



# SILIGURI GREATER LIONS EYE HOSPITAL

## 2020 ONE VISION

### APRIL - JUNE



*Bapi Huda During Post Surgery Follow-Up Visit On May 05<sup>th</sup>, 2020*

**What's Inside**

- COVID 19 Emergency Response .....2
- Ensuring Treatment is not delayed .....3
- Extending Support to the Government.....5
- Infrastructure For COVID Isolation Centre
- Winning Battle Against Hunger.....5
- Distribution of the Hygiene Kit.....6
- Making Hospital COVID Safe .....7
- Vision Centre Preparedness .....7
- Door-to-door survey by Eye Mitra Optician...8
- Receiving NABH Accreditation..... 9

**From The Chairman's Desk**

The beginning of the new fiscal is always a difficult stepping-stones, but this year has been one of the most challenging to the hospital. The sudden upsurge of COVID-19 Pandemic was a perfect mirror reflecting our preparedness that caught all of us blindfolded reminding us how miniscule we are in hands of nature. Remaining undeterred, we stood up to provide our Unit 2 hospital premises run as a government run COVID isolation centre. Our hospital staff continued to provide 24X7 emergency eye care services and free online consultation. I believe we received the right acknowledgement of our work with the honour of becoming the first NABH Accredited eye hospital in region recently.

Witnessing the increasing migrant crisis and food scarcity amid daily wager communities the Club with the hospital also took the initiative of distributing 12780 Bags of Dry Ration and 11782 Hygiene Kits liasoning with the Municipality, Local Clubs, Panchayats supported by our members, individual donors and volunteers. From including precautionary measures to create a COVID SAFE patient space keeping patient safety paramount taking the message of personal hygiene and safety to the masses, we have kept our responsibility towards our people utmost. Words fell short to express our efforts in past 3 months, of which this newsletter is our testimony. I wish you all stay well & enjoy reading this Newsletter.

Lion P. C Maskara  
Chairman, SGLEH

### Overcoming Fear

When Mohammed Bapi Huda first contacted us on April 29<sup>th</sup>, 2020 over phone to ask when the hospital would open, he directly asked if he can undergo Cataract surgery directly; his restlessness raised in us an inherent inquiry on the increasing demand of quality and safe eye care services during this period of lock down which compelled many to resort to high risk behaviour risking their health care needs to quacks, neglecting treatment leading to permanent health threats.

Bapi is a 45 years old father of two daughters and a son, living with his wife and parents and runs a small grocery shop in Malbazar town of North Bengal. 3 years back he met an accident causing severe damage to the left side of his forehead leading to gradual blurring of his eyes sight. However, it was only recently when he noticed that his vision was lost completely. Being the only bread earner in the family Bapi panicked and went to the nearest Government hospital when during preliminary check-up he was diagnosed with Matured Traumatic Cataract.

To add to his worry, the Doctor asked him to undergo immediate surgery as there were chances of leaking of his Cataract condition. Bapi was advised to undergo small incision cataract surgery at the government hospital when the lock down was implemented by the state and all the medical services were suspended. Even during this time Bapi went to the Government facility on the pretext of emergency twice urging them to complete the surgery when he was informed that the surgery services will not resume anytime soon.

With increasing time and mounting fear that he may lose his vision due to the delay in treatment he resorted to Siliguri Greater Lions Eye Hospital for immediate treatment on May 2<sup>nd</sup>, 2020 when our Senior Ophthalmologist Dr Kishore Paul counselled him diligently and assured Bapi that he would not let him go blind. But, advised him to undergo Advanced Phaco surgery to avoid eye tissue injury which may also facilitate in his quick recovery.

Bapi underwent cataract phaco surgery after undergoing necessary Diagnostic tests on May 7<sup>th</sup>, 2020. Before surgery he had negligible vision in his Left Eye which improved to 6/6 (20/20) distant vision after surgery(without any spectacle correction). When we spoke to him there was a certain freshness on his face, a face that was fearless, and had retained his ownership over his life back again.



Notice / নোটিস / নোটিশ  
Help Us Help You

For Any Emergency Please Call At Our Numbers:

Helpline : 97333 000 90

Other Emergency And WhatsApp Numbers :

+91 97336 47777

+91 97333 00990

+91 88824 57335



"As a leading Lions Club Institution and super speciality ophthalmic care provider working closely with the government to meet its blindness control goals in North Bengal, we acknowledge the growing demand for support to strengthen the Government preparedness against the ensuing COVID 19 pandemic.

We at Lions Club Of Siliguri Greater extend our Unit 2, Siliguri Greater Lions Shri VidyaSagar Oswal Eye Hospital as an isolation center support to the Government of West Bengal for use."

Chairman  
Siliguri Greater Lions Eye Hospitals



## COVID 19 Pandemic An Immediate Emergency Response

COVID-19 global pandemic, caught us blindfolded stretching our resources to the limits and asked us to create new eye care accessible spaces and processes that may ensure safety of the patient and the health care provider. As an early measure, we internally issued awareness creation protocol including display Information Standee educating every patient on Corona Virus Symptoms and essential precautions needed early February long before coronavirus stepped into North Bengal. The hospital also started mass awareness campaigns from targeted digital campaigns to distributing information leaflets as an early preventive measure including promoting patients to avoid routine check-up and entry of patients only on the basis of emergency.

To make this process easier and informed to our patients, the hospital conducted a region wide social media campaign, and direct distribution of information leaflet on COVID 19 Pandemic to all its stakeholders.

### Early Precautionary Measures At The Hospital Pre COVID 19 Lockdown

To stay abreast of the government measures to check the spread of the infection, as a responsible eye care provider the hospital immediately included the health care and housekeeping staff in the process. All the staff were inducted to the preventive measures and a strict cleanliness protocol was installed across at all clinical and non-clinical processes of the organization. All the Clinical staff including Doctors strictly followed WHO, IAPB and Ministry of Health guidelines wearing Personal Protection Equipments along with Gloves and Masks while any kind of engagement with the patients. Patients were encouraged to stay home and visit the hospital with prior appointment with masks on. All emergency patient eye care services were kept alive providing detailed treatment to every patient visiting the hospital.

#REACHINGWHERETHEREISNEED



## Siliguri Greater Lions Eye Hospital

Published by Deep Bhattacharya [?] · March 27 at 8:03 PM · 🌐



Dear patron, during these difficult times when we are undergoing a nationwide lockdown to prevent the spread of COVID 19, a droplet-based viral infection which can affect you only if you come in contact with it.

Supporting the government's measures, we request and encourage you to stay back at home, keep your family safe through self-isolation. Your routine eye check-up can wait.

To attend to your ophthalmic emergency we are issuing these emergency numbers including our Whatsapp consultation numbers (until lockdown continues). Please, write to us with a photograph of your eye, what are the symptoms/problems you may be suffering with and we will get back to you in no time.

Please, remember to get in touch with us over phone or whatsapp before risking coming out to our hospital. Believe in us. We will guide you through appropriately!

[#EmergencyConsultation](#)



Notice / নোটিস / নোটিশ  
Help Us Help You

For Any Emergency Please Call At Our Numbers:

Helpline : 97333 000 90

Other Emergency And WhatsApp Numbers :

+91 97336 47777

+91 97333 00990

+91 88824 57335



Like



Comment



Share



Most Relevant ▾



Comment as Siliguri Greater Lions Eye Hosp... 🗨️ 📷 📄 🗨️



Santanu Bhattacharjee Good decision, many many thanks

Like · Reply · Message · 5d



Luckey Theeng Thank you. 🗨️ 1

Like · Reply · Message · 5d



Arabindra Paul Yee samay khabar na khayo, seyeeta hola good decision. A

Like · Reply · Message · 4d



### ***Ensuring No One Is Denied Or Delayed Treatment***

When the pre lockdown “**Janata Curfew**” was first exercised on March 22<sup>nd</sup>, 2020 followed by full scale lock down implemented on March 25<sup>th</sup>, 2020 the hospital took no time to issue its Emergency Helpline numbers to assist anyone and everyone towards an eye care emergency. The hospital to make sure that these Emergency numbers are made available to everyone across the region tapped 700+ of its Camp partners, more than 1200+ Community Health worker both formal and informal, 150+ Eye Mitra Opticians and 20 Vision Centres including ASHA, ANM and ICDS staff to make the platform available to all avoiding denial or delay of treatment to anyone who is unable to visit the hospital in complete absence of Transportation.

At the same time an appointed Emergency Ophthalmologist availed 24X7 emergency full contact support from the hospital. Speciality Doctor Support was also provided on the basis of preliminary online consultation and appointment provided by the Doctor towards the same. The hospital also provided with E-mail, Messages or phone call support to the patients who requested to provide assistance with a Document based on which they can apply for Inter City Transport Pass from the Police station.

### ***Issuing Of Emergency WhatsApp Consultation Numbers***

As the emergency lockdown was implemented by the Centre, endorsed by the State to prevent the spread of COVID 19, supporting the government's measures, the hospital encouraged all its stakeholders to self-isolate and reach to the hospital first over phone. Through, earlier distributed Emergency number through different channels and increasing demand of quality eye care services during the growing pandemic situation the hospital received more than 100+ calls each day with 40 provided with immediate online consultation identifying their needs as an emergency. The organization did this by issuing emergency WhatsApp consultation numbers to attend to patient ophthalmic needs until lockdown continued.

The process followed to provide online counselling used over phone and whatsapp as a tool to take patient submission for close up photograph of the eye and their symptoms. Once the required information is received it is shared with in the Doctors group where they consulted and prescribed required medication. After cross verification the same is sent to the patient and medicine administration is explained properly over the phone. In case of an emergency after pre-consultation over Phone & Whatsapp the patient is asked to visit the hospital where they are attended by our emergency on duty Staff and Doctor. This initiative was also covered by IAPB on their website.

# #ENSURINGTREATMENTISNEITHERDELAYEDNORDENIED



Figure 2 Photographs With Symptoms Received From The Patient

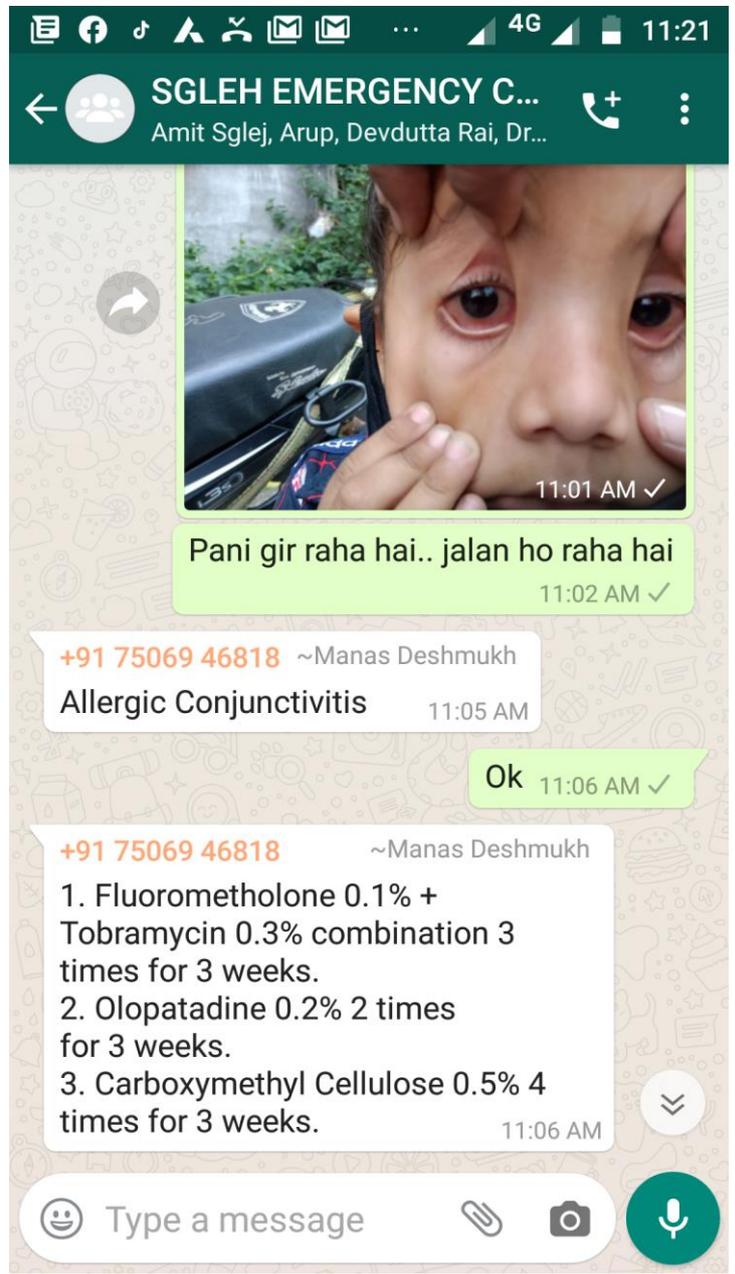


Figure 1 Consultation and Prescription At Doctor's Group

### Information Education & Communication Measures Taken

**Viruses Don't Discriminate  
Neither Should We**  
**WE ARE NOW OPEN  
8:00 AM TO 7:00 PM**



**YOUR SAFETY IS OUR PRIORITY**



**BOOK YOUR APPOINTMENT NOW  
97333 00090**  
[www.greaterlions.org/book-appointment](http://www.greaterlions.org/book-appointment)

**SILIGURI GREATER LIONS EYE HOSPITAL**  
Now Appointments Available For Both Pay And Premium OPD Services

**করোনা ভাইরাস**  
(COVID-19)  
নিয়ে অথথা আতঙ্কিত হবেন না বা গুজব ছড়াবেন না

নোডেল করোনা ভাইরাস ২০১৯ (COVID-19) সংক্রমণের উপসর্গ

যদি আপনি জ্বরে, শ্বাস কষ্ট এবং নিয়মিত কাশি তে ভুগছেন তাহলেই অপেক্ষা না করে ডাক্তারের পরামর্শ নিন। আপনি চক্ষু পরীক্ষা পরেও করতে পারেন।

যদি আপনি দেশের বাইরে ভ্রমণ করে এসেছেন অথবা ভ্রমণ করা মানুষের সান্নিধ্যে এসেছেন তাহলে নিজে তৎক্ষণাৎ ডাক্তারের পরামর্শ নিন এবং নিজের চলাফেরাকে ঘর অবধি সীমিত রাখুন

নিজেকে এবং অন্যদেরও সুরক্ষিত রাখতে নিম্নলিখিত বিষয়গুলি মেনে চলুন

- অনেক লোক উপস্থিত আছে এমন কোথাও অংশগ্রহণ করা থেকে দূরে থাকুন
- নিজের মুখ, চোখ এবং নাক স্পর্শ করা এড়িয়ে চলবেন
- বার বার হাত ধোয়া অভ্যাস করুন
- দরজা ও সিঁড়ির হাতল স্পর্শ করা এড়িয়ে চলুন
- কাশি ও জ্বরের লক্ষণ দেখা গেলে মাস্ক পড়ুন এবং নিয়মিত পাল্টান
- হাঁচি কিংবা কাশির সময় আপনার জামার হাতার উপরের অংশ দিয়ে এবং রুমাল ও টিসু দিয়ে নাক ও মুখ ঢেকে রাখুন
- ডালো ডাবে সিঁদ্ধ করে খাবার খান

**SILIGURI GREATER LIONS EYE HOSPITAL**  
West Bengal Government Issued Helpline 033 23412600

**Viruses Don't Discriminate  
Neither Should We**

**NOW VISIT US WITH PRIOR APPOINTMENT**

**How Can Appointment Help You?**

- > Appointments Available For Both Pay And Premium OPD
- > Saves Time With Already Fixed Appointment
- > Allows To Lessen Crowd At The Hospital Hence Helps You Maintain Social Distancing

**PROTECTING YOURSELF AGAINST CORONAVIRUS**

Please cooperate with our Patient Attendant and Security at the Entrance to take your short medical history and consent before entering the hospital

Remove your shoes and wash your hands thoroughly before entering premises

Follow hospital rules to maintain social distancing of minimum 3 feet

Avoid leaning on Patient registration desk, Doctor's table, Prevent touching doorknobs and banisters.

Always wear mask while in the hospital premises.

**BOOK YOUR APPOINTMENT NOW  
97333 00090**  
[www.greaterlions.org/book-appointment](http://www.greaterlions.org/book-appointment)

**SILIGURI GREATER LIONS EYE HOSPITAL**

## **Extending Support To The National Crisis, to the State Government**

As this ongoing national emergency ensued, we were the first non-government institution to offer our immediate support to the State Government helping the government coping up with the infrastructural need to provide necessary isolation/ quarantine support which was immediately accepted. The Government of West Bengal took over the Unit II, Siliguri Greater Lions Sri VidyaSagar Oswal Eye hospital on April 1<sup>st</sup>, 2020 to establish one of the first regional Isolation Centres catering to the increasing migrant population and other patients who were suspected to have contracted coronavirus providing them an isolation of 14 Days. Until, now estimated more than 270+ patients have received isolation support at the super speciality hospital. These patient where mostly migrant returning persons, who were quarantined before sending back to their homes. At the same time locals and patients with mild symptoms where provided with separate isolation space keeping all quarantine processes in check. At present the hospital has been appointed with Government staff including Resident Doctor, General Nurse, and other housekeeping and security staff.

Siliguri Greater Lions Shri VidyaSagar Oswal Eye Hospital is the only eye hospital in India to have offered its premises for supporting government systems to aids COVID patients. It has been a landmark achievement for the hospital and a proud moment for all the Lions Club dignitaries from not only across the country but also the world.



## **Winning The Battle Against Hunger The Lions Club Of Siliguri Greater Jan Ahaar Project**

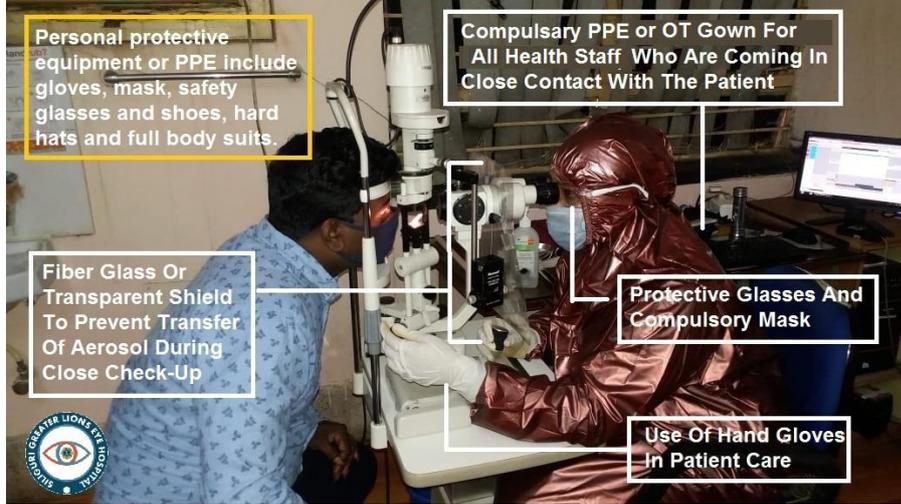
North Bengal being a region where most of its population stills depends on day labor and ongoing everyday market employment with the state wide lock down and resulting unemployment ensuing economic melt down and hunger has become a growing challenge. Abiding to the government commitment to implement the same to regularize social distancing our parent Trust body Lions Club Of Siliguri Greater took its Jan Ahaar project to every home to meet the growing need for food supply to this needy population for 21 days.

Maintaining the continuity of Jan Ahaar Project Lions Club of Siliguri Greater, have started to provide Rice bag with Dal weighing 3 kg + to people in need during the entire lock down period. The Trust till now have distributed more than 12780+ bags @1,000 bags per day with support from the District Administration.

Through cumulative community efforts the trust has provided food support at Mahavir Gram, Bhandirbari panchayat, to the needy people of Sikarpur Belt, Siliguri Ward 2, and other urban pockets which are also stations for migrants working population.

The entire campaign was run by Greater Lion members with support from independent volunteers joining from within the community. The project was funded by individual sponsors, members, notable citizens and received support from our partner Mission For Vision a national Sight Saving organization.





Personal protective equipment or PPE include gloves, mask, safety glasses and shoes, hard hats and full body suits.

Compulsory PPE or OT Gown For All Health Staff Who Are Coming In Close Contact With The Patient

Fiber Glass Or Transparent Shield To Prevent Transfer Of Aerosol During Close Check-Up

Protective Glasses And Compulsory Mask

Use Of Hand Gloves In Patient Care



Patient Attendant Taking Patient History And Consent



Security Conducting Thermal Scanning To Detect Fever

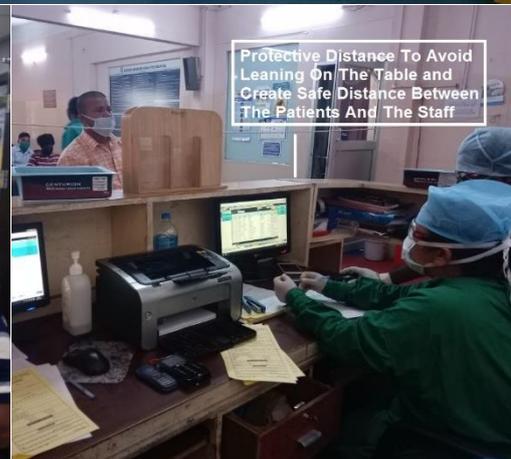
The Health Assistant Documents Patient Recent Health History, Takes Consent and Contact Information



Rope Restriction To Promote 3 feet Social Distancing At OPD Waiting



Strict Sanitization Protocol To Keep Operation Theater COVID FREE



Protective Distance To Avoid Leaning On The Table and Create Safe Distance Between The Patients And The Staff

**Making Hospital COVID Safe  
Precautionary Measures At The Hospital During COVID 19 Lockdown**

Ophthalmology is a branch of medicine where it is virtually impossible to examine and treat without going close to the patient, which may have health implications for the treating ophthalmologist, clinical staff and the patients. At the same time as a health care service provider we are in obligation to subside any such barriers which may bring in us doubts to get closer to our end stakeholder and ensure our preparedness to open our hospitals facility and provide our patients necessary eye care services in a safe space where probability to contract infection is negligible.

This are the explains the steps/ processes that we have undertaken as per the guidelines and best practices globally endorsed by WHO, AIIMS, All India Ophthalmic Society and SightFirst based on which we are managing Siliguri Greater Lions Eye Hospitals and its eye care procedures in order to stay safe and also ensure our patients safety. These are based on current knowledge of COVID-19 and may change as new information becomes available.



## Distribution Of Hygiene Kit

During the distribution of the Food Ration, the hospital experienced that there is an ardent need of basic hygiene awareness among the local population living in rural and sub-urban regions. With houses built in extreme close quarters, poor provisions of sanitation, which further deteriorated their living conditions the hospital, decided to provide these communities not only with necessary sensitization but also with required hygiene kit, which included basic sanitization requirements. The hospital with support from our partner Operation Eye Sight Universal ran a 2-month campaign starting from April ensuring equipping its stakeholders providing them with hygiene kit comprising of Hand Sanitizer, 2-Pairs of Gloves, Bleaching Power, 4-Face Masks, 2 soaps.

The hospital took these Hygiene kits to more than 11782 families providing them necessary training before handing them over with the hygiene kits. The training included creating small clusters of people from within the community and providing them with living training taking them around their surroundings, gardens, inside house premises and teaching them effective sanitation protocol including personal hygiene.

## Our Vision Centre Preparedness Starting Of Peripheral Primary Eye Care Services

Being the biggest, most trusted and the only super specialty eye care hospital in the region more than 50% of our stakeholders visit the hospital from the peripheral regions of North Bengal and Sikkim, of which 20% are referred through the Vision Centres. With the increasing infection rate and resulting panic among the general populace reluctant to travel long distance for eye care, the importance to provide quality primary eye care and immediate diagnosis of an ailment locally have become more necessary than ever before.

Witnessing the increasing demand for local quality eye care solution the hospital mobilized its vision centre based community health workers to visit door-to-door and create awareness informing the general populace on the availability of primary eye care services at the centre, the precautionary measures the hospital is ensuring at the centres and the necessity to avail quality eye care in time. Ensuring the same the hospital started all its Vision Centre on May 14<sup>th</sup> strictly abiding to WHO & All India Ophthalmic Society protocols. The centres maintain strict cleanliness standards, PPE equipment, allowing maximum 3 patients at a time into the premise. The Centres have seen a surge(increase) in the patient foot fall due to limited movement outside of the locality.



## #CreatingPeripheralPrimaryEyeCareSpaces

## Hospital Trained Community Health Volunteers Programme Door-To-Door Survey To Intercept Early Eye Ailment And Providing Safe Referral At the Hospital

The hospital runs regular community sensitization programmes where it identifies rural youth who can take ownership over their community and train them with basic eye testing skills, community hygiene, basic health care and work as primary agent to generate awareness, provide consultation and facilitate early treatment. Empowering these rural youth as agents of change the hospital has mobilized them as primary health workers reaching to every house-hold in these small rural pockets intercepting patients and ensuring the treatment is not delayed.

As the movement of patients have decreased considerable to outside of their localities, the hospital mobilized more than 20 opticians to take the responsibility of their surrounding in their own hands reaching to each house-hold, creating necessary awareness maintaining strict precautionary measures. These volunteers are sharing information on safety against COVID 19 and at the same time conduct basic vision screening ensuring early diagnosis and referral to the base hospital. Through this initiative and with active involvement of these community volunteers and trained Opticians from among the community the reach of the campaign has been a 100% success reaching to more than 1826 households till now.



## Distribution Of Nescafe Coffee Latte To The Needy Patients And COVID Warriors

The hospital with direct support from the parent club distributed 2500+ Coffee Cans to the patients across 19 Vision Centres, at the Hospital Corona Isolation Centre and at all the Police Stations in Siliguri Metropolitan region to encourage and acknowledge their unprecedented contribution towards keeping people safe during these difficult pandemic times. The campaign also provided Nescafe Cold Coffee to Civic Volunteers and Community Clubs who have worked relentlessly supporting government efforts in helping people during this period of Crisis.



## Representation As National Coordinator At Vision2020: The Right To Sight India For Tenure 2020 - 2023

With trust also comes shared responsibility, and we are duty bound to provide the best quality eye care services in the region bringing to you administrative and health care professionals best in the eye care fraternity from across the country who represents our collective consciousness to serve the region.

Chief Executive Officer of Siliguri Greater Lions Eye Hospital, Dr Rajesh Saini won the national elections for the post of National Coordinator of Vision2020: The Right To Sight India. This would bring in a paradigm shift in showcasing Lions Club eye hospitals in the national and global stage and our contribution towards reducing national blindness backlog in India. Dr Rajesh received 75 Votes out of total 96 votes casted.

Earlier Dr Rajesh held the position of East Zone Representative for 3 years from 2017 – 2020 in the **Vision2020: The Right To Sight India Board** representing the region at the National platform. He is also an honourable member of Asian Society For Quality In Health Care (ASQUA) and life member of Academy Of Hospital Administration.

# #AcknowledgingOurCOVIDWARRIORS

## Online Classroom Education For Optometry Students & Staff

The hospital Training department has made special provisions for continuing education of students of Optometry, Ophthalmic Assistants, and existing staff at peripheral primary eye care centres. Every student have been provided with an unique user id with which separate classroom sessions organized on a daily basis where our Training Instructor and other trainers conduct online two-way engagement training sessions. The hospital is presently discouraging students and Vision Centre staff to visit the hospital.



## First Lions Club Eye Hospital To Receive NABH Accreditation In North Bengal and Sikkim

Siliguri Greater Lions Eye Hospital have become the first eye hospital to have received NABH standard of safety & quality in care. The accreditation came during this still up surging difficult national pandemic situation where people of the region are vehemently in need of access to safe and quality specialty eye care services.

The hospital is duty bound to provide quality affordable services in a COVID FREE eye care space. Called as a symbol of excellence NABH accreditation is the highest safety and quality standard by the Government Of India it marks our commitment towards our patients, our continuous efforts in enhancing eye care systems & promoting quality and patient safety in the region. The Lions Club Of Siliguri Greater administered hospital is the only institution that haven't denied treatment to a single patient during the 2 months nation-wide lockdown and continued all its emergency and tele-ophthalmology services. The hospital at present is fully functional and is providing all specialty eye surgeries in a COVID Safe eye care space abiding to all WHO and Health Ministry norms.

"We Are Now  
NABH Certified"



**We Are Extremely Proud To Inform All Our Patients, Well Wishers & Stakeholders; We Have Become The First And The Only Super Specialty Lions Eye Hospital In North Bengal & Sikkim To Have Received NABH Accreditation**

We Express Our Sincere Thanks To All Our Stakeholders, Their Trust And Acknowledgement That Has Pushed Us In Achieving This Landmark In Quality Eye Care.

**Are You Tired Of Waiting For Getting Things Back To Normal!!**

**This Difficult Time Can Be Your Chance To Get Your **Eye Surgery** Done**

**YOUR SAFETY IS OUR PRIORITY  
WE ARE NOW COVID SAFE**

**Call Our Helpline +91 97333 00090**



**Viruses Don't Discriminate & Neither Should We**

**WE ARE NOW OPEN FROM 8:00 AM TO 7:00 PM**

**NOW BOOK APPOINTMENT PRIOR TO YOUR VISIT**

**Call us @ 97333 00090 | Visit [greaterlions.org/book-appointment](https://greaterlions.org/book-appointment)**



*Support Government to fight against COVID-19 by downloading Aarogya Setu app on your mobile*