

Dr. Arun Kumar (F/O patient, Ms. Veena T.A. Kumar)
April 29, 2014

To Whom It May Concern

To:

Senior Management; Fortis Malar Hospital; Adyar, No.52, 1st Main Road, Gandhi Nagar,
Chennai, India

SUBJECT: Observation of EXCELLENT Services to Ms. Veena T.A. Kumar, 19 yrs (d/o of undersigned, Dr. Arun Kumar) via personal experience both onsite at Fortis Malar Hospital, Chennai, India & post-discharge attention by NEUROSURGERY Department (Jan-8, 2017 till date) & Appreciation to Dr. Soundappan V, Senior Consultant Neuro Surgeon; Dr. Ramanujam S, Associate Consultant Neuro Surgeon & Dr. Usha P.

REFERENCE: Ms. Veena Kumar was rushed to Fortis Malar Hospital on Jan 8, 2017 to emergency, with history of RTA (Road Traffic Accident) and she was transferred to ICU (intensive care unit) with severe head injury, soon after her 2-wheeler accident leading to LOC (loss of consciousness) and left Ear Bleeding.

Dear Sir:

Let me take the liberty to introduce myself- I am Dr. Arun Kumar. I am a Lead Petroleum Engineering consultant working as an R&D expert for ADCO (under ADNOC, [Abu Dhabi National Oil Company] in Abu Dhabi) & Adjunct Professor in Petroleum Engineering with The Petroleum Institute, Abu Dhabi, UAE.

Well, the purpose of this note is to record my wonderful experience with the NEUROSURGERY Department at Fortis Malar Hospital, Chennai, India,

I am currently in India on "Leave of Absence" in India taking care of my daughter, Ms. Veena T.A. Kumar, for recovery from her Head Injuries. Ms. Veena Kumar was rushed to Fortis Malar Hospital on Jan 8, 2017 to emergency, with history of RTA (Road Traffic Accident) and she was transferred to ICU (intensive care unit) with severe head injury, soon after her 2-wheeler accident leading to LOC (loss of consciousness) and left Ear Bleeding.

Luckily, on the date of accident, Jan. 8, 2017, I was in a village near Chennai (Vandavasi- 110 kms from Chennai), when my wife spoke to Dr. Soundappan V, Senior Consultant Neuro Surgeon around midnight of Jan 8, 2017. I spoke to Associate Consultant Neuro Surgeon, Dr. Ramanujam S. at 2 AM on Jan. 9, 2017 indicating that my daughter is stable but critical. I was rushing to the hospital from the village in all nervousness, stress and tension, and reached Fortis Malar at around 4 AM.

I consider myself fortunate that I did not fall prey to rumors of shifting my daughter to Apollo, etc. Well, to my surprise, I also found out that Fortis Malar Hospital is ranked #1 Multispecialty Hospital for head injuries in Chennai, and as mother nature had to have its course in the form of a god-send - the Ambulance admitting her in Malar was the best decision.

I must record my gratitude to Dr Praveen B Nilgar, Medical Superintendent who without knowing us, and our insurance details gave the green signal to admit my daughter to your esteemed Multispecialty Hospital. Well, I must say that this is an applaud-worthy deed extended by your hospital to save a life within the golden-hour requirements.

I was amazed at the stupendous patience level with which the superb treatment was extended by the duty doctors and nurses at the ICU to my daughter. The entire methodology seemed very streamlined, methodical and well-defined to me, although I am a Petroleum Engineering professional.

Toward the end, I want to record my gratitude to THREE great souls (i.e., Dr. Soundappan V; Dr. Ramanujam S., Associate Consultant Neuro Surgeon & Dr. Usha P.) who are assisting me till date as a post-discharge help, which is a rare commodity these days. Their loyalty is embedded in my mind forever.

Satisfied employee is the strength of any organization and I strongly appreciate the good services rendered by Dr. Soundappan V; Dr. Ramanujam S., Associate Consultant Neuro Surgeon & Dr. Usha P. I consider Dr. Soundappan V; Dr. Ramanujam S., Associate Consultant Neuro Surgeon & Dr. Usha P and others (Duty doctors & Nurses) to be among the top 5 percentile of the people (who go the EXTRA mile beyond the norm) that I approach for support in day-to-day life.

Well, as the powerful saying goes, "God heals and Doctor treats," my daughter is pretty close to normalcy attending her second semester Chemical Engineering at NITT-(National Institute of Technology, Trichy).

In conclusion, visiting your Multispecialty Hospital was a wonderful experience, and I seldom see efficient Hospitals like yours world-wide. I have been all around the world and I am making this statement with authenticity.

Thank you for your attention to this matter, and a copy of the discharge summary is attached for your ready reference.

Convey my salutations to Dr. V. Soundappan, all doctors, nurses & staff there, who are so caring.

Sincerely,

Dr. Arun Kumar

(F/O Veena Kumar, Inpatient from Jan. 8, 2017 to Jan. 20, 2017)