

PRESS RELEASE

For Immediate Release

Fortis Hospital, NOIDA starts e-consultation service for public during lockdown

OPDs shut due to lockdown – tele and video services come to the rescue of patients

NOIDA, 7th April 2020: To address of challenges of providing healthcare services to outpatients during lockdown, doctors at **Fortis Hospital, NOIDA** have started tele and video consults for their patients, as approved by the competent authorities (MOHFW guidelines issued on 25th March 2020). The online consults take place during the regular OPD hours at normal OPD rates. The appointments are booked through call (0120-4300222) and then a link is sent to the patient through an SMS. The patient dials in through the link at the appointed time, the consultation takes place based on which the doctor shares the prescription (if required). Consults for key specialties such as Internal Medicine, ENT, Nephrology, Neurology, Gynaecology, Rheumatology, Orthopaedics, Neurosurgery, Paediatrics etc are available.

Speaking about the initiative, **Mr Hardeep Singh, Zonal Director** said, “Technology helps elevate humane expertise to greater extents. The fact is that our patients need us even as the society struggles with the coronavirus pandemic. There are patients who need consults on everyday issues such as diabetes, anxiety, common cold and cough and other ailments. We are getting about 15-20 calls a day as of now. A lot of these patients are our follow up patients who we were treating before the lockdown happened. So, we know their history and they need to be in touch with us to adhere to the treatment prescribed. Additionally, e-consulting is a good way to minimize doctor - patient contact to respect social distancing that the Government is also advocating for, keeping in mind that the virus is highly contagious. The objective of this service is to provide the best healthcare facilities to our patients to keep our services continued in the time of lockdown.

In addition, we have started a 24X7 stress helpline for people who are dealing with stress attributing to the pandemic. People can call on 8376804102. Fortis is not charging anything for this service.”

About Fortis Healthcare Limited

Fortis Healthcare Limited is a leading integrated healthcare delivery service provider in India. The healthcare verticals of the company primarily comprise hospitals, diagnostics and day care specialty facilities. Currently, the company

operates its healthcare delivery services in India, Dubai and Sri Lanka with 43 healthcare facilities (including projects under development), approximately 9,000 potential beds and over 420 diagnostics centers.

For more information, please contact:

Fortis Healthcare Ltd	Avian Media
<p>Mansi Jhamb: +91 9873136120 mansi.jhamb@fortishealthcare.com</p> <p>Head Corporate Communications: Ajey Maharaj: +91 9871798573 ajey.maharaj@fortishealthcare.com</p>	<p>Vatika Batra: + 91 9711981753 vatika@avianwe.com</p>