

Cloudnine hospitals collaborates with OLA to help expecting mothers

14 April 2020 | News | By Vallari Mathure

Ola will station its cabs at each Cloudnine hospital



In response to the growing customer demands for transportation services during the health crisis caused by the outbreak of COVID-19, Cloudnine Group of Hospitals, India's leading chain of maternity, fertility and child care has collaborated with Ola, India's leading mobility platform, to offer mobility services to its customers. This service will be available across all six Cloudnine centres in Bengaluru located in Jayanagar, Old Airport Road, Malleshwaram, Bellandur, Whitefield and HRBR layout. Following the government's advice, booking an Ola ride will remain restricted to essential visits to the hospital only.

As a part of this collaboration in Bengaluru, Ola will station its cabs at each Cloudnine hospital. A special area has been designated for Ola pick-ups and drop-offs where Cloudnine staff will help customers in and out of the vehicles. All the bookings will be facilitated to the customers through the Cloudnine call centre.

This service comes as an extension to the hospital's recently launched teleconsultation services allowing customers to consult doctors from their homes via video thereby avoiding all the non-essential travel to the hospital. Doctors will advise patients to visit the hospital only when there is an urgent need to undergo a medical scan or test which requires immediate attention.

Speaking on the collaboration with Ola says Raviganesh Venkataraman, CEO, Cloudnine Group of Hospitals "Safe patient transport is a critical area in healthcare access, serving as a link between home and health facilities. Our collaboration with Ola is an endeavour to play an active role in easing challenges in the current situation and streamline the delivery of our services to our customers. We are confident that this service, along with accessible healthcare shall ensure access to affordable means of mobility. We are privileged to provide safe and reliable transportation options through our collaboration with Ola thereby making our services accessible to customers under all circumstances."

Adding further, Raviganesh Venkataraman said: "As our country faces challenging times, availability of transportation services comes as an extension to our teleconsultation services. At Cloudnine, customer centricity has always been our core value and we are happy to make this service easily accessible and available to address their needs and requirements. We are constantly innovating and looking into all available options to increase accessibility of care for our customers".

Speaking about the collaboration, Anand Subramanian, Spokesperson and Head of Communications Ola said: "In the face of this unprecedented medical and economic crisis, it is imperative that we come together to mobilise all resources at our

disposal to fight this pandemic. By enabling access to mobility, in this case for expecting mothers to and from Cloudnine Hospitals, we are filling in for a much needed reliable and secure mobility solution in these challenging times. Ola's collaboration with Cloudnine Hospitals is yet another initiative through which we will continue to serve essential travel for citizens, as we all emerge stronger together in these testing times."