



Delighted Patient with Dr. Rajeev Gupta





ETERNAL HOSPITAL

Unit of Eternal Heart Care Centre & Research Institute Pvt. Ltd.

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CIN No. UB1109R2007PFC023653



PATIENT : SHAKUNTALA PANDIYA

UHED : 101053

IP : 41673

ADMITTED ON : 20/02/2018

TREATING DOCTOR : DR. RAJEEV GUPTA

FEEDBACK

Dear Sir,

This is to share my sincere gratitude for the outstanding services rendered by the Eternal Team during my mother's treatment for Bronchial Pneumonia from 20th - 26th Feb 2018.

The warmth, care, patience and sensitivity shown to an 80 year old lady was heart-warming. From Dr Rajeev Gupta's treatment to all the doctors, nursing staff, cleaners and security in the ICU and in the room/world, it is hard to identify any area which I could suggest for improvement.

It is rare to see multiple functions across the hospital work seamlessly in such a co-ordinated fashion.

There was no support requested or required from the attendants of the patient.

This shows the level of efficiency, systems and processes which work seamlessly to ensure that attendants of patients can focus on relaxing the patient rather than running around doing small chores.

The hospital doctors, especially Dr. Rajew Gupta ensured a very quick recovery and outstanding patient care.

Security staff struggle routinely trying to enforce visiting hours and are often abused by anxious relatives of patients.

We wish the entire team of Eternal the very best in maintaining these services.

Best regards

Rajeev Bandiya

RAJEEV BANDIYA

SON OF MRS SHAKUNTALA BANDIYA

(M)

26/02/2018