



SMILE, THANK YOU, PLEASE

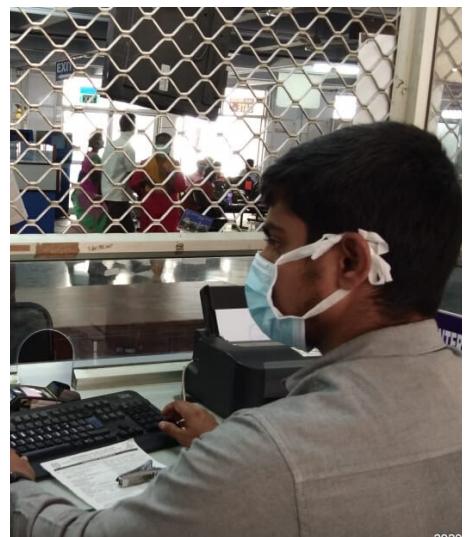
Our work at the Out-Patient Department (OPD) is vital as we are one of the first contacts for a patient. How we talk to them sets their first impression of CMC. It's a challenging job for our team - to smile graciously at 9,000 people each day! **"Sorry, thank you and a smile"**, this is what people expect when they come to CMC. They have travelled from far away and sometimes tempers do go unchecked. But we make it a point to guide them to the OPDs, testing and payment counters, politely and, at the same time, firmly.

When the pandemic started, we were given clear instructions and training by our supervisors. We were provided with masks. We are able to control and segregate the crowd with the help of the security guards. While the crowds have decreased in OPD due to lockdown, it was still a challenge to implement the new protocols. We check each patient and their accompanying relative(s) for a temperature and cough, and guide them accordingly

Nowadays, we see a new level of awareness in the patients and their families. They know that wearing masks is a must. If they need, they can buy masks for Rs10/. People are maintaining physical distancing. We have taped up alternate waiting chairs with brown tape, thus maintaining physical distancing in the waiting areas. The yellow circles and line guides throughout the OPD have become the norm for queuing.

Even during the lock down, we had patients coming to us from all over Tamil Nadu. They travel long distances with permissions just to continue their treatment here. **The trust and faith that ordinary people have in CMC helps them to overcome all obstacles.**

Translation from Tamil



Serving patients in the OPD: Mr. Guru, Mr. Arun & teams