



**Ms Sangita Reddy**, Senior Vice President, FICCI and Joint MD, Apollo Hospitals Enterprise Ltd said, "Ayushman Bharat is transformational for the country. Now we need to up the dialogue on healthcare further and converge the power of Ayushman Bharat with the viability for the sector to make quality healthcare sustainable."

**Mr YS Chi**, Chairman, Elsevier, RELX Group said that health records, digital doctor and medical research are the three key tenets that will drive reforms in the Indian healthcare sector. Future medicine will require close coordination between augmented intelligence and doctors, he added.

**Dr Arvind Lal**, Chair, FICCI Health Services Committee and CMD, Dr Lal Pathlabs said, "As the country aims to become a \$ 5 Trillion economy, healthcare industry will play a major part in building a prosperous & a healthy India." He added that "fund allocation to the North Eastern states has shot up by almost 250% over the last 5 years. Imagine if this was to happen in health care. We urge the government to increase the public health spend to at least 2.5%, as envisaged in the National Health Policy 2017, and preferably to 3%, at the earliest."

FICCI-EY knowledge paper on **'Re-engineering Indian Healthcare 2.0'** and FICCI-ELICIT information guides to **'Facilitate execution of End of Life Decisions'** were released during the event.

The 'Re-engineering Indian Healthcare 2.0' study recommends a 5E framework comprising integrating empathy, efficiency, empowerment, ease and environment to build trust. 'Empathy' in fostering patient dignity through transparency and communication, especially in financial matters related to billing. 'Efficiency' to improve the planning and execution of key care delivery processes to reduce waiting times and improve responsiveness. 'Empowerment' by providing relevant and accurate information to patients which can also be easily accessed. 'Ease' by delivering healthcare facilities at different locations or third places apart from hospitals and homes. 'Environment' by facilitating a physical healing space for patients.