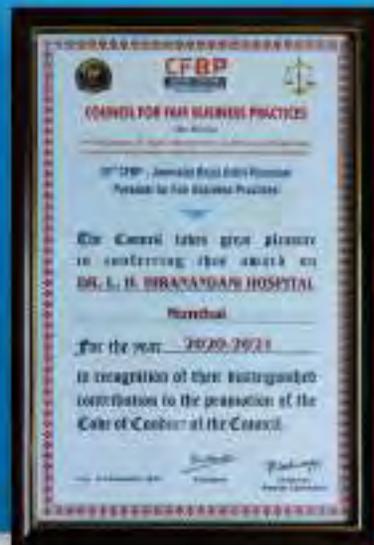


**COUNCIL FOR FAIR BUSINESS PRACTICES (CFBP)
JAMNALAL BAJAJ UCHIT VYAVAHAR PURASKAR
2020-21**

(Category of Service Enterprises - SME)

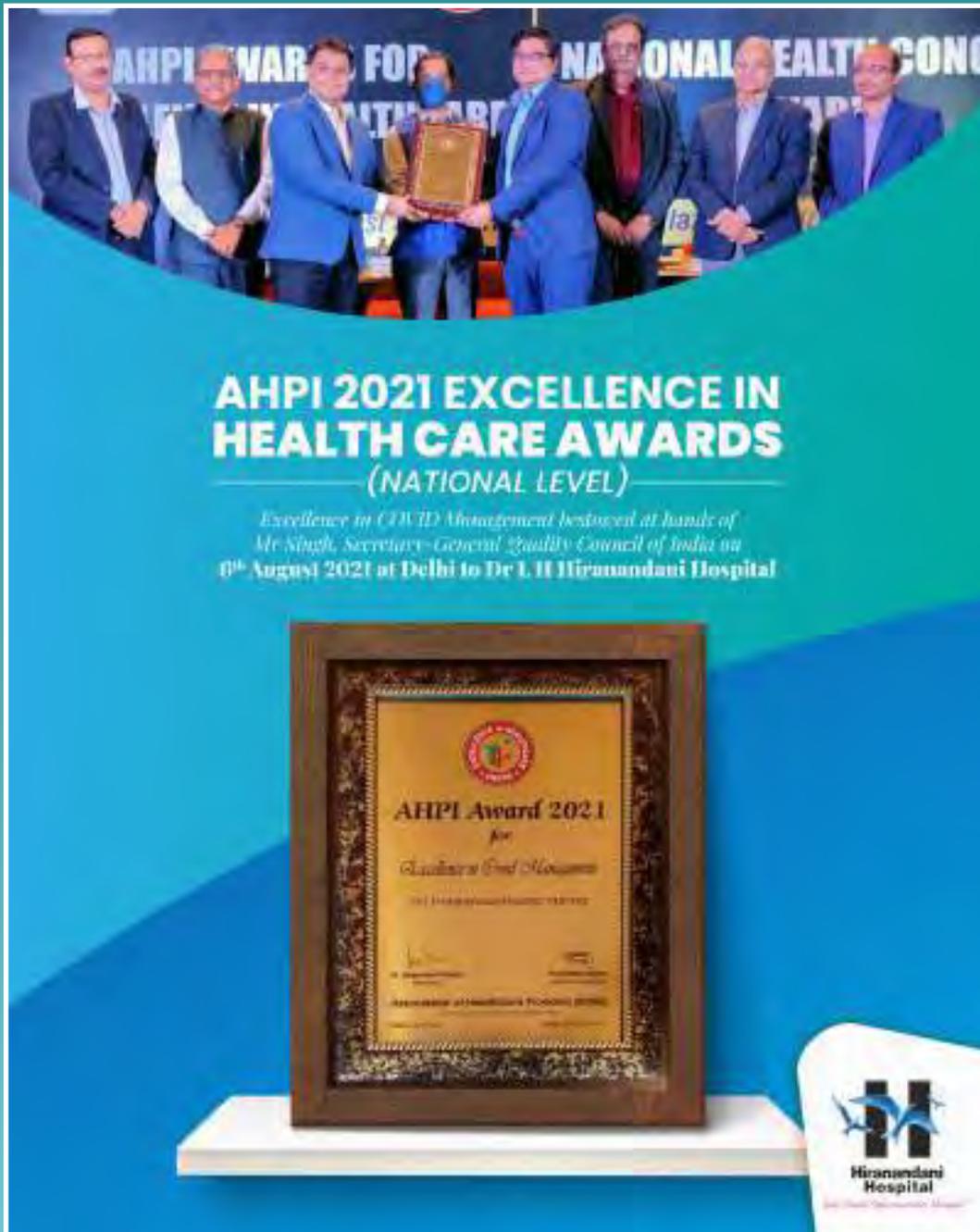
Awarded on 3rd September 2021 to

Dr. U. H. Hiranandani Hospital



Awards

AHPI Award 2021 Excellence in Healthcare award (National Level), for COVID management bestowed at the hands of Mr Singh, Secretary-General, Quality Council of India



Awards

National Level Prestigious award
for the Hospital of the Year –
Best Healthcare Delivery



Awards

Senior Nursing team from Dr L H Hiranandani Hospital felicitated at the Govt College of Nursing, Daman & Shri Vinoba Bhave College of Nursing, Silvassa.



Awards

IHF Awards Digital Publication



INTERNATIONAL
HOSPITAL
FEDERATION
AWARDS 2021

*American College of Healthcare Executives
Excellence Award for Leadership and Management*

HONOURABLE MENTION

presented to

Dr L H Hiranandani Hospital
(India)

for the project

Primary Angioplasty in Myocardial Infarction (PAMI) – Achieving Excellence

at the

2021 IHF Awards Ceremony



Dr. Risto Miettunen
IHF President

Dr. Lawrence Lai
Chair, IHF Awards Committee





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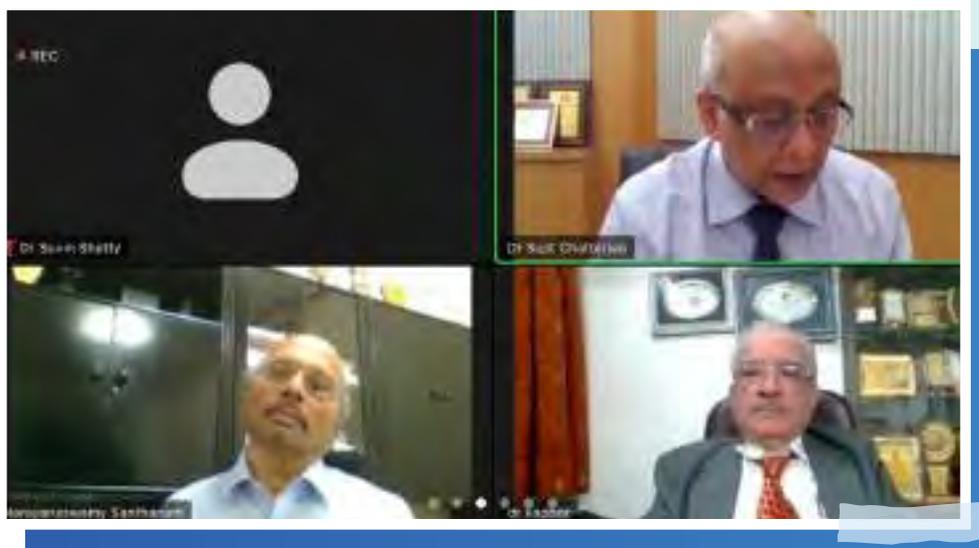
Hope is being able
to see that there is

**light despite all
of the darkness.**

Desmond Tutu

Events

● CII WR Hospital Tech Conclave 2021



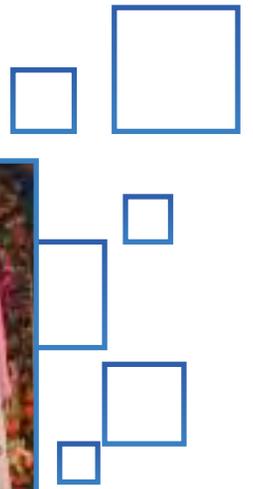
Events

Hand Hygiene Champions



Events

International Women's Day with Mumbai Police



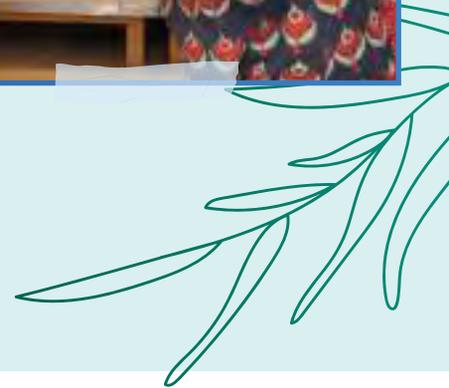
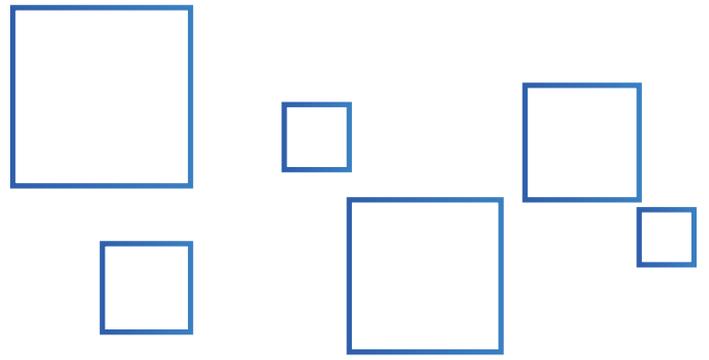
Events

Launch of the Powai Medicos Association



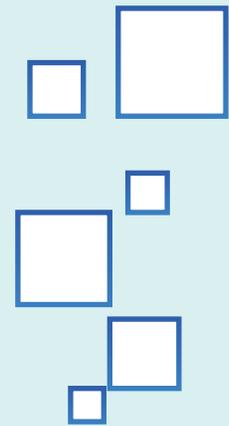
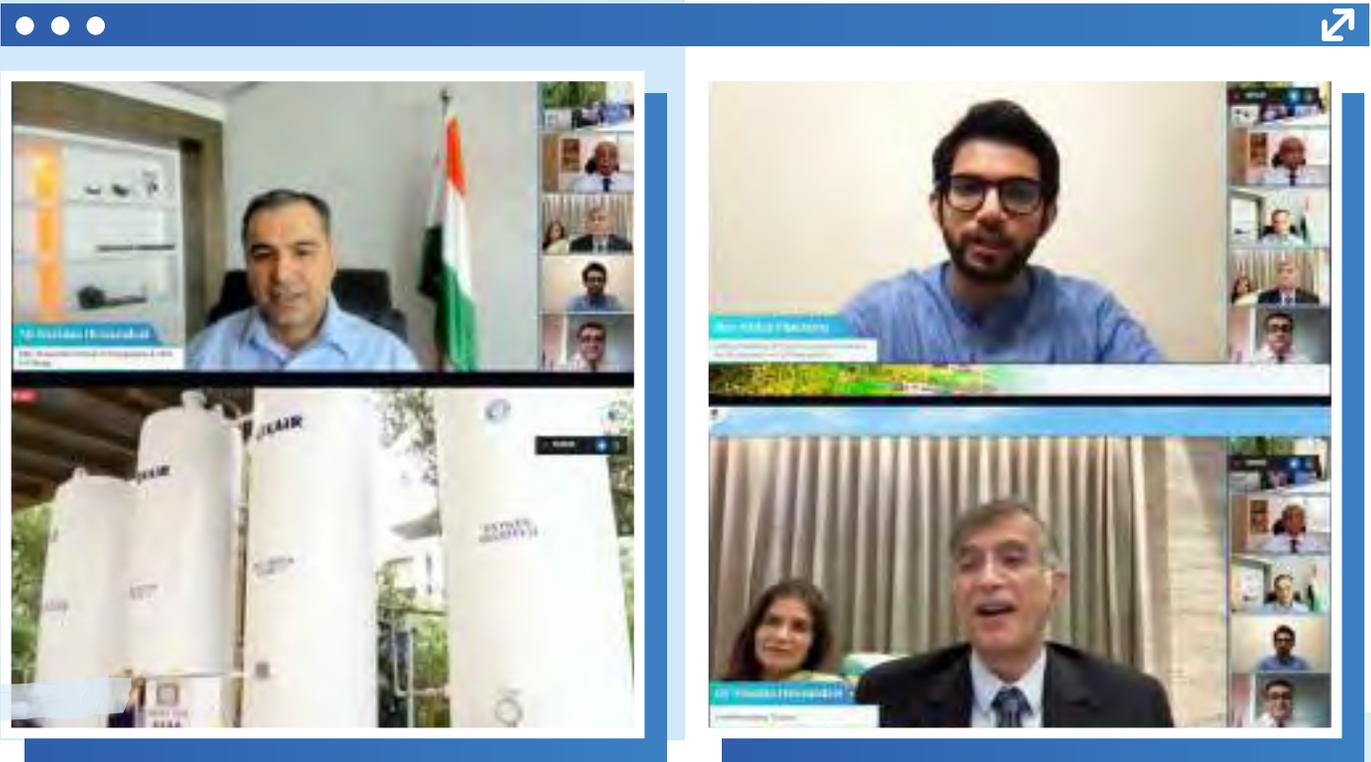
Events

Pharmacist's Day Celebrations



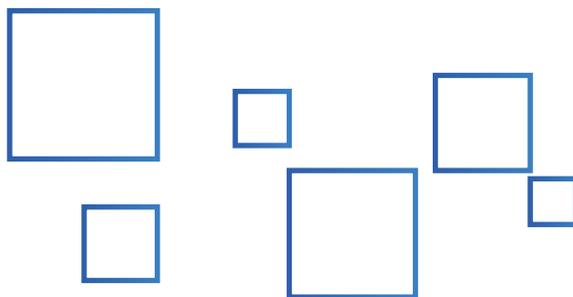
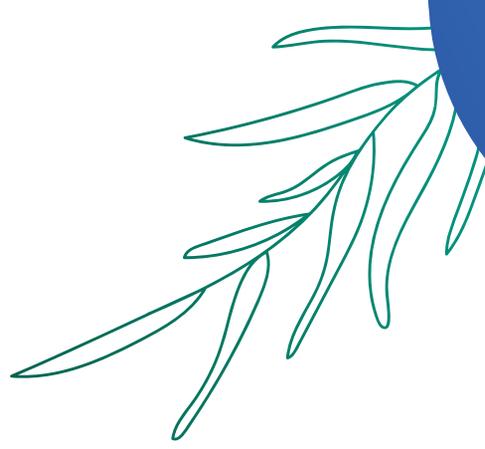
Events

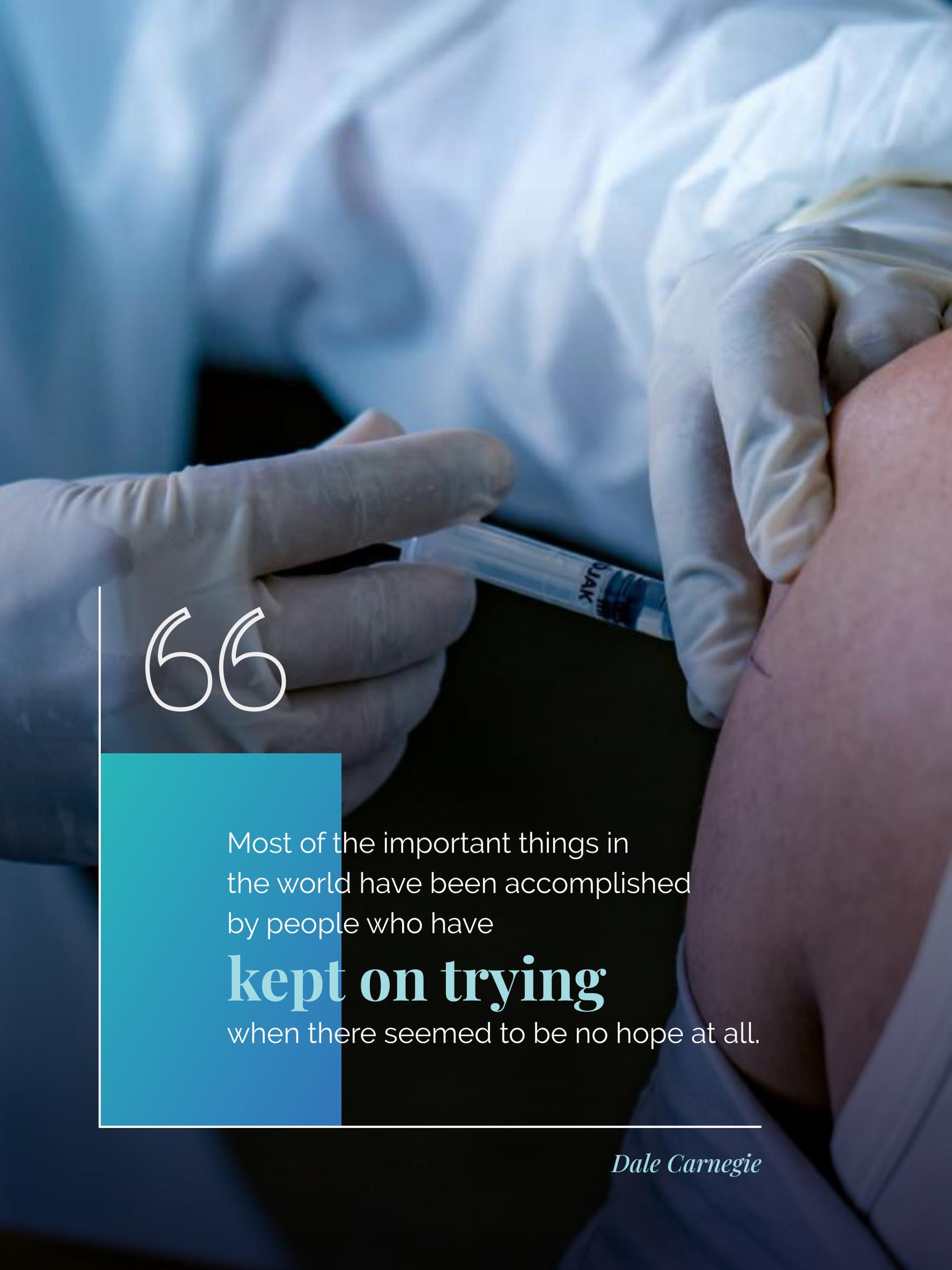
PSA Inauguration by Honorable Cabinet Minister of Tourism and Environment, Shri Aditya Uddhav Thackeray, 31st May`21



Events

World Patient Safety Day





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Most of the important things in
the world have been accomplished
by people who have

kept on trying

when there seemed to be no hope at all.

Dale Carnegie



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