Invigorate!

Integration of Fortis Healthcare and launch of the second Innovation Challenge inject new life and energy at the IHH CEO Town Halls
Got a groundbreaking idea?
We will help you turn it into reality.

The Parkway Pantai Innovation Challenge 2019 is back! Collaborate with colleagues, leverage our existing data, and find innovative solutions to one of these four challenge themes:
1. New Service Models
2. Operational Efficiency
3. Clinical Enhancements
4. Service Excellence

Here’s your chance to develop your ideas, whether it is a new service model or a way to improve our patients’ experience, and win attractive prizes!

Submission Deadline
22 March 2019

To learn more, visit parkwaypantai.agorize.com

Questions? Email us at innovation@parkwaypantai.com

1st Prize
SGD 10,000

2nd Prize
SGD 5,000

3rd Prize
SGD 3,000

Special Prize
Sponsored Innovation trip to Japan
INVIGORATE FOR THE FUTURE

Parkway Pantai gears up for a spectacular year with renewed energy and vigour!

Starting off 2019 on the right note, our home markets in Singapore, Malaysia and India set the tone and collective vision with a series of IHH Town Halls which were aptly themed Invigorate! (Page 08 and 09). Highlighting its many achievements last year, Parkway Pantai welcomed Fortis Healthcare into its fold as the newest member of the IHH Healthcare family (Page 10) and set an ambitious goal to gather innovative projects from across all its markets at this year’s Innovation Challenge (Page 12).

We also toasted the remarkable efforts of our dedicated doctors and staff – recognising their triumphs that have allowed us to remain at the helm of healthcare. We applauded Parkway College’s latest cohort of graduates, as the class of 2018 steps up to help lead the industry forward (Page 13). Best-in-class patient care and services remained at the top of the agenda as Gleneagles Hong Kong introduced the Joint Replacement Centre and its fresh approach to recovery (Page 21). In Malaysia, the fight against cancer found a powerful ally as Pantai Hospital Kuala Lumpur relaunched its Cancer Centre with enhanced services and medical technologies (Page 24).

Our fervour remains resolute as we place the needs of our patients and their families first, trusting that diligence, innovation and passion will serve us well in our efforts to build a brighter tomorrow.

Lim Bee Ling
OUR HIGHLIGHTS

RAISING A GLASS TO OUR DOCTORS
Appreciating our accredited doctors in Singapore and Hong Kong.

WARRIORS IN PURPLE FIGHT CANCER
Gleneagles Penang flags off a charity run.

ASCENDING INTO THE FUTURE
Sharing insights at the 15th India Health Summit in New Delhi.

NURSING POWER
Nursing teams in Malaysia gather for a teambuilding retreat.

OUR FOCUS

INVIGORATE
A series of town halls were held for staff in Malaysia, Singapore and India to share the group’s direction and focus in 2019.

WELCOMING FORTIS INTO OUR FOLD
Further strengthening our presence in India and globally.

DRIVEN BY INNOVATION
Staying at the forefront of the healthcare industry with the Parkway Pantai Innovation Challenge 2019.

OUR WORK

KNOWLEDGE IS POWER
Congratulations to Parkway College’s graduating class of 2018.

GROOMING POTENTIAL
Investing in human capital at Parkway Pantai.

RAISING THE STAKES
New Gastro Intensive Care Unit at Aware Gleneagles Global Hospitals.

LESS PAIN MORE GAIN
Gleneagles Hong Kong introduces new joint replacement surgery approach.

NEW AND IMPROVED
Relaunch of Cancer Centre at Pantai Hospital Kuala Lumpur.

[Images of people engaged in different activities related to healthcare, such as charity runs and teambuilding events.]

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Eye care for the digital age.

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ON THE COVER
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Growing Together

Gleneagles Hong Kong hosted a lively Physicians’ Cocktail Party in appreciation of their doctors on 21 November 2018. The annual affair was attended by about 120 doctors and served as a valuable networking opportunity for existing and new doctors.

In his welcome address, Dirk Schraven, Chief Executive Officer of Gleneagles Hong Kong, said he was encouraged that more doctors were using the hospital’s facilities and services and coming back with more cases.

With ‘Growth’ as the theme of the event, Dirk also encouraged greater engagement among the doctors to build a close-knit medical community with a strong team spirit.

A fascinating sand drawing performance, which highlighted the unique features of Gleneagles Hong Kong and its development over the past 20 months, brought the theme to life as it relived fond memories.

Raising a Glass to Our Doctors

IHH Healthcare hosted a Doctors’ Cocktail at Shangri-La Hotel Singapore on 22 November 2018 to express its appreciation to accredited doctors across its four Singapore hospitals - Gleneagles, Mount Elizabeth, Mount Elizabeth Novena and Parkway East Hospital.

In his welcome address, Dato Mohammed Azlan Bin Hashim, Chairman of IHH Healthcare, thanked the doctors for their professional patient care, dedication and contribution towards the hospitals’ strong repute.

The evening came alive as doctors enjoyed fine wines, whiskies, an international buffet spread and a singing performance by homegrown star, Tay Kewei.

Guests of the evening also included recipients of the Mount Elizabeth-Gleneagles Scholarship from the National University of Singapore’s Yong Loo Lin School of Medicine. The S$2 million endowed scholarship fund provides bond-free financial assistance to outstanding medical students. Since its inception in 2012, over 98 recipients have benefitted from the fund.

IHH Healthcare Chairman Dato Mohammed Azlan gave out tokens to the scholars.

Celebrating success and renewing relationships.
Warriors in Purple
Fight Cancer

Gleneagles Penang led the fight against cancer by organising a 7km ‘Warriors in Purple’ run on 4 November 2018. The event was held in conjunction with National Cancer Survivors Day to raise awareness on cancer, promote healthy lifestyle and celebrate cancer survivors.

More than 1,200 participants gathered at Youth Park, Penang, in support of this milestone community engagement initiative by Gleneagles Penang. The ‘Warriors in Purple’ run was flagged off by YAB Tuan Chow Kon Yeow, Chief Minister of Penang, and YB Soon Lip Chee, State Executive Councillor of Penang for Youth and Sports.

This event also highlighted the ongoing challenges of cancer survivorship and demonstrates that life after a cancer diagnosis can be rewarding.

Cyclone Relief

Gleneagles Global Health City joined the medical relief efforts in India’s eastern coast in November 2018, following the devastation caused by Cyclone Gaja.

The hospital organised eight medical relief camps with the help of eight doctors, four nurses and a perfusionist to attend to the victims.

They provided medical care and education on safe drinking water to prevent health issues that may result from the calamity. In two days, the team screened over 3,000 people for waterborne and acute diarrheal diseases.

Doing More for Our Patient

The healthcare team at Mount Elizabeth Hospital Singapore went the extra mile to fulfil a terminal patient’s last wish for an engagement ceremony.

The couple’s wish came true at the hospital’s Endoscopy Centre on 15 December 2018. To commemorate the occasion, the ward nurses decorated the room with flowers and balloons and even sang for the couple.

The touching ceremony was attended by 50 family members and friends who enjoyed the buffet spread and wedding cake specially prepared by the hospital chef.
Run for Green

Cheered on by fellow colleagues, doctors and staff from Gleneagles Hong Kong, including its Chief Executive Officer Dirk Schraven, competed in the 10km ‘Medical Services Cup’ at the Green Power Hike on 12 January 2019.

Green Power Hike is a large-scale annual hiking event in Hong Kong. Every year, more than 3,000 people join the event to help raise funds for environmental education work.

Running for Success

It was a glorious day for the Chengdu Shenton Health team who flew the Parkway Pantai flag at the Chengdu International Marathon on 27 October 2018.

More than 28,000 runners from 54 countries and cities joined the Marathon that aims to promote Chengdu’s cultural richness. The participants ‘time-travelled’ through 4,000 years of Chengdu history as they ran through landmarks reflecting Chengdu’s past and its progressive urban development.

Ascending into the Future

Leading healthcare professionals from the public and private sectors convened at the 15th India Health Summit in New Delhi to address the changing paradigm of Indian healthcare.

Managing Director and Chief Executive Officer of IHH Healthcare, Dr Tan See Leng, was invited to speak on ‘Business of Health – Ideating India’s unique Business Model’ and provide insights on how IHH Healthcare maintains healthcare quality at international standards through innovative business models and solutions.

Organised by the Confederation of Indian Industry, the flagship event held on 29 and 30 November 2018 saw various keynote speakers covering a range of topics from integrated healthcare ecosystems to the innovation of healthcare brought about by digital transformation and technology.

Dr Tan See Leng (second from left), Managing Director and Chief Executive Officer of IHH Healthcare, participating in a lively panel discussion in India.
Menu of the Day: Gratitude

The management of Mount Elizabeth Hospital in Singapore started 2019 by serving a healthy dose of joy and gratitude to its hospital staff.

Equipped with hairnets and ladles, Chief Executive Officer Dr Noel Yeo, Chief Operating Officer Hoirul Maksom and nursing leaders served meals to the hospital staff as a small gesture from the management team to say a big thank you for their hard work.

Serving up plates full of thanks to staff.

Cross-cultural Learnings

At the China International Health Technology Innovation Industry Development Summit 2018, Dr Wang Yi, Chief Executive Officer of Gleneagles Chengdu Hospital, was invited to speak about ‘The Role and Development of Singapore’s Private Health Care in the Urban Health Industry’.

Dr Wang articulated the landscape of Singapore’s healthcare system and the role of Parkway Pantai in shaping the private healthcare landscape in Singapore and China.

The two-day summit was held in Chengdu on 1 and 2 December 2018.

Nursing Power

To enhance work efficiencies among Nursing teams across Parkway Pantai’s Malaysia Operations Division, a teambuilding retreat in Ipoh was organised for 34 key nursing personnel from 3 to 5 December 2018.

At the retreat, Group Director of Nursing, Elaine Ng, cast the vision for 2019, with goals and objectives set to achieve ‘Competency, Commitment and Courage’.

Building camaraderie, strengthening bonds.
Invigorate!

New life, energy and creativity are injected into the DNA of IHH Healthcare and Parkway Pantai (a wholly owned subsidiary of IHH Healthcare) in 2019 to set a higher bar of excellence for patient care.

The IHH CEO town halls, held in the home markets of India, Singapore and Malaysia on 22, 24 and 25 January, kicked off 2019 with its Invigorate! theme. Dr Tan See Leng, Managing Director and Chief Executive Officer, IHH Healthcare, gave a rousing pep talk to more than 3,500 staff in the three countries by highlighting the power and impact of working closely together as a team.

With Fortis Healthcare’s integration into IHH Healthcare, the combined strength of 55,000 staff, 83 hospitals and more than 15,000 beds mean IHH Healthcare is able to take care of more people in more geographies and help them recover their health. Size does matter in this context, and the collective expertise of IHH Healthcare and Fortis can only lead to better clinical outcomes and experience for patients.

“Those who have entrusted their health to us deserve the best clinical outcomes and stellar service. We must meet or exceed their expectations,” reminds...
Dr Tan on why staff should aim to be the best in each market and country IHH Healthcare operates in. He encouraged greater cross-country cooperation to stimulate minds and strengthen the organisation with the sharing and adoption of best practices.

Apart from sharing Group achievements as well as country-specific strategies to energise its operations and people, Dr Tan and representatives from the senior management also held a Q&A session during which they addressed staff queries and feedback.

Dr Tan See Leng, Managing Director and Chief Executive Officer of IHH Healthcare, gave a witty and thought provoking pep talk.

You may be just one individual, but when many of us believe in the same vision and work towards it with conviction and passion, we will succeed in what we set out to do. Every one of you has an important role to play in IHH’s success.

- Dr Tan See Leng, Managing Director and Chief Executive Officer, IHH Healthcare
Fulfilling a long-term strategic plan to bolster its position in the Indian market, IHH Healthcare (IHH) finalised the successful acquisition of a 31.1 per cent stake in Fortis Healthcare along with 26 per cent equity interest in its listed subsidiary Fortis Malar Hospital on 13 November 2018.

The transformational acquisition has made headlines in India, as IHH pulled ahead of its competitors to become one of the leading private healthcare providers in the country.

“IHH has already been actively expanding and deepening our presence in our home market of India over the last few years and this acquisition is a natural progression in our expansion and plans across India.

This win-win combination will make IHH the leading healthcare service provider in India, while giving Fortis Healthcare and its stakeholders certainty and clarity on the future of the group,” said Dr Tan See Leng, Managing Director and Chief Executive Officer of IHH Healthcare.

Welcoming Fortis into our Fold

The acquisition of Fortis Healthcare solidifies IHH Healthcare’s standing in India and its place at the forefront of global healthcare.

Fortis Memorial Research Institute at Gurgaon, a flagship hospital of Fortis Healthcare.
A Strategic Win

Fortis is the second largest hospital chain in India with 32 hospitals and 5,000 beds. With a strong presence in India’s northern territories, it complements IHH’s existing India Operations which comprise a network of Gleneagles Global and Continental Hospitals as well as a referral centre and a medical clinic in Southern India.

With Fortis coming into its fold, IHH today has a total of 83 hospitals and more than 15,000 beds in 12 countries.

Fortis also gives IHH an immediate boost of more than 2,600 doctors and 13,200 support staff, bringing its total staff strength from 35,000 to 55,000.

Leveraging IHH’s international execution track record and expertise and the natural synergies between India Operations and Fortis in management, administration and operations, IHH is well positioned for future growth opportunities in India.

The acquisition of a controlling stake in Fortis Healthcare, one of the leading healthcare service providers in India, represents a transformational investment for IHH and demonstrates our commitment to invest considerable resources to expand and consolidate our footprint in India. We remain confident in our ability to deliver sustainable, long-term growth and value creation for our shareholders.

- Dato Mohammedi Azlan bin Hashim, Chairman of IHH Healthcare

NEW FORTIS CHIEF EXECUTIVE OFFICER

Dr Ashutosh Raghuvanshi is the new Chief Executive Officer of Fortis Healthcare starting 18 March 2019.

Dr Raghuvanshi is a seasoned healthcare professional with an illustrious career spanning over 26 years. He is a successful and well-recognised paediatric cardiac surgeon and an able administrator, known for his strong record of building and leading great teams and delivering results.

Prior to joining Fortis, Dr Raghuvanshi was with Indian healthcare group, Narayana Hrudayalaya, for over 18 years.

Dr Tan See Leng, Managing Director and Chief Executive Officer, IHH Healthcare, said, “With the healthcare industry in India witnessing a strategic paradigm shift in current times, Dr Raghuvanshi’s experience will provide strategic direction and vision to the company and will ensure that our focus on clinical excellence, outcomes, patient centricity and business results remains paramount.”
Our Focus

INVIGORATE

Driven by Innovation

Calling on the creators, thinkers and trailblazers among us to put their imagination to the test with the Parkway Pantai Innovation Challenge 2019.

Lying at the heart of the Parkway Pantai Innovation Challenge 2019 is the goal of championing the spirit of creativity and ingenuity.

Featuring a playing field that not only includes all Parkway Pantai staff, the Innovation Challenge 2019 is also opened to the start-up community. Focusing on issues relating to ageing population and rising life expectancy in Asia, participating teams need to address four pertinent themes - New Service Models, Operational Efficiency, Clinical Enhancement and Service Excellence.

Phase 1 of the Parkway Pantai Innovation Challenge 2019 started at the end of January and will close on 22 March 2019. Successful teams will then move on to Phase 2 in early April 2019 where they will refine ideas and develop their projects using anonymised data from Parkway Pantai, with the help of inhouse experts.

Winning teams will receive handsome cash prizes and a sponsored innovation trip to Japan!

Q&A with Yusuke Aoi
Vice President of Parkway Pantai Innovation Office

Why is innovation important?
Just like in other industries, the wave of disruption by new market entrants has touched healthcare. Through innovation, we can turn new ideas into solutions and address new challenges. This is a key driver for Parkway Pantai to propel ourselves ahead of the competition and continue to be the leader in healthcare.

3 words to describe what innovation means to you.
Openness. Creativity. Boldness.

What are some of the key projects the Innovation Team is working on?
We are looking deeply into the use of data analytics and artificial intelligence (AI). We supported the Singapore Operations Division’s initiative to deploy AI in predicting patients’ total service bills upon admission. Another area of focus is laboratory diagnostics-related innovation. Our laboratory diagnostics arm operates regionally and we are looking into new technologies that we can leverage to grow this business further.
Knowledge is Power

Fulfilling its mission to inspire and nurture talent for the healthcare industry, Parkway College celebrates its latest graduating cohort.

On 23 November 2018, Parkway College honoured its latest group of graduates at Concorde Hotel Singapore, as they embark on the next stage of their healthcare journey.

Presided by Phua Tien Beng, Chief Executive Officer, Singapore Operations Division, the ceremony was also attended by Yong Wui Chiang, Chief Executive Officer, Parkway College along with representatives from the programme’s educational partners.

In his address to the graduating class of 2018, Tien Beng commended the graduands for their diligence and perseverance, while acknowledging the invaluable support they received from their families, peers and teachers.

“Working in healthcare means being patient-centric – that is the driving force behind safety, service, experience, outcomes and their improvements,” he advised. “The hope and expectations of the patients, their next-of-kin, and Parkway Pantai will be upon you, but I have every confidence that all of you will do well and succeed in delivering excellent care for all our patients.”

Read on to learn about the journey of two graduands on page 14 and 15.

It takes many parties to nurture certified healthcare professionals like our graduands. The same goes for healthcare. We need an entire team of people, communicating and working well with each other in order to create positive patient experiences and produce the best clinical outcomes.

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

For Parkway College graduand Khaw Aik Kia, the accomplishment of completing a Master’s degree in Health Administration came with the added prestige of winning the Outstanding Graduate Award for his class.

Throughout his career, Aik Kia has cut his teeth in numerous roles in the healthcare industry.

From stints as a cancer research scientist and grant manager for a clinical research unit, to working in patient education, hospital corporate communications and population health, Aik Kia is a true veteran with first-hand experience of the Singaporean healthcare system.

Always balancing work and family, his decision to pursue a Master of Health Administration stemmed from both personal ambition and professional necessity.

"Since the age of 12 years old when my siblings and peers were still dreaming for the sophisticated toys and video games, I spent most of my time accompanying my grandma,” revealed Aik Kia. “I made a wish to myself that when I grow up, I want to operate my own nursing home.”

Now, that dream is nearer to becoming a reality, with Aik Kia beginning to contribute to the growing societal need for specialised eldercare.

As he explained, “All this experience and exposure will eventually be beneficial when I run my own eldercare facility. Parkway College serves as a good platform and training ground for students to build their network. It opens many new opportunities and it is like a good passport with global recognition.”

The Master’s degree at Parkway College has prepared me well to succeed in the healthcare sector and become a better leader.

- Khaw Aik Kia, Master of Health Administration, recipient of Outstanding Graduate Award
Throughout the course of a career, choice and circumstance can sometimes lead us down unexpected paths. For Chen Yihui, her professional journey had seen her try her hand at different industries, working in different roles at each stop.

In her six-year stint assisting veterinarians at the zoo, Yihui realised how radiological scans and imaging are integral to diagnoses and the development of medical treatment plans. This realisation motivated Yihui to further her studies in radiology. As human radiography courses are more readily available in Singapore, this led her to pursue her degree at Parkway College.

With sponsorship from Parkway Pantai, she successfully completed her degree and now works as a radiographer at Gleneagles Hospital.

“Knowing that the images I produce contribute to improving the patient’s pathway in reaching a diagnosis, is the best motivating factor to date,” said Yihui.

While the journey has not been an easy one, she credits the comprehensive curriculum at Parkway College.

“The key components of my course, on top of radiographic techniques, focused on patient care, communication skills and learning to work with other healthcare professionals in the hospital.”

In addition to providing academic education, Parkway College also facilitates clinical placements in both private and restructured facilities, sponsorships and community service. These opportunities groomed me into a healthcare worker who is able to strike a balance in theoretical knowledge and practical experience.

- Chen Yihui, Bachelor of Science (Honours) Diagnostic Radiography and Imaging
In keeping with the spirit that good leaders are made not born, Parkway Pantai launched a Leadership Milestone Programme in Malaysia. As part of a group-wide commitment to nurture and support Parkway Pantai’s talent pool, the inaugural Programme sought to prepare and train participants for bigger roles.

Encompassing the best and the brightest from Parkway Pantai’s Malaysia Operations Division, the 17 hand-selected participants already occupied leadership positions in different capacities from administration and finance, to nursing and operations.

Continuously investing in our people today will enable us to grow and deliver long-term value for our stakeholders. We want to ensure our business is supported by a healthy talent pipeline that is ready, well-qualified and available to lead the organisation for sustainable future growth.

- Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai

Parkway Pantai’s Malaysia Operations Division pioneers a new talent development programme to nurture the future leading lights of the healthcare industry.

The pioneers of Parkway Pantai’s Leadership Milestone Programme (standing) together with Joe Sim (front row, third from left), CEO, Malaysia Operations Division.
Organised in two parts, the Leadership Milestone Programme opened with an outdoor training course for the 17 participants at the Outward Bound School in Lumut, Perak in September 2018. Beyond building camaraderie and team spirit, the hope was to reinforce the core principles and values expected of Parkway Pantai leaders.

Following that, a five-day training curriculum that touched on a wide array of pertinent topics was held at Pantai Hospital Kuala Lumpur from 12 to 16 November 2018. This second segment of the programme utilised a systematic approach that provided strategic and targeted leadership development.

The course was led by current senior leaders from different hospitals and business units within Malaysia Operations Division, along with management consultants and external talent developers.

The highlight was the operational module that gave participants an opportunity for hands-on learning via facilitation methodology through role play.

Aligned with Parkway Pantai’s vision to be global talent exporters, the new initiative was designed to prepare senior managers to rise to the occasion – taking on the mantle of leadership at different Parkway Pantai facilities and hospitals around the world.

Building on this success, Parkway Pantai will continue the second edition of the Leadership Milestone Programme in 2019 in Malaysia, with plans to eventually extend it to Hong Kong, India and Singapore.

Learn to lead
Hear from the participants of the Leadership Milestone Programme

“This is one of the most useful and relevant programmes that I have attended. I really appreciate all the effort, time and energy spent on making this programme such a beneficial one. Will definitely recommend to all future leaders.”
- Yong Zi Ling, Chief Operating Officer, Gleneagles Penang

“The Leadership Milestone Programme was well conducted and enjoyable. Having the Chief Executive Officer and function heads share their realistic experience made the learning practical.”
- Linda Leong, Senior Manager, Operations, Gleneagles Kuala Lumpur
Aware Gleneagles Global Hospitals, LB Nagar in Hyderabad sets up a new Gastro Intensive Care Unit.

The new facility offers a high level of care for patients suffering from a range of gastrointestinal specific ailments and complications.

Girish Babu, Chief Executive Officer, Aware Gleneagles Global Hospitals said, “The Gastro Intensive Care Unit is launched to provide the best services to patients with critical gastrointestinal diseases. Our team offers round-the-clock care by super specialists to ensure that the patients receive the best possible care.”

The new Gastro Intensive Care Unit specialises in gastrointestinal emergencies and recovery from complex surgeries. It will serve patients suffering from gastrointestinal bleeds, liver related complications and emergencies, acute cholangitis and severe ulcerative cholangitis.
As with all medical crises, timely intervention is a matter of life and death. In the case of cardiac attacks, survival rates increase dramatically if patients receive treatment within an hour of the attack.

With rising cases of cardiovascular disease, especially among young adults, Gleneagles Global Health City in Chennai launched a 24/7 Chest Pain Clinic. The clinic provides comprehensive round-the-clock cardiac care operated by a dedicated team of interventional cardiologists.

Headed by Dr Sandeep Attawar, Programme Director and Chair – Heart and Lung Transplant and Cardiac Sciences, the Clinic offers a breadth of heart capabilities from basic testing such as electrocardiography (ECG), echocardiography screening and cardiac enzymes tests, to post-treatment patient and survivor support services.

The new clinic was unveiled by Indian film star, Dhanush, at a ceremony on 21 January 2019.

He was joined by Dr K Ravindranath, Chairman of Gleneagles Global Hospitals, as well as doctors and patients who witnessed the introduction of India’s first Primary Angioplasty Support Group.

Dr Gobu, Cardiologist, Gleneagles Global Health City, said, “The support group made up of heart attack survivors and their families can help to spread awareness of heart attack symptoms and primary angioplasty. It also helps members to heal emotionally and physically by providing opportunities to talk with others whose lives have been affected by similar ailments.”

Gleneagles Global Health City is one of the premier institutes in Chennai which offers primary angioplasty round-the-clock. The Chest Pain Clinic will enhance patient care by reducing the time of treatment for patients suffering from cardiac ailments.

- Dr K Ravindranath, Chairman, Gleneagles Global Hospitals
Delivering Excellence in China

ParkwayHealth China finishes 2018 on a strong note with a hattrick of awards for clinical and service excellence.

Since 2004, ParkwayHealth China has been making its mark as a world-class primary care provider in China, through its network of medical centres in Shanghai, Suzhou, Chengdu and Hong Kong.

In 2018, it bagged a trio of awards for its medical excellence.

Healthcare Provider of the Year - People’s Choice Award by Time Out Shanghai

Time Out Shanghai’s Love Shanghai Awards recognises the best of Shanghai venues and service providers. ParkwayHealth China was voted by residents in Shanghai as the ‘Healthcare Provider of the Year 2018’ for its dedication to providing quality medical care.

Medical Quality Management Award 2018 by Shanghai Huangpu Health Association

ParkwayHealth China’s commitment to high standards of performance was recognised by the Shanghai Huangpu Health Association in 2018.

The Specialty and Inpatient Center and Gleneagles Medical and Surgical Center in Shanghai were both presented with the 2018 Medical Quality Management award. The association also praised the management team for being the best team in the ‘Private Hospitals and Private Clinics’ category.

Best Hospital Provider of 2018 plaque by Cigna & CMB Life Insurance.

Best Healthcare Partner in 2018 Award by Cigna and CMB Life Insurance


The Award Ceremony recognises the organisers’ corporate partners for their outstanding contribution to the industry.
Gleneagles Hong Kong launched a new Joint Replacement Centre in December 2018, to provide patients with a complete range of orthopaedic treatments and care.

“The establishment of the centre relies on our cross-disciplinary medical team to provide comprehensive medical care for patients with joint problems,” explained Dirk Schraven, Chief Executive Officer, Gleneagles Hong Kong. “Our specialist team uses a rapid rehabilitation surgery model with modern surgical procedures to reduce recovery time and improve surgical outcomes.”

The Centre also adopts the proprietary Enhanced Recovery After Surgery (ERAS) approach, which was pioneered by Hong Kong University’s Department of Orthopaedics & Traumatology.

Supported by a multi-disciplinary team of specialists in anaesthetics, orthopaedics, pain management, physiotherapy and dietetics, patients benefit from reduced surgery time, shortened hospital stays, decreased pain and speedier overall recovery.

Dirk Schraven (second from right), Chief Executive Officer, Gleneagles Hong Kong, at the launch of the Joint Replacement Centre.

In a study of the first 100 cases of joint replacement performed at Gleneagles Hong Kong from June 2017 to November 2018, all patients were able to stand or walk on the first day after surgery and were discharged in five to seven days.

- Dr Cheung Man-hong, Specialist in Orthopaedics & Traumatology, Gleneagles Hong Kong

A FASTER ROAD TO RECOVERY

The knee pains started back in 2010. Mr Wong, now aged 68, first tried to manage and relieve the pain with massage and acupuncture. Eventually, an orthopaedist told him total knee replacement surgery on both knees was needed.

Attracted by the flexibility and transparency of Gleneagles Hong Kong’s medical packages, he turned to its Joint Replacement Centre.

A day after the successful surgery, he was able to stand on his own, pain free and without help. Now, using the proprietary Enhanced Recovery After Surgery (ERAS) approach, Mr Wong’s legs are no longer O-shaped and his quality of life has improved greatly.
As the saying goes, the journey of a thousand miles begins with the first step. With that in mind, the campaign - Project Thousand Miles - kicked off in January 2019, to shine a spotlight on inspiring stories of staff in Parkway Pantai’s Singapore Operations Division who have gone the extra mile at work.

Driven by a culture of service excellence, this project acknowledges acts of ‘service before self’. Staff are encouraged to submit stories on internal network Yammer - Project Thousand Miles. These stories will then be shared and celebrated within the Parkway Pantai family to encourage and strengthen the culture of service within the group.

A series of videos will also be produced to showcase the most memorable entries and screened at all of our Singapore hospitals.
Parkway College, the education arm of Parkway Pantai in Singapore, believes that leaders are made. The college introduced an Advanced Certificate in Team Leadership in 2017. This programme develops leadership competencies in healthcare executives and supervisor-level staff across the Singapore Operations. It also identifies the strengths of each individual, so as to model appropriate leadership behavior to inspire and motivate a team.

Based on their training needs, attendees can choose to sign up for any of the four modules offered - Develop Self, Foster Teamwork, Enhance Team and Execute Change. Upon successful completion and assessment of all four modules, the attendees will receive the WSQ Advanced Certificate in Team Leadership, a nationally recognised qualification.

To date, 14 staff have successfully graduated from the programme and conferred the certificate.

For more information, visit www.parkwaycollege.edu.sg

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**We did it! You should too!**

Staff attendees share their thoughts about the course.

“"This course helps to build up my confidence in leadership and people management. There was a lot of opportunities to engage openly with other class participants, encouragement, laughter and support in a conducive environment. I feel adequately prepared for a supervisory role as a result. I highly recommend my fellow colleagues to attend this programme!"

- Richard Christopher Goh, Assistant Manager, Mount Elizabeth Hospital

“I enrolled in this programme with the hope to improve my supervisory skills and earn a nationally recognised qualification. Juggling both work and course work assignment can be tough, but the hard work is well worth it! The knowledge and skills acquired are relevant and enriching. It’s everything handy to turn one into a better supervisor.”

- Yap Yan Lin, Senior Executive, Operations, Mount Elizabeth Novena Hospital

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New and Improved

Pantai Hospital Kuala Lumpur showcases enhanced services and technological updates at its relaunched Cancer Centre.

Upping the ante in the fight against cancer, Pantai Hospital Kuala Lumpur (PHKL) relaunched the Cancer Centre with new equipment and services on 15 November 2018 to provide patients with a holistic approach to treatment.

In her welcome speech, Dr Mastura Md Yusof, Head of Oncology Services, Pantai Hospital Kuala Lumpur, said, “We aim to give our patients a seamless experience with related diagnostic and clinical treatments located within the same centre. The Centre is also equipped with the latest technology and up-to-date modalities to provide the best care for our patients.”

The updated Cancer Centre now houses radiotherapy capabilities, nuclear medicine diagnostics and imaging, and support services all operated by a multi-disciplinary team.

As cancer care goes beyond the scope of Oncology, the Centre’s comprehensive support system will include psychosocial care, diet management and support groups.

I’m glad to know that patients will have the chance of better prognosis with the collaboration and teamwork between disciplines available at the Cancer Centre @ PHKL.

- YB Datuk Seri Dr Dzulkefly Ahmad, Minister of Health Malaysia

The Future is Now

Enhancements at the Cancer Centre include radiotherapy services such as HDR Brachytherapy, Intraoperative Radiation Therapy (IORT) and CT Simulation. It also houses an Advanced Nuclear Diagnostics & Therapeutics Centre – the first nuclear medicine facility within Parkway Pantai.

The facility is also equipped with the technology to conduct PET-CT and SPECT-CT scans. These imaging tools provide tailored individual treatment plans to improve overall prognosis.

Future plans include a dedicated oncology ward, as well as haematology molecular and genetic cancer research. The centre also plans to offer advanced radiotherapy treatment, along with proton and carbon ion therapy, in the near future.
Setting up for a Smoke-free Lifestyle

Gleneagles Kota Kinabalu in Sabah, Malaysia, introduces a dedicated centre to fight nicotine dependence.

Gleneagles Kota Kinabalu offers smoking cessation services with the launch of the Gleneagles mQuit Centre. The opening ceremony, held on 12 January 2019, was officiated by Datuk Stephen Wong Tien Fatt, Minister of Health and Community Wellbeing together with Datuk Dr Christina Rundi, Sabah State Health Director and Noel Cheah, Chief Executive Officer of Gleneagles Kota Kinabalu.

The Gleneagles mQuit Centre is an integrated service encompassing both public and private facilities in Malaysia. It provides customised plans to quit smoking, resources such as carbon monoxide breath tests and advice on how to lead a smoke-free lifestyle. There are also comprehensive follow-up sessions by dedicated healthcare professionals and nicotine replacement therapy to facilitate smoking cessation.

The Gleneagles mQuit Centre is overseen by the only resident Consultant Pulmonologist and Physician in the private sector in Sabah, Dr Arfian Ibrahim. Working alongside Dr Arfian is visiting Psychologist Alan Oh and a team of trained Pharmacists.

Datuk Dr Christina Rundi (second from left), Sabah State Health Director, Datuk Stephen Wong Tien Fatt (second from right), Minister of Health and Community Wellbeing and Noel Cheah (right), Chief Executive Officer of Gleneagles Kota Kinabalu, launching the Gleneagles mQuit Centre.

For more information, please contact Gleneagles mQuit Centre at +6088 518 954 or WhatsApp to +6017 9798888.
Giving the Gift of Hope

Heart-warming tales of hope restored and second chances as Parkway Pantai continues to make a difference through the Life Renewed programme.

Lending a helping hand to the underprivileged has long been a focus for Parkway Pantai. Since 2012, the Life Renewed programme has provided free medical treatment to patients in need. Fuelled by RM6 million in funding for 2018, Parkway Pantai’s corporate giving initiative has continued to help disadvantaged patients across Malaysia.

Three young patients who received treatment at Gleneagles Kuala Lumpur shared their stories with the media on 30 November 2018, as Parkway Pantai took pride in adding their inspirational stories to the hundreds of patients who have benefitted from the programme.

This is our small way of giving back to society by leveraging our medical expertise and facilities. Our aim is to continuously improve our level of care and clinical outcomes to ensure that patients from all walks of life are able to live fuller lives after walking through our doors.

- Hoo Ling Lee, Chief Executive Officer, Gleneagles Kuala Lumpur
When we heard that Catherine required urgent surgery or we could lose her, we had almost lost all hope. But after a successful first operation at Gleneagles Kuala Lumpur under Life Renewed, Catherine has improved. As parents, this makes a world of difference.

- Lim Siew Lee, mother of Catherine Teng Kai Xuan

Puteri Afsheen Nur Zahra
7 years old
Attending physician: Dr Abd Razak Muhamad

As a baby, Puteri kept falling over each time she stood up to try walking. She was discovered to have cerebral palsy with a left hip subluxation (partial dislocation) before she turned 2. Puteri had to undergo surgery to correct the dislocation between her hip and thigh. She has since been able to take her first few steps.

Faqih had been hospitalised since birth and was reliant on oxygen support and tube feeding. It was devastating to know that his condition could shorten his life. Through ‘Life Renewed’, Faqih’s condition has improved; he’s gaining weight and can now play with his twin.

- Faruk Syahlan Bin Abdullah, father of Muhammad Faqih Daniel

Catherine Teng Kai Xuan
1 year old
Attending physician: Dr Lim Miin Kang and Dr Chan Tee Ling

Catherine was unable to survive without urgent surgery to connect the blood flow from her head and neck to her lungs. The severity of her condition meant the operation needed to be performed in stages. Since the success of her first surgery, Catherine has already improved significantly, with her final surgery up for scheduling soon.

- Lim Siew Lee, mother of Catherine Teng Kai Xuan

Muhammad Faqih Daniel
10 months old
Attending physician: Dr Lim Miin Kang and Dr Chan Tee Ling

Diagnosed with Ventricular Septal Defect when he was 13-days-old and hospitalised from birth, Faqih required oxygen support and tube feeding. Undergoing surgery at 4 months old to avoid irreversible damage to his lungs, he is now healthy and growing well – just like his twin brother.

- Faruk Syahlan Bin Abdullah, father of Muhammad Faqih Daniel

Puteri Afsheen Nur Zahra
7 years old
Attending physician: Dr Abd Razak Muhamad

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Beyond Kidding Around

Rolling out the Dr Little Club at Parkway Pantai hospitals across Malaysia brings an entertaining twist to children health.

Whoever said that fun and healthcare don’t mix has not heard of Parkway Pantai’s Dr Little Club in Malaysia. This exclusive programme for children aged 12 and below provides family-friendly healthcare through benefits and educational activities.

While perks may vary slightly at the 15 Parkway Pantai hospitals across the country, Dr Little Club members enjoy privileges such as special rates at the Emergency department, medical and dental packages, deals with programme partners and access to a host of interactive activities to learn about health and wellness.

As part of its launch programme for Dr Little Club, Pantai Hospital Ipoh hosted a family event on 25 November 2018. One of the highlights was Doctor for a Day – an interactive learning experience designed for children to role play as a doctor and gain health knowledge. Graduation certificates were presented to 180 children who participated.

Gleneagles Kuala Lumpur and Pantai Hospital Ayer Keroh also organised Doctor for a Day events in December as one of their Dr Little Club activities.

While the children were having fun, their parents were treated to health talks and presentations by hospital doctors and staff.

At Gleneagles Kuala Lumpur, parents were given complimentary screenings and consultations by the Diet, Rehabilitation and Diabetic Care teams.
Riding Together
Towards Better Health

Pantai Hospital Penang and Grab Malaysia embark on a first-of-its-kind collaboration to benefit drivers and passengers.

Working on the idea that successful partnerships can deliver better healthcare for the community, Pantai Hospital Penang joined hands with Grab Malaysia on 11 January 2019. The new alliance provides rewards and privileges for Grab driver-partners and their families. These include free annual comprehensive health screening to help Grab drivers track their health.

In the near future, there are plans to roll out GrabAllStars, to extend the health benefits and coverage to drivers’ family members. Pantai Hospital Penang is also looking to implement special Grab pick-up and drop-off zones to provide greater convenience for patients and Grab users.

Beyond prioritising health, the Grab Malaysia–Parkway Pantai partnership also aims to promote emergency preparedness and road and passenger safety. At its Medical and Emergency Workshop on 11 January 2019, Pantai Hospital Penang provided first-aid training for Grab drivers to help them handle a range of basic road emergencies with confidence.

Drivers who participated in the workshop received lifetime membership in the hospital’s Family Rewards Club which offers a host of perks including home transport services, home care services, online outpatient registration, point redemptions, dietary counselling and even vaccination reminders.

Pan Wei Lek, Chief Executive Officer of Pantai Hospital Penang (third from left) giving the thumbs up to a successful partnership with Grab Malaysia.

Pantai Hospital Penang serving the community of Grab drivers.
How do you handle emergencies?

There is always the tendency to panic. This very reaction is the least helpful. In any emergency, particularly during surgeries, I try to resist this reaction by taking a step back to give myself some time to put on my thinking cap and look for a solving strategy.
Embracing Technology in Surgery

It may not be his first love, but for Dr Loh Chit Sin, Consultant Urologist at Gleneagles Kuala Lumpur, urology has now become his passion.

Back in medical school in the UK, training necessitated one to start off in general surgery, dealing with regular lumps and bumps and gastrointestinal conditions. It brought Dr Loh Chit Sin around to plastic surgery and urology, but he did not see their relevance in his planned career as a cardiac surgeon.

Little did he know that a chance meeting with an individual, who he now regards as his mentor, would change the course of his life.

“This person gave me the time, opportunity and above all, inspiration for the future. It was then that I found not just an interest in urology but a complete fascination for this field,” said Dr Loh.

Despite urology being a specialty that deals with diseases of the urinary tract and the male reproductive organs, Dr Loh explained that it is not all confined to surgery. Urology also includes medication and non-invasive procedures on the urinary system and reproductive organs.

However, surgery remains the core of urology. The adoption of new technology and techniques in urological surgery plays a huge role in obtaining good clinical outcomes with minimised pain for faster recovery.

This is where Dr Loh’s interest in laparoscopic and robotic surgery comes into play.

“With every surgery we do, there should be significantly lesser pain, lesser blood loss, speedier recovery and lesser compromise of organ function. Time and again, countless studies have shown that these results can be achieved through laparoscopic and robotic surgery.”

This has driven Dr Loh to develop his repertoire in minimally invasive surgery, which now accounts for more than 80 per cent of all surgical work.

His current immersion is in prostatectomies – particularly for prostate cancer. Dr Loh has completed more than 80 of such robotic procedures last year and is currently working on standardising a newer approach to further improve functional outcomes.

In addition to his focus on medical robotics, Dr Loh also performs a diverse spread of procedures from scopes and reconstruction work to complete removal of an organ.

Dr Loh Chit Sin obtained his Bachelor of Medicine (Hons.) from Liverpool University and Fellowship in General Surgery from the Edinburgh Royal College of Surgeons, prior to receiving his Fellowship in Urological Surgery. He firmly believes that one should grasp the basics of general surgery before specialising. When he is not in surgery or busy with medical research, he pursues his enthusiasm for plane spotting and aviation.

MORE ABOUT THE DOCTOR

Dr Loh Chit Sin obtained his Bachelor of Medicine (Hons.) from Liverpool University and Fellowship in General Surgery from the Edinburgh Royal College of Surgeons, prior to receiving his Fellowship in Urological Surgery. He firmly believes that one should grasp the basics of general surgery before specialising.

When he is not in surgery or busy with medical research, he pursues his enthusiasm for plane spotting and aviation.
Heart in the Right Place

The years of diligence and erudition required to become a doctor is a sacrifice that not many have the fortitude to make. For Dr Daniel Yeo, rising to the challenge was spurred by his sense of duty and service to people.

Being reserved and self-reliant by nature, Dr Yeo needed to adapt to his chosen line of work in more ways than one. Beyond applying himself to grasp the vast amounts of knowledge and skill needed to become a cardiologist, he also mastered the art of connecting with people. More often than not, Dr Yeo observes that he is not just treating the patient, but the patient’s family too.

Being able to converse with patients in three regional languages is an ability that can only be developed with dedication and practice. “Medicine is all about connecting with people,” explained Dr Yeo. “Patients recognise that you are trying to make an effort to connect. Language is so personal that people will feel instantly at home. So if you can speak their language, that helps to break the ice and establish rapport.”

His empathetic and caring approach was instilled in him since young. Dr Yeo learnt the value of treating everyone with the utmost dignity and respect from his father. A man who made family his focus, Dr Yeo’s father also strove to do his best for his loved ones – an attribute that Dr Yeo emulates in his professional life and beyond.

Dr Yeo shared, “I’m very fulfilled in private practice because I’m able to follow up with my patients in the long term. That is satisfying on many levels as it builds a relationship. And I can also see that they can continue to remain healthy, which gives me confidence that I’m doing the right thing.”

Among the many cases that Dr Yeo attended to in his career, one case that stood out involved a teenager who suffered from severe viral myocarditis – a viral infection causing the heart to fail.

The young man’s heart had failed upon arrival. Dr Yeo and a team of skilled medical specialists persevered through intensive procedures such as Extracorporeal Membrane Oxygenation (ECMO), which takes over the function of the heart and lungs to resuscitate the patient.

Amazingly, the boy fully recovered from this. Dr Yeo is happy to report that he has returned to school where he is excelling in the classroom. This case affirms Dr Yeo that his heart work has paid off.

Dr Daniel Yeo specialises in the treatment of heart failure, echocardiography (ultrasound test that creates images of the heart) and other cardiac diseases. Dr Yeo was a Clinical Senior Lecturer at the Yong Loo Lin School of Medicine at the National University of Singapore before entering private practice.
The best advice that I received is to take advantage of opportunities when they come. When opportunity knocks, we need to grab it because you never know if it will knock a second time. Seize opportunities. Do not be afraid to go out of your comfort zone and find the courage to really go for it!
Some Lean Advice

Dr Lakshmi understands that it is not easy to lose weight. If diet and exercise do not seem to be working, then one should choose proper medical treatment to achieve the goal. One can then follow up with proper diet and exercise to maintain the goal post-treatment.
Dr Kona S Lakshmi was always clear that she wanted to specialise in the surgical field and found Gastrointestinal Surgery the most interesting of all. She was then exposed to minimal access surgery, which was a new field at that time. Intrigued and inclined, Dr Lakshmi then decided to specialise in Gastroenterology.

Dr Lakshmi has been with Gleneagles Global Hospitals since its inception. She expressed, “I am happy that we are growing and have now become a big family - from a small unit to being part of a global healthcare network.”

Her philosophy in life is to work sincerely. She elaborated, “You should give the best to whatever you do. Always give more than a hundred per cent and the results will always be good.” According to Dr Lakshmi, the best part of a surgeon’s life is to handle a surgical disease and to see the patient recover and go back home happy. Earning patients’ trust is also greatly rewarding for her.

Recounting an interesting experience from her early years as a surgeon, Dr Lakshmi shared, “When we used to go for rounds, people used to mistake me as a trainee doctor or a resident doctor. Over time, they started to acknowledge me as an accomplished female surgeon and referred their patients to me. For a female to excel in the surgical field, it needs double the work. I thank God for giving me the strength and skill to excel in this competitive male-dominated field and for helping me achieve my goals.”

For new gastroenterologists, Dr Lakshmi’s advice to them is to improve their skill sets regularly, keep abreast of what is happening in the surgical and medical field and always strive to give the best to their patients.

Dr Kona S Lakshmi is an award-winning Senior Consultant with over 15 years of experience in her medical field. She was awarded the accolade, Surgeon of Excellence, by the Surgical Review Corporation (SRC) in America. SRC also recognised and certified her department as a Centre of Excellence for Bariatric Surgery and Hernia Surgery.

MORE ABOUT THE DOCTOR

Dr Kona S Lakshmi is an award-winning Senior Consultant with over 15 years of experience in her medical field. She was awarded the accolade, Surgeon of Excellence, by the Surgical Review Corporation (SRC) in America. SRC also recognised and certified her department as a Centre of Excellence for Bariatric Surgery and Hernia Surgery.
Staying Up Late

A deeper glimpse into the ways of night owls to better understand the good, the bad, and the unconventional that come with their unusual habits and lifestyles.

It is an age-old divide that splits us – the morning person versus the night owl. Not to be confused with insomniacs, those unfortunate individuals who have trouble falling asleep or remaining in a state of slumber. No, night owls are altogether a different breed.

As Dr Lim Boon Leng, Psychiatrist at Gleneagles Hospital, defines it, “Insomniacs may become night owls because they cannot sleep. However, most night owls simply choose not to sleep so early but do not have problems falling asleep or staying asleep when they’re tired.”

While most people fall within the middle of the spectrum, we tend to skew more towards one side or the other. Although in the longstanding feud that has pitted the larks against the nightcrawlers, it must be said that those with nocturnal leanings do often get a bad rep.
THE GOOD
Call it being misunderstood, or perhaps pointing towards a general societal misconception that praises the early birds for their worm catching abilities. But night owls are generally mischaracterised as lazier and poorly disciplined.

Yet, a recent Channel NewsAsia article took a different view on things. Identifying positive traits in people with nocturnal leanings, they highlighted that night owls have been known to be more creative with a better aptitude for out-of-the-box thinking.

There are some links that suggest that the nocturnal exhibit higher intelligence. The same article alludes to a University of Madrid study that suggests night owls have a higher capacity for inductive reasoning which has been linked to prestigious jobs and career success.

Truth be told, the jury is still out on this. Dr Lim reminds us that there is no definitive clinical or scientific evidence that proves night owls’ inclination to creativity and intelligence. However, Psychology Today highlights that the night owls’ brains work differently from larks – informing not only contrasting personality traits, but also distinct proclivities and responses to the stimuli and the world around us.

THE BAD
Then again, the way the world works, there is favouritism shown to early risers. After all, we have plenty of established practices like 9 to 5 work schedules and regular business hours, making it difficult for late sleeping and late rising individuals to thrive.

The publication Fast Company pinpointed a social and professional disconnect that seems to increasingly affect night owls who are trying to survive and succeed in a lark-centric world – something they call social jetlag. They describe its impact as being accumulated over time, particularly as night owls force themselves to conform to conventional hours and social norms. The article asserts that over time the lack of sleep can lead to emotional distress, making night owls less happy and unproductive as a result.

Supporting this theory is an extensive Northwestern study that saw a correlation between night owls and higher rates of diabetes, substance abuse, as well as neurological and psychological disorders. The study contends that the internal body clock of night owls are not aligned with daylight hours and this often leads to poor eating habits, lack of exercise, and possibly unhealthy lifestyle choices like partying into the wee hours of the morning.

THE UNCONVENTIONAL
Today, as modern society becomes more inclusive, it is worth noting that studies are beginning to discover that not everyone is built to be a morning person. In fact, there is growing evidence that says our sleep cycles and internal clocks are a result of genetic predispositions – or what scientists differentiate as chronotypes.

As the website Live Science describes it, our sleep patterns are dictated by circadian rhythms which are controlled by a gene called Period 3. Dubbed the ‘clock’ gene, “early birds were more often found to have a longer version of the gene than night owls”.

Dr Lim agreed with this view noting, “There are some studies indicating that individuals who tend to sleep late and wake up late, have a certain mutation in their genes. Many individuals who are night owls would attest to the fact that they feel more fresh at night and can concentrate better.”

Navigating the Grey Area
How do we find the middle ground then? Some literature suggests workplaces need to be more open to flexible working hours. This means allowing night owls to begin and end their work day later, which will not only optimise performance and enhance productivity, but will also benefit their health and wellbeing in the long term.

For the night owls, adapting better to social and professional norms can be of tremendous benefit. There are simple steps that can be taken including increasing exposure to sunlight, developing daily routines with regular bedtimes, and by reducing exposure to stimuli such as television and smartphones at least one hour before trying to sleep.

“If an individual’s life is stable in the night and they function better, being a night owl may be beneficial for him or her,” contended Dr Lim. “If they have regular routines including having regular meals, sufficient rest and sleep, as well as regular exercises, they can be very much like anyone else.”
Don’t Turn a Blind Eye

In this age of digital screens, good eye care habits are more important than ever.

From smart phones and tablets, to LED monitors and ultra high definition (UHD) televisions, we are surrounded by screens from multiple digital devices. Daily life seems to revolve around our many electronic companions, increasing strain on our eyes.

According to the American Optometric Association, “Digital screens emit a specific type of blue violet light. Overexposure to this high-energy, short-wavelength light can negatively impact eye health and cause digital eye strain.”

There is a growing body of research to support the link between increased screen time and eye health. Discussing the risks of Computer Vision Syndrome (CVS), the Global Digital Citizen Foundation describes it as a serious eye health condition that can cause back and neck pain, dry eyes and even headaches.

While the digital age has increased ease and convenience, it has put our eyes at greater risk. To help protect your eyes and keep them in good shape, we share some simple steps for better eyecare in the digital age.
DIGITAL AGE EYE CARE PLAN

1 WORKING SMART
Good posture is a must at your work station. According to the Mayo Clinic, posture affects eyesight due to the strain it places on the neck, shoulder and spine. This can lead to diminished circulation between the eyes and the brain resulting in blurred sight, decreased focus and long-term deterioration of vision. To achieve better posture at work, simply sit straight, centre your computer screen and position it at arms-length slightly below eye level.

2 BETTER BLINK NOW
This simple yet effective solution can be a big help to your eyes in the long run. Staring at digital screens has been known to slow our natural blink rate by up to 60 per cent. Blinking lubricates the eyes which can be especially important in most office environments where air-conditioning increases dryness and irritation. The website, All About Vision, suggests blinking 10 times slowly (like you’re falling asleep) three times an hour to keep your eyes moist.

3 AVOID MAKING A GLARING MISTAKE
The Cleveland Clinic identifies glare as a major culprit when it comes to overworked eyes. It is not just reducing glare from digital devices, but also from our surroundings such as wall surfaces and light sources. To help protect against harmful glare, try to reduce the number of reflective surfaces around you, and be aware of external light sources from windows and overhead fluorescent lighting.

4 THE 20-20-20 RULE
The Global Digital Citizen Foundation suggests this simple rule to reduce the harmful effects of blue light - take a 20 second break for every 20 minutes of screen time, and look at something at least 20 feet away. This helps to alleviate eye strain, dryness and irritation which is essential for eye health in the age of 4K UHD resolution and retina displays.

5 INVEST IN PROPER EYEWEAR AND SCREEN PROTECTION
Whether it is sunglasses to protect against UV rays, or computer eyewear with anti-reflective lenses, proper eyewear offers protection for our eyes. There are also filters and screen protectors for our many devices that work in the same way. The online publication, Business Insider, asserts that proper filters and screen protectors bend and manipulate the light, allowing it to pass through at certain angles. This layer of protection helps to reduce glare and cuts the amount of blue light emitted by devices.

6 BE DISCIPLINED AND UNPLUG
The American Optometric Association pinpoints blue light from screen exposure as a leading cause of sleep disruption. Blue light suppresses melatonin production and disrupts circadian rhythms. Blue light exposure keeps our body temperature elevated at daytime levels, preventing the body from cooling down as we progress towards sleep. The discipline to shut down your devices one hour before bed can be a big help in preserving your eyes and getting proper rest.
# Hospitals

**BRUNEI**
- GLENEAGLES JPMC

**HONG KONG**
- GLENEAGLES HONG KONG

**INDIA**
- BENGALURU - BGS GLENEAGLES GLOBAL HOSPITALS, KENGERI NABH accredited
- GLENEAGLES GLOBAL HOSPITALS, RICHMOND ROAD

**MALAYSIA**
- CHENNAI - GLENEAGLES GLOBAL HEALTH CITY, PERUMBIAKAM NABH accredited
- HYDERABAD - CONTINENTAL HOSPITALS JCI, NABH accredited
- KOLKATA - AWARE GLENEAGLES GLOBAL HOSPITALS, L.B.NAGAR NABH accredited
- MUMBAI - GLENEAGLES GLOBAL HOSPITALS, PAREL
- MALAYSIA - GLENEAGLES KOTA KINABALU MSQH accredited
- GLENEAGLES KUALA LUMPUR JCI, MSQH accredited
- GLENEAGLES MEDINI MSQH accredited
- GLENEAGLES PENANG JCI, MSQH accredited
- PANTAI HOSPITAL AMPANG MSQH accredited
- PANTAI HOSPITAL AYER KEROH MSQH accredited
- PANTAI HOSPITAL BATU PAHAT MSQH accredited
- PANTAI HOSPITAL CHERAS MSQH accredited
- PANTAI HOSPITAL IPOH MSQH accredited
- PANTAI HOSPITAL KLANG MSQH accredited
- PANTAI HOSPITAL KUALA LUMPUR JCI, MSQH accredited
- PANTAI HOSPITAL MANJUNG MSQH accredited
- PANTAI HOSPITAL PENANG MSQH accredited
- AMANJAYA SPECIALIST CENTRE

**SINGAPORE**
- GLENEAGLES HOSPITAL JCI accredited
- MOUNT ELIZABETH HOSPITAL (ORCHARD) JCI accredited
- MOUNT ELIZABETH NOVENA HOSPITAL JCI accredited
- PARKWAY EAST HOSPITAL JCI accredited

**UAE**
- DANAT AL EMARAT HOSPITAL FOR WOMEN AND CHILDREN

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# Medical Clinics

**CHINA**
- CHENGGU - SHENTON HEALTH CLINIC
- SHANGHAI - GLENEAGLES MEDICAL AND SURGICAL CENTER
- JIN QIAO MEDICAL AND DENTAL CENTER
- XINTIANDI SPECIALITY AND INPATIENT CENTER
- SHANGHAI CENTRE MEDICAL AND DENTAL CENTERS
- SHANGHAI JIN MIAO TOWER MEDICAL CENTER
- SUZHOU - SIP MEDICAL AND DENTAL CENTER

**HONG KONG**
- PARKWAYHEALTH CENTRAL HONG KONG MEDICAL CENTER

**INDIA**
- CHENNAI - GLENEAGLES GLOBAL CLINIC, ADYAR

**MALAYSIA**
- MALAYSIA - KUALA LUMPUR CENTRAL HONG KONG MEDICAL CENTER

**SINGAPORE**
- PARKWAY SHENTON CLINICS
- PARKWAY EXECUTIVE HEALTH SCREENING
- AGE / 24-HOUR WALK IN CLINICS (All 4 hospitals)
- ANG MO KIO FAMILY MEDICAL CLINIC

**MARITIME MEDICAL SERVICES**
- NIPPON MEDICAL CARE

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# Ancillary Medical Services

**HONG KONG**
- ANGSANA MOLECULAR AND DIAGNOSTICS

**INDIA**
- APOLLO GLENEAGLES PET-CT CENTRE

**MALAYSIA**
- PANTAI INTEGRATED REHAB
- PANTAI PREMIER PATHOLOGY

**SINGAPORE**
- PARKWAYHEALTH LABORATORY
- PARKWAYHEALTH RADIOLOGY

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Information is correct as of January 2019
Our CASHLESS SERVICE*
For patients with private integrated shield plans

NO Deposit required
NO Payment upon discharge

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

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

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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.

Call us and get a specialist appointment within 48 hours.

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