

# Managing Non-COVID patients during COVID Times

## Foreword

Dear Patrons,

Managing non COVID patients during COVID times is a big challenge and I am extremely happy that Breach Candy Hospital as a whole has laid out a very good segregation plan at every step and every level after admission, pre surgery, at surgery and post-surgery.

We are indeed living in troubled times and I do hope one day, not in the distant future, we will all see light at the end of the tunnel. Till then attention on non COVID patients cannot be ignored and I am very happy Breach Candy Hospital has pioneered in setting the right protocol for looking after such non-COVID patients. Highly experienced Consultants/Surgeons/Anesthetists/Resident Doctors/Nurses and Para Medical Staff are ensuring every minutest detail is strictly followed as is evident from the successful and satisfactory outcome.



Hospital's knowledgeable and experienced Infection Control team has done an outstanding job in the said segregation and is instilling confidence in the minds of non COVID patients.

I wish you all safety above all and good health.

**Dr. Farokh. E. Udawadia**

Senior Medical Advisor &

Consultant in charge -Intensive Care Unit

Breach Candy Hospital Trust



## Safer Management of Non COVID patients during COVID times -Breach Candy Hospital's (BCH) Way

*“As the news outside got louder, crazier, scarier about COVID-19, BCH never let me think about that for a single second” says Vandana who got admitted at the non Covid maternity ward. Radha echoed similar sentiments “Even in this time of crisis and pandemic, most mothers groups are buzzing with how to convince the Gynaecologists and Paediatricians to give them extra days at the facility. Such is the trust and comfort level of patients like me. They were particular about following all the protocols related to COVID and so were the cleaning staff. I felt comfortable sending my baby to the nursery as they took every precaution.”*

**Y**es the year 2020 took whole world by shock & surprise with the onset of COVID 19 pandemic which has so far killed more than 8 lac people globally as per the World Health Organization (WHO). We at BCH got a quick grip of the way the virus was spreading in other countries & prepared ourselves well in advance. BCH, which entered its 75th year of excellence in patient care serving patients from all over the country & outside, firmly believed that during the pandemic time it should give the “best in class treatment” for non COVID patients as well & hence took a conscious decision to serve both COVID 19

and non COVID 19 patients with the same excellent quality care. Gratifying to note that this was endorsed by another mother **Dr. Miten** who said *“BCH is a special place for us at the maternity ward. A Big Shout out for the BCHT team for being better than Perfect!!!”* Even the Doctors expressed similar happiness. **Dr. Anahita Pandole**, Consulting Obstetrician & Gynaecologist says *“My experience at Breach Candy hospital treating both COVID & non COVID patients has been exceptional. My patients know that the hospital has taken all precautions to keep both Doctors & patients safe irrespective of their COVID status”*



## How Breach Candy Hospital has been successfully serving Non COVID patients

**O**ur journey into the COVID pandemic began in the 3rd week of March, a time when the virus had just slipped into Mumbai. Within a few weeks, Mumbai got converted into a “red hot zone” with large number of containment areas. During the surge phase, we had allocated part of our resources towards managing COVID patients efficiently & the rest for non COVID patients. We continued to perform

*“My chemotherapy treatment has been going smoothly, even during COVID times. My room was always clean and the staff caring, especially the chemo nurses, floor nurses and ward boys. Really impressed with their commitment to patient care even during these unprecedented and difficult times. The doctors and staff are making my recovery even smoother by their dedication to deliver quality patient care. I would not go anywhere else but Breach Candy!”*

surgeries and continued with our dialysis, chemotherapy treatment & maternity ward (both normal and C Section deliveries) ensuring utmost patient care and safety of our patients from COVID. We have safely performed all sorts of surgeries (minor and major) like hip replacements, heart bypass, neurosurgeries and organ donation to name a few during the surge phase. To put it in **Hema’s** words -

### Care taken by BCH for Surgical cases is no way less.

**Darius** says *“I was admitted to Breach Candy Hospital. I wish to record my appreciation for the caring and excellent service offered to me by the staff, nurses and the nursing superintendent, who was at all times attentive and strictly supervising the entire ward. I had a pleasant stay during the two surgeries that I underwent. My sincere thanks to the doctors who attended to me, namely my physician, Dr Armaity Contractor, and the surgeon, Dr Kaiomarz P. Balsara and Dr. Phiroze F Soonawala. I am happy to report today, I shall be walking home in utmost fitness.”*



## Doctors & Surgeons also experienced the comfort level.

**Dr. Kaiomarz Balsara**, Consulting Laparoscopic Surgeon very nicely summed up the efforts of BCH *“Since the lock down I must have done at least 30 emergency operations. Our sisters in the OTs and wards worked fearlessly.*

*Not a single patient has been turned away, all patients were discharged home and none have returned with any COVID complications. This speaks volumes for our practices. Repeated inspections by the BMC found no reason to shut Breach Candy down. While most major hospitals*

*in South Mumbai were shut down due to inability to establish good separation practices or had a lack of staff; our hospital was not shut for a single day.*

*More patients are now coming in for elective surgery and all our departments are well geared to return to a near normal functioning. The co-ordination between the war room, the triage area, the booking office, the EMS department and the theatres is now seamless and our old patients are coming for surgery without fear and with renewed faith in Breach Candy Hospital.*

## Our Non COVID Medical ICU lives up to its true reputation!

Here is what a happy daughter has to say. *“My family and I would like to send you our heartfelt gratitude for the tireless dedication and care you have shown for my father in his recovery. No words can truly express the respect and appreciation we hold for you and the work you do on a day-to-day basis. Dad is not an easy patient, but you managed his care with much patience and compassion. I know you all are completely stretched to capacity, but you still managed to give the best care my father could ask for. Thank you so very much for looking after him when he was in ICU as well as in the general ward. You have been rightly called the “Heroes” of our country and I have seen this first-hand during my stay at the hospital with dad. We remain indebted to your kindness and may God shower you with blessings to continue your good work. Ever so grateful”*



## Zero cross transmission of COVID 19 with safe surgical and medical care to all our patients throughout the pandemic has been our aim

BCH's preparations for safe surgeries include:

### ❖ Pre-op services :

- Video consultations and appointment based outpatient services for surgical patients
- Negative pressure ventilation in all out patients consultation rooms
- Availability of home blood collection services and separate area for non covid blood collection (Path lab OPD); technicians wearing protective gears
- Availability of dedicated CT scan , USG and X ray machines for non COVID patients
- Testing protocols set to segregate COVID and non COVID patients prior to surgery

### ❖ Operative services

- Hospital is segregated into Red and Green zones to demarcate COVID and non COVID areas
- Separate entry & exit for non COVID patients with dedicated lifts
- Dedicated non COVID wards away from COVID wing
- Dedicated surgical complexes for NON COVID patient surgeries with laminar air flow systems
- There is absolutely no mixing of air between COVID and non COVID wards. We have dedicated air conditioning system (Fan Coil Units) for each patient room where treated fresh air is inducted continuously.
- Likewise, we have a closed-circuit air-conditioning system for each operating room with the HEPA filters & laminar flow thus ensuring no contamination of air.
- Support services like laundry and CSSD also treat linen and instruments from these areas in separate, dedicated machines. There is no mixing at any stage
- Dedicated staff (doctors, nurses, housekeeping etc) for performing non COVID surgeries who are periodically tested & are well protected with quality PPE during the procedure



- Dedicated physiotherapy team for managing non COVID patients who are periodically tested

❖ **Post-Operative services:**

- Post op follow up and wound management services in the negative air pressured OPD

With the above in place and our successful experience of non COVID surgeries during the surge phase, BCH has been instilling confidence in non COVID patients for all major surgeries.

25<sup>th</sup> August 2020