

PRESS RELEASE

For Immediate Publication

Fortis Escorts Heart Institute (FEHI) introduces single window system to improve patient care and delivery

March 20, 2015, New Delhi: To further streamline and enhance customer experience, Fortis Escorts Heart Institute (**FEHI**) introduced a **one-touch single window system** for improving patient care and delivery. Shri Najeeb Jung, current Lieutenant Governor of Delhi, for National Capital Territory of Delhi was present to inaugurate the system and the newly renovated lobby at FEHI. Mr. Malvinder Mohan Singh, Chairman, Fortis Healthcare, Dr. Ashok Seth, Chairman, FEHI, Dr. Somesh Mittal, Zonal Director, FEHI and doctors from the hospital were present on the occasion.

The new lobby system is based on a paper free concept, a first in Fortis Healthcare and will be a one stop shop system bringing all the aspects of processes that a patient has to go through, from admission to the time of discharge. The newly launched lobby has a range of new services such dedicated rooms for patient admissions, patient counselling and managing queries related to billing for cash, credit, TPA, International and PSU patients. The lobby is equipped with a dedicated pantry and a dedicated washroom for handicapped patients as per the guidelines of NABH. Upon admission, patients will be escorted to respected area, room, ICU or ward.

Dr. Somesh Mittal, Zonal Director, FEHI said, "Time is of essence for the attendants and our patients. Keeping this in mind the system with advanced technology has been used to upgrade the processes to further reduce anxiety and bring in a higher level of customer experience. We are confident that the new system will help to reduce the stress that patients or attendants incur in running from one point to another in securing medical care for their loved ones."

Research indicates that from the time a patient is brought in the hospital, to the time he is discharged, the patient and attendants have to go through a lot of stress and anxiety, often running to multiple touch points in the hospital. The different points which he has to connect with, to complete the formalities of the admission process add to the effort, impact in loss of productive time. As brands step up the search for new and innovative ways to enhance their

competitiveness and get ahead of the growth curve, a new generation of technologies is coming into play to cut down the processes and improve productivity.

The One Touch single window management system is a game-changing platform for automating business transactions and processes and integrating them with a wide variety of back-end systems especially in the healthcare business. It can also automatically set off the processes integral to an organization with minimal manual intervention. This updated process system helps in leveraging the existing processes, database applications and a wide range of back-end systems to meet the specific needs. The business is enabled with tighter integration, faster user adoption and significantly lower implementation costs.

About Fortis Escorts Heart Institute

Fortis Escorts Heart Institute (FEHI), Delhi, a pioneer and centre of excellence in cardiac care, is celebrating 25 years of path-breaking work and service to the numerous heart patients, who have benefitted from treatment, at this outstanding facility. Armed with clinical expertise and cutting-edge medical technology, the hospital has set enviable benchmarks in Cardiac Bypass Surgery, Minimally Invasive Surgery, Interventional Cardiology, Non-invasive Cardiology, Pediatric Cardiology and Pediatric Cardiac Surgery. Till date, FEHI has successfully completed over 1,72,000 Coronary Angiographies, over 90,000 Cardiac Surgeries and almost 52,000 Coronary Angioplasties, in addition to several life-saving procedures. The hospital also performed India's first Trans Catheter Aortic Valve Implantation (TAVI) and Bioresorbable Vascular Scaffold (BVS); Asia Pacific's first Directional Atherectomy, Angioscopy, Drug Eluting Stenting, etc. Over the years, FEHI has cloned a Heart Care Network of 19 hospitals and Heart Command Centers in India and abroad. It has also launched the revolutionary e-ICU program, enabling remote and timely access to critical care. Fortis Escorts Heart Institute has won numerous awards and accolades, the most recent among them being the 'Best Cardiology Hospital' at the ICICI Lombard & CNBC TV18 India Healthcare Awards for 2012, 2013 and the No 1. Ranking in the Private Cardiac category Hospital by The Week Nielson Best Hospitals Survey, 2014.

For more information, please contact:

Fortis Healthcare Ltd.

Nibha Bhandari Vyas: +91-9811065557, Nibha.vyas@fortishealthcare.com

Vidya Pawan Kapoor: +91-9899996189, vidya.kapoor@fortishelathcare.com