“ I am extremely grateful, you have saved my life” this is one of the feedbacks that healthcare professionals love to hear from patients.

It has been observed that Patients do not have a proper mechanism to address concerns or special needs that may arise during their course of treatment within the hospital setting. MJM Hospital (the pioneers in Surgical Care since last fifty years) has put a mechanism in place…..The Patient Experience Manager

This Patient Experience Manager works directly with various members of the healthcare team, hospital departments, and administration to solve problems that patients & families have with the goal of facilitating a positive patient experience during their time in the organization.

“ I am extremely grateful, you have saved my life” this feedback, which I received this morning from an International patient, made my day. I make follow up phone calls to discharged patients and solicit feedback about their hospital experience and forward any clinical questions to the appropriate manager