

Dear Dr. Vinodh,

I'm sorry that this letter is so long in coming. It seems the travel back to Botswana with my wife Vijayalakshmi, her acclimatisation to a place from where she has been away over 6 months and more importantly the backlog of my office assignments lasted through much of the time. Still it has very much been on my mind to write you a letter of thanks.

It was sometime in March this year (2014) that I came to know about Ortho-One and about the eminent Doctors, more specifically, yourself and Dr David Rajan. We received excellent references from our family doctors about your Clinic and the expertise that you possess in Knee surgery. I then got in touch with Dr. David Rajan through e-mail and explained my wife's ailment of severe Knee pain, which she has been suffering from for many years. I also sent the scanned copy of her Knee X-Ray. Looking at the condition of the knees, she was advised to undergo Total Knee Replacement (TKR) at the earliest. I wish to appreciate at this stage the cordial and encouraging responses received from Dr. David Rajan that motivated us to proceed with the recommendation. The communications were flowing through with all promptness and clarity that demonstrated high level of pledge and involvement of Dr. David Rajan in addressing the glitches and anxieties of patients. I thank him profusely for all support that he accorded on consultation, check-in, during and after the surgery. Let me also at this stage recognise the commitment and dedication of Raje and Paulin who were always on their toes to reply to my frequent emails.

We arrived at Ortho One on 28th April 2014 for my wife's (Vijayalakshmi) Total Knee replacement surgery (TKR), understandably nervous about the procedure and the process, but found that she was not only cared for, but also cared about. We were very much impressed by the hospitality and care that was offered when we arrived. We had been to hospitals outside India (as we reside in Botswana, Southern Africa) and could easily benchmark the standards. In my opinion, Ortho-One equates well with hospitals in some developed countries and I had no doubt that the surgery was going to be successful. To begin with, my wife was examined by a team of Doctors lead by Dr David Rajan & later by a team lead by you. We were briefed comprehensively on the surgery by Dr Amrith on the Prosthesis and other aspects of the surgery and Dr. Sudarsan with his ever smiling face, explained about the anaesthesia procedure for the surgery that injected a lot of confidence in my wife's mind. She also liked Mr. Murali's counselling. All these briefings made my wife feel comfortable and at ease as she was readied for surgery. Your genuine and caring attitude made all the difference in the world on the consult day.

As expected, the surgery went well. The Left knee was operated on 29th April and the Right knee was done on 22nd July 2014. The post operation care was stunning. Most hospitals, I am made to understand, transfer the patients with in few hours after the operation to the patient rooms. At Ortho-One, my wife was kept in Intensive Care Unit for over 20 hours to ensure that everything is under control. This is a clear manifestation of finest quality care

that Ortho-One offers to the patients. We were in the Deluxe Room, a well-furnished comfortable accommodation with Wi-Fi facilities.

I rate Ortho-One exceptional in its functioning as a super-speciality hospital based on my own experience on the following pivotal areas:

Nursing: The nursing team was always at their toes to take care of the patient. They were available at her beck and call and were always compassionate and friendly. The young nurses like Neethu, Neenu, Sophia, Pretty and others saw my wife as their mother and extended a daughterly touch to whatever they did to my wife to feel at home and relaxed. The nursing supervisor, Bharathi, always made a point to visit us every day early in the morning with loving enquiries about nursing quality and other related matters. One important arrangement that I appreciated most was the supply of medicine to in-patients. In most hospitals the person accompanying the patient has to queue up at the Pharmacy counter to buy the medicines and then handover either to the nurse or keep them in the room. The welcome arrangement in Ortho-One to make medicines available at the patients' room is commendable. I don't remember a single instance when I was asked to collect medicines from the clinic pharmacy.

Physiotherapy: This constitutes the core of recovery treatment and the physiotherapists, Mr. Akindro Singh, Vidya, Jency and Sharanya did an excellent job. Although each physiotherapist has his or her own style of inducting patients and taking them through the exercises, I could see that all of them were finally converging to an expected standard and quality of delivery. They were courteous, tolerant and pleasant.

Housekeeping: I was also very much impressed the way the room was kept clean. The cleaners came frequently to clean rooms and also gladly accepted our special requests to clean the bath room more frequently than scheduled to keep the bathroom dry at all times. The linens were also changed almost on a daily basis. The laundry service was also satisfactory.

Diet: The dietician Kausika was good in briefing and prescribing the right menu for my wife that took into account her health issues. The food that was served through an outsource channel was also appetizing.

Accounts: I found the accounting department very efficient on their job. I gave them a hard time as I wanted the medical bills in a special format, in line with my medical aid requirements. They quickly understood my requirements and tailored the medical bills in the format that my medical aid company had prescribed. Mrs. Uma Martin and the team were very supportive in this regard.

Public Relations: Ortho-One is very much mindful of public relations. We experienced the friendliness and hospitality of ever energetic Rupa, Jay Murugan and others who visited us regularly to enquire about our welfare and offered all support. I was also informed that PR

office will take care of all the travel itinerary of those who were coming from overseas as well as liaise with International Insurance agencies.

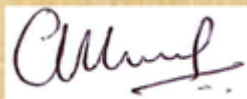
Tips-Free Zone: It was amazing to note that Ortho-One is a tips-free clinic, a phenomenon that impressed us most. It is very hard to see such an environment and it made us feel so comfortable and assured that service will be provided at the best as promised and will not be driven by extra funds that are dished out at various service points. I was also made to understand that if patients wish to appreciate the services provided, then can do so by donating funds to an established staff welfare fund at the Clinic. I really congratulate the Clinic management on their success in maintaining such an ethical environment.

As my concluding remarks, there is no way I can ever resist myself in thanking you, Dr. Vinodh, for being such an awesome doctor. You and your team were always been honest, patient and encouraging. My wife is extremely lucky to be taken care of by you. Thank you so much for the phenomenal work you did on my wife's knees. I wanted to thank you for your kindness, support and dedication. You have truly established an exceptional atmosphere in your office with a staff that goes out of their way to put you at ease with their active participation on all assignments. My wife, Vijayalakshmi, joins me in thanking you and your staff, once again, for the finest quality care shown during and following the surgery. You and your staff are truly gifted in what you do.

We will definitely come over to your clinic for a review when we visit India next. We have a large clan of relatives and friends in India and abroad, some of whom I have already briefed on my fulfilling experience at Ortho-One. Some of them have similar ailments and were all along scouting around looking for a sterling doctor and a hospital for treatment. I am sure some of them will get in touch with you and the Clinic soon.

Finally to the readers, Dr. Vinodh is an excellent surgeon who I would highly recommend.

Kind Regards



Prof. C.R. Sathyamoorthi
Dean, Faculty of Business
University of Botswana, Gaborone, Botswana
267-3552233; +267-71736816; Fax: +267-3185012

18 November 2014.