Embracing innovation and digitalisation positions Parkway Pantai in good stead for the future.
BE PART OF THE WINNING TEAM IN HEALTHCARE

Join us and experience a fulfilling career in an environment that puts our patients and people first.

At Parkway Pantai, we offer diverse career opportunities to attract energetic and passionate talent. Jumpstart your career with one of the most preferred employers in the healthcare industry.

Visit us now for more information at http://www.parkwaypantai.com/careers/overview/
The technological revolution has given rise to the age of innovation and Parkway Pantai is fully embracing the paradigm shift. Continuing its push to cultivate ingenuity from within, Parkway Pantai Innovation Challenge 2019 was held for the second year from January to May, drawing record high participation by 250 teams comprising more than 700 staff from six countries. Read about the winning projects and teams in this issue of Mosaic (Page 8 - 11).

Over in Singapore, digital health is shaping healthcare delivery with doctors and patients enjoying greater convenience from the recently launched Parkway DigiCare and DigiHealth mobile apps (Page 12). More enhancement features will be progressively released, as Parkway Pantai leverages technology and big data to stay relevant in today’s increasingly digitised world.

Across our markets, our people continue to make a difference to the lives of our patients and the community. Our Gleneagles Jerudong Park Medical Centre in Brunei launched two initiatives to promote healthy living and develop healthy lifestyle programmes for Brunei’s government ministries (Page 19). Staff of Gleneagles Medini and Pantai Premier Pathology pitched in to help victims of the Pasir Gudang chemical spill in Malaysia when the disaster struck in March (Page 24).

In India, Gleneagles Global Hospital, Lakdi-ka-pul and Gleneagles Global Health City introduced an Institute of Advanced Lung Disease in Hyderabad (Page 16) and a Joint Preservation Clinic in Chennai (Page 17) respectively, to meet the healthcare needs of the local population.

The future of healthcare never look better – with innovation powering our passion to do right by every patient, every time.

Lim Bee Ling
STRONG SPORTING SUPPORT
Mount Elizabeth Hospitals provide medical support at Pathlight School’s sports event.

MORE THAN A HUNDRED
Continental Hospitals in Hyderabad completes over 100 Anterior Minimally Invasive Hip Surgeries.

FOSTERING CAMARADERIE
IHH Healthcare hosts Doctors’ Cocktail in Kota Kinabalu.

UPPING SERVICE EXCELLENCE
ParkwayHealth in China drives service culture.

OPEN DIALOGUE
Gleneagles Hong Kong shares business updates and achievements at staff town hall.

SPARKING INNOVATION
Find out the highlights and winners of Innovation Challenge 2019.

TRANSFORMING HEALTHCARE
New mobile apps for patients and doctors in Singapore.

PRESERVE BEFORE REPLACE
India’s first Joint Preservation Clinic opens at Gleneagles Global Health City in Chennai.

GIVE ME FIVE
Parkway Pantai wins multiple awards for quality disinfection and sterilisation services.

FIGHTING CANCER WITH NUTRITION
The right diet for cancer treatment.

TURNING TWO IN STYLE
Fun and deep moments at Gleneagles Hong Kong’s second anniversary celebrations.
FITNESS AND HEALTHY LIVING
Insights to sports medicine and how to achieve your fitness goals by staying injury-free.

GOOD TO THE BONE
Learn more about our basic support structure and tips to build healthy bones.
**Strong Sporting Support**

Mount Elizabeth Hospitals provided ambulatory support to the annual sports event of Pathlight School, Singapore’s first autism-focused school. Under the watchful eyes of the Ambulance Team, any minor injuries sustained by the students at the event on 29 March 2019 were swiftly treated, allowing them to put on their best performance.

Pathlight School is run by the non-profit Autism Resource Centre (Singapore). It is adopted by the Mount Elizabeth Hospitals as a charity partner for 2019, as part of the hospitals’ 40th anniversary celebrations.

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**More than a Hundred**

Continental Hospitals in Hyderabad set a new milestone on 19 March 2019 by successfully completing over 100 Anterior Minimally Invasive Hip Surgeries. The procedure is considered one of the most effective surgical interventions for Hip Joint Arthritis, as it relieves pain and reduces morbidity.

Kudos to Consultant Orthopaedic Surgeon Dr Nitish Bhan, who is key to this accomplishment.

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**Starring Health and Wellness**

Ambulatory, Allied and Ancillary (AAA) Division of Pantai Hospital Penang participated in the Star Health Expo held from 15 to 17 March 2019 in Penang. The aim was to showcase AAA as a one-stop entity for Occupational Health and Wellness services.

Visitors learnt about the wide range of services it offers including wellness programmes, rehabilitation and early detection of non-communicable diseases and cancer.

The AAA team provided free blood pressure and glucose testing, as well as hand grip and step tests. Visitors also attended an educational talk on speech therapy.
A Bountiful Lunar New Year Celebration

The annual Lunar New Year celebrations for accredited doctors in Singapore took place at Shangri-La Hotel’s Island Ballroom on 15 February 2019. Taking a page from the event’s theme this year – Bountiful – the line-up for the night was packed with exciting activities.

In addition to the traditional tossing of yusheng (raw fish salad) to signify good health and prosperity, guests enjoyed LED Lion and Dragon Dances, a hearty serenade of Chinese New Year classics by the management, a Fusion String Orchestra, an intricate Chinese Fan Dance and to top it off, wishes of health and wealth from the God of Fortune.

Fostering Camaraderie


Doctors from Gleneagles Kota Kinabalu and Gleneagles Jerudong Park Medical Centre, Brunei were treated to a sumptuous barbecue dinner, fine wines and whiskies at Sutera Harbour Golf & Country Club. Bravo to the doctors who livened up the occasion with spontaneous music and dance performances.
Running for Kidney Health

Aware Gleneagles Global Hospitals, L B Nagar in Hyderabad organised a 5km Kidney Run on 13 March 2019 in conjunction with World Kidney Day. The run aimed to create awareness on kidney disease and its associated health problems.

Flagged off by Member of Legislative Assembly for L B Nagar, Shri D Sudheer Reddy, the run saw a huge response from the neighbourhood communities, doctors, paramedics, dialysis patients, volunteers as well as kidney donors and recipients.

Roses for Mumbai Bikers

Global Hospitals, Parel in Mumbai commemorated World Head Injury Day on 19 March 2019 by joining Mumbai Police in a unique campaign. Roses were given to two-wheeler motorists travelling without helmets to educate them on the importance of wearing a helmet to stay safe.

Amitesh Kumar, Joint Commissioner of Police (Traffic) and Dr Vivek Talaulikar, Chief Executive Officer, Global Hospitals, Parel led the initiative with more than 100 hospital staff and the police.

Cosy Haven for Doctors

Gleneagles Hong Kong unveiled a Doctors’ Lounge on 1 March 2019. The new lounge provides a cozy and relaxing space for doctors to connect and take a break in between clinic sessions and surgeries. It is tastefully fitted with comfortable sofas and chairs, a television, computer terminals and charging ports. It also serves a delightful variety of snacks and refreshments.
Pantai Hospital Ampang has achieved another round of accreditation by the Malaysian Society for Quality in Health (MSQH), thanks to hard work and dedication of the staff. MSQH is recognised locally and internationally as a leading Malaysian accreditation body which promotes and improves safety and quality of healthcare services. The accreditation provides a good opportunity for Pantai Hospital Ampang to benchmark their practices against international standards.

In January 2019, Parkway Pantai rolled out its service excellence training initiative - the 5-UPs Training Programme (Stand-up, Suit-up, Speak up, Stay-up, Step-up) to its clinics and medical centres in China.

Three service staff were elected as Service Excellence ambassadors to champion this commitment to service quality. Felicia Zhou from Specialty and Inpatient Centre, Mandy Yuan from Gleneagles Medical and Surgical Centre and Momo Wang from Shanghai Dental Centre were selected through an internal audit and assessment among frontline staff.

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Meet our Service Excellence ambassadors for January to March 2019 (from left) Felicia Zhou, Mandy Yuan and Momo Wang.

Certified for Quality

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A celebration of hardwork and dedication.

Upping Service Excellence

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Open Dialogue

Gleneagles Hong Kong held a town hall on 20 March 2019 to share its performance in the first quarter of the year and to present awards to three Q4 2018 Service Champions. Dirk Schraven, its Chief Executive Officer, highlighted various new services and initiatives, business development and workflow-related improvements and milestones achieved in the first three months of the year.

The results of Parkway Pantai’s Employee Engagement Survey were also presented, with action plans to address areas of weakness identified in the survey.
Finally, on 9 May 2019, the finalists gathered at the Innovation Challenge Pitch Day to win the approval of the judging panel comprising:

- Takeshi Saito, Director, IHH Healthcare
- Chinta Bhagat, Director, IHH Healthcare
- Linus Tham, Group Chief Information Officer, IHH Healthcare
- Antoinette Sabapathy, Deputy Director of Nursing, Singapore Operations Division
- Yusuke Aoi, Vice President, Innovation Office
- Lee Suen Ming, Vice President of Operations, Singapore Operations Division

A Winner is Born
After careful deliberation, the judges announced the winning team - Parkway Anytime Clinic from Singapore Operations Division.

In addition to winning the top prize of S$10,000, the team was selected to go on an innovation trip to Japan sponsored by IHH shareholder Mitsui and Co.

Team member Wallace Wong, Head of Service Excellence, said, “It was a great opportunity for us to develop innovative solutions and we are glad that our hard work has paid off.”

The challenge to the staff of Parkway Pantai was to come up with data-driven solutions to improve the operations and business around the four themes of New Service Models, Operational Efficiency, Clinical Enhancement and Service Excellence.

The outcome was astounding, with 250 proposals submitted by teams from six countries over a span of eight weeks. Five projects were shortlisted based on their value proposition, feasibility and ease of implementation, business model and financials.

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The team also expressed gratitude for the support they had received over the course of the challenge. “We burnt a lot of weekends and evenings to work on this project. However, with supportive bosses, colleagues and our mentor, we were able to succeed. For that, we are truly grateful,” said fellow team member Samuel Chee, Senior Manager, Group Risk Management.

Data is on par and will one day transcend people as our most valuable resource. As a group, we treat a few million patients every year. This precious trove of big data can help us disrupt all the so-called disrupters.

- Dr Tan See Leng, Managing Director and Chief Executive Officer of IHH Healthcare

QUICK FACTS ABOUT INNOVATION CHALLENGE 2019

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<td>Operational Efficiency</td>
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<td>Clinical Enhancement</td>
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Meet the Top 3

**CHAMPION**
(Also winner of an innovation trip to Japan, sponsored by MITSUI and Co.)

**1ST RUNNER UP**

Our Focus

**HEALTHCARE INNOVATION**

**1ST RUNNER UP**

**TEAM**

**Geospatial Marketing**
(India Operations Division)

**Team Members (from left):**
Madhvi Khurana,
Senior Manager, Special Projects
Amol R Kulkarni,
Principal Data Scientist

\* not pictured

Nilotpal Deb,
Corporate IT Operations

**GEOSPATIAL MARKETING TO INCREASE MARKETING SUCCESS**

Geospatial marketing is deployed to identify potential target areas and increase the efficiency of marketing activities. By looking for trends that provide historical perspective and predictive insights to analyse patient footfall, the tool allows marketing teams to address gaps and opportunities, and also enable easy review and reporting of marketing performance across multiple hospitals.

**INTERACTIVE 24/7 CLINIC KIOSK**

Parkway Anytime Clinic is an interactive clinic kiosk concept that offers round-the-clock e-Doctor services, prescription medication dispensing, over-the-counter Pharmacy Only medication vending services and health status check and review.

*It can potentially*
- enhance workflow and operational efficiency at Parkway Shenton clinics by diverting suitable patients to clinic kiosks
- expand primary care coverage in Singapore
- create referral channels for hospitals in other markets.
2ND RUNNER UP

TEAM
Commune Biworks by Imperium Spero
(Malaysia Operations Division, Gleneagles Kuala Lumpur)

Team Members (from left):
Katherine Sim Toh Mean, Assistant Manager, Strategic Planning and Business Development
Dr Stephanie Wong Pui Ling, Health Screening Doctor
Mohamed Arshath, Assistant Manager, Strategic Planning and Business Development

PIONEERING AN ERA OF MICROBIOMIC-MEDICINE
The project aims to develop personalised therapeutics such as drugs and pre/pro-biotics by studying microbiome through sequencing, capturing unique Asian-based microbiomic databases and then selling these sequencing services and database, or collaborating with pharmaceutical companies.

TEAM
Reality
(Singapore Operations Division, Gleneagles Hospital)

Team Members:
Loy Soo Choon, Assistant Manager, Operations
not pictured
Khor Sia Liew, Senior Nurse Clinician, Operating Theatre
Yvonne Lye Yin Cheng, Manager, Operations
Chuan Su Jean, Assistant Manager, Operations
Chan Hoi Kt, Executive, Operations

CONNECTING TAKE THROUGH ADDITIVE MANUFACTURING
The goal was to implement on-demand 3D visualisation and printing service lab in the hospitals by leveraging existing or new MRI/CT data.

Benefits include:
- Better planning of complex surgical procedures
- Enhanced patient-specific treatment
- Better patient-clinician communication and training of healthcare professionals
- New non-traditional revenue stream

ARTIFICIAL INTELLIGENCE AND DATA-DRIVEN ALGORITHM
Using data-driven algorithm and artificial intelligence, the project aims to increase efficiency and productivity by automating manual laboratory tasks and processes, and increasing limit of detection and specificity. This will enhance data traceability and archiving, and reduce the time spent on carrying out the tasks manually.
Transforming Healthcare

The new Parkway DigiHealth and DigiCare mobile apps promise increased convenience for patients and doctors in Singapore.

Parkway Pantai in Singapore reached a digital milestone with the release of two new mobile apps – Parkway DigiHealth for patients and Parkway DigiCare for specialist doctors.

Parkway DigiHealth app for patients

Geared towards enhancing the overall patient experience, the new Parkway DigiHealth app provides simple solutions for improved care management and monitoring. Patients are able to book and in time, manage appointments, while enjoying faster access to their laboratory results and medical records.

Patients can also gain medical insights and information from the app. For example, chronic care patients who frequent hospital facilities and services will be able to chart their treatment history and health status, giving them accurate feedback on their progress over time.

Key Functions of DigiHealth app for Patients

- Online medical appointment submissions
- Viewable laboratory results with trending graphs displaying medical history
- Access to radiology report such as MRI, CT-scan
- Estimated bill size prior to actual treatment
- Locate specific specialist for further consideration

COMING SOON:

- Real-time booking of Parkway Shenton GP visits, Executive Health Screening and basic health screening appointments
- Simplified pre-admission registration with SingPass login
The launch of the two apps is a small but important step to ensure that healthcare delivery remains relevant in today’s increasingly digitised world. I am sure the apps will be useful in serving and delivering better care to our patients and doctors.
- Phua Tien Beng, Chief Executive Officer, Singapore Operations Division

Parkway DigiCare app for doctors

The Parkway DigiCare app gives accredited specialists quick and convenient access to Parkway related services.

With everything from accounts receivables to filing of letter of certificate with the convenience on their mobiles, the Parkway DigiCare app aims to enhance efficiencies — allowing doctors and their teams to fully focus on patient care.

Parkway DigiCare is developed to link to the Lab Plexus system too, allowing doctors to view patients’ lab results and records.

There are plans to further expand the capabilities of both apps, with future updates that will further enhance the end-user experience for patients, doctors and caregivers alike.

Reflecting the group’s commitment to fostering an ethos of innovation and ingenuity, Parkway Pantai will continue to bank on the benefits of digital technology to ensure the best possible outcomes.

Key Functions of DigiCare app for Doctors

- Seamless collaboration to facilitate filing of e-LOC (electronic letter of certificate)
- Doctors and selected clinic assistants can view accounts receivables from patients admitted into Parkway Hospitals, allowing for increased efficiency in administrative tasks

COMING SOON:

- Immediate access to radiology reports and images
- Completion and submission of pre-admission form

The launch of the two apps is a small but important step to ensure that healthcare delivery remains relevant in today’s increasingly digitised world. I am sure the apps will be useful in serving and delivering better care to our patients and doctors.

- Phua Tien Beng, Chief Executive Officer, Singapore Operations Division

Manage patients, simply

Account receivables
View test results and *medical history
Parkway’s facilities (coming soon)
Collaborate with other care givers
(Use e-LOC on the go)

*Some features will be released progressively this year.
Hearts Beating as One

A new concept of integrated Cardiac Unit opens at Mount Elizabeth Novena Hospital in Singapore.

To provide better dedicated care for a full spectrum of cardiac conditions, Mount Elizabeth Novena Hospital opened a 20-bed Cardiac Unit on 4 March 2019.

The cardiac ward is uniquely designed with a configuration of 10 high dependency and 10 general beds within the same space. This promotes efficiency of care and exposure to shared expertise and skills, boosting the competencies of the cardiac care team.

Having the high dependency units close to the general wards also enables better continuity of care from the same nursing team.

With the addition of the Cardiac Unit, the hospital achieved its planned maximum capacity of 333 beds.

The team at Mount Elizabeth Novena Hospital celebrates the opening of the new concept cardiac ward.

The opening of the new Cardiac Unit is timely in meeting the growing demand for services at Mount Elizabeth Novena Hospital. We will continue to leverage technology and develop our staff to support the growth of each specialty so as to better serve our patients.

- Stephens Lo, Chief Executive Officer, Mount Elizabeth Novena Hospital

Cardiac patients will receive enhanced holistic care at the new ward.
To meet the growing demand for occupational health services, a new clinic offering comprehensive occupational health services and medical care opened in Pusat Komersial Cendana Ayer Keroh, Melaka on 26 April 2019.

Led by Dr Norhayati Md Amin, a renowned Public and Occupational Health Physician with 12 years of experience in occupational health, the one-stop clinic offers a full range of services that includes occupational health, occupational health consultancy and travel health services.

The centre also offers vaccinations, electrocardiogram, audiometry tests, spirometry tests, and alcohol and drug tests. Stress tests and laboratory and radiology services are also available through partnerships with affiliated healthcare service providers.

The clinic aims to help companies combat workplace injuries and illnesses, and at the same time support and improve staff's well-being, safety and health.
Conquering Chronic Lung Disease

Gleneagles Global Hospitals, Lakdi-ka-pul, in India introduces the country’s largest lung transplant programme.

To address the growing number of individuals in India with complex and chronic lung diseases, Gleneagles Global Hospitals, Lakdi-ka-pul, launched the Institute of Advanced Lung Disease in Hyderabad on 29 March 2019.

Through its comprehensive and multi-disciplinary approach, it will provide patients with highly specialised evaluation and treatments.

The Institute offers advanced treatment options including Lung Transplant, Stem Cell Therapy and Thoracic Surgery, that can improve both the patient’s quality of life and chances of survival.

It adopts the latest technology such as Video-assisted Thoracoscopic Surgery to provide the best care for patients.

The Institute is headed by Dr Ravipati Srinivasa Kumar, Senior Consultant, Interventional Pulmonologist, along with a multi-disciplinary team that includes thoracic and cardiac surgeons.

We have been a pioneer of liver and multi-organ transplants and have a strong legacy of success. With our success in lung transplant at our hospitals in Chennai, Bengaluru and Mumbai, we are now launching this Institute to help a larger number of people with end-stage lung diseases.

- Dr K Ravindranath, Chairman of Gleneagles Global Hospitals
Arthritis is not just a medical condition of the elderly. There are increasing cases of early arthritis in Indian youth due to sports injuries, malalignment and obesity.

However, knee replacement surgery may not be the only treatment option, especially for younger patients who require a high functional knee after treatment.

To provide more comprehensive treatment, Gleneagles Global Health City, Perumbakkam in Chennai, launched a Joint Preservation Clinic on 28 February 2019.

Using the latest technology, the new clinic offers procedures such as arthroscopy, unloading surgery and treatments for meniscus and root tears and cartilage repair.

To preserve natural joints and prevent further joint damage, the clinic will also assess the patient’s condition and incorporate weight management plans and exercises to facilitate successful joint preservation.

One-third of the patients who are currently advised for knee replacement surgery can be offered joint preservation, and replacements can be postponed for 10-15 years. The key to joint preservation is a holistic approach that requires us to understand the patient’s lifestyle, rather than simply focusing on MRI scans and X-ray results.

- Dr Clement Joseph, Head of the Institute of Orthopaedics, Gleneagles Global Health City
Healthy Mind,
Better Well-being

New mental health service offered at Gleneagles Hong Kong.

Gleneagles Hong Kong launched Hong Kong’s first private inpatient behavioural health service on 28 February 2019. Comprising four double rooms, the new Daylily Ward receives patients with mild mental health conditions such as anxiety disorder, bipolar disorder, depression, early dementia, early psychosis and eating disorder.

The ward complements the hospital’s existing Behavioural Health Clinic and is equipped with eight beds and safety installations such as anti-collision protection and locked electric sockets. Dirk Schraven, Chief Executive Officer of Gleneagles Hong Kong said, “Gleneagles Hong Kong’s behavioural health ward is managed by a team of experienced psychiatrists and nurses specialised in psychiatry to provide behavioural, psychological and medication treatment for patients with mild mental health conditions.”

In conjunction with the service launch, Gleneagles Hong Kong also organised an information night for psychiatrists, relevant stakeholder groups and non-governmental organisations in the community to introduce to them inpatient services designed for patients with mild mental health conditions.

Daylily Ward provides an exclusive and calming retreat.

“Congratulations to the team at Daylily Ward for getting the ward up and running!”

“This service offers an additional option for individuals who need inpatient care in a spacious, safe and healing setting with quicker access to specialist treatment for optimal recovery.”

- Dirk Schraven, Chief Executive Officer, Gleneagles Hong Kong
Gleneagles Jerudong Park Medical Centre and the Ministry of Health of Brunei Darussalam team up to promote healthy living to Bruneians.

As part of the hospital’s corporate social responsibility efforts, a cheque for 120,000 Brunei dollars was presented to the Ministry of Health, Brunei Darussalam. It will support two initiatives that promote a healthy lifestyle - Workplace and Health programme (WAH!) and Happy Environment and Lifestyle (HEAL).

Gleneagles Jerudong Park Medical Centre is a cardiac facility jointly formed by the Brunei government and Parkway Pantai in 2002.

This public-private partnership will further strengthen and synergise existing efforts in promoting healthy lifestyles and preventing non-communicable diseases particularly heart diseases in Brunei Darussalam.

- Dr Lim Suet Wun, Chairman of Gleneagles Jerudong Park Medical Centre and Group Chief Operating Officer, IHH Healthcare
Give Me Five

Parkway Pantai units in Malaysia, Singapore and India secured big wins at the Asia Pacific Society of Infection Control Congress.

Five Parkway Pantai units won awards for delivering quality disinfection and sterilisation services for surgical instruments:

- Gleneagles Kuala Lumpur (Malaysia)
- Parkway Central Sterilisation Services - Parkway Hospitals (Singapore)
- Gleneagles Global Health City (India)
- Fortis Healthcare (India)
- Apollo Gleneagles PET-CT Centre (India)

This remarkable achievement reflects Parkway Pantai’s commitment to patient safety and superior clinical outcomes. The Central Sterile Supply Department Centre of Excellence (CSSD COE) awards were handed out at the 9th Asia Pacific Society of Infection Control Congress on 19 March 2019 in Vietnam.

A total of 28 entries from 11 countries vied for the coveted award.

Ten winners were selected based on stringent judging criteria that encompassed the delivery of quality disinfection and sterilisation services along with their commitment to education and research.

Behind The Scenes at Parkway Central Supply Department

Step 1 - Pre-wash (Manual intervention): Rinsing, soaking and sorting of soiled instruments

Step 2 - Auto washing and disinfection: Washing and disinfecting of soiled instruments in automatic washers

Step 3 - Packing (Manual): Inspection, basic care and packing of disinfected instruments

Step 4 - Sterilisation: Cataloguing of packed instruments and reprocessing of instruments via steam sterilisation

Step 5 - Sterile Storage: Storing of sterile goods with proper cataloguing and good environmental conditions

Packing the disinfected instruments before preparing for cataloguing and storage.
Uplifting the Culture of Service

Mount Elizabeth Novena Hospital in Singapore introduces a service campaign to elevate the hospital’s service culture.

As a mark of their commitment to service excellence, Mount Elizabeth Novena Hospital launched its 5-Ups Journey on 1 May 2019. The five-month campaign aims to reinforce the 5-Ups service values embraced across Parkway Pantai.

During the campaign, staff are encouraged to observe and acknowledge each other’s service standards. This can be simple acts such as greeting patients and fellow colleagues, or going the extra mile to do something exceptional for others.

Colleagues can note down such heartfelt acts on a recognition card which they are to carry with them at all times and place it in designated boxes. At the end of each month, the cards are tabulated and the staff with the most recognition cards will be acknowledged.

What are the 5-Ups?

**Stand Up:** I will take personal responsibility to provide superior service to all my internal service partners and external customers.

**Suit Up:** I will pay special attention to my personal grooming, dress code and the way I communicate (Verbal, Non-Verbal and Written Communication).

**Speak Up:** I will create a positive first and last impression by always being the first to extend a greeting, smile and a word of thanks.

**Stay Up:** I will deliver service consistently and accurately at the desired level of all I serve.

**Step Up:** I will seek to understand the service value of the people whom I serve and will strive to exceed their expectations when the opportunity arises.

Standing united for service excellence.
Fighting Cancer with Nutrition

Managing cancer with diet was the order of the day for Dietitian’s Day in Singapore.

In conjunction with Dietitian’s Day, the dietetics team from the Singapore Operations Division organised a half-day seminar on 16 March 2019 at Mount Elizabeth Novena Hospital.

The seminar focused on nutrition for patients during their cancer journey.

During advanced stages of cancer, a patient may experience cachexia, which is characterised by extreme weight loss and muscle wasting. Dr Lee Kuo Ann, Senior Consultant, Radiation Oncology, Mount Elizabeth Novena Hospital, conducted a talk to address the risk factors and side effects of cancer cachexia.

Complementing that was an educational skit, Kah Geh Xia, which is a play on the pronunciation of the medical term, cachexia.

To cap it off, the Food and Beverage team from Mount Elizabeth Novena Hospital served up an energy boosting spread comprising high protein appetisers such as bread pudding, chocolate mousse and croissants with curry chicken, egg or tuna filling.

Cancer treatment can be strenuous and impose extra demands on a patient’s body. Proper nutrition helps cancer patients to manage their condition.
As part of the programme, informative posters were created by our dietitians to debunk common myths about cancer and food.

**Cancer: Did you know about this?**

**Does sugar feed on cancer cells?**

**No!** Although some research has shown that cancer cells consume more glucose than normal cells, no studies have shown that taking sugar will make your cancer worse, or that if you stop eating sugar, your cancer will shrink or disappear. All cells consume glucose for energy, whether they are cancerous or not. However, evidence has shown that a diet high in refined sugar intake may contribute to excess weight gain, and obesity is associated with higher risk of developing several types of cancer.

**Certain herbs and foods can “cure” cancer?**

**No!** Although some studies suggest that alternative or complementary therapies (including some herbs) may help patients with cancer to cope with the side effects from cancer treatment, none have shown effectiveness for treating cancer. In fact, some herbal products might be harmful when taken during treatment as they might interfere with the chemotherapy or radiation therapy.

**Are superfoods able to “prevent” cancer?**

**No,** there is no single food or food group that can help prevent cancer. Some common foods such as berries, beetroot, garlic and green tea are often known to be "superfoods" that can help in cancer prevention. These foods contain antioxidants which might have some positive effects in fighting against cancer. However, the foods alone cannot "prevent cancer".

**Can sweetening agents cause cancer?**

**No,** there aren’t any evidence or studies that show that artificial sweeteners (aspartame, saccharin or sucralose) or plant-based sugar substitutes (such as agave and stevia) can cause cancer in humans.

**Is an “acidic” body a magnet for sickness?**

**No!** There have been claims that an acidic body is a magnet for sickness, ageing or even cancer. However, there is no such thing as an acidic or alkaline body. Our blood pH is tightly regulated, hence eating “more alkaline than acidic” foods do not result in a “healthier body.”
Always Ready to Respond

Malaysia Operations Division leapt into action to help victims of the chemical pollution at Pasir Gudang in Johor.

Over 6,000 residents in Pasir Gudang, Malaysia were affected by toxic fumes emitted from the illegal dumping of chemical substances on 7 March 2019. Throughout the two-week crisis, more than 900 people were hospitalised and 111 schools were closed.

To support the medical rescue mission, the Ministry of Health turned to Parkway Pantai’s Central Medical Facility (CMF), which is located closest to the affected area, to render prompt medical aid. Led by Chief Medical Officer Dr Abu Hasan, the CMF team treated many victims in a makeshift hall and contributed medical aids and supplies to clinical teams from governmental and non-governmental agencies.

Gleneagles Medini and Pantai Premier Pathology also donated additional medical supplies such as OT disposable gloves, R95 masks and thermoscans.

In addition to providing medical care to the victims of the toxic fumes, the CMF team also worked tirelessly to provide round-the-clock medical support to the workers of the two agencies that were responsible for containing and cleaning the pollution.

With everyone’s combined effort, the toxic waste crisis was successfully resolved on 20 March 2019.

Did you know?

Parkway Pantai is a key healthcare service provider for Malaysia’s leading oil and gas company, PETRONAS. Parkway Pantai operates their Central Medical Facility and clinics across Malaysia, including Twin Towers Medical Clinic at KLCC, Twin Towers Medical Clinic in Sepang, Rantau PETRONAS Clinic and Kerteh Interplant Clinic in Terengganu.
A Tale of Determination

Mount Elizabeth Hospital in Singapore gives a fighting chance to a Vietnamese orphan.

Little Trieu Hoai An was found abandoned in a plastic bag hanging from a tree in Vietnam a few days after she was born. Covered in open wounds and on the brink of death, she was suspected to suffer from hydranencephaly, a disorder of the central nervous system characterised by an enlarged head and neurological deficits. The local doctors could do nothing for her.

Baby Hoai An was brought under the care of the abbess of a local monastery, Venerable Minh Tai. With the help of local charity organisations, Venerable Minh Tai brought her to Mount Elizabeth Hospital for treatment on 10 April 2019. To mark her first month of life, the Mount Elizabeth Hospital team threw a full-month party for Hoai An on 24 April 2019.

News of the celebration and Hoai An’s plight received extensive coverage in the media and sparked a public outpouring of empathy and goodwill.

The hospital team also set up a guestbook at its lobby for members of the public to express their well-wishes.

These wishes were presented to the baby and her guardian as a small parting gift when she was discharged on 19 June 2019.

Hoai An eventually passed on peacefully in Vietnam on 12 July 2019.
Turning Two
in Style

Gleneagles Hong Kong commemorated their second anniversary with two memorable events.

The management team got behind the Bistro’s counter to serve staff their meals and cookies.

Gleneagles Hong Kong doubled their fun and excitement with two events to mark its second anniversary.

APPRECIATION LUNCH
The hospital’s management team rolled up their sleeves and made anniversary cookies cut into the shape of a ‘2’ for the rest of their colleagues to enjoy.

The cookies were served to staff alongside a special lunch as a gesture of gratitude to acknowledge their hard work and service excellence.

The management team put on their chef’s hats and baked away.
ANNUAL DINNER AND DANCE

Celebrations went up a notch at Gleneagles Hong Kong’s annual dinner event. Set to the theme of “70s & 80s Hong Kong”, it was a night to remember as more than 850 staff, doctors and partners from NWS Holdings and the University of Hong Kong joined the party on 21 March 2019.

Taking the dinner’s theme to heart, guests came dressed in an impressive array of retro fashion, fabulously accessorised down to the last detail.

To top it off, Gleneagles Hong Kong’s Chief Executive Officer, Dirk Schraven, and his Department Heads hit the dance floor with a choreographed retro dance performance!

The line-up for the dinner also included games, lucky draws and performances by the hospital’s talented staff. The doctors’ rock band once again drew a huge reception, belting out great hits from the 70s and 80s.

A talented doctor belting out hits from the 70s and 80s.
The Singapore Operations Division held its annual Long Service and Golden Years Service Awards Ceremony 2019 in honour of over 600 staff who have committed their career to the organisation.

At the Fairmont Hotel on 22 March 2019, 562 employees received awards for five to 30 years of service, while 64 were conferred the Golden Years Award for serving beyond Singapore’s official retirement age of 62 years old.

To the delight of the guests at the dinner, a special video montage of the award recipients was also screened.

This year also marked the first time a special dinner was held for 39 awardees with 30 years of service and beyond. The awardees received a special commemorative gold coin as a token of appreciation for their amazing journey with Parkway Pantai.

Thank you for choosing to build your careers with the company. We acknowledge your contribution and importance in the ongoing success of the organisation.

- Phua Tien Beng, Chief Executive Officer, Singapore Operations Division, Parkway Pantai

Serving together through the years.
Hail to the Chief

DAMIEN ANTHONY PINTO
Chief Butler, Gleneagles Hospital

Damien Anthony Pinto will tell you his secret to happiness and success is simple – finding balance and work that truly fulfils you. “You have to love what you do,” he said.

Damien’s 15-year tenure at Parkway Pantai in Singapore has been more a labour of love than a vocation, with a background in hospitality serving him well as Chief Butler at Gleneagles Hospital.

He joined Parkway Pantai as one of the pioneers of the Butler Service. Beginning with a small team of 10, Damien helped develop the training programme which revamped the service – refining things in order to cater towards Gleneagles’ VIP patients. Today, the Butler Service embodies the Parkway Pantai mission to always put patients first. And Damien has worked to instil a service-oriented ethos in his team.

Damien continues to go above and beyond to ensure the comfort and happiness of his patients. Today, he draws strength from the support of his team, building lasting relationships with many of the patients under his care.

Damien credits his wife as the foundation for his passion and zeal at work. After all, a wonderful family life is what brings Damien balance, allowing him to savour the rewards and fulfilment that come with a demanding profession.

My job allows me to be a people-person. Whether it’s patients or the staff, you must always listen to people. If the staff are happy, then the patients are happy.
There’s always something to do in the ward and I can still lend a hand. I find that I still have the energy and the passion, so why not continue.

Alip’s case, history is still being written after 33 years.

The prospect of retirement has done nothing to slow her down. While she could have hung up her spurs some time ago, Alip just could not ignore the call of duty. She is delaying the enjoyment of her golden years for another three years.

Working as a Nurse Manager entails a unique set of demands and challenges. To achieve the standards of patient care that is synonymous with Parkway Pantai, one of the key focus for Alip is to maintain positive team dynamics with a diverse group of team members. Alip takes it in her stride as she moves onwards in her career at the hospital.

Good as Gold

ALIP JAN BTE SHEIKH MHD ALI
Nurse Manager, Mount Elizabeth Hospital

They say that the most meaningful lives are lived with purpose. Those that devote themselves to a purpose often find more than just reward and fulfilment, but a worthy cause that becomes their life’s work. No one personifies this better than Alip Jan Bte Sheikh Mhd Ali, Nurse Manager at Mount Elizabeth Hospital.

Her journey in healthcare started when she came across a nursing advertisement and signed up at her sister’s encouragement. In
My manager taught us patience and how to handle patients tactfully. But more importantly, she groomed us into professionals who acknowledge each other’s needs to serve our customers better.

Komathi d/o Govindasamy
Senior Executive, Medical Records Department, Parkway East Hospital

Komathi d/o Govindasamy credits her family for her longevity on the job – a remarkable 25 years of service.

While her loving family at home has been the motivation behind her work, it is her second family – the people and colleagues at the Records Department – who have made it possible for her to achieve a long and fulfilling tenure at Parkway East Hospital.

If you are as fortunate as Komathi to be part of a family-oriented team, then it might come as no surprise that a quarter century can pass in a flash. Nonetheless, she considers herself lucky to be working at a place that feels like home. And she is quick to acknowledge her manager, Rosalind Goh, for building a positive environment and culture at the Medical Records Department.

To unwind from work, Komathi finds simple pleasure in cooking and trying new recipes for her family of four.

Recipient of Long Service Award - 25 years

All in the Family

Komathi d/o Govindasamy
Senior Executive, Medical Records Department, Parkway East Hospital

To unwind from work, Komathi finds simple pleasure in cooking and trying new recipes for her family of four.
For Dr Melissa Teo, Surgical Oncologist at Mount Elizabeth Novena Hospital, giving her patients the best possible chance to live life to the fullest is all the inspiration she needs.

Making Time For Things that Matter

For Dr Melissa Teo, Surgical Oncologist at Mount Elizabeth Novena Hospital, giving her patients the best possible chance to live life to the fullest is all the inspiration she needs.

For Dr Melissa Teo, having a nurse in her family gave her an early glimpse into the world of healthcare.

“My mom was with a cardio-thoracic group, and during my primary 5 school holidays, I asked if I could go and watch a surgery,” recalled Dr Teo fondly. “I got hooked on it, standing there to watch for five or six hours. After that, every holiday I wanted to go back.”

“Eventually, I made my mom bring instruments home, and I started stitching chicken skins at the age of 12,” she laughed.

She might have known her choice of profession early on, but achieving her goals still required years of determination, hard work and family support. Dr Teo also benefitted from generous mentors who willingly offered knowledge and guidance as she advanced through her career.

Fast forward to today, Dr Teo is a General Surgeon and one of the few accredited Surgical Oncologists in Singapore, and widely respected in the region for her expertise in the management of gastrointestinal cancers, sarcomas, melanomas and peritoneal disease.

Her daily schedule sometimes includes as many as 11 surgeries, in addition to rounds at the wards. Yet, she makes it a point to use the time she spends with her patients as a chance to add a personal touch and truly connect.

Dr Teo’s relationship with patients continues far beyond the five-year post-surgery benchmark – the best indicator for long-term health and stability for successful procedures. In fact, many of her patients continue to visit and keep in touch despite being given a clean bill of health.

An example that comes to mind is a Jamaican patient who traveled across the world to seek Dr Teo’s help. With a 32kg tumour in his abdomen, the patient had to drain his stomach daily. Requiring a complex procedure to remove his tumour, Dr Teo was worried about the patient’s long-term survival even after a successful surgery.

Almost a decade later, she happily reports that her patient is in the pink of health – with a recent photo of him dancing away at a New Year’s Eve party to prove it.

Stories like this come as no surprise. After all, Dr Teo always considers the bigger picture when it comes to her patients. Taking into account the circumstances of their lives, along with the impact that surgery could have on their families and loved ones, her aim is not just to treat, but to give all her patients hope and the promise of a new lease and quality of life.
Cancer Care at Parkway Pantai
“If it’s big, bad and scary, or it has a name with more than three syllables, that’s when I come in,” explained Dr Teo. “Cancer work isn’t just prolonging survival, it’s about ensuring quality of life. In advanced stages, a multi-disciplinary team is required as you can’t treat with just one modality. At Parkway Pantai, you have access to many other specialists who are experts in their own discipline.”

MORE ABOUT THE DOCTOR
Work for Dr Teo is very much a family affair. Her parents were actively involved in setting up her clinic at Mount Elizabeth Novena Hospital, where her mother regularly helps out. Even the design of her logo of a striking graphic featuring a folded scalpel that mimics a cancer-awareness ribbon was created by her brother.
What do you wish to see in Gynaecologic Oncology in future?
For women to have greater access to quality cancer care. They should be aware of the effective preventive and screening methods for cancer which are available. I would also like to see continuing research and development in the area of molecular and personalised medicine for better results and higher cure rates in some of the current difficult-to-treat cancers.
Dr Suresh Kumarasamy was trained in Gynaecological Oncology in the United Kingdom and Australia. Upon his return to Malaysia in 1996, he started a service for Gynaecological Oncology and complex gynaecological surgery in Penang. “It was the first such service in the northern part of the country, which led to many patients being referred to me for surgery and other treatments for gynaecological cancer,” recalled Dr Suresh.

Dr Suresh’s medical speciality requires him to perform complex and major surgeries which can take up to four to five hours.

It brings Dr Suresh great satisfaction to see good patient outcomes after a complicated surgery, especially when his patients continue to do well years after their treatment and remain cancer free.

However, he acknowledges that this work is not all rosy. When dealing with advanced cancer patients or patients who have a recurrence of their cancer, it is sometimes difficult to find them a cure.

“That is why I am a strong advocate for screening and prevention of cancer. A pap smear can detect cancer of the cervix in the pre-cancerous stage when it can be effectively treated. The HPV vaccine can prevent cancer of the cervix. Some genetic cancers can be prevented by prophylactic surgery,” said Dr Suresh.

He advises patients not to ignore abnormal symptoms as early detection and correct treatment can often result in good outcomes.

When Dr Suresh is not treating his patients, he gives back to the medical community by teaching. He believes in passing his knowledge to colleagues as well as the future generation of doctors to enable more women to have access to better medical care.

As an Adjunct Clinical Professor of Obstetrics and Gynaecology at the Royal College of Surgeons of Ireland and University College Dublin Malaysia Campus, he teaches medical students once a week. In addition, he chairs the Gynaecological Oncological Sub-committee of the Obstetrical & Gynaecological Society of Malaysia and sits on the Council of the Asian Society of Gynaecological Oncology. Dr Suresh also lectures extensively internationally.

**MORE ABOUT THE DOCTOR**

Had Dr Suresh Kumarasamy not been a Gynaecologist or Gynaecological Oncologist, he would be flying the skies. He loves travelling and visiting unusual places. His latest travels include sailing along the coast of Croatia and going on a National Geographic expedition to the Galapagos.
Making good decisions and maximising your fitness options means having the right information at your fingertips. Because staying injury free is a must for any active lifestyle.

“We definitely see more people getting active and starting to exercise. However, they may not be doing it right thus getting injured,” observed Dr Ethan Lim, Sports Medicine Doctor at Parkway Shenton. “Another big trend is people getting health and fitness information online but not doing things appropriately or applying it correctly. This can be seen even among sports trainers, therapists, Yoga teachers and Pilates instructors.”

HIIT VS CIRCUIT TRAINING

Let us take a closer look at two trending fitness programmes - HIIT and Circuit Training.

HIIT, short for High Intensity Interval Training, is a training programme involving exercises performed at varying or cyclical intensity. This means specific training routines carried out in short bursts, or intervals, switching between high intensity and low and moderate bouts.

Another popular programme in gyms currently is circuit training. This entails a series of different exercises with one to two minutes rest or light activity in between. The format features a "circuit" of training drills to cycle through, often a combination of machines, weights and body-weight exercises.

“In a circuit training programme, the workouts are usually more varied,” explained Dr Lim. “The effects of the exercise have some benefits of cardiovascular, metabolic and musculoskeletal training - but without a specific performance goal. Comparatively, interval training can be done with a performance outcome specific to a sport or activity such as running or swimming.”

SPORTS MEDICINE AT PARKWAY SHENTON

Focusing on preventative care, Parkway Shenton’s new sports medicine programme aims to encourage healthy, balanced lifestyles.

Catering to everyone, its goal is to enhance living through optimised function.

The Sports Medicine team delivers a comprehensive array of services ranging from rehabilitation and therapy, to performance and training, and even diet and lifestyle management. The goal is to empower patients with knowledge and improved understanding of how the body works.

By Appointment Only
Parkway Shenton Sports & Preventive Medicine
Tel: 6327 7273
Email: spm@parkwaypantai.com
One Raffles Quay North Tower
#09-02 Singapore 048583
Understand your fitness level and limits. And when in doubt, consult a doctor. What will be a safe and appropriate exercise for one person may be less appropriate, or even detrimental, to another. Often people are not in touch with what their bodies can handle. So, they may have unrealistic expectations and end up doing things that are not suitable for them and sustain injuries that are totally avoidable.

Warming up is especially important if the activity stresses any joints or requires an extended range of motion. According to the National Sports Medicine Institute in the United Kingdom, the warm-up gently prepares the body for exercise by gradually increasing the heart rate and circulation, loosening the joints and increasing blood flow to the muscles. Most warm-up sessions will include a combination of cardiovascular exercises, stretching and strength drills. Cardiovascular exercises increase body temperature and bring the heart rate up. While stretching the muscles prepares for physical activity and prevents injuries.

The most common way people get injured is by trying to do too much, too fast. Keep to an exercise regimen that your doctor, physiotherapist or trainer has recommended and progress slowly, increasing intensity over time.

When you learn exercises from online videos or by mimicking other people in the gym, it may be difficult to be aware of your body form and function.

The Mayo Clinic also advises one to learn to do each exercise correctly. The better your form, the better your results, and the less likely you are to hurt yourself.

If you are not sure whether you are doing a particular exercise correctly, ask a personal trainer or other fitness specialists for help.

Cooling down after a workout is as important as warming up, according to The American Heart Institute.

After physical activity, your heart is still beating faster than normal, your body temperature is higher and your blood vessels are dilated. So, if you stop too fast, you could pass out or feel sick.

After your workout, it is good practice to stretch when you are cooling down because your limbs, muscles and joints are still warm. Stretching can help reduce muscle cramping, stiffness and prevent injury.
As with all the different interconnected parts of the human body, our skeletal system serves several essential functions. The basic structure that provides us support, bones help protect our soft tissue and vital organs, while giving us the ability to move.

Bone health is a crucial component to overall bodily function. Our bones also act as a store for minerals, distributing it to the rest of the body when required. According to the National Health Institute, bones store minerals such as calcium and phosphorus to keep our bones strong. The minerals are released into the body when we need them for other uses.

The Mayo Clinic also highlights that our bones are in a constant state of change. The body cycles to break down old bone, forming new bone to take its place. This process occurs with greater efficiency when we are young, allowing bone mass to increase.

However, as we age, our bone mass reduces and this may bring on the risk of osteoporosis.

Osteoporosis is perhaps the most common bone disease. Literally translated to mean ‘porous bones’, it is a condition that causes bones to become increasingly fragile, resulting in a higher likelihood of breaks or fractures. Experts at the National Institute of Health pinpoint several inherent ‘risk factors’ that contribute to an individual’s chances of suffering from osteoporosis.

Beyond a person’s age, which naturally increases the risk of osteoporosis as the body replenishes bone at a slower rate, ethnicity, gender and family history are also important factors to take into account. Other factors that have been known to contribute to a person’s risk of osteoporosis are diet, body weight and physical fitness.

Read on to find out three simple tips on how you can improve your bone health naturally.
YOU ARE WHAT YOU EAT

Strong bones require a diet that contains plenty of calcium. According to the Cleveland Clinic, calcium-rich foods include dairy products, bony fish like salmon and sardines, vegetables such as broccoli and kale, almonds, tofu and other soy products.

Other essential minerals that will give your bones a boost include magnesium, zinc and Omega-3 fatty acids. Since bones are comprised primarily of calcium, it is also important to note that the body absorbs only 500mg of calcium at a time, which means that recommended daily doses of between 1000 to 1500mg needs to be spaced out over the course of a day.

TIME TO TAKE THOSE SUPPLEMENTS

At times, the food we eat does not give us the adequate vitamins and minerals to ensure a balanced diet. Vitamins C, D and K are especially important for bone health.

Vitamin C stimulates the production of bone-forming cells, while its antioxidants help protect bones from damage. Vitamin D is vital to bone health in numerous ways, but especially because it helps the body absorb calcium. Vitamin K is known to boost bone formation and bone density. Taking supplements to ensure your body receives enough of these vitamins will go a long way to keeping your bones strong and healthy.

NO SUBSTITUTE FOR EXERCISE

Physical exercise and fitness are crucial to bone health in more ways than one. Firstly, exercise is the best way to maintain a healthy weight, which helps reduce the stress on the bones, joints and body in general. Secondly, like our muscles, our bones become stronger the more frequently we exercise.

The Mayo Clinic contends that strength training and high impact exercises are the best for building and maintaining strong bones. Regardless of age, exercise is one of the best ways to promote bone health. Not only has it been proven that a proper workout routine helps boost the formation of new bone even in children, studies have also shown that specific exercises help to improve bone density and strength in adults.
## Hospitals

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## Medical Clinics

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<td>NIPPON MEDICAL CARE</td>
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## Ancillary Medical Services

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<thead>
<tr>
<th>Country</th>
<th>City</th>
<th>Service</th>
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<tbody>
<tr>
<td>Hong Kong</td>
<td></td>
<td>ANGSANA MOLECULAR AND DIAGNOSTICS</td>
</tr>
<tr>
<td>India</td>
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<td>APOLLO GLENEAGLES PET-CT CENTRE</td>
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<td>Malaysia</td>
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<td>PANTAI INTERGRATED REHAB</td>
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<td>PANTAI PREMIER PATHOLOGY</td>
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<td>Singapore</td>
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<td>PARKWAY HEALTH LABORATORY</td>
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<td>PARKWAY HEALTH RADIOLOGY</td>
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<td>PARKWAY COLLEGE ICHANGE</td>
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<td>ANGSANA MOLECULAR AND DIAGNOSTICS</td>
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Information is correct as of January 2019
6 in 10 Medishield Life policyholders are covered by Private Integrated Shield Plans. Therefore, Parkway East Hospital is pleased to offer a Cashless Service for all elective patients who are covered by Private Integrated Shield Plans for private hospitals. Through this additional end-to-end service, Parkway East Hospital will submit the hospital bills and get reimbursed directly from the insurer, so eligible patients are able to admit with no deposit and no payment upon discharge.

**ELIGIBILITY CRITERIA:**
- Singaporeans / Permanent Residents
- Estimated bill sizes of up to $30,000
- Medisave balance of at least $10,000
- Patients with Private Integrated Shield Plans for private hospitals:
  1. AIA HealthShield Gold Max A
  2. Aviva MyShield Plan 1
  3. Great Eastern SupremeHealth Plan P Plus
  4. NTUC Income Enhanced IncomeShield Preferred
  5. Prudential PruShield A Premier
- Subject to terms and conditions, pre-existing conditions, exclusions, and causes of hospitalisation

**OUR CLINICAL SPECIALITIES:**
- General Surgery
- Obstetrics & Gynaecology
- Paediatric
- Orthopaedic
- Hand Surgery
- Ophthalmology
- Cardiology
- Internal Medicine
- Ear, Nose & Throat
- Dermatology
- Psychiatry
- Urology
- Renal Medicine
- Anaesthesiology

PARKWAY EAST HOSPITAL
321 Joo Chiat Place Singapore 427990

For appointment or enquiries, please call (65) 6377 3737 or email pepac@parkway.sg.

*Figure drawn from article: Salma Khalik, ’Health coverage: Are you overinsured’ (The Straits Times, Jan 23, 2014), yourhealth.asiaone.com*
The Gleneagles Touch


With over 300 multi-disciplinary specialists, Gleneagles Hospital has been fulfilling its legacy of providing quality healthcare services for more than 50 years. Through the years, one thing has remained constant – our commitment to putting the patient in the centre of all we do. That is our Touch. That is our Promise.

Gleneagles™ SINGAPORE
On your side

Call us and get a specialist appointment within 48 hours.

Gleneagles Patient Assistance Centre
24-Hour Hotline: +65 6575 7575
Email: gpac@parkway.sg
www.gleneagles.com.sg
6A Napier Road, Singapore 258500