

Dear Ms. Deepa,

This is an incident from Nov 2019, I stay in Singapore and when I came to know that my mother was diagnosed with pancreatic cancer, first and foremost me & my brother were worried and did not know what to do and how to start. We were referred to Dr. Nagrajan by one of our family friend and Gynecologist Dr Rane whose mother in law was also a patient of Dr. Nagrajan. My friend in India Ms. Mojindra helped me take an appointment with the doctor and after reaching Mumbai the same evening we met up with Dr. Nagrajan at his clinic at Hinduja hospital. He was very supportive and explained us the process and the treatment procedure after going through the reports. He asked us to take some time to decide how we would like to proceed and contact him. We contacted him the very next day afternoon mentioning that we go ahead with the treatment as per his suggestion which was the surgery. He connected us to his assistant Ms Deepa who helped us book a place at the hospital and the same day evening we had admitted our mother at Hinduja. All this was made really easy and convenient with the support and help from Ms. Deepa.

Dr. Nagrajan used to visit my mom every day and he used to give some pep talks which really helped her get prepared for the surgery even though she did not know the complexity of the surgery in details. Dr. Nagrajan was very accommodative to all our queries and frequent calls and patiently answering our questions. This quality of him is what we felt most assuring as for us this was the really the need of the hour apart from the fact that he was really one of the best skilled person available for the surgery.

After the surgery he explained to us the details and used to ensure that during his daily visits he enquired and made some small talks with us and my mother which made the recovery after the surgery a bit more pleasant.

Our overall experience was very nice as not only did the surgery went well as planned thanks to Dr. Nagrajan but on top of that his approachability and way of interacting with patients made a big difference. Not to forget the ever supporting Ms Deepa who always used to be eager to help when ever we need to have a quick appointment or chat with the doctor.

We would like to thanks Dr. Nagrajan and his team of junior doctors who made this difficult time which we went through much easier by their approachability and open talks.

Thanks and Best regards,

Biju