Integrating Expertise

First group-wide town hall marks Parkway Pantai’s push into achieving synergies across all its markets
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.

Gleneagles Patient Assistance Centre
24-Hour Hotline: +65 6575 7575
Email: gpac@parkway.sg
www.gleneagles.com.sg
6A Napier Road, Singapore 258500
Welcome to a brand new year, with a new-look Mosaic!

The year kicked off with Parkway Pantai’s historic GCEO town hall event taking place simultaneously via web streaming across five countries in over 50 facilities, bringing together the entire Parkway Pantai family for the very first time (page 8).

A central theme of the town hall was integration and in this issue, we share how, as a company of over 20,000-strong spread across our home markets of Singapore, Malaysia and India, and growth markets of China, Hong Kong and Brunei, integration is necessary for Parkway Pantai to build a healthcare legacy.

Indeed, the Group is continuously working to establish seamless synergies across its various markets. The launch of the Pantai-Gleneagles Global Liver Programme (page 12) and the hosting of the 8th Master Class in Liver Disease (page 14) are just some examples of how Parkway Pantai is leveraging its expertise for cross-border solutions that benefit even more patients.

At the same time, we are proud that Parkway Pantai’s initiatives are making an impact on the lives of others – our Life Renewed programme gave hope to a Singapore cancer patient (page 32) and a two-year-old Hirschsprung’s Disease patient from Kota Kinabalu (page 31), Mount Elizabeth Singapore nurses raised nearly S$17,000 for charity (page 5), staff from Parkway Pantai’s hospitals in Malaysia’s northern region provided much-needed relief to flood victims (page 24), and hospitals across Malaysia came together to honour and support breast cancer patients (page 28).

We hope that you find inspiration from the people and the work that we do as One Parkway Pantai Family.

Lim Bee Ling
AN EVENING OF DISTINCTIONS
Parkway Pantai hosts annual Doctors’ Cocktail.

NOTHING STRONGER THAN A FATHER’S LOVE
Continental Hospitals in Hyderabad performed a Haploidentical Stem Cell Transplant on a 4-year-old.

GLENEAGLES MEDINI OPENS ONE-STOP FERTILITY CENTRE
The facility houses consultation and treatment rooms, an operating theatre and its own laboratories.

KEEPING RISK AT BAY
The annual Parkway Pantai Risk Forum.

GLENEAGLES HONG KONG RAMPS UP
The newly opened 500-bed hospital notches up new milestones.

PAINT THE TOWN PINK!
Hospitals in Malaysia host events in support of breast cancer awareness month.

GIVING HOPE TO THE NEEDY
Life Renewed programme gives hawker Tan Boon Teck an invaluable lifeline.
LITTLE SOY, MIGHTY BENEFITS
Louis Yap shares how to reap the most benefits from soy.

HEALTHY HABITS FOR A NEW YOU
It is never too late to start healthy habits for a longer, healthier and happier life.

NO PAIN, ALL GAIN
Dr Tan Wei Chean shares his personal pain experience.

FIGHTING THE CIVIL WAR WITHIN US
Dr Lui Nai Lee talks about the importance of early and accurate diagnosis.

LIFE AFTER A QUADRUPLE HEART BYPASS: A SURVIVOR’S STORY
Find out how a routine health screening turned Jimmy Hoon’s life upside down.
Leaving a Legacy

After six years of dedicated service, Tan Sri Dato Dr Abu Bakar Bin Suleiman retired as Chairman of IHH Healthcare Berhad on 31 December 2017.

“Tan Sri’s stewardship has played a crucial role in steering IHH’s sustainable growth since our Initial Public Offering in 2012. On behalf of the Board and all at IHH, we want to thank him for his many years of leadership and dedication through the IPO and beyond,” said Dato Mohammed Azlan, who succeeds Tan Sri as Chairman of IHH Healthcare.

A nephrologist by training, Tan Sri has a distinguished career in Malaysia’s Ministry of Health as Director of Medical Services from 1987 before becoming its Director-General of Health in 1991. He was appointed President of the IMU Health in 2001 and upon retirement, assumed an advisory role as Emeritus President from January 2018 onwards. IMU is an education institution of IHH Healthcare Berhad and is Malaysia’s first and most established private medical and health sciences university with 26 years of dedicated focus in healthcare education.

An Evening of Distinctions

Thanking accredited doctors across its four Singapore hospitals for their partnership and support, Parkway Pantai held its annual Doctors’ Cocktail at Grand Hyatt Singapore on 24 November 2017, delighting them with gourmet cuisine, wines, whiskies and a special performance by Joanna Dong, finalist of one of China’s most popular singing variety show.

In his welcome speech, Chairman of Parkway Pantai Dato’ Mohammed Azlan thanked the doctors for their contributions and unwavering support in upholding the strong reputation of the hospitals and making a difference in the well-being of patients.

Recipients of the Mount Elizabeth-Gleneagles Scholarship from Yong Loo Lin School Of Medicine and the accompanying faculty staff also joined the event after mingling with Parkway Pantai board members and senior management over a cosy reception.

Parkway Pantai established the Mount Elizabeth-Gleneagles Scholarship in 2012 with an endowed gift of S$2 million to provide financial assistance to undergraduate students pursuing a medical degree at the National University of Singapore Yong Loo Lin School of Medicine. To date, the scholarship has benefited 77 medical students.
Charity Drive Soars to New High

Mount Elizabeth’s 2nd Nurses Fund Raising Food Fair was held on 4 November 2017 for HCA Hospice Care’s Star PALS (Paediatric Advanced Life Support). A total of S$16,865.35 was raised for the paediatrics palliative care service, exceeding the target of S$10,000.

The Singapore annual event which featured 14 booths selling scrumptious local and exotic delicacies, were a hit among hospital colleagues and doctors who gave generously for the good cause.

Learning From The Best

25 avid students from Bendemeer Secondary School took part in a three-day Career Development Programme by Parkway College in collaboration with the Nursing Department to gain insight into the healthcare profession.

Held from 24 to 26 October 2017 at Mount Elizabeth Novena Hospital and Parkway College, the programme centered around a series of activities and talks by various health professionals.

Parkway Pantai hopes to benefit and inspire the younger generation through this educational programme.

Congregation of Leading Medical Experts

The 22nd annual Asean Federation Cardiology Congress was hosted by the Cardiac Society of Brunei Darussalam in collaboration with Gleneagles JPMC. The event was held at the Rizqun International Hotel from 3 to 5 November 2017.

With directives focused on sharing advances in the field of cardiology, the programme includes keynote lectures, concurrent sessions, plenaries, symposia and live cases broadcast to the conference venue from the cardiac centre.

The 500 attendees were introduced to local medical expertise, while experiencing the culture, sights, sounds and celebrations of the sovereign state, as well as its potential for medical tourism.
Nothing Stronger than a Father’s Love

4-year-old Haneesh Verma from Hyderabad成功地接受了造血干细胞移植，并在印度的Continental Hospitals成功接受了移植。他被诊断出患有Fanconi’s Anemia，这是一种罕见的遗传性疾病，影响每400,000人中的一人。

Fanconi’s Anemia是一种常染色体隐性遗传病，受影响的儿童会患上严重的骨髓衰竭。

孩子的父亲接受了由Dr A. V.S. Suresh、Senior Consultant Medical Oncologist进行的干细胞采集手术。移植随后在Haneesh身上进行了。

这些手术的可行性和成功性证明了Continental Hospitals在印度的高医疗水平和先进的医疗设施。Haneesh在22 November 2017的新闻发布会上被发现恢复得很好。
Discovering New Altitudes in Tourism

Pantai Hospital Ipoh bagged an award at the 2017 Perak Tourism Awards held on 23 November 2017. Organised by the Perak State Government, the event saw State Chief Minister Datuk Seri Dr Zambry Abdul Kadir presenting 32 awards to recognise organisations that made outstanding contributions to tourism in Perak.

Pantai Hospital Ipoh was honoured with the Innovative Corporate Company/Enterprise award for its creative initiatives to draw medical tourists.

The hospital formed a strategic partnership with Uber Malaysia to make travelling in Perak a more pleasant experience. Its newly launched WhatsApp service enables patients to book specialist appointments easily. Another unique initiative was the “Travel & Be Fit” programme with KTMB which offers wellness programmes and a host of medical privileges to its card users.

In partnership with Tourism of Perak, Pantai Hospital Ipoh also hosted tour operators and the media from Medan who joined the inaugural flight of Malaysian Airlines YOUwings, to a tour of its facilities and centres of excellence. It also joined familiarisation trips to Medan and was selected as a core contributor for health tourism during the sales mission trip to Medan and Jakarta.

Gleneagles Medini Opens One-Stop Fertility Centre

Gleneagles Medini Hospital officially launched its new In-Vitro Fertilisation (IVF) Centre on 22 November 2017.

Located in Medini Iskandar, Iskandar Puteri, the new IVF Centre@Medini offers infertility treatment led by Professor Ng Soon Chye and backed by a team of experienced clinicians.

From diagnosis to treatment, all services are performed in-house, making the centre a convenient solution for those seeking infertility treatment. The 6,000 square feet facility houses consultation and treatment rooms, an operating theatre and its own laboratories.

Koh Lee Lee, Chief Operating Officer of Gleneagles Medini said, “We plan to tap into the growing Asian market and hopefully turn the IVF Centre@Medini into a regional hub due to the demand for IVF services. Gleneagles Medini’s strategic position is definitely our expansion strategy that not only targets local but also regional communities, especially from China, Indonesia, Vietnam and Singapore.”

The IVF Centre’s services meet international standards and aim to adopt a personalised service in relation to the patient’s needs.
Making History Together

First group-wide GCEO town hall unites Parkway Pantai staff from five countries as one family via live webcast.

30 January 2018 marked Parkway Pantai’s historic group-wide GCEO Town Hall 2018, which set the stage for its theme: One Parkway Pantai – Building a Healthcare Legacy Together.

Streamed live from Kuala Lumpur, Malaysia, some 450 Malaysia Operations Division staff and Parkway Pantai senior management who attended the physical event at Connexion@Nexus were joined virtually by colleagues from Malaysia, Singapore, India, China, Hong Kong and Brunei.

The town hall was opened and hosted by Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai. Addressing staff across multiple geographies together for the first time, Dr Tan shared key messages that highlighted the group’s focus on integration and innovation.

Our Focus

Integration

Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai (pictured right), getting ready to take a drone shot with Parkway Pantai management team and all 450 attendees.
Integrating at Country and Group Level

As Parkway Pantai continues to grow its footprint, fostering a cohesive identity and developing an integrated network is key to strengthening the group’s identity and bringing about stronger connections and improved capabilities.

Various integration works have been put in place at both country and group level such as a standardised email domain, access to group resources, job alignment, cross-country training and work opportunities.

Through these integration plans, Parkway Pantai hopes to open up more cross-country collaboration for improved synergies and learnings among staff.

Tapping Talent, Supporting Innovation

To create a culture of innovation, Parkway Pantai launched the inaugural group-wide Innovation Challenge 2017/2018 for staff at the end of 2017.

Staff were invited to form teams to submit proposals that will help improve work challenges and processes on the ground and up.

With this initiative, Parkway Pantai hopes to tap on the
Our Focus

Integreation

Dr Tan remind that staff should aim to brighten everyone’s lives at the workplace.

vast and diverse potential of its talent pool, and challenge staff to find new ways of doing things differently and to refresh and transform long-standing work routines in the process.

“I encourage you to be bold, daring and think out of the box with your ideas. Think of the value we add to patients, customers and the company not only in the short term but long term as well. What you think is crazy and impossible today may become the norm in hospitals tomorrow. You have our support,” said Dr Tan.

Building A Legacy Together

In commemoration of the inaugural GCEO town hall, all staff received a special souvenir - highlighters in the form of building blocks. While each individual highlighter represents the importance of each staff within the organisation, when joined together, it symbolises the greater heights that can be achieved as a team.

‘Better Together’ Contest

Your town hall souvenir adds more than just colour to your work! It can earn you a chance to win S$3,000!

Simply build anything using the highlighter blocks from the GCEO Town Hall 2018. Minimum of 50 highlighter blocks to be used per entry.

Take photos of your creation, showcase it in a 10-second video together with a short write-up of what inspired it and send your completed contest form to gcc@parkwaypantai.com. Closing date for submissions is 16 March 2018.

Look out for contest emails sent out by Group Corporate Communications or check with your local Communications colleagues for more details.

So gather your colleagues, form a team and get creative!

The senior management promises to serve by example and take care of staff so that staff can focus on providing the best patient care.
What makes the GCEO Town Hall 2018 a new milestone is the fact that staff from over 50 venues in five countries attended it in real time, thanks to web streaming.

Broadcasted live simultaneously to all the countries, the town hall was made possible because of the teamwork of staff across various departments – Information Technology, Human Resource and Corporate Communications – working together across boundaries.

As this was the first time such a massive multi-country event was being carried out, special preparation, careful coordination and numerous pre-event testing were done to ensure everything would run smoothly on the event day.

Dr Lim Suet Wun, Group Chief Operating Officer of Parkway Pantai, also used his drone camera to capture a group photo of everyone who attended the physical town hall in Kuala Lumpur.

The event reflected the organisation’s commitment to One Parkway Pantai and demonstrated how, on a group level, the consolidation of resources can make a powerful and meaningful impact.

To create that moment of connection, staff from various countries were asked to do a simple wave back from their respective locations during the town hall, giving everyone a chance to catch a glimpse of their colleagues across the different borders.
Leveraging the medical expertise of its two hospitals in Malaysia and India, Parkway Pantai launches a new Pantai-Gleneagles Global Liver Programme for Malaysians that provides comprehensive management of liver diseases including liver transplant.

Bridging Patients Globally

Malaysians requiring liver treatment and transplant can now turn to one of South Asia’s largest and most established liver transplant centres in India.

In a first-of-its-kind cross-border collaboration between Pantai Hospital Kuala Lumpur and Gleneagles Global Health City, Chennai, liver experts...
from Parkway Pantai’s Malaysia and India hospitals will be customising treatment plans for patients.

This unique liver programme for Malaysians includes an integrated pre and post transplant care programme.

Spearheading the liver programme at Gleneagles Global Health City is Professor Mohamed Rela, Director of the Liver Disease and Transplant Programme at Gleneagles Global Hospitals. Currently the chair of the Paediatric Committee in the International Transplant Society headquartered in USA, Professor Rela has also performed over 3,000 liver transplants over a span of 25 years, of which 750 were paediatric transplants.

Did you know that Professor Rela is in the Guinness World Records for performing a liver transplant on the youngest patient in the world? Find out about this, and how he is committed to the advancement of the field of liver disease on pg 14.

We are excited that Pantai Hospital Kuala Lumpur is the first private hospital in Malaysia to provide liver treatment and transplant services in partnership with one of our sister hospitals in India.

- Joe Sim, Chief Executive Officer, Malaysia Operations Division, Parkway Pantai

The collaboration between Pantai Hospital Kuala Lumpur (pictured below) and Gleneagles Global Health City (pictured left) includes an integrated pre and post transplant care programme.
Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai Limited said, “Indian hospitals run one of the most extensive and successful liver transplant programs in the world. Events like MCLD expose doctors to the latest developments in this field and provide opportunities for them to share and interact with some of the best medical minds in the world. This not only raises the standards of care at our hospitals but also leads to superior clinical outcomes and better quality of life for our patients.”

This year’s event also reunited Professor Rela with a patient from 20 years ago - Ms Baebhen Schutte, who at 5 days old underwent a liver transplant under the hands of Professor Rela, earning him a place in Guinness World Records for doing a liver transplant on the youngest patient in the world.
ENGAGE WITH

mosaic

MOSAIC goes social!
We will be bringing you the latest news and corporate developments in the various countries on social media platforms.

This will allow for more interactivity as staff can share articles and comment on them.

Look out for more information coming your way soon.
Bright New Future

With scrolls in hand, a new cohort of Parkway College graduates embark on the next chapter of their healthcare careers.

The healthcare landscape is always changing. With each evolution cycle, new and different career pathways are created. Go for them if you have the interest and skillset.

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

Since its inception, Parkway College’s management team, teachers, alumni and industry partners have been dedicated in providing high-quality education and training opportunities for its students.

By inculcating a powerful combination of the right skills, right attitude and right mindset amongst its graduates, Parkway College aims to enhance the employability of its graduates in the healthcare sector. On 3 November 2017, the College proudly graduated a new cohort of students.

Representing a cross-section of healthcare professionals from various clinical areas as well as healthcare administration, the graduates also included the first graduating batch from the Aston University Bachelor of Science (Honours) Optometry and Clinical Practice that was introduced two years ago.

Phua Tien Beng, Acting Chief Executive Officer, Singapore Operations Division, acknowledged the hard work of the graduates and congratulated them on earning the title of graduate. At the same time, he encouraged them not to be defined or confined by this label but to instead use it as a starting point for their dreams, aspirations and ambitions in their careers.
Since topping her class with First Class Honours, Carine has been working at a private clinic. In addition to securing a good job, her qualification has also armed her with better skills to help the less fortunate.

“I am actively involved in community activities (and) I have just represented my clinic on a mission trip to Cambodia,” she says.

It is this ability to help others that fuels Carine’s passion for optometry, “It really touches my heart when I see smiles coming from their faces after obtaining a functional clear vision from their optical aids. These priceless smiles spur me to continue to work hard and run the extra mile.”
In addition to her passion as a radiographer, Anitha D/O Kunasaigaran always had a keen interest in management, which led to her taking the Master of Health Administration course.

While there were other institutions offering such a qualification, Anitha chose Parkway College, saying, “Their focus was in creating a curriculum that was in line with their core values - current, relevant and life-long learning.”

Apart from lectures and constant feedback from her lecturers, Anitha learned a lot from her coursemates who came from different backgrounds – a doctor, nurses, allied health and administrative professionals.

With the invaluable support of her family and their belief in her, Anitha triumphed as course valedictorian.

Currently working at National University Hospital, Anitha is keen to apply the knowledge she has acquired to better manage an organisation, saying, “I am looking at developing myself further clinically as well as broadening my skills in the administrative area as I hope to see myself working in the management field one day.”

For 38-year-old Joan Speed Villareal, studying to be a nurse was especially exciting and daunting because she had been out of school for almost 15 years.

In choosing to embark on her diploma at Parkway College, Joan explained that while a smaller class size was important, one fact sealed the deal for her, “Most importantly, Parkway College is under Parkway Pantai, which is known to have the best hospitals in Asia” she said.

Equipped with experience as a caregiver in Australia, Joan was well aware of her innate desire to help people and this would be the impetus for her to put her heart and mind to achieving what her heart desired – being a registered nurse.

It was truly an enriching experience... the diverse skill-set present in my class allowed everyone to contribute different ideas that helped to broaden our knowledge further.

– Anitha D/O Kunasaigaran, Class Valedictorian, Masters in Health Administration
After an observational attachment in a hospital’s radiography department when she was in polytechnic, Siti Farhana Binte Roslee knew that becoming a radiographer was her calling.

Initially accepted to study radiography in Australia, she choose to study at Parkway College instead, saying, “To be able to study what I am passionate about and at the same time be close to my family was what I preferred.”

This decision to stay in Singapore proved to be critical to Farhana’s success and enabled her to come out tops in her class, thanks in part to the support of her family.

Despite graduating as Parkway College’s first top Malay student and securing a job as a radiographer at Mount Elizabeth Hospital, Siti is not about to rest on her laurels. Instead, she has her sights on a Master’s degree and hopes to be able to nurture the next generation of radiographers.

Joan is confident that the future belongs to those who believe in the beauty of their dreams.
Keeping Risk at Bay

Management and staff from all levels in Singapore and Malaysia learnt the latest in risk management at the annual Parkway Pantai Risk Forum featuring industry experts.

October 2017 saw the second edition of the Parkway Pantai Risk Forum take place in Singapore (3 October) and Malaysia (11 October), to the overwhelming response of staff eager to learn from a panel of industry experts.

The annual event by the Group Risk Management team aims to build a risk-conscious culture.

As the healthcare landscape evolves, there is need for staff across all levels within the organisation to learn to identify and manage risks.

Understanding Organisational Risk

The Forum in Singapore and Malaysia kicked off with an opening address by Linda Hoon, Group Head of Risk Governance, IHH Healthcare, who highlighted the importance of understanding organisational risk, sharing that...
Risk Management should not be something considered in isolation by one functional unit.

This was reinforced by Phua Tien Beng, Chief Executive Officer of Singapore Operations Division, as he addressed the Singapore staff.

"Risk should be seen as part of a much bigger picture. Because our work, our departments are interrelated and interdependent, we all contribute, in one way or another, to the risk factor through our jobs, actions, words, processes. To a large organisation like Parkway, we must address and manage risk as a team across multiple levels and functions to ensure we stay resilient, and are well-prepared for the challenges ahead," he said.

Joe Sim, Chief Executive Officer of Malaysia Operations Division also added, "We need to keep a constant watch over potential risks and take precautions to prevent them from happening. It is important to be diligent in monitoring issues that can turn into potential risks and be updated on changes in latest trends, particularly in the cyber security and medicolegal landscapes."

Lively panel discussions then ensued in both countries, followed by informative question and answer sessions to foster a deeper understanding on the importance of identifying and managing risk within the organisation.

Lively engagement between attendees and industry experts at the Risk Forum in Malaysia.
Gleneagles Hong Kong ramps up

The newly opened 500-bed hospital in Hong Kong notches up new milestones.

Round-the-clock Outpatient and Emergency Services.

24/7 Emergency Medical Services

On 4 December 2017, Gleneagles Hong Kong extended its Outpatient and Emergency Department to 24 hours, and became the first and only private hospital on Hong Kong Island to provide round-the-clock emergency medical services.

Well-resourced with Emergency Medicine specialists, General Practitioners, as well as comprehensive facilities including triage service, resuscitation room, negative-pressure isolation room, observation ward, X-ray service and fever zone, the 24-hour Outpatient and Emergency services allows Gleneagles Hong Kong to better serve its patients.
First Advanced Ovarian Cancer Treatment in Hong Kong

Gleneagles Hong Kong performed the first hyperthermic intraperitoneal chemotherapy for ovarian cancer (OVHIPEC) in Hong Kong on 31 January 2018, credit to its skillful team of gynaecological oncology specialists and clinical oncology staff.

The highly complex cytoreductive surgery to remove cancerous cells requires an experienced team to perform it successfully. By increasing overall penetration of the drug into the peritoneal cavity to target the cancer cells, the procedure gives better outcomes than intravenous chemotherapy and can potentially reduce the recurrence of ovarian cancer and improve overall survival rate among patients.

New Obstetrics and Neonatal Services

Months of hard work paid off on 23 February 2018, as Gleneagles Hong Kong launched its Obstetrics Department and welcomed its first baby boy on the service launch day.

The hospital adopts a skin to skin approach which includes 24-hour rooming-in care to encourage breastfeeding and greater bonding between newborns and their parents. It also provides a conducive environment and door-to-door transport service to give new parents a peace of mind.

As the first private hospital on Hong Kong Island to offer neonatal intensive care service, Gleneagles Hong Kong is able to provide prompt and professional care to newborns with critical medical conditions. It is also equipped with a sophisticated infant security system that can provide accurate location information of newborns and round-the-clock alerts.
When disaster struck, Parkway Pantai rallied its staff to support those in need by providing medical assistance and supplies, and by helping with clean-up work.

Floods swept through Malaysia’s northern states of Penang and Kedah in November 2017. Thousands of people were evacuated from their homes and had to take shelter at evacuation centres.

To protect the health and well-being of those affected, Parkway Pantai provided medical assistance with the help of 100 doctors, nurses and general staff from its hospitals in the northern region – namely Gleneagles Penang, Pantai Hospital Penang and Pantai Hospital Sungai Petani.

Working alongside Mercy Malaysia, appropriate assistance was given to those who required medical attention. They also helped to clean the houses of flood victims and provided food supplies.

Parkway Pantai has also allocated RM500,000 in the form of medical supplies for flood victims and is committed to continue with medical and clean-up efforts for as long as such assistance is required.
As part of our duty as a healthcare provider to care for the people in the northern region, we will aim to ensure that our medical personnel and staff contribute towards maintaining the well-being of displaced victims.

- Ivan Loh, Chief Operating Officer, Malaysia Operations Division and Chief Executive Officer, Gleneagles Penang
Dr Little Makes Its Debut in Perak

For one special day, Pantai Hospital Ipoh had 113 child “doctors” in residence as the hospital hosted its first-ever Dr Little event.

The event saw over 100 children become little “doctors” at Pantai Hospital Ipoh.

The inaugural Dr Little event held on 5 November 2017 at Pantai Hospital Ipoh, Malaysia, was the first of its kind in Perak. The event organised by the hospital, was an initiative sought to give children a glimpse into the medical profession.

Through the course of six interactive sessions, over 100 little ones aged between five and 10 experienced what it was like to be a doctor at Pantai Hospital Ipoh, while learning more about health and hygiene.
The day kicked off with an all-important session on hand hygiene. The children then had fun learning about the best practices of an outpatient clinic, from the importance of a doctor’s assessment and diagnosis, to the role of a pharmacist in dispensing medicine.

Meanwhile, an Accident and Emergency simulation provided a great opportunity for the kids to learn about emergency assessment, wound treatment and first aid. In another session, the children learnt about the skeletal system and how imaging is done, and they were taken through the ins and outs of an eye assessment.

Their last session covered nutrition and diet and the youngsters got to prepare a healthy and delicious salad!

Not to be left out, while the little “doctors” were on their “rounds,” parents were kept engaged with informative sessions conducted by Dr M Mangaletchimy, Consultant Paediatrician, and by the hospital’s team of nurses.

The fun-filled day ended with a graduation ceremony celebrating the children’s day as medical professionals!
Paint the Town Pink!

Parkway Pantai’s hospitals across Malaysia were bustling with activities in support of Pink October, also known as breast cancer awareness month. From charity dinners to empowerment programmes, staff, survivors and supporters gathered to raise awareness about the disease, and to honour and encourage survivors and supporters fighting it.

Wear It Pink Charity Dinner

Benefactors and celebrities came out in full force on 29 October 2017 for Pantai Hospital Kuala Lumpur’s “Wear It Pink” charity dinner supporting underprivileged women suffering from breast cancer. Pantai Hospital Kuala Lumpur presented a total of RM50,000 worth of breast prostheses and special mastectomy brassieres to 20 breast cancer patients, the National Cancer Society Malaysia and the Breast Cancer Welfare Association Malaysia.

Clockwise: Staff and patients were dressed in pink for the dinner.
Breast cancer survivors, beauty queens and dancers from Persatuan Pink Champions attended Pantai Hospital Ipoh’s “Love Yourself & Your Family” event on 8 October 2017. Men showed their support by dressing up and wearing heels for an activity, guests had fun taking part in a Zumba workout and Taiwanese teen pop artists entertained the crowd.
Fifth Annual Breast Cancer Survivor Event

“Carrying On” was the theme for the 5th annual Breast Cancer Survivor event at Gleneagles Penang and a host of educational and fun activities were organised to inspire cancer survivors to live life to the fullest. At the same time, the event on 5 October 2017 celebrated cancer survivors and gave them the opportunity to convene in a show of support and solidarity.

Cancer Patient Support Programme

120 cancer patients and their family members from the northern region participated in the Cancer Patient Support Programme organised by Pantai Hospital Sungai Petani on 21 October 2017. The hospital’s oncologists and dietitians were on hand to offer insights on coping with the disease while an empowerment programme sought to encourage patients to build networks of support groups for their overall well-being.
Recently, Dr S Rajah, Consultant Paediatric Surgeon and the paediatric team at Gleneagles Kota Kinabalu Hospital successfully operated on two-year-old Noah Nicholas Lester, who is suffering from Hirschsprung’s disease.

Hirschsprung’s disease is a condition that affects the large intestine (colon) and causes problems with passing stool. The condition is present at birth because of missing nerve cells in the muscles of the baby’s colon.

In Noah’s case, he developed intestinal obstruction when he was five days old, had an emergency operation and had since been passing stool through a hole at his abdominal wall. However, that same wall was discharging more fluid and electrolytes from his body, affecting his growth and development.

With his condition worsening, Noah was in need of funding to undergo immediate surgery to remove the diseased part of his intestine and restore the connection of the normal intestine to his anus.

This was made possible by the Khazanah IHH Healthcare Fund which sponsors medical treatment to needy patients from IHH’s home markets of Singapore, Malaysia and Turkey. IHH is the parent company of Parkway Pantai, which owns Gleneagles Kota Kinabalu.
In May 2017, hawker Tan Boon Teck, 50, was diagnosed with stage three colon cancer. The youngest son of the late Tan Chong Chia of the famous Armenian Street char kway teow, Boon Teck was running a stall in Sin Ming Road owned by his brother when he learnt of the news.

In order to raise funds for his cancer treatment, Boon Teck reached out to the media and, for a fee, offered to teach fans how to cook the dish made famous by his late father.

Not long after, Boon Teck made the news again. This time, because a 10-year-old and another fellow hawker wanted to help raise funds for their treatment. Before this, he did not know either of them.

All the publicity Boon Teck garnered did more than rally strangers to help him out in his time of need. It also brought his plight to the attention of Parkway Pantai, specifically to the team running its Life Renewed programme.

Armenian Street char kway teow hawker Tan Boon Teck, who was diagnosed with stage three colon cancer, is a beneficiary of Parkway Pantai’s Life Renewed programme.
My name is Tan Boon Teck and I am the son of Armenian Street char kway teow hawker, the late Tan Chong Chia. I have four children between the ages of 16 and 24. While I am no longer able to work full-time because of the cancer, I am still in the food industry, working at my friend’s restaurant a few times a week to help make ends meet.

For Boon Teck, this programme has greatly alleviated the financial burden of his cancer treatment. Not only that, it has also given him access to the facilities and doctors from the Parkway Pantai group - Dr Zee Ying Kiat from Parkway Cancer Centre and Dr Dennis Koh, general surgeon, Dr Leo Kah Woon, plastic surgeon and Dr Wilson Tay, anaesthesiologist, all from Mount Elizabeth Hospital.

With the help and support of the Life Renewed programme, his team of doctors and surgeons, and the generosity of the public, Boon Teck is focused on completing his treatment and is looking forward to recovering.

In 2013, Parkway Pantai launched its Life Renewed programme to help fund the medical treatment of financially needy patients in Singapore and Malaysia. A corporate social responsibility initiative, the programme is funded by the Khazanah IHH Healthcare Fund. It covers the entire spectrum of treatment, from assessment to postsurgical therapy, including cataract treatment, cochlear implant, total knee replacement, hip replacement, transurethral resection of prostate, and artificial bowel sphincter surgery.

In 2016, Mount Elizabeth Hospital launched a S$1.2 million fund as part of the Life Renewed programme, targeting needy Singaporeans who require cancer treatment. In partnership with Parkway Cancer Centre, this initiative provides diagnosis, treatment and surgery to the beneficiaries.

Since it started, this cancer treatment fund has covered screening for breast cancer, colorectal cancer and cervical cancer for 171 patients, and it has helped 16 patients with treatments for breast and colorectal cancer.

More about the Survivor

My name is Tan Boon Teck and I am the son of Armenian Street char kway teow hawker, the late Tan Chong Chia. I have four children between the ages of 16 and 24. While I am no longer able to work full-time because of the cancer, I am still in the food industry, working at my friend’s restaurant a few times a week to help make ends meet.
No Pain, All Gain

Dr Tan Wei Chean, a Neurospine Surgeon and Pain Management Specialist at Gleneagles Kota Kinabalu, shares his personal pain experience and how it led him to a life helping others cope with chronic pain.

Dr Tan Wei Chean’s life journey led him to where he is now, as a Neurospine Surgeon and Pain Management Specialist.

When Dr Tan was in secondary school in Kangar, Malaysia, his father caught severe pneumonia. Despite visiting many hospitals and investing a lot of money, it was to no avail until the family finally met a doctor who successfully treated his father - and at minimal cost. This incident made a mark on young Dr Tan, making him realise that a good doctor can do a lot of good for both patients and their families.

Two years later, another incident would make an impact on Dr Tan – his own acute lower back pain that was so severe it left him unable to even stand. Though surgery was recommended, Dr Tan refused it, fearing complications. This lead to him being referred to a Pain Specialist instead, who treated him with interventional pain management and relieved his pain. From here, Dr Tan learnt that surgery was not the only option and that Pain Specialists could provide a solution for spine problems.

Spurred by these life experiences, Dr Tan chose to study medicine in Taiwan and worked his way up to qualify as a Specialist in Pain Management, before eventually becoming Chief of the Neurosurgery Department at Taiwan’s Yumin Hospital. In 2017, Dr Tan returned to Malaysia.

Conscious that Malaysia’s population, like other parts of Asia, is becoming increasingly aged, Dr Tan is focused on educating the public about Pain Management and minimally invasive spine surgery.

Indeed, pain can become so severe that one loses the will to live, like in the case of one of Dr Tan’s patients, an elderly patient with advanced lung cancer. As the cancer had metastasised to her bone, her patient was in such severe pain that she asked him to end her life, in order to end her suffering.

Then one day, after treatment, the patient cried in joy because her pain had finally stopped. Despite only surviving another six months after this incident, the patient’s family was nevertheless grateful that in her final days, she was pain-free.

Dr Tan also successfully performed the first unilateral biportal endoscopic spinal surgery and brain tumour removal for Gleneagles Kota Kinabalu in late 2017. Both patients are recovering well.

At the end of the day, it is important to Dr Tan that people know that pain can be relieved with the right management, and that no one needs to suffer in silence. Indeed, it is this desire that drives him in his practice as a Neurospine Surgeon and Pain Management Specialist at Gleneagles Kota Kinabalu.

MORE ABOUT THE DOCTOR

My name is Dr Tan Wei Chean and I’ve been described as an optimist. I am good at problem-solving and can work under intense pressure without breaking into a sweat. I take everything I do seriously and pay equal attention to my practice and my family. My family is my pillar of strength and I would not know what to do without them. In my free time, I enjoy reading and travelling.
Why did you specialise in neurosurgery?

My decision to specialise in neurosurgery was sparked during my internship years, where I was fascinated by sophisticated neurosurgical aids and advanced equipment. It was further compounded when I read the bestselling memoir “When the Air Hits Your Brain” by Dr Frank T Vertosick Jr.
What’s your secret to looking so youthful?

People often comment that I look like I am in my 20s, I believe that for me, getting enough sleep, exercising regularly, eating healthy and having work-life balance is the key to looking young.
Rheumatology = rheumatism? Not quite. While the words are similar, they are not the same. In fact, this is a common misconception people have about rheumatology, according to Dr Lui Nai Lee, a Specialist Rheumatologist practising at Gleneagles Hospital Singapore.

To help his patients understand rheumatology, he likes to give the analogy of a civil war going on within a person. This civil war results in inflammation which causes chronic illness, and which requires, most of the time, long term medication and treatment. It is also something that afflicts both the young and the old.

Among the impactful cases Dr Lui has encountered early in his career involved two young patients.

The first patient, a young girl who eventually lost the battle against lupus, highlighted the importance of patient education and empowerment and familial support. “It is imperative that patients understand what is going on and why they need to consume all those medications. Things can turn fatal for patients who ignore their treatment.”

The second case involved a very complex young lupus patient who failed all conventional treatment and eventually had to undergo bone marrow transplantation, a first in Singapore at that time.

It is precisely this complex, investigative and challenging side of rheumatology that attracted Dr Lui to it. From head to toe, systemic autoimmune diseases can happen anywhere in the body, making it a very holistic specialty that utilises a doctor’s knowledge from all disciplines. He finds it particularly fulfilling when he is able to detect and treat early arthritis, helping patients regain active and productive lives.

Dr Lui hopes to educate people and encourage those experiencing joints and back pain to seek medical help early. Many people are diagnosed with arthritis years after having symptoms. Because of this, sometimes the joints or spine involved may be damaged to the point of deformity. The effects are no longer reversible and patients may lose the function of the affected joint.

With continued research, Dr Lui hopes that in the future there will be a magic bullet that would reset the whole immune system, similar to a computer’s control-alt-delete function. In the meantime though, more needs to be done to detect early inflammation so that patients will not have to suffer the consequences of an advanced disease.

Among the impactful cases Dr Lui has encountered early in his career involved two young patients.

Among the impactful cases Dr Lui has encountered early in his career involved two young patients.

More About the Doctor

My name is Dr Lui Nai Lee and I have been a Rheumatologist since 2006. My wife tells me that I am a loving dad and a good hubby. To relax, I enjoy landscaping, swimming and running. When it comes to comfort food, nothing beats the best chicken rice balls from my hometown in Malacca, Malaysia.
For 20 years, Jimmy was living and working in China. He had a high-stress job in the food and beverage industry, was a heavy smoker and drank coffee in excess. Despite regularly running on the treadmill, it was not long before Jimmy’s unhealthy lifestyle took a toll on his body and he had high cholesterol, gout and was even diagnosed with panic disorder.

During a trip back to Singapore, Jimmy went for a health screening and a treadmill electrocardiograph (ECG) stress test revealed some blockage in his arteries. Referred to cardiologist Dr Lim Yean Teng of Mount Elizabeth Hospital, the plan was to perform a minimally-invasive angioplasty and insert a stent.
However, the procedure revealed four different blockages, with one of them being a 90% blockage at the main arterial opening. No angioplasty or stent was going to fix this. Instead, Jimmy needed open-chest heart bypass - and a quadruple one at that. He was stunned, with the question, “Why me?” frequently recurring in his mind.

At Dr Lim’s recommendation, Jimmy underwent the bypass surgery with Dr Wong Poo Sing, a Consultant Cardiothoracic Surgeon with Mount Elizabeth Hospital.

Surgery was not the end of Jimmy’s fight though and he had to battle through the long road to recovery. While the first three months were about dealing with the pain, the next 15 months would see Jimmy’s spirits nose-dive as negativity and frustration seeped in.

Thankfully, his regular visits with Dr Lim provided him with a much needed dose of encouragement and, together with the invaluable support of his wife, Iris, it was not long before Jimmy laced up his running shoes and started going for short runs near his home.

The adrenaline of running again gave Jimmy the “therapy” he needed and his self-confidence and strength started to build. At the same time, Jimmy also quit smoking and started eating healthily, determined to give his body a good second chance.

After a few months of hard work, Jimmy was ready for his first event - the 10.5 km Green Corridor Run. Accompanied by Iris, he completed it and then went on to train and participate in several more runs. In 2017, he did his first full marathon, the Standard Chartered Singapore Marathon.

Looking back on his journey, Jimmy wants to encourage others to go for regular health screenings so any issues can be detected early. He also hopes his personal experience will encourage other bypass patients to know the importance of eating healthily and exercising in their road to recovery.
Little Soy, Mighty Benefits

Soy, also commonly referred to as soya, may be a small bean but it packs a punch when it comes to its properties. Rich in protein for a plant-based food, it contains flavonoids that have antioxidant properties and it can be made into a wide variety of dishes - from sauces and drinks, to tofu and ice cream desserts.

Source of Protein and Calcium

Soy is an important source of protein for vegans. And, particularly since processed meat has been classified as a Group 1 carcinogen by the World Health Organisation, replacing your meat intake with tofu, a non-fermented soy food, helps reduce the risk of cancer.

A good serving of protein from soy would be about 120 – 170 grams of tofu; roughly larger than palm size.

At the same time, soy milk is a good option for those who need to make up for their calcium needs, especially if they do not drink milk on a regular basis, or if they cannot consume milk because they are lactose intolerant.

Soy is also a great source of protein and calcium for the elderly.

Colon Wellness

Soy, or soy products, are beneficial for preventing constipation and reducing the risk of colon-related conditions because it contains both soluble and insoluble fibre.

Soluble fibre soaks up water and helps give the feeling of fullness, and it slows down the movement of digested content down our intestinal tract. Meanwhile, insoluble fibre does the reverse and helps prevent constipation.

Contributed by Louis Yap, Dietitian, Parkway East Hospital
A Healthier Soy

While soy is a source of protein and calcium, it also contains carbohydrates, with both complex and simple sugars found in each legume. A block of tofu, for example, would contain between 2-4 grams of carbohydrates, of which around 0.5-1 teaspoon is sugar.

In addition, vegetarian dishes that transform tofu products into mock meats or vegan meat should be consumed in moderation as salt, syrups, wheat and starch are among the ingredients used to make them. Moreover, such foods are usually deep fried.

Meanwhile, high salt intake increases the risk of developing stomach cancer. Given that our Asian diet is very often high in salt, using less ingredients like soy sauce and salted bean paste can help to reduce our salt intake.

For a healthier diet, soy products which are high in salt and fat, and which contribute to an increase in total calorie intake, should be consumed in moderation.

Soy- Sorry

Soy allergy, like many other food allergies, can cause rashes, difficulty in breathing, puffy lips, and in more severe cases, death. As such, those allergic to soy need to be vigilant as soy is found in many foods including sauces, cereals, bread and condiments. Here, it may be helpful to engage the help of a dietitian to ensure that omitting soy from your diet does not lead to malnutrition or a deficiency of vitamins or minerals.

Regulates Blood Sugar and Cholesterol

Research has found that increased soy food consumption is inversely proportional to insulin resistance in individuals.

It also indicated that the isoflavones found in soy was able to significantly reduce bad cholesterol levels in our body without reducing good cholesterol levels, helping to reduce risk of heart-related diseases.
Healthy Habits For A New You

Call it a New Year’s resolution or a habit. Start it in January or in December. It is never too late to start healthy habits for a longer, heartier and happier life.

Recharge
Not just your tech gadgets, but you! These days, everyone is conscientious about charging their devices so the latter do not go flat. Isn’t it time that we pay the same, if not more, attention to the most important thing that needs charging - our bodies?

For adults, getting seven to nine hours of sleep daily is imperative to how we start each new day, especially so when we lead hectic and stress-filled lives. Besides giving us the energy to be alert and productive all day – and to get our daily exercise done - proper rest strengthens our immune system, helps to prevent overeating and improves our mood.

Check It Out
With busy schedules, we have limited time for, and with, our doctors and so a lot of our health is in our own hands. To keep on top of things, give yourself monthly mini-checkups to see if anything has changed. Notably superficial changes to your body.
In addition, schedule – and actually go for – annual health screenings so you can monitor your blood pressure, cholesterol, weight and more. These screenings are vital for giving you a big-picture view of your health status and for identifying any potential areas of concern.

**Go Natural**

Try as far as possible to choose natural over processed foods. This means eating fruits, vegetables, beans and nuts for your fiber, protein and vitamins needs instead of popping supplements. It also means swapping out refined grains for whole grains, processed meats for unprocessed meats, and replacing artificial and processed sweeteners for natural sources.

At the same time, try and incorporate veggies in every meal – and snack - that you have. Besides helping you to maintain a healthy weight, the vitamins and antioxidants will keep you energised and prevent disease, and it will help give you a feeling of fullness.

**More Water**

One of the healthiest things you can do is to drink more water – at least eight glasses or two litres a day. Staying sufficiently hydrated keeps all our physical functions, like digestion, running optimally, making it less likely we will mistake thirst for hunger, a common mix-up that can lead to overeating. When you consider that you not only get water from drinking but from water-rich foods like vegetables, the task seems less challenging. And when it comes time to order a drink, choose water instead of sugary, alcoholic or caffeinated options and save on calories and sugar!

**Me Time**

Stay balanced by putting aside some time for a little self-care. Read, meditate, journal, colour, get a massage or dance to your favourite tunes – taking time for yourself on a daily basis will make a real difference in your mood and will also affect how much you are able to offer the world. Plus, it is a great way to de-stress at the end of a day!

While you are at it, take a moment to be grateful for all that you have, both the big things like your health and family, and the small stuff like getting a seat on the train.

**Sun Protection**

Regardless of location, time zone and season of the year, UV protection is a necessary part of our daily routine to protect against skin cancer and prevent premature aging. In fact, protection from the sun’s harmful UV rays is essential every day - even on cloudy days and in snowy cold climates - to combat the damage being done to our skin.

This new year, make it a point not just to start using sunscreen but to use it correctly and conscientiously, covering your whole body and not just your face with a broad-spectrum, water-resistant product.
Sticking To Your Resolution

Making a goal is one thing. Starting it is another. And sticking to it is something else. Maintaining the change you started requires commitment until the change becomes second nature. Here are five tips to help you persevere in your effort.

1. Make it SMART
A common reason why many people fail to keep their resolution is that it simply is not realistic. Any resolution needs to have specific, measurable, achievable, relevant and time-bound (SMART) goals, together with a solid plan on how to achieve them. Without these, frustration is likely to set in, resulting in one giving up. So think small steps rather than big leaps, and remember, those who fail to plan, plan to fail!

2. Personally Meaningful
Making a resolution is something you do for yourself so it should be something that you really want. How exactly will this resolution enhance your life? This factor alone will help you to overcome the challenges. Losing weight, for example, is not just about looking better but reducing your risk for disease, lengthening your lifespan and enabling you to live a full, active life.

3. Get Support
A supportive environment is another step toward success. Consider the physical environment – is your pantry clear of unhealthy food? Have you thrown away ashtrays and lighters? The social aspect is another. No man is an island so having encouraging people around you as you pummel through your goal is helpful. They can remind you to choose healthier foods, play a game of badminton with you or simply be a source of accountability.

4. Plan and Monitor It
Planning and keeping track of your efforts is critical for making life changes. Schedule your decluttering efforts, for instance, and make it a point to keep the appointment with yourself. Consider monitoring your daily intake of calories and carbohydrates, make a conscious effort to add in more fruits and vegetables in your meals. Keep a flexible schedule to maintain motivated.

5. Safety Net
It pays to have a plan for when you slip. Look back on your motivation and remind yourself why you wanted to make this change. Look at your logs and acknowledge how much you have done. At the same, be kind to yourself, recognise that slip-ups are okay and expected, recommit to the goal and get back on that horse!
## Hospitals

**BRUNEI**
- GLENEAGLES JPMC

**HONG KONG**
- GLENEAGLES HONG KONG

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

**MALAYSIA**
- CHENNAI
  - GLENEAGLES GLOBAL HEALTH CITY, PERUMBUKKAM
  - NABH accredited
- HYDERABAD
  - CONTINENTAL HOSPITALS JCI, NABH accredited
- AWARE GLENEAGLES GLOBAL HOSPITALS, L.B.NAGAR
  - NABH accredited
- KOLKATA
  - APOLO GLENEAGLES HOSPITAL JCI, NABH accredited
- MUMBAI
  - GLENEAGLES GLOBAL HOSPITALS, PAREL

**PANTAI HOSPITAL**
- CHERAS
  - MSQH accredited
- IOH
  - MSQH accredited
- KLANG
  - MSQH accredited
- MANJUNG
  - MSQH accredited
- PENANG
  - MSQH accredited
- SINGAPORE
  - GLENEAGLES HOSPITAL
  - JCI accredited
  - MOUNT ELIZABETH HOSPITAL
  - JCI accredited
  - MOUNT ELIZABETH NOVENA HOSPITAL
  - JCI accredited
  - PARKWAY EAST HOSPITAL
  - JCI accredited
  - UAE
  - DANAT AL EMARAT HOSPITAL FOR WOMEN AND CHILDREN

## Medical Clinics

**CHINA**
- BEIJING
  - CHAO WAI MEDICAL CENTER
- JINGSHUN MEDICAL CENTER
- SHANGHAI
  - GLENEAGLES MEDICAL AND SURGICAL CENTER
  - HONG QIAO MEDICAL CENTER

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

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

**SINGAPORE**
- A&E / 24-HOUR WALK IN CLINICS (All 4 hospitals)
- ANG MO KIO FAMILY MEDICAL CLINIC
- MARITIME MEDICAL SERVICES
- NIPPON MEDICAL CARE

## Ancillary Medical Services

**HONG KONG**
- ANGSA NA MOLECULAR AND DIAGNOSTICS

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

**MALAYSIA**
- PANTAI INTERGRATED REHAB
- PANTAI PREMIER PATHOLOGY

**SINGAPORE**
- PARKWAYHEALTH LABORATORY
- PARKWAYHEALTH RADIOLOGY

Information is correct as of February 2018
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