



Important message to all customers of Cloudnine

Dear Customers

Given the recent developments across the world, and in our country, it is evident that the pandemic of Corona virus needs to be tackled expeditiously and through unprecedented measures.

We, at Cloudnine group of hospitals, are committed to work basis the guidelines shared by the WHO, our Honourable PM vide his national address and all directives issued by the local health authorities.

We place your health, safety and well-being along with all the citizens of our country, above all and share with you the following rules that we have implemented.

- Social distancing is the need of the hour and hence no visitors are allowed other than partners and in special circumstances, parents at the discretion of the treating consultant.
- People above 60 years of age, who are at maximum risk on exposure to the virus are requested to stay at home and avoid any travel outside, including visiting the hospital.
- We would prefer the patient attendant to be ideally the partner only. Any exception to this is at the discretion of the treating consultant.
- Children under the age of 16, including siblings of the new-born baby, are not permitted to visit any maternity area.
- Normal deliveries and Elective LSCS will continue as planned. Customers are requested to coordinate with their doctors and plan the same.
- Basis the Prime Minister's directive all elective Gynaec surgeries are postponed or recommended to be avoided till 31.03.2020.
- In the case of IVF treatments, for those who have already begun ovarian stimulation, care will be continued with due counselling. No new stimulations will be undertaken till 31.3.2020. Frozen embryo transfers planned in next two days can be completed. Beyond that it will need to be re-planned after speaking to your doctor.
- With a view to minimise non-essential visits to the hospital, the OPD will function for sick children and mothers with pregnancy problems.
- Elective pregnancy check-ups and immunisations are recommended to be postponed for 2 weeks till 31.03.2020. The staff are available for all of these if needed.
- All customers, staff and other personnel entering the hospital premises will be subject to mandatory check and declaration. This is being done for your safety and hence please cooperate and support us.
- We are actively reaching out to all our customers with delivery dates in the next few weeks through our App as well as call centre to advise them on the Dos & Donts in this period and guiding them suitably.



- In the best interest of all customers and our country, all persons who have travelled abroad in the last 14 days or those who have had contact with a person who is COVID positive should not visit any hospital, including Cloudnine and should not attempt to conceal their travel information. They should contact the government helpline for any advice that they may need.

Please rest assured the hospital staff attending you, is trained well to take all the precautionary measures. **Your health, safety and well-being is paramount to us!**

We understand that these measures may cause some anxiety and inconvenience, but this is an unprecedented situation and we need your support and cooperation.

Lastly, spare a thought for all the doctors, nurses, and other support staff who are working tirelessly, braving this pandemic to keep you safe and healthy. A word of appreciation from each of you will go a long way in keeping them strong and motivated to fight this battle on your behalf!

Warm regards

A handwritten signature in black ink, appearing to read 'Raviganesh Venkataraman', with a checkmark at the end.

Raviganesh Venkataraman

CEO – Cloudnine group of hospitals