



Health For All

THE HANS FOUNDATION EYE CARE 

## REFLECTIONS

August 2020

### The Hans Foundation Eye Care



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## 1. Day Care Surgeries – Same Day Discharge

Keeping COVID related precautions in the mind, it was important to shorten the patient stay in hospital thus we started to lay emphasize on daycare surgeries. We did 100 day care surgeries in August, 20. Day care surgery have been proven to be more patient friendly. We modified Pre & Post surgery related protocols to enable same day return of patient to their homes. For attendants - We created a separate waiting area and make them feel comfortable with refreshments and regular updates on their patient.



**hans**  
THE  
FOUNDATION  
HOSPITALS  
Health For All

**NO ADMISSION • SAME DAY DISCHARGE**

**CATARACT SURGERY**  
CHANGE THE WAY YOU  
SEE THE **WORLD**

**BOOK AN APPOINTMENT**  
 **9456597802**  
**9456597809**

**THE HANS FOUNDATION EYE CARE**  **BAHADRABAD, HARIDWAR**



## 2. Helpdesk

THF EC started its Help Desk Facility from 26th August. The help desk acts as a point of contact for patients who require information related assistance. Help desk focusses on patient satisfaction through speedy and sensitive responsiveness hospital.

### Queries received at Helpdesk from 26th August to 1st Sep

Query Category	No of patients with Queries
Appointment System query	7
Clinical Consultation	7
Counseling - Post- surgery query	2
Counseling - Pre- surgery query	5
General Optical query	11
Specific Optical query	3
Medicine dosage query	11
Pharmacy - Medicine Availability	5
Specific support - patient care	2
Support services	2
Patients contacted before they leave the hospital after treatment	409
<b>Total</b>	<b>464</b>



### 3. Precautions for Surgeries

The whole world is going through an unprecedented period during the pandemic of COVID-19. For surgeries at THF EC - all set protocols and practices are in place to combat the transmission. Patients who might face vision-threatening consequences if treatment is delayed are being prioritized.





### 4. OPD management (flow) in COVID situations

1 Questionnaire point



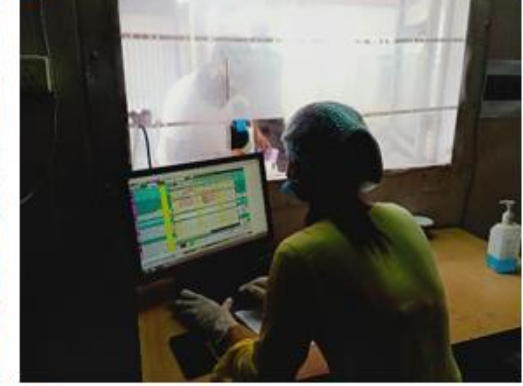
2 Thermal screening/ Sanitization/ Mask



3 Outer patient waiting area



4 Patient registration



5 Hand sanitization before OPD entry



6 OPD waiting area



7 Optom workup



8 OPD consultation



9 Surgery counselling



10 Optical shop



11 Pharmacy



12 Helpdesk & Exit



### 5. Know Your Colleagues (Every month we get to know a colleague)

**Name:** Garima Tripathi

**What inspires you to be at THFH?**

A sense of fulfilment that you are engaged with a noble purpose of spreading good health and happiness to the most needed people in the society. Even if you continued doing the job you love the most which is HR in my case. Usually people plan to do some charitable work on a weekend or on a particular occasion or even after their retirement from work. But here THFH is doing it every day and I feel glad to contribute a bit to it.



**Please tell us something about your Family?**

I have beautiful family of a husband who is a self- practicing Tax consultant, a 6 year old restless son and a year old charming daughter.

**Who is your inspiration and ideal?**

Well, No big name or personality I would say. But, both of my mothers (mother & mother-in-law) has inspired me a lot. One has taught me self-control & staying calm in every situation and the other one has taught me to be fearless. So it's a very balancing combination for me overall.

**What do you like doing the most in your free time?**

Playing and dancing with my children is most satisfying thing I do in a free time. Else, I'm fond of watching movies and doing SUDOKU.

**Any message for Colleagues?**

This Covid-19 has proved and I believe every colleague of mine now understand it pretty well that THFH is a great place to work. No organization I have known has been so people oriented like THFH. But we all have to further contribute to make it even better by respecting, valuing and empowering each other at work and in person. Every employee must have trust in his/her leader and feel pride in their own jobs.

### Rapid Fire

Birth date: 4<sup>th</sup> January

Favourite Actor: Ayushman Khurana, Akshay kumar, Salman Khan

Philosophy: 1. Live and let live. 2. Be you the world will adjust.

Favourite Movies: Baby and Zindagi na milegi Dobara

Favourite Colour: Black/ Red

Favourite Book: None

Favourite Food: Veg Biryani with lots of veggies

Favourite Travel Destination:

Well, I have not travelled much but I really liked being around mountains, water and snow in Himachal. However, since I was a child, I dreamt of travelling to Goa and Canada across the borders. So these may be my next destinations to go.



## 6. Behaviour at work place

We should always be mindful of patient's presence around us; all staff are therefore encouraged to be sensitive by talking in soft tones, keeping English or Hindi as medium of communication and not to converse in their local vernacular while in patient contact areas.

Patients should always get precedence over staff – this may be in the usage of parking area, F&B facilities and other hospital facilities. We must always ensure that patient needs are met first. Staff shall be discreet in their personal conversations while in the presence of patients and their attendants.

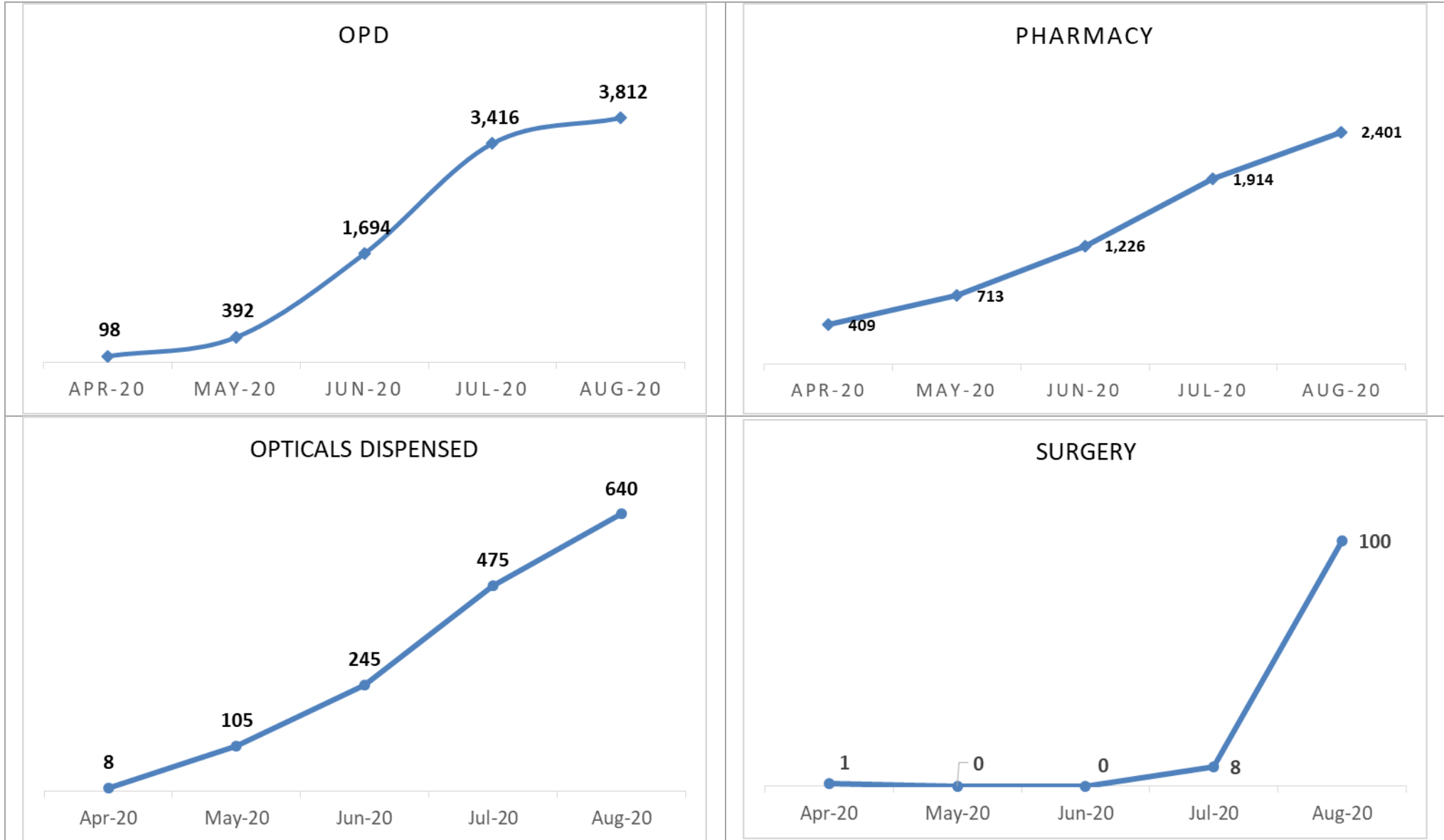
Staff is encouraged to adopt clean desk policy and clear up their work stations on completion of each day, they shall ensure that all personal and confidential papers are kept securely.



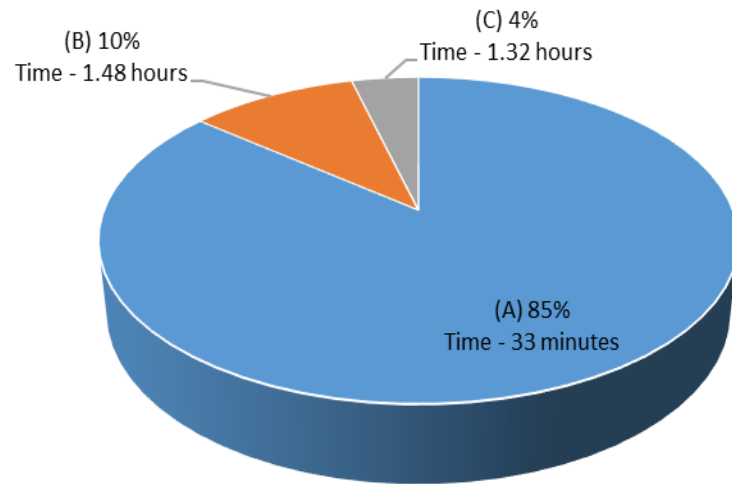
Each patient and their attendant see us as Eye care ambassadors –  
Let's always be mindful of this fact.



### 7. Data Snapshot

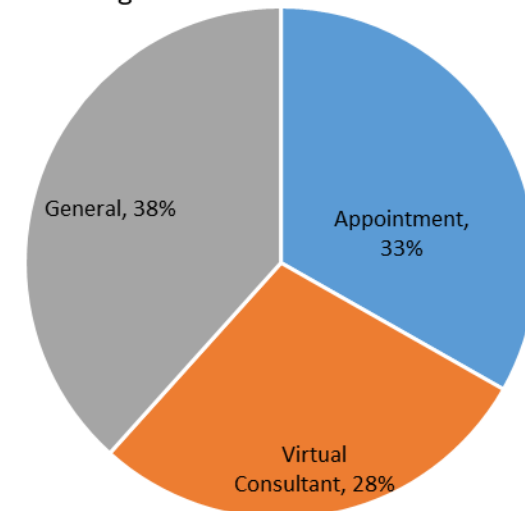


### Average stay time of patients in Hospital



Category	Patient flow (Excluding Virtual consults)
A	<b>General flow</b> (Optom workup + Consultation)
B	<b>Dilated patients</b> (Optom workup + Dilation+ Specialty invetigations+Consultation)
C	<b>Specialty investigations</b> (Optom workup+specilaity invetigations+Consultation)

### August Month OPD Share in %



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