

Roseline Awuor Ogutu
C/o South Nyanza Sugar Co. Ltd.
P. O. Box 107 – 40405
SARE AWENDO
KENYA
7th November 2011

Mr. Hafiz Monehar
Managing Director
Vitavista Pvt Ltd.
AHMEDABA– 380 001
INDIA

Dear Mr. Hafiz,

RE: APPRECIATION – ROSELINE AWUOR OGUTU (KENYA)

I hope this finds you in good health. I must apologize for my silence all this while but all is well. I have been in the province and communication has not been easy.

My journey back was good. The airline (Emirates) took the instructions of the Doctor and I got the best care through Dubai up to Nairobi. My company was kind enough and on arrival at Jomo Kenyatta International Airport in Nairobi. I got the company nurse and ambulance waiting.

How are Rashida and Yasin? I miss them. Please pass my greetings to them. You have a wonderful team of employees. When they met us at the airport, it was beyond our expectations – a spacious car, the flowers, the smiles, all these made us feel at home immediately. We felt like we had known them for a long time.

You made our admission at the Hospital so easy. Our stay in hospital was quite warm. The visits by Vitavista staff in short intervals each day was just beautiful. We never felt lonely even once, we were home and away. We were visited even more than the locals and this meant a lot to us. Not to forget the hotel Safar. At your request they availed the kitchen and my husband was able to make for me our native delicacies which I had started longing for. It rained almost every morning, but you and your staff braved the bad weather and always arrived in time to ensure that we were comfortable and had everything we needed for the day. Even when my husband went to the market to pick whatever we needed, I was never left alone. Your Company Executive would come to keep me company. It was a wonderful experience.

We came for treatment, yet we also became tourists. Our trip to lake Nala gave us the feel of the Indian community – as they live/ farm in the rural areas. We enjoyed the scenery and we Kenyans cannot believe me taking a picture so close to a buffalo. I have beautiful experiences to talk about. **My friend who brought her mother for treatment earlier went direct to hospital and back to airport and she finds it amazing that I had a field trip despite my condition. She wishes she had known your company too.**

I was afraid of flying back as I kept wondering how I would end up sitting long hours and even move to the washrooms. Believe me our trip to Lake Nala to me was a suitability test for flight. After that trip, I knew that my flight back would just be ok.

Your staff who took us back to the airport at the end of our stay only left the airport when we told them that we were boarding. I have never seen a team so committed like Vitavista staff. You gave us a personal touch of your services. You are the MD, yet you work so hard like every other employee. **When you personally pushed my wheelchair, when you got into mud in order to keep me comfortable, it did not go unnoticed. Thank you Hafiz.**

Please also give my greetings to your beautiful wife. She's so sweet. We loved it when she accompanied you to visit us. She was quite warm and accommodating. It was late but she chose to come and say goodbye on our last night in Ahmedabad. To crown it all, she gave me a wonderful present – a half a dozen coffee cups. She advised me to use those smaller cups for my tea as a way of controlling my weight. I have done as she said. Someday I would wish to meet her again. God bless her.

Whenever one is sick and the spouse has to contend with it aside from other family obligations, there is a degree of stress associated with it. This might have caused us to talk or behave in a manner that could have caused you embarrassment, annoyed or stressed you. Please forgive us for causing you any inconveniences.

I am walking without support and am back to work. Can you imagine going through my mails and what did I find waiting for me? All the pictures and videos of my stay in hospital to my tour of the lake. It brought back all the sweet memories. Even this is good gesture and it made me so happy.

We shall always not hesitate to recommend Vitavista to anyone seeking medical care in India. God bless you abundantly for the good work that is unmatched anywhere.

Sincerely Yours,

Roseline Awuor Ogutu
IPD. 2011375
rose_agoroh04@yahoo.com
+254 710 890 513



105, GOLDEN TOWER, DINBAI TOWER
ROAD,
KHANPUR, AHMEDABAD 380 001.
[GUJARAT]
I N D I A.
Ph: +91 79 25511737.
Cell: +91 9825015652.
Email: info@vitavista.co.in
vitavistahm@yahoo.in
Website: www.vitavista.co.in

'FEEDBACK FORM FOR 'IN-PATIENT'

NAME: MS. ROSELINE AWUOR OGUTU

AGE: 39 YEARS (Approx)

ADDRESS: KENYA

EDUCATION/OCCUPATION: SECRETARY

DATE: 12/08/2011

CONSULTANT DOCTOR: DIPAK J. BAVE

HOSPITAL / CLINIC: HCG MEDI-SURGE HOSPITALS, AHMEDABAD

"We trust that your stay in India under the assistance of VITAVISTA PVT. LTD. Was comfortable and satisfying. With the view to live up to one's expectations and improve our services for the benefit of patients, we welcome your suggestions. We always try to make our services pleasing to the patient and your feedback will go a long way in improving ourselves, which is our ultimate GOAL – a healthy return back home with a peaceful mind."

1]

Was the admission process very easy to complete? Yes [] No []

2]

Did an attendant accompany you to your room? Yes [] No []

3]

Was your room ready on your arrival? Yes [] No []

4]

After you were admitted, how much time was taken by the Nursing staff to attend to you?

[Specify in minutes] 10 MINS

5]

How was the attitude of nurses attending to you?

[a] Friendly & helpful ✓

[b] Rude & Un co operative

6]

Were the attendants helping you to maintain your personal hygiene and was it done in time?

Yes [✓] No []

7]

Did the doctors visit you regularly?

Yes [✓] No []

8]

Are you satisfied about the medical treatment given to you in the hospital?

Yes [✓] No []

9]

How was the food served?

[a] Warm & hygienic ✓

[b] Cold & Non presentable

10]

Was the room cleanliness up to your satisfaction?

[a] Excellent

[b] Good ✓

[c] Average

11]

Did the doctors inform you about the care to be taken after your discharge? Yes [✓]

No []

12]

What was the overall impression of the services, apart from the treatments, such as pick up at the airport, arranging accommodations, follow ups with the doctors, etc

[a] Excellent ✓

[b] Good

[c] Average

13]

Why did you choose VITAVISTA PVT LTD as your Service provider?

[a] Because your doctor recommended the same.

[b] Friends & relatives recommended the same. ✓

[c] My company is affiliated with VITAVISTA PVT LTD.

[d] I came to know about it through Internet / Word of mouth

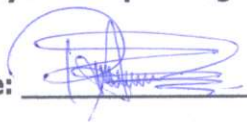
[e] Any other:

14]

Would you recommend this organization to your friends & relatives?

- [a] Definitely ✓
- [b] Not sure
- [c] No

Thanking you for spending a few minutes and help us to improve.

Signature:  _____ Date: 13/8/2011 _____