



UDHI  
EYE  
HOSPITALS



NABH  
ACCREDITED



ISO 9001:2008  
CERTIFIED

*Udhi*  
*Eye Hospitals*  
Healthcare



The building stands tall yet underplayed at the intersection of TTK road and Murrays Gate Road, Alwarpet; it is the heart of the city for many Chennaiites with landmark structures, both old and new, in abundance. The building in question houses a landmark project of its own - a project in both cutting edge medical science and social responsibility - the Udhi Eye Hospitals. It became a reality in 2003, three years after the Udhi Eye Hospitals Trust was formed- the idea was incubated long years ago in 1986 with the formation of the clinic of the same name at a nearby address, a rented premises, on Oliver Road, and then lovingly developed into a full-fledged hospital. Both the clinic and the hospital are the brain child of Dr R Raveendran, Eye Surgeon, Founder and Managing Trustee of the hospital. It is today one of the foremost Ophthalmic Centres for total eye care, catering to all sections of society.

The most striking thing almost as soon as you enter the hospital premises is the well-marked parking space, the pleasant natured parking attendant and the neatness of the surrounding. Soukhyam and Santhosam are qualities that bring one close to the Creator, so say the scriptures. And it is quite evident here. Inside, the happy staff who guide the patients along the diagnostic corridors, which is almost akin to an assembly line, lend a personal touch to the "Udhi" experience. The waiting area is just bustling enough giving one a sense of a hospital, but if one is seated long enough, one will notice the efficiency of the staff who ensure that no patient is kept waiting for longer than twenty minutes. "The operations at this end is managed with as much surgical skill as the operations in the floors above."

Dr Raveendran, was keen to follow in his father's footsteps and declared even as a child of six that he wished to be a "doctor who operates." As a young man he joined Madurai Medical College and upon completing MBBS in the year 1977, he expressed interest in surgery. In his own words, "thrilling, life-saving surgery was the tune of the day among young doctors. I wished to see immediate results and decided to study ophthalmology and eye surgery -

a woman/man comes to us blind one day and the very next day, after surgery, he/she is able to see the world! Seeing the wonderment and joy on my patients' faces is my reward."

Moving away from family and coming to Chennai in 1985 was something of a challenge said Dr Raveendran. He joined Voluntary Health Services and started acquiring the finer aspects of eye surgery. Dr Parthasarathy who has been his constant companion and is also a Trustee informed us that the newest things in eye-surgery were at that point in time happening at VHS. Replacement of cataract

with intra ocular lens had just been a concept around 1949, and over the next twenty years which included their student years, the technique gradually evolved. Around 1986 they saw the "theory become a reality" at VHS. While arming himself with new ideas, and briefly taking charge at VHS, Dr Raveendran also found his purpose in life- "to make eye care available to every section of society."

He started the clinic on Oliver Road, where patients from all walks of life were treated. Those who could pay for the treatment paid, but no patient was ever turned away for want

of money. The clinic grew in popularity. The idea of their own hospital in their own space became a necessity in order to handle the large number of patients. Dr Raveendran threw himself completely into every aspect of the project- building design, equipment procurement, acquiring accreditations and the whole lot. Thus came about the large and spacious premises at Alwarpet - inaugurated in 2003.

Dr Parthasarathy talks with pride about the achievements of the hospital as one talks about one's child; everything about the hospital the number and quality of staff, implementation







and execution of procedures down to the sterility of the operation theatre, was as per NABH requirement.

Certification from National Accreditation Board for Hospitals and Healthcare Providers (NABH) is a long drawn procedure to standardize diagnostic and treatment procedures. It ensures transparency in practice as far as the Medical Council is concerned and from the patients' perspective, transparency in course of treatment and charge for procedures. This is evident in the number of accreditation panels that decorate the waiting room below. This NABH certification also enables the hospital to become empanelled in the list of Postgraduate Hospitals of India. Dr Parthasarathy explains that being a very stringent procedure, just 10 hospitals in Tamil Nadu were NABH certified and Udhi was one

"A woman comes to us blind one day and the very next day, after surgery, she is able to see the world! Seeing the wonderment and joy on my patients' faces is my reward."

of them. When asked why other hospitals especially new and recently built ones could not keep the standards, Dr Parthasarathy shows us another dimension of the 'Udhi' ideology. Being a Trust, no doctor on the premises, enjoyed profits exclusively; all fees and donations were turned into the Trust account –the hospital itself and upkeep of standards were given prime importance,

and every member of the Hospital, including Dr Raveendran took home a fixed salary. Dr Raveendran is obviously passionate about standards and regulations- "everything has to be pucca" he repeats time and again. When asked if all the doctors on his team believed in this code of discipline, he said that, in the last ten years, hundreds of doctors had come and gone. Being a hospital that trains Post graduates, they took in and trained two doctors every year- only the likeminded ones were invited to stay. Those who could not handle the rigour quit on their own. He added that even though implementation of these standards initially was very difficult, they made life easy in the long run and gave one peace of mind. He has grown to enjoy the challenge of keeping the standards on a day to day basis and expects the same from every doctor and staff on his team. This is also why

he does not encourage young doctors who train at their hospital to stay. "They need to move on to other levels of operation where they might have to make compromises, learn to appreciate the comfort of standards and rules, and in the course of doing so find their feet and purpose in the world outside. If they resonate with the Udhi ideology, they will come back one day or else start hospitals with similar ethics" he said with confidence.

On the social front, the hospital conducts camps three days a week to educate poorer sections of society about eye care; screening and identification of patients was also done. They visited schools and conducted eye-camps besides educating the teachers of the government and corporation schools to screen and identify children who might need vision correction or surgical medical intervention. The out-reach programs in connection with the District Blindness Control Society and other social clubs helped bring medical council to those in rural belts who were unaware of the need for eye care and how any oversight could become a burden in the long run; the effect of diabetes and other seemingly unrelated disorders on eye health was unknown to many.

From a brief talk with a few staff members as we took a ride down the lift it became obvious how well looked after the staff were- the current team of non-medical staff had been around for nearly two to three years with only a handful of young women moving to other cities post marriage; evidently an expression of the gladness of the said people to be where they were- where authority knows and shows the way to righteous practice.

The Udhi ideology that is disseminated by every brick of the hospital is - when commitment to society is placed ahead of personal advancement, whatever be the field of operation, the outcome will not only be successful but also be beneficial to the society as a whole. With a fine reputation amongst eye care seekers in India and abroad, with a passion to serve society and science, Udhi Eye Hospitals is an exemplary for excellence and commitment to practice.