COVER STORY
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A pink October for Parkway Pantai in Malaysia  PAGE 16

Topping off Gleneagles Medini in Iskandar  PAGE 42
Caring For You Wherever You Are

Whatever your healthcare needs, we are here to meet them. All over Asia, our Mount Elizabeth, Gleneagles, Pantai and ParkwayHealth brands have become synonymous with outstanding private healthcare. With a fully integrated network of hospitals, clinics and ancillary services as well as a professional medical team, we are committed to taking good care of you and your loved ones. With us, it’s not just about offering excellent patient care. It’s about making a difference in your life.

www.parkwaypantai.com
editor’s note

What doesn’t break you only makes you stronger. 2014 ended on a heavy note. Yet amidst the disasters, we saw the strength and resilience of the human spirit.

Our home market of Malaysia was hit by its worst floods in decades. Over two hundred thousand people were affected. While our operations were spared, a few of our colleagues’ homes were destroyed.

Group-wide, Parkway Pantai is doing all we can to help these flood victims.

IHH Healthcare Berhad, Parkway Pantai’s parent company, has pledged RM2 million in donations to the relief efforts (page 20).

Across our Malaysia Operations Division, our hospitals and ancillary healthcare facilities are also working closely with the government and various non-profit organisations to collect funds and basic necessities such as blankets and emergency supplies, and dispatch them to the flood affected areas.

Many of our staff are also giving generously of their personal time and resources to help in the relief efforts.

As we write, plans are underway to deploy staff volunteers to the disaster zones to provide medical assessment and medication, clean up the aftermath and help the victims rebuild their homes.

Through all these initiatives, we hope to bring some comfort and relief to the victims and help them stand on their feet again.

As we enter the New Year, let’s remind ourselves again to cherish what we have, especially our health, and to help others when we can.

Wishing all our readers a happy and healthy 2015.

BEING

WE WANT YOUR FEEDBACK
Do you have story ideas or comments to share with us?

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don’t pass that towel

You may be spreading food-poisoning germs and bacteria unwittingly around your house and to your loved ones. But the culprit is not hiding in the bathroom. It’s not even your chopping board. Researchers from the University of Arizona now say that the real culprit is the seemingly harmless kitchen towel.

In a study conducted in major cities in the US and Canada, 89 per cent of 82 kitchen hand towels from households were found to carry harmful bacteria from the gut. More than a quarter of towels also tested positive for E.coli, a type of harmful bacteria that can cause vomiting and diarrhoea.

Source: Daily Mail

lifestyle trumps genes in heart attack risk

Doctors should give less weight to a patient’s family history and pay more attention to his lifestyle habits when assessing the risk of a future heart attack, new research shows.

The mass research looked at patients suffering from varying severities of coronary disease and their family history and genetics. Presented at the 2014 annual conference of the American Society of Human Genetics, the study showed that the links between a family history of heart disease and the likelihood of a heart attack were far lower than they expected.

Source: Daily Telegraph

cut the colas to look younger

It’s not just smoking and sunbathing that make us look older than our years. Researchers from University of California, San Francisco (UCSF) found that drinking sugary drinks, such as colas and sodas, was associated with ageing. In the study, those participants who drank more soda had shorter telomeres – the protective caps at the end of chromosomes. Telomeres have previously been shown to play a key role in ageing, getting shorter as we age.

The findings, which are based on the data obtained from 5,309 participants aged 20 to 65, were recently published in the American Journal of Public Health. UCSF researchers calculated that daily consumption of 20 ounces (about 600ml) of soda was associated with 4.6 years of additional biological ageing. This is similar to the effect of smoking.

Source: Science Daily
coffee for a healthy liver

Researchers from the US National Cancer Institute found that compared with people who drank no coffee, those who drank three cups of regular or decaf coffee a day were about 25 per cent less likely to have abnormal liver enzyme levels. The study looked at the coffee-drinking habits of almost 30,000 people who filled out questionnaires in a large national health study from 1999 to 2010. It also tracked four enzymes that indicate liver function.

Source: New York Times

quick diet for the new year

Mulling over the idea of a crash diet to kickstart the new year? You can be reassured that the common belief that weight lost quickly is just as quickly regained, may not hold much truth.

A new trial has found no long-term difference in weight regain among fast and slow weight losers. After an initial slow and fast diet, participants in the study were put on a maintenance diet for three years. The researchers found no significant difference in the number of pounds regained.

Source: New York Times

exercise for your dog

A recent study by Uniformed Services University in Maryland suggests that dog owners could be motivated to exercise if told that their pets were dangerously overweight. 32 dog owners whose dogs were overweight were recruited. Half were told by a veterinarian to watch their dogs’ nutrition and monitor their health. The rest were told that their dogs were overweight and needed more exercise. Owners were generally advised to walk their dog for at least 30 minutes every day.

Three months later, both owners and pets in the dog-walking group had lost weight. Interestingly, those who were only told to monitor their dogs’ health had exercised their pets and themselves, and lost weight.

Source: The New York Times
new non-invasive test to diagnose ovarian cancer

Women may soon benefit from a new non-invasive test that will more accurately identify if they have ovarian cancer and cut down on the number of unnecessary surgeries. This is especially good news for women who still wish to have babies.

Scientists from Imperial College London, UK, and the University of Leuven, Belgium, developed the test which uses a combination of patient data, blood test and ultrasound scan results to predict whether an ovarian cyst is cancerous and what stage of the disease it is at.

The test was developed using data from 3,506 patients in 10 European countries between 1999 and 2007. The researchers validated the results by using the method to test a further 2,403 women between 2009 and 2012.

Source: BBC Health

reduce the risk of dry eye

Do you work on a computer for more than seven hours a day? If you do, you are at an increased risk of suffering from dry eye disease. Researchers said that people tend to open their eyes wider when staring at screens and blink less frequently. This may lead to dry eye disease due to excessive tear evaporation.

A study involving 96 Japanese office workers showed that individuals who stare at monitors for long periods had lower levels of MUC5AC, a protein in tear fluid that protects and lubricates the eye.

The good news is, it’s easy to reduce the risk of the disease. By placing your monitor at a lower height and tilting the screen upward, the exposed ocular surface area of your eye will be reduced, thus cutting down the risk.

Source: The Indian Express
missing that spark? bin the plastic

Chemicals commonly found in polyvinyl chloride (PVC) flooring, processed and highly packaged food may be to blame if women feel more in the mood to wash their hair than get under the covers with their spouse.

In a first-of-its-kind study of 360 pregnant women in their 20s and 30s, researchers from the University of Rochester’s School of Medicine links low libido to the level of phthalate, additives used to soften common household plastics. Women with the highest phthalate levels were more than twice as likely to decline sex than those with the lowest amounts in their bodies.

Previous studies have linked phthalates to diabetes and asthma as the tiny particles can enter our bodies through our lungs or mouth. Last year the World Health Organisation warned that they have serious health implications.

Phthalates are banned from use in cosmetics, toiletries and toys in the European Union and further restrictions are due in 2015.

Source: Daily Mail

stem the stink

Odour-causing bacteria, also known as micrococci, seem to grow better on polyester than on cotton, according to recent research. What this means is that while your polyester gym wear may keep you cool and dry during a workout, it is best to wash those clothes immediately after use. On its own, freshly secreted sweat is not smelly, but the presence of micrococci causes sweat to stink.

Source: The Huffington Post
14 November 2014 was a special day for the 180 bright-eyed young men and women who celebrated their graduation from Parkway College. Their hard work and perseverance in their studies paid off and now, they can look forward to a fulfilling and meaningful career in healthcare. Dr Lily Neo, Member of Parliament, Tanjong Pagar Group Representation Constituency attended the graduation ceremony held in Concorde Hotel as Guest of Honour.

Parkway College’s Chief Executive Officer, Mrs Nellie Tang, said in her opening address, “My dear graduands, we have taught you the clinical skills, knowledge and competencies to be good at what you do, but to truly excel, you should be agile, responsive and warm in your approach when caring for patients. That’s what we call the human touch. Never forget the importance of the human touch, because healthcare is about treating people. Not diseases, not body parts but people.”

Since the institution opened its doors in 2008, Parkway College has built a reputation for training students who have the skills, knowledge and competencies to excel as nurses and allied health professionals. The school is always looking to expand its reach and the variety of courses offered.

In this year’s ceremony, Parkway College sent off 23 graduates from the Bachelor of Science (Honours) Diagnostic Radiography and Imaging course, awarded by University of Hertfordshire (UK). 27 other graduates received their Masters in Health Administration from Flinders University (Australia) while another 112 graduated with a Diploma in Nursing. The remaining 18 graduated with Diplomas in Healthcare Management and Graduate Diplomas in Healthcare Management. This new cohort of graduates from Parkway College will support the need for qualified healthcare professionals in Singapore at private and public healthcare institutions.

Mrs Nellie Tang, Chief Executive Officer of Parkway College
GRADUATING with HONOURS

Meet Parkway College’s valedictorians of 2014, who have not only graduated with flying colours, but are doing the institution proud in the workplace!

A Leap To Knowledge and More

It is hard to imagine Grace Su, 24, the valedictorian from Parkway College’s 2014 Diploma of Nursing graduates, as an uncertain freshman when she was first enrolled in Parkway College. “This was my first time moving away from my home in Malaysia to study, and I was a little worried about how I would get along with strangers. I didn’t really know what to expect in a new environment, and what to expect in Nursing,” she admits.

As it turned out, Grace enjoyed every moment of her time in Parkway College, thanks to a bunch of great lecturers and classmates. “My lecturers seemed to be able to sense when I was stressed out over schoolwork, and were always very supportive and there to help us, even when I was doing my attachment in the different hospitals. I am thankful to them for teaching and mentoring me throughout the course,” she says. “And I really enjoyed all the time I spent with my classmates – I’d be happy to go through the course all over again, just so I could get to spend time with them!” she jokes.

Even though nursing was something new to Grace, she found that she took to it quite well. “I especially enjoyed learning about mental health, as well as obstetrics and gynaecology,” she shares of her favourite modules.

Some of the most memorable school activities include planning a mental health exhibition with her classmates, and role-playing in presentations. “I had trouble initially with those activities because I’m generally not an expressive person. But these exercises gave me the opportunity to work closely with my classmates, and I discovered that we are all a very passionate and creative bunch of people!”

Now serving patients in Mount Elizabeth Novena Hospital, Grace is grateful for the many hands-on opportunities she had in school, which have equipped her with the skills to be a compassionate, caring and enthusiastic nurse. “My experience working in different hospitals has moulded me in different areas, especially in how I deal with people, whether they are colleagues, patients, or concerned family members. I am definitely more mature than I was three years ago, but there is still more for me to learn.”

Grace is considering furthering her studies, perhaps specialising in obstetrics and gynaecology. And if there’s one thing she will never forget, it is her first love for nursing. “I will always remember the purpose of my calling, of why I am doing what I am doing, no matter how tough the job will be.”
Seeing Into People
When she was just a teenager, Felicia Luo, 24, witnessed the selfless dedication of numerous healthcare professionals who gave their all to care for her diabetic grandmother undergoing kidney dialysis. The care and concern that they showed for Felicia’s grandmother inspired Felicia to join the medical profession.

But while most people think of becoming a nurse or doctor, Felicia decided to take the path less trodden – to study radiography instead. “I felt that radiography was a very niche area in the profession, and was quite ‘untouched’ compared to nursing or doctoring. Also, I thought it would be pretty cool to be known as someone who ‘plays’ with radiation,” she laughs.

When a friend told her about Parkway College and its Bachelor of Science (Hons) in Diagnostic Radiography and Imaging, Felicia went to find out more about the school. “Knowing that the school was under the Parkway Pantai umbrella gave me confidence in the quality of education, and assured me that it was a reputable college with good credentials,” she shares. “I also liked that it had a very small lecturer to student ratio – this made it much easier to get help when I needed it.”

During her three years in Parkway College, Felicia received an all-rounded education to become a top-grade radiographer. Radiographic Practice was one of her favourite subjects. “I loved the three modules of Radiographic Practice the most, because it gave me the opportunity to take up clinical placements and experience what life would be like on the job,” she remembers. “But there were also difficult moments – like when I had to submit a 10,000 word dissertation! Thankfully, I had great supervisors and lecturers whom I could consult with when I hit roadblocks while writing my paper.”

Felicia is grateful to Parkway College for giving her a strong foundation for professional excellence. And academic knowledge wasn’t the only thing she gained from her time in school. “The course equipped me with the necessary technical and relationship skills, and also gave me the opportunity to mature so that I have greater empathy for my patients,” Felicia shares. “I’ve learnt to appreciate life more, and not to take anything for granted – especially the people I love. And I take better care of my health and personal well-being, because I see how sickness can rob one’s happiness and independence in just a blink of the eye.”
Humble beginnings
Mrs Tang’s interest in the medical profession began as a child. “On my first visit to a hospital, I saw many patients who needed help. And even at that young age, I felt that there had to be something I could do to make them feel better,” she remembers.

At the age of 17, Mrs Tang began her nursing training at Singapore General Hospital. She then spent some years working in Singapore and Kuala Lumpur, before joining Mount Elizabeth Hospital (MEH) in 1981.

Tough as the job was, Mrs Tang enjoyed her years as a nurse immensely. “I loved my time in clinical nursing, seeing my patients come out from a surgery, nursing them through the recovery process until they were well enough to go home,” she shares fondly.

Mrs Tang rose through the ranks at MEH, first becoming a nurse manager, then the Director of Nursing. Even when she took up a managerial role, she never left the frontlines. “Patients are always close to my heart. I did my daily rounds and made sure I personally visited all our VIP patients, to ensure they were well looked after,” she reminisces. “Doing this helped me understand the difficulties my nurses were facing, and I was also a second set of eyes to make sure that nothing was going wrong in the wards.”

During her time as the Director of Nursing at MEH, Mrs Tang continued to upgrade herself, pursuing a Master of Science degree in Healthcare Management. “I felt that this was something I needed to do because I was working with very highly educated people, whether doctors or patients. I needed to be a convincing leader,” she remembers.

Her degree and knowledge came in handy when she became the General Manager of MEH, a position that was subsequently redesignated as Chief Executive Officer (CEO), from 1998 to 2007 – a position she never imagined she would one day hold. “Back in those days, almost all hospital CEOs or administrators were doctors. But I am proof that you don’t need to be a doctor to run a hospital,” she says proudly.

DECADES of DEDICATION
From nursing patients back to health to running a hospital to building up a new generation of nurses and other allied health workers, Mrs Nellie Tang has dedicated over 30 years of her life to the healthcare profession and to Parkway Pantai.

Patients are always close to my heart. I did my daily rounds and made sure I personally visited all our VIP patients, to ensure they were well looked after.
and also the nursing staff. And most importantly, I had to ensure that all my patients recovered without a problem,” she shares.

Thankfully, her days as a nurse and as Director of Nursing gave her a unique insight into the job. And she continued her daily visits around the hospital. “I believe in walking the talk. Even when I was the CEO, the first thing I did when I got to work every morning was to take a walk around the hospital to make sure everything was running smoothly. I feel that seeing a senior member of management in the hospital gave doctors confidence in the hospital and also the opportunity to share their opinions and ideas.” It also allowed Mrs Tang to suss out problems and solve them before they became too big of an issue.

Some of Mrs Tang’s proudest achievements as the CEO of MEH include working with the doctors in the Management Corporation Strata Title to renovate the façade of the hospital. She also led MEH to obtain JCI accreditation – a first for a private hospital in Singapore – as well as ISO certification and the Singapore Quality Award.

“I was most fortunate to have very good staff working with me. The team was very lean but we all put our heart and soul into the job.”

Outside of the office, Mrs Tang also kept herself busy as a contributing member of the Singapore Nursing Board (SNB). She made history as the board’s first nurse Chairman from 2006 to 2012, a role previously held by the director of medical services. For her outstanding contributions to the medical profession through her work with the SNB, Mrs Tang received the Public Service Medal at the National Day Awards in 2013.

**Nurturing the young**

As the company grew, so did career opportunities for staff. With plans to build a fourth hospital in Singapore – now Mount Elizabeth Novena Hospital, the challenge

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No job is easy – you will always face difficulties and challenges. But I’m lucky to have very good colleagues who have stood by me all this time.
then was finding enough skilled nurses and allied health workers to work there. Deciding that training potential future staff would be the best solution, Parkway opened Parkway College of Nursing & Allied Health in 2008.

This marked the beginning of yet another new chapter of Mrs Tang’s career. “When I was first asked to assume the position of CEO of Parkway College, my first reaction was to say no, because I didn’t have any experience in academics. But my bosses talked me into it, telling me that this was something the company needed, so I stepped up to the challenge,” she remembers.

The task of building up the school – the first private college in Singapore to offer diplomas in nursing and advanced diplomas in specialised nursing such as Intensive Care Unit and Operating Theatre no less! – was definitely not an easy one. One of Mrs Tang’s biggest challenges was to get accreditation from the SNB.

Again, Mrs Tang was thankful she could leverage her experience with the SNB which familiarised her with the standards and requirements of the industry. By then, she had also served close to seven years on the Institute of Technical Education’s healthcare academic advisory committee and was on the Workforce Development Agency healthcare committee. The specialised insights gleaned from these encounters, together with the relationships and rapport her sunshine personality won over, was what helped to make a daring yet daunting vision a reality. Mrs Tang herself is modest about the role she plays. “I was also very fortunate to be working with good people, who sincerely wanted to set up the college and let it succeed,” she praises the team who worked tirelessly alongside her.

In the last six years, Mrs Tang has seen hundreds of nursing and allied health students graduate and move on to jobs within the Parkway Pantai family, something that brings her great joy. “I have doctors coming up to congratulate and thank me. When I ask them why, they say that it’s because I have very good former students who are working and doing well in their positions at the different Parkway Pantai hospitals.”

**Looking to the Future**

For more than 33 years, Mrs Tang has stayed steadfast to Parkway Pantai. “No job is easy – you will always face difficulties and challenges. But I’m lucky to have very good colleagues and nurturing bosses who have stood by me all this time,” Mrs Tang shares. This is one of the things that has tied her to the company.

Even as she steps down from her CEO position at Parkway College, Mrs Tang isn’t about to stop working. She will be taking up a consultant position, sharing her expertise with other members of the Parkway Pantai family in Malaysia and Hong Kong.

An adventurer at heart, she is also looking forward to vacationing. “I want to go to Alaska!” she grins. 😁
Breast cancer is the most common form of cancer affecting women in Malaysia. About one in 19 women are at risk of being diagnosed with breast cancer in their lifetime. Worldwide, breast cancer affects more than one million women each year and is the second leading cause of death from cancer.

The earlier breast cancer is detected and treated, the better the chances of survival. But in Malaysia, nearly 40 per cent of new diagnoses are made in the advanced stages of the disease.

With this in mind, the Gleneagles and Pantai hospitals in Malaysia continued the Group’s more than a decade long commitment to raise public awareness about breast cancer through various campaigns.
By taking a step in these shoes, we are showing our support for them and raising the awareness of breast cancer.

Datuk Professor (Dr) Jimmy Choo OBE, world-renowned shoe designer extraordinaire

Gleneagles Kuala Lumpur

A giant pink shoe stood tall at the entrance of Gleneagles Kuala Lumpur (GKL) in October as a reminder that it is not easy to be in the shoes of a breast cancer patient. The campaign titled #PinkMove-Walk in Her Shoes was launched with world-renowned shoe designer extraordinaire Datuk Professor (Dr) Jimmy Choo OBE as the guest-of-honour.

“I am proud to support this initiative where Walk in Her Shoes represents exactly that, a window into the journey of a breast cancer patient. And by us taking a step in these shoes, we are showing our support for them and raising the awareness of breast cancer, we are now part of the journey,” shared Jimmy.

Chief Executive Officer of GKL, Datuk Amir Firdaus Abdullah, added: “When a woman is diagnosed with this disease, she is faced with one of the toughest journeys of her life that will take a toll on her, both physically and mentally, coupled with emotional highs and lows that can change from day to day, minute to minute. The #PinkMove-Walk in Her Shoes campaign symbolically represents her journey by walking in her shoes.”
Pantai Hospital Kuala Lumpur

For a second year running, Pantai Hospital Kuala Lumpur (PHKL) organised a Women’s Health Summit on 14 October 2014 in conjunction with the Breast Cancer Awareness Month. Themed ‘Women’s Health is Nation’s Health’, the summit drew strong participation with more than 200 prominent women and men from diverse backgrounds discussing important topics such as coping with fear of cancer recurrence, post-cancer aesthetics and rebuilding intimacy for cancer survivors.

“In keeping with the National Health Agenda, PHKL continues to adopt an ‘inclusive’ strategy to support community health through rural outreach programmes, community medical check-ups, and events such as this Summit. Since its inception, the Women’s Health Summit has raised funds to support various health initiatives led by various credible foundations and institutions that are committed to improving the health and well-being of women,” shared Anwar Anis, Chief Executive Officer of PHKL.
Pantai Hospital Cheras

On 18 October 2014, some 350 participants walked the streets of Cheras, carrying bright pink umbrellas in support of Pantai Hospital Cheras’ (PHC) ‘Pink Umbrella Walk 2014’. The symbolic act tied in with the theme ‘Shield Yourself: Early Detection of Breast Cancer Saves Lives.’

The charity event was officiated by YB Datin Paduka Chew Mei Fun, Deputy Minister of Women, Family and Community. At the end of the walk, the participants and members of the public were treated to an energetic dance performance by PHC’s very own nurses in Cheras Leisure Mall. Dr Suziah Mokhtar, a PHC consultant general and breast & endocrine surgeon, and PHC nurses also provided counselling and instruction to the public on breast self-examination.

Pantai Hospital Klang

Some 3,000 runners rose out of bed early on the Sunday morning of 28 September 2014 to take part in the Pink Charity Run organised by Pantai Hospital Klang (PHK). The run, which was a lead-up to the Pink October month, raised RM30,000 for the National Cancer Society Malaysia.

Chief Operating Officer of PHK, Maryati Legori Ibrahim, shared, “We are focusing on early detection and preventive care solutions because the population from urban and rural areas were found to be hesitant to go for check-ups.”

Prior to the run, PHK also teamed up with the National Population and Family Development Board to carry out free breast screenings and health checks at Kampung Orang Asli Pulau Indah.
To encourage heart patients to exercise regularly and maintain a healthy lifestyle, Mount Elizabeth Hospital (MEH) held its first-ever cardiac walk in collaboration with Singapore Heart Foundation on 30 November 2014.

More than 40 MEH patients and their family members participated in a fun-filled 1-km walk and treasure hunt in Botanic Gardens, accompanied by Joycelyn Ling, Chief Executive Officer of MEH, and Dr Paul Chiam, an MEH cardiologist.

The participants also enjoyed a hearty picnic by the Symphony Stage.

IHH Healthcare Berhad (IHH), the parent company of Parkway Pantai, has disbursed RM 2 million in aid of flood victims in Malaysia.

On 9 January 2015, IHH presented cheques for RM 1.5 million and RM 200,000 to MERCY Malaysia and International Medical University (IMU), an IHH subsidiary, respectively. The funds would cover the supply of respiratory-related equipment, vaccinations, medications and medical teams, as well as the purchase of medication and equipment for IMU’s mobile clinic, alongside Back-to-School packs, Family Essential packs, and medication packs.

The remaining RM 300,000 was channelled to support Parkway Pantai employees as well as employees’ families affected by the flood.

“We hope that our contribution will assist in providing immediate relief and post recovery needs to all those affected by the floods,” said Dr Tan See Leng, Managing Director and Chief Executive Officer of IHH and Group Chief Executive Officer and Managing Director of Parkway Pantai.

Since late-December, the torrential monsoon rains has caused severe floods and landslides, destroying buildings, roads and houses in nine states within Peninsular Malaysia.
Parkway Pantai hosted recipients of its Mount Elizabeth-Gleneagles Scholarship to a lunch and facility tour at Mount Elizabeth Novena Hospital (MNH) on 2 December 2014.

Joining the 15 students from the National University of Singapore’s Yong Loo Lin School of Medicine (YLLSoM) were Dr Lim Suet Wun, Chief Executive Officer of Parkway Operations, as well as management staff of Parkway Pantai and YLLSoM. As a show of appreciation, each student presented a self-written note thanking the organisation for its generosity.

The S$2 million endowed scholarship fund was set up in 2012 to provide financial assistance to undergraduate students pursuing a medical degree at the YLLSoM. The scholarship which benefits up to 16 students per year, is bond free and valued at $10,000 each.
Every second week of the month is now ‘Smile with ME’ week at Mount Elizabeth Hospital (MEH). On a random day that week, Smile Ambassadors will go around MEH in cheery yellow shirts, taking photos of smiling faces with the M-E hand pose which signifies ‘Mount Elizabeth’.

The campaign is targeted at everyone, from doctors and staff, to even patients and visitors, in recognition of the individuals who contribute to MEH’s success. It is also a gentle reminder for us to embrace kindness in all that we do.

All photos taken are printed on badges which staff are encouraged to wear during the week.

The public can be part of this meaningful movement by posting their pictures in Facebook or Instagram and hashtag #SmilewithMEsg.
Over 700 people comprising staff from Gleneagles Penang (GP), Board of Directors and doctors, enjoyed an evening of fun, food and games at the GP Annual Dinner held at the Jen Hotel Ballroom on 6 November 2014. The dinner, themed ‘World of Colours’ saw many turning up dressed in their brightest and most colourful outfits.

A group of staff, doctors and senior management, led by Ivan Loh, Chief Executive Officer of GP, welcomed the audience with an energetic Zumba.

That was followed by an exciting line-up which includes stage performances by staff, a live band performance by consultants and games with emcee Michelle Goh, who had the crowd in stitches throughout the evening.

Long-serving employees were recognised. Prizes were also presented to the best dressed male and female participants. The evening ended on a high note with a lucky draw.
GLENEAGLES SINGAPORE decks out for WTA

The Gleneagles Hospital (GEH) lobby was creatively transformed into a tennis court in October last year, in support of the BNP Paribas Women’s Tennis Association (WTA) Finals as the official medical partner.

A team of experienced senior specialists from GEH worked with the players’ medical teams to cover their healthcare and medical needs on-court throughout the competition from 17 to 26 October 2014. The event saw the biggest names in women’s tennis battling it out for the coveted Billy Jean King trophy and a record prize purse of US$6.5 million. This is the first time an Asian Pacific country has played host to the WTA Finals.

Through the WTA, the Gleneagles brand has enjoyed greater exposure to a global audience, and the brand continues to grow internationally from Singapore and Peninsula Malaysia to East Malaysia and Greater China.
As part of continuous staff engagement, 19 town hall sessions were held across Parkway Pantai’s Singapore and Malaysia hospitals and business units in October 2014, by its two Chief Executive Officers, Dr Lim Suet Wun and Ahmad Shahizam, from Parkway Operations Division and Pantai Operations Division respectively. At these town halls, the staff learnt about the latest updates and corporate developments at Parkway Pantai and shared their feedback and concerns. The senior management also took the opportunity to thank our staff for their hard work and support.
A TOAST to our best

Fine wines and a delectable spread – these are the hallmarks of the Parkway Pantai annual doctors’ cocktail event. This year, more than 400 Parkway accredited specialists and their spouses joined in the merrymaking on 14 November 2014 at Grand Hyatt Singapore. They were warmly received by the IHH Healthcare Berhad and Parkway Pantai board of directors.

The guests were treated to the ‘Best of Hyatt’ buffet that was prepared and served in the live show kitchen. Other highlights include a high-energy performance by ‘Pectoralis Minor’, a student band from NUS Yong Loo Lin School of Medicine and lively games and entertainment by local comedian Fuzz.
To celebrate Children’s Day and the hospital’s official opening, Mount Elizabeth Novena Hospital invited young children from the Learning Centre programme of Kampong Kapor Family Service Centre (KKFSC) to ‘Hospital Land’, a special educational carnival held on 28 and 29 September 2014.

The children, mostly from needy families in the vicinity, journeyed through five interactive booths where they experienced the real-life job demands of a radiologist, a pharmacist, and an optometrist! It was a morning of serious work where the young ones deciphered PET-MRI scans, dispensed medications at a make-believe pharmacy counter and evaluated a friend’s eyesight.

After completing their tasks at ‘Hospital Land’, the children became ‘Doctor for a Day’. They were led into real hospital wards where they donned hospital scrubs, and took on the role of little doctors in various medical scenarios.

The children also tried their hands at the ‘Doctor for a Day’ App, Singapore’s first-of-its-kind free edutainment application that was previewed just for ‘Hospital Land’. Designed by the hospital, the app allows children to acquire knowledge about personal hygiene, gain insights into the duties of a doctor and even wield a scalpel in a virtual operating theatre.

Together, ‘Hospital Land’ and ‘Doctor for a Day’ attracted keen public participation from about 1,700 children.
Health detective

On 1 and 2 November 2014, Parkway East Hospital (PEH) held its first-ever three generation Health Detective Day where families took part in a fun array of educational activities.

Children had their hands on the different occupations in a hospital such as doctor, dietician and radiologist, while grandparents learnt about healthy eating and simple home exercises and received free cataract screening by PEH’s eye specialists.

Meanwhile, families were spotted cooking up a storm in the Super Chef Family Kitchen Challenge. For the health conscious, there were also forums on asthma, child allergies, varicose veins and knee pain conducted by PEH specialists.

SUPERWOMAN

ParkwayHealth China held its very first SUPERWOMAN event in Shanghai on 26 September 2014. Themed ‘SUPER HEALTH’, the VIP luncheon was attended by more than 100 influential local women and members of the media who were treated to a specially designed low-calorie healthy gourmet meal and numerous interactive activities.

Through this event, Parkway Pantai’s primary care arm in China hopes to empower Chinese women with knowledge of women’s health and celebrate women who are key influencers in the community.
Every December, a Christmas light-up is held at each of our four hospitals in Singapore to mark the start of the joyous season. Sumptuous festive delights prepared by our own Food & Beverage teams, classic Christmas carols and entertaining staff performances were a staple at the celebrations, as were the endearing Santas and Santarinás who went around the wards to put smiles on the faces of patients and staff.

At Gleneagles Hospital, the team also organised a Christmas tea party and movie screening for 43 chronically-ill children and their caregivers from Club Rainbow (Singapore).

Mount Elizabeth Hospital commemorated its 35th anniversary, while Mount Elizabeth Novena Hospital witnessed a gathering of Superheroes and the birth of its ‘best-dressed’ Santa.

Not to be outdone, Parkway East Hospital also marked the occasion by donating a sum of money to their adopted charity WE CARE Community Services. WE CARE provides support and treatment programmes for all forms of addiction and compulsive behaviours. Part of this sum was donated by PEH’s doctors, and the hospital matched their donation, dollar for dollar.
From an early age, Dr Cheah Yee Lee had developed a strong interest in Science – thanks to her chemistry teacher mother – and Mathematics.

“When I was trying to combine these two interests with a love for problem-solving and working with people, becoming a doctor was a career path that I figured would be right for me,” she recalls with a smile.

To pursue her medical studies, Dr Cheah moved from her hometown in Ipoh, Malaysia to Dublin, where she was enrolled at the Royal College of Surgeons in Ireland.

Dr Cheah relished her time as a student in Ireland. She added that having an older brother who was already doing medicine in the same school was an added boost for her. “He would give me lots of advice about what to look out for in different subjects, what to study for, or just help me out by telling me where to shop for Asian groceries or the cheapest but best food.”

After graduating from medical school, Dr Cheah spent a few more years in Ireland to complete her general surgical training.

“I love how the effect of surgery is very obvious. When a patient has a tumour, you operate to remove it and the result is tangible. It’s unlike other fields where the results of treatment may not be as instantaneous.”

Keen to advance her surgical training but lacking the opportunities in Ireland, Dr Cheah set her sights on USA, where she obtained a residency position in the Brown University General Surgery Program, Rhode Island.

**First love**

During her five-year residency at Brown University, Dr Cheah was exposed to different subspecialities of surgery. Her interest in surgery of the liver, pancreas and bile ducts was sparked from attachments at the Department of Surgery of Kuching General Hospital during her summer holidays while at medical school, and remained strong throughout her residency.
“I found the anatomy and pathophysiology of the liver, pancreas and bile ducts to be complex and the operations to be particularly challenging.”

Staying on in the USA for another two years, Dr Cheah obtained her American Board of Surgery certification and took up a Fellowship position at the Lahey Clinic in Massachusetts, undergoing advanced training in HPB and liver transplant surgery.

“My hours were very unpredictable because we did many transplants from deceased and living donors. I would get a call at 10pm informing me that there was a liver available in another city, head to the airport, get into a tiny plane to get to the hospital, harvest the organ, and rush back to my hospital because there was a patient in liver failure who needed the organ,” she shares. “And when I got back, I had to jump right into surgery to complete the transplant. It was very tough. But it was amazing when you’re able to talk to the recipient the day after the operation, as they usually looked much better!”

Journey back home
While she enjoyed her time in the USA, Dr Cheah never considered staying on. “Travelling from Malaysia to visit me took a huge toll on my parents, so I decided to move closer to home,” Dr Cheah says.
In 2010, she took up a position at a restructured hospital in Singapore, where she helped to develop their HPB surgery programme. The hospital, however, is not a designated liver transplant centre, and therefore she found a dearth of opportunities for her to contribute to the liver transplant specialty, especially with living donors. This led to the move to join the Asian American Liver Centre at Gleneagles Hospital in August 2014.

“We have an excellent team who is very experienced, so the entire process of patient workup, treatment and follow-up for liver and pancreas diseases is very smooth. The nurses at the Parkway Asian Transplant Unit are wonderful – some of the best I’ve worked with so far,” she smiles.

And of course, she loves the opportunity to help patients with the skills that she has honed over the years.

Building public awareness
While the public is slowly becoming more aware of liver transplantation, Dr Cheah feels that more needs to be done. “The concept of liver transplantation is still foreign to many. I used to have patients who stared at me as if I had sprouted a second head when I mentioned liver transplantation as a treatment option,” she laughs. “When it comes to living donor liver transplantation, most people might not be aware that the liver actually regenerates; both the part that remains after donation and the part that has been donated should regrow.”

Her biggest challenge is that patients who need liver transplantation are often very sick and need to be treated quickly. Due to the shortage in donor organs, there are times when there is nothing Dr Cheah can do. “It can be difficult in such cases, particularly for the family members and the staff looking after the patient. But the benefit of working in a team is the constant support that we provide to each other, the patient and their families; this helps us to keep giving our best for each patient.”

On days like that, Dr Cheah turns to doing things that she enjoys, like listening to the orchestra. A fan of the Singapore Symphony Orchestra, she attends up to 10 to 15 of their concerts annually. She also hangs out with friends to chat about everything except work. Dr Cheah is also an avid traveller, having just returned from a trip to Sydney.

The best is yet to come
Embarking on a new phase of a career is always daunting, but Dr Cheah is looking forward to the challenges ahead, and anticipating helping more patients who suffer from liver and pancreas disease.

What keeps her going is the ‘3Cs’ that a mentor once shared with her: competent skills, confidence, which stems from competency, and conscientiousness – to always treat the patients as if they are your relatives.

This standard principle has guided Dr Cheah all these years and will continue to be the mainstay of her career going forward.
In Parkway Pantai, curiosity does not kill the cat. Rather, quality emerges from questioning. And this ‘quality’ is achieved by improving, fine-tuning, innovating through a strong desire to be better.

This year’s Quality Week programming of talks and workshops stretches across the various Singapore facilities from 24 to 31 October 2014. The theme ‘Building A Culture Of Safety: Seeing My Role, Working In Teams’ is a timely reminder that no one can work in silos; that to deliver quality care, everyone has a role to play. The patient experience is not defined by clinical expertise or nursing care alone. Valet impression, food and beverages, environmental services and more, shape the patient’s experience too.

In his opening speech, Dr Kelvin Loh, Senior Vice President, Parkway Hospitals Singapore, said that each admission might be processed by 6 or more departments and the patient could come in contact with more than 50 staff in the hospital. Problems could arise because of communication of gaps during handover between staff or between departments. “We can tackle the gaps by seeing the patient journey end to end, by working together in cross-departmental teams and being confident to raise our concerns.”

The Quality Week activities peaked on 31 October 2014 with games, an interactive, empowering workshop titled ‘Patient Experience Is In My Hands’ and prize presentation to Quality Award 2014 recipients as well as GCEO Service Excellence Awards winners.
Quality Leap
To encourage staff to look at processes from different perspectives, Parkway Pantai gives out the Quality Award every year.

This year, 9 finalists out of 33 teams battled it out through collaborative project submissions on how Parkway’s working environment can be improved. Mount Elizabeth Hospital made a clean sweep of the top three spots, announced during the closing of Quality Week on 31 October 2014. Congratulations to all winners!

1st
Mount Elizabeth Hospital (Nursing)
PROJECT: Early Detection of Physiological Warning Sign for Patient in General Ward
LEADER: SNM Chiang Mui Teang
MEMBERS: DON Mona Soh
NM Tsang Shuk Yin
NM Vivian Tan Vui Vui
NC Foo Ling Ling

2nd
Mount Elizabeth Hospital (Operating Theatre)
PROJECT: Reducing Specimen Discrepancy in the Operating Theatre
LEADER: SSN Vasanthakumar Saraswathi
MEMBERS: SN Tumolva Raul Tabing
ADON Khor Joo Ling
FACILITATOR: SNE Azizah Abdullah

3rd
Mount Elizabeth Hospital (Endoscopy Centre)
PROJECT: Develop a Standardised Complex Therapeutic Procedure Manual in Endoscopy Centre
LEADER: SN Vanaja Narayanasamy
MEMBERS: SSN Rosalia Calaguil
SSN Kimberlyn Lim
SPONSORS: ADON Chan Mui Hoon
NM Margaret Say Poh Kin
A Heart for People
A big smile and a hearty greeting – this is how Susila A/P Subramaniam, affectionately known as Susi, greets everyone she meets at Mount Elizabeth Hospital (MEH), as a Senior Waitress in the hospital’s Food & Beverage department.

“I’ve been working at Mount Elizabeth Hospital for over four years, and I’m really enjoying my time here!” she smiles. “I love meeting people, talking to them and finding out more about their lives and what they’re going through. So when I found out about this position, I went for the interview immediately,” Susi remembers. “I kept calling back to find out if I had gotten the position, and I was really overjoyed to get it!”

Susi’s official work day begins at 7.30am, but she makes sure she gets to work by 7am so she can start preparing for the day, working her way down a checklist to make sure that she has everything ready to serve the 20 or so patients and their family members she is responsible for. Working with a team of close to 30 people, she serves the patients under her care up to five meals a day, according to the dietary instructions left by the medical staff, and also takes care of coffee or tea making as well as changing the drinking water in the different rooms.

While some may think that her job is just about ‘serving food’, Susi looks at her job differently. “Food is something that can make us happy, and my goal on the job is to do my best to make my patients happy!” she declares.

This is not always easy, because she often faces patients who are in pain or uncomfortable. Or even family members who are worried and upset.

Being able to put a smile on the faces of the people she cares for is what keeps Susi going. “I often see patients and their families for days or weeks, and it sometimes feels like they are family. So when they thank me for taking care of them, it makes me very happy,” Susi smiles. “I especially remember this mother I met, who was in hospital with her daughter because she had donated her kidney to her daughter. I used to chat with her, reassuring her that her daughter would definitely get well. And when they both recovered and were discharged, they came and asked to take a picture with me, and thanked me. That made me so happy,” she remembers. “Sometimes patients ask me where I’ve been if they don’t see me for a day or so, and it feels good to know they remember me, and look forward to seeing me.”

While patients have commended Susi for being kind, friendly, courteous and helpful, she doesn’t feel like she has any secret to providing good service to her patients. “All I do is listen, speak in a friendly manner, and be humble,” she confesses. “Even when I meet a patient or a family member who is difficult, I make sure I listen to what they have to say before acting, and to think of ways that I can meet their needs.”

Susi is grateful for her supervisor, Dennis Ngo, whom she credits for training her to be a better service provider. “He always gives us useful suggestions and tips to help us improve during our daily briefings. And I also work with a great team of colleagues!”

And if there’s one rule she has always stuck to in her work in customer service, it is to smile. “Smiles can change the world!” she grins.
Spick and Span
Keeping the environment spotless and tidy is extremely important in a hospital, and at Gleneagles Hospital (GEH), this is the responsibility of the Environmental Services Team. And they have done such a good job in 2014 that they were awarded the GCEO Service Excellence (Team) Award!

As part of the 50-strong department, manager Annabella Wee leads her team in playing a supporting role to the hospital operations. “Our responsibilities include cleaning the rooms of patients, portering patients around the hospital and dispatching documents. In addition, we also take care of laundry functions, uniforms, waste management, pest control, and more,” she explains.

Previously working in a five-star hotel in China, Annabella left her job of 13 years to join GEH in 2008. “I felt that there was great potential in the healthcare sector, and that it was an extension of my skills and knowledge in the service industry. There was also much I felt I would be able to learn, like infection control – I would never have been able to learn or experience this in a hotel,” she shares.

Something else that was new to Annabella was dealing with patients in pain when she was at work. But that has slowly become her motivation. “Seeing a lot of people in pain and who are sick gives me a sense of urgency on the job. It motivates me to do my job in the best possible way, and to do whatever I can to help to minimise their pain,” she shares.

“We try to understand the concern and anxiety of the patient or family members, and to put their needs first without compromising our duties or the interests of the hospitals,” Annabella shares of her team’s goals. “And it’s gratifying when the patients, or their family members, remember the Environmental Services staff for cleaning and serving their room... we enjoy being recognised for the work and effort everyone in the department puts in to make the patient’s stay a comfortable and happy one. After all, a comfortable stay aids in their recovery.”

To ensure that each member of the team is able to do their best, the department carries out regular training and feedback sessions, especially for newcomers. “We have a Trainer who equips staff with the necessary training and knowledge to maintain service standards. She also spends a significant amount of time working with new staff to help them fit into the team. The staff are assigned roles or jobs which suit them best, and we keep reviewing our service standards to meet the highest standard possible,” Annabella says proudly.

Annabella attributes the team’s win to strong teamwork. “The members of the department work as a team, and the bonding sessions we’ve had over the past few years have helped to foster a better understanding of each other. We help our team members and look out for one another,” she says. “And we will continue to review our work processes, for further improvements.” 🤝
A first-of-its-kind collaboration between Parkway Shenton and Guardian paves the way for delivery of quality healthcare services at retail malls.

This service model combines Parkway Shenton’s expertise in providing quality patient care with Guardian’s extensive retail network to make healthcare services more easily accessible to the public.

Dr Khor Chin Kee, Chief Executive Officer of Parkway Shenton

In an effort to provide better patient care, greater convenience and a more cost-effective healthcare solution for the Singapore public, Parkway Shenton has partnered Guardian Health & Beauty to provide flu and shingles vaccinations and health screenings at their retail stores.

These medical services are administered by Parkway Shenton nurses in dedicated patient consultation rooms. For a start, patients can enjoy the services in Guardian stores at Northpoint, Nex, Great World City and Ngee Ann City.

Vaccinations are undertaken on an appointment basis and administered after Guardian pharmacists assess the patient’s suitability. Each vaccination is expected to take about 5-10 minutes. The cost of the flu jab is also kept affordable at S$30.

By making healthcare services more accessible to the public, this collaboration can potentially ease the heavy patient load of primary healthcare providers and enhance the quality of patient care in the long-run.
Said Dr Khor Chin Kee, Chief Executive Officer of Parkway Shenton, “We are excited to launch Singapore’s first medical-pharmacy care model with Guardian. This service model combines Parkway Shenton’s expertise in providing quality patient care with Guardian’s extensive retail network to make healthcare services more easily accessible to the public.

“As a premier primary healthcare solutions provider, Parkway Shenton is always finding new ways to better care for our patients, no matter where they may be. Moving forward, our corporate clients can now collect their travel kits at the four Guardian outlets at Changi Airport. Other medical services will also be made available progressively.”

1,000 free vaccinations for the needy
Parkway Shenton’s Dr Khor and Guardian’s Chief Executive Sarah Boyd inked this groundbreaking two-year memorandum of understanding (MOU) at the Guardian Plus store at Ngee Ann City on 28 October 2014.

To mark this milestone partnership, Guardian is providing 1,000 low-income beneficiaries island-wide with free flu vaccinations. Speaker of Parliament and Member of Parliament for Jurong GRC, Madam Halimah Yacob, who was present as Guest-of-Honour, accepted the vaccination vouchers on behalf of the beneficiaries who will be identified by her office.

Future plans
The range of healthcare services offered at Guardian outlets through this fresh partnership will be progressively expanded over time to encompass a more comprehensive suite of medical services.

This includes the provision of other vaccinations, dispensation of travel medical kits, after-office hours prescription services, medical consultations supported by Parkway Shenton’s medical team at Guardian outlets and delivery of medications to customers’ homes.

Singapore is the test bed for this new innovative healthcare delivery model between retail pharmacists and the private medical sector.

There are plans to duplicate this across other countries in the region such as Malaysia and Hong Kong, given both Guardian and Parkway Shenton’s parent company, Parkway Pantai, have a strong presence there.
NEW GLENEAGLES HOSPITAL in ISKANDAR tops off

Strategically located in the heart of Medini, Gleneagles Medini – Parkway Pantai’s 14th hospital in Malaysia – is poised to deliver quality healthcare to Johor and beyond when it opens in the second half of 2015.

With the hauling of the last bucket of concrete up the eight-storey hospital block, Parkway Pantai and IHH Healthcare Berhad (IHH) commemorated the topping off of Gleneagles Medini Hospital (GMH) on 15 November 2014.

The 300-bed, state-of-the-art tertiary care hospital located in Iskandar will set new benchmarks for quality healthcare in Johor when it opens in the second half of 2015. It will have an initial capacity of 148 beds, offering a comprehensive range of specialties including cardiology, ear, nose & throat (ENT), obstetrics & gynaecology, oncology, ophthalmology and orthopaedics.

Well-resourced with cutting-edge medical technology and top-notch healthcare professionals, GMH will offer patients best-in-class medical care and outcomes and short waiting times – qualities that have become synonymous with the internationally renowned Gleneagles brand.

In his officiating speech, guest-of-honour YB Datuk Haji Ayub Bin Rahmat, Executive Councillor of Johor State and Chairman of Johor Health and Environment Committee, said, “I am confident that Gleneagles Medini will contribute to the success of the Iskandar special economic zone and further elevate Johor’s standing as a preferred healthcare destination for both local and regional quality healthcare seekers.”

Adopting Parkway Pantai’s unique physician engagement business model in Singapore, specialists at GMH have the option of owning or leasing medical suites located next to the hospital where they will set up practice. They will enjoy significant autonomy and opportunities to create and develop their personal brand name, while getting good support from Parkway Pantai in terms of advanced medical facilities and technology, as well as skilled and experienced medical support staff.
Pending regulatory approvals, some 138 medical suites are expected to launch soon. The medical block which houses these suites will be up and running by end-2016.

Deputy Chairman of Parkway Pantai and Chairman of Pantai Holdings Berhad, Datuk Khairil Anuar Bin Abdullah, welcomed specialists of different disciplines to be part of GMH’s unique healthcare experience. “We are confident about Iskandar’s prospects as a healthcare hub as it is strategically located and easily accessible to patients coming from all across Malaysia, and even medical travellers from around the region. So far, we have seen strong interest from doctors for our medical suites and we look forward to this next phase of development for Gleneagles Medini,” said Datuk Khairil.

Dr Tan See Leng, Managing Director and Chief Executive Officer of IHH and Group Chief Executive Officer and Managing Director of Parkway Pantai, added, “Leveraging the strength of our Gleneagles brand and our track record in performing complex procedures with outstanding outcomes, we believe Gleneagles Medini will further boost the attractiveness of Iskandar as a healthcare destination. We will continue to invest in our Malaysian operations and tap on our 40 years of experience in managing world-class hospitals to provide quality healthcare to Malaysians.”

Parkway Pantai has been growing its Malaysian network to meet increased future demand. Its total outlay for Malaysia over the next three years is expected to exceed RM1 billion.

In addition to increasing capacity in its existing hospitals, it opened Pantai Hospital Manjung, located near Ipoh, in May 2014.

With the opening of Gleneagles Kota Kinabalu, its first hospital in East Malaysia, and GMH this year, Parkway Pantai will further consolidate its presence in Malaysia with a network of 14 hospitals and over 2,000 beds, under the two established brands of Gleneagles and Pantai.
Pain and deformities of the foot develop for a variety of reasons. It is important to consult a doctor in a timely manner so that the problem can be diagnosed and treated before it worsens.

Common foot and ankle problems include:
- pain in the heel (plantar fasciitis, heel spurs), Achilles tendinitis, ankle joint pain and pain over the ball of the foot (metatarsalgia)
- deformities like bunions (hallux valgus), clawed toes, hammer/mallet toes and bunionettes
- ankle instability from ankle sprains which may lead to chronic pain
- flat feet or high arched feet
- tight Achilles tendons and calf muscles

Depending on the condition and severity, patients can be managed either conservatively or via surgical methods.

Conservative management consists of medication, physiotherapy, podiatry sessions and sometimes injections.

Surgical methods range from conventional surgical techniques, to highly specialised minimally invasive surgery (MIS) such as arthroscopy, tendinoscopy and percutaneous surgery.

With advances in surgical techniques, a variety of foot and ankle conditions can now be treated by MIS, subject to pre-operative assessment of the patient for suitability of the procedure.

MIS requires smaller incisions. This results in less pain, a faster recovery time, less post-operative complications like wound infection, and better cosmetic outcome for the patient. These are additional benefits, without incurring additional surgery time and cost, and with little or no additional risk compared to conventional surgical methods.
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.

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