



JAYADEVA PA SECTION Veena M <pstodirectorsjicr@gmail.com>

Feedback about Treatment and Facilities

veena revashetti <veena_shetti@yahoo.com>

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To: "director@jayadevacardiology.com" <director@jayadevacardiology.com>

Respected Dr.Manjunath,

I would like to Thank you for the excellent services that are provided in SJICR Bangalore.

My husband got admitted in SJICR Bangalore as his ECG (in KIMS) showed he had block and I was advised to get him admitted in SJICR. I got him admitted and he underwent series of tests by team of Doctors (Dr.Ranga Raj, Dr.Nagaraj Moorthy and others). All doctors are very humble, lots of patience and have provided excellent treatment. Thanks you and entire team.

I am really happy to have chosen SJICR for getting my husband treated and moreover I am really proud of you because you are the backbone and responsible for making SJICR the best Government hospital in India. It is definitely the best hospital because of the services and facilities that you are giving for poor people. I have told whomever I met how good SJICR is and advised them to get treated there.

Secondly, during my stay I found couple of small issues which I feel I should tell so that can make SJICR even a better hospital as I felt SJICR is a great asset and precious to our Karnataka State; I feel its more than a temple because you save life of people.

Following are some of my observations :

- 1) For Outpatient and InPatient : Allocate a Point of Contact/ mentor / guide so that we get correct directions for everything.
- 2) Basement ICCU : Centralized AC does not work properly , however, fan was provided as a backup. But, other patients were feeling suffocated. Actually entire Basement is very stuffy and suffocating. This needs to be rectified.
- 3) ICU : I was asked to stay back with a patient when he was in Basement ICCU : But, there is no arrangement except a chair next to the ICU bed. I felt a small foldable stretcher can help attender to rest.
- 4) We stayed in delux ward : It is very good absolutely very convenient. I found that the storage cupboards below the wash basin are getting damaged as all the water from the wash basin and bathroom falls on the wooden cupboard. I have a solution for this : a) From the bottom side of the slab make 2-3 mm (Millimeter) depression along the slab so that water stops flowing or reaching the wooden cabinet and saves from Damage. b) Get a glass partition or aluminium sliding between the washbasin and bathing area. That will restrict water falling outside bathing area.
- 5) Security : I found there is no proper control or checking happening from any entrance. Yes, they ask for the pass, but, where are they checking ? There is no control on what these people are carrying. I felt this is 1 very important thing to be taken care. I think you should introduce finger print checking for every patient. Only 1 or 2 attenders should be given pass and entry should be restricted only to pass holders. (and for visitors there should be proper checking and strict timings to be followed). I found main doors are open for everyone and no security control and cameras placed.
- 6) Lifts : Lift operators are doing excellent job. But they are helpless when people rush into the lift even when patients are taken. Dedicate Lifts for Patients and 1 attender. Restrict people from using lift while it is going down, . 2 lifts should be programmed for Basement, 1,2,3 floors and 2 lifts for Basement, 1st, 4,5,6 and 7. 2 lifts for Patients and Doctors, Staff and people with Pass only.
- 7) Lighting : Lighting outside hospital needs to be taken care. Its very scary at night.
- 8) Communication : There is lots of scope for improvement in terms of communication. Some nurses and staff are excellent. But, some definitely need training. I really want this to be taken care because I want SJICR to be No1 always and create a example for all other Govt hospitals in India.

I request you not to misunderstand and please donot consider this as a complaint. I am posting my experiences so that these points can make SJIRC a better place and it will reduce maintenance cost .

Thank you once again for being a very humble and providing excellent services to our nation. Hats of to you Sir