Twitter Thread by Kelvin Castelino

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Our recent experience at this prestigious self-proclaimed hospital felt we need to share so that others are aware of what will come their way.

This review and feedback are in no way to attract attention to our woes but think well before you plan

your recovery at this place.

My wife was admitted a few days back for a C-section Surgery, and praise God we were blessed with a beautiful boy, and now we have been discharged and back home.

Our experience at this hospital though was not so much as peaceful at all, though.

- Worried about the current pandemic time, we thought the hospital was more cautious and safer, but as we entered, the staff just filled the COVID screening forms by herself, including our body temperatures without even checking.

They didn't even ask if we had any symptoms or did we have COVID before.

- We were moved to the Labour Theatre Area 'Being Mom' zone, spent the night, the wife was taken to the Labour Theatre in the morning, by afternoon we were out from there, and back into the ward.

- Throughout our time in this hospital, we struggled a lot to communicate with the nurse and staff of the hospital. 99% of the staff only speak Malayalam, and they don't even know how to communicate with other staff or us.

One of the staff literally told me this "Towel Get. Staff Come", and by the grace of God, I figured she wanted me to get a towel and get a staff along. There were interns from the northeast, who have to learn from these nurses, and they are clueless as to what they are speaking

or discussing. Simple basic English and Hindi for communication are all we ask, or at least the local language words might help the patients recover sooner.

- The Doctors and Nurses have to learn a lot from the housekeeping staff. They neither greet nor give way to the patient

of the attendees. Many times, they cut the line for the lift even though the patient is waiting in line and they were absolutely not in any emergency.

- Without the consent of the patient or the guardian, many unnecessary gloves, pads, wipes and medicines are bought in excess,

even though the patient already has them, and these are billed to the patient, and then blamed on the patient for not informing the nurses/staff, while the final bill has been made. Fought with the staff so that they be returned and re-billed.

- Excess medicines and accessories

have been purchased and billed to the patient, without any proof of evidence or explanation as to for what and why they were used (usually the gloves, the pads, wipes, IV, tubes and so on). Around 150 wet wipes and 28 diapers were used on our child for 24hrs is what we saw on the

bill. While for 3-4 days we took care of the child we used around 20-30 wet wipes and 10 diapers.

- The hospital canteen just served Dosa, Upma and Sheera for breakfast on all days, while the patient has been prescribed not to have those. Even plain bread wasn't available with

them.

- The fan in the private rooms, is only meant for the patient, the attendee has to die in heat in the corner of the room.

- The doctors, nurses and the staff have no courtesy of knocking the door and waiting for a response. Many times male nurse and staff have entered

the room, while the patient was being changed, or given a wet wipe bath or was feeding the child. The knock twice the door and they are already in even before you heard the second knock.

- When asked to explain the bill, the staff just keeps you sending from one person to

another, suggesting that it was their department who added this part, and only they have the details.

- Even though the child and the mother are in the same room, and the room is cleaned the same way for any other patient, the child and the mother are separately billed, and they

have to pay the cleaning charges separately.

- If the doctor has visited the ward, and you are not present in the room, coz you are in NICU or LT, you are still billed for that visit, which I had to fight for explanation and then they deducted it.

- As a patient you better see

how many doctors were with you in the OT/LT, how many doctors came to see you while you were in the ward, they are all going to be charged separately based on their Role/Position in the hospital.

- Keep a tab on the medicines being used, and the bottles of meds/saline being

induced, the staff keeps bringing them and taking them out, without informing or notifying you. On the day of the billing, you have no clue why you are paying so much, while half of those were not even given to the patient.

- A usual tendency of patients is to leave the extra

medicines, gloves, pads and so on. Found out that, this unused stuff, the hospital uses it for the next patient, and still bills you again for it. Make note, most of the stuff they have provided you, they don't open the packet/packing in front of you. Most of it is brought loose

by hand and used.

- There is no track of the gloves being used, the last day you will find a huge dump of gloves in your medicine bags.

The only compliments we would like to give is to the housekeeping staff, the "Anna's" and the "Akka's", who toiled tirelessly but still had a

smile on the face, greeted regularly, asked about the patient's health status and so on.

The next would be very few staff and especially the interns who were much better and helpful than that nurses.

Our experience was definitely not great, but we hope by sharing this review

and the feedback to the hospital, the management will be taken some concrete decisions and will re-work on the recovery plans of the patient being better. And also may this review help you be aware of things and not fall into prey as we did.

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