

Q&A DR NARENDRA TRIVEDI

'Poor patients get the same treatment as filmstar do'

Dr Narendra Trivedi, senior surgeon and vice-president Lilavati Hospital, says that the non-profit hospital will replicate its model of treating rich and poor alike in more units in Mumbai suburbs soon

Is Lilavati hospital known for its film star patients or the poor who come there?

Both. We have been receiving many film stars among patients, but so have we been regularly treating the poorest of the poor and ordinary patients.

Do you have separate wards for the poor?

No all the expertise available for the wealthiest is available to the poorest also. The poor patient gets the same treatment as a filmstar. They have the same OTs, the same surgeons, the same specialists. Besides, we run a free outpatient department daily and patients are examined by the best doctors.

What was the basis for the Trusted Brand award you received recently from Reader's Digest last week?

It was based on an all India survey and we were also surprised to find that no other hospital was included. But it was based on the views given by people and their satisfaction with the treatment. The profile of the persons surveyed could be mixed, rich or poor.

How are you able to provide the best to everyone as you claim?



When the train blasts happened we treated 49 patients. So we do not discriminate between rich and poor. And all the money we get goes back into the hospital

We have 315 beds and more than a third is subsidised. About 15 to 20 free beds are always there. We have a common ward for the very poor. We set aside two per cent of our gross income for charity. We are a non-profit trust (Lilavati Kirtilal Mehta Trust) and making profits is not our motive.

How do you afford to hire renowned specialists?

We offer them flexible hours. They are not fulltime em-

ployees and are free to work elsewhere. We have PG students doing super speciality training there. That also helps. Our scientists have been publishing research studies in renowned publications. Recently our survey on cases of stroke was published by Lancet and it was led by our research director P M Dalal.

Would you compare your subsidised format with All India Institute of Medical Sciences ?

We are a small hospital compared to AIIMS which has 1500 beds. But we are a tertiary care hospital and have latest facilities, which one would go abroad for various treatments whether it is cancer or spinal disorders. So instead of going abroad patients can get the latest treatment here. When the train blasts happened we treated 49 patients. So we do not discriminate between rich and poor. And all the money we get goes back into the hospital.

How old are you?

We are 10 years old.

Do you plan to replicate your model ?

Yes we are trying to find space in the suburbs of Mumbai. We propose to open more units. But within Mumbai there is no space.