CARING FOR YOU AROUND THE GLOBE
Parkway Pantai brings quality healthcare to more parts of the world

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

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Committed to Caring

Through growth, we are furthering our aspiration of bringing our brand of quality healthcare to more people around the world.

At Parkway Pantai, we believe in making healthcare accessible to all. Even as one of the largest private healthcare providers in Asia, we continue to pursue a phased growth strategy because doing so allows us to reach and serve more people, in more parts of the world.

In this issue, you will learn about our plans to bring our healthcare services to the populous countries of China, India and Myanmar (‘Caring for You Around the Globe’ on page 6). At the same time, we are deepening our social engagement in our home markets of Singapore and Malaysia with a host of new community initiatives.

I invite you to read about how we have developed the first nationwide healthcare membership programme for seniors in Malaysia (‘Enriching the Golden Years’ on page 20), as well as Mount Elizabeth Hospital’s newly launched S$1.2 million cancer treatment fund (‘Financing the Fight’ on page 22) and Mount Elizabeth hospitals’ latest public awareness campaign to help people understand their health insurance coverage and entitlements (‘Affordable and Accessible’ on page 24).

Growth ensures that we have the global resources and local presence to do our best for the communities we serve — that is the goal.

Lim Bee Ling
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Since May 2013, Parkway Shenton has been working in collaboration with National Healthcare Group (NHG) to operate a Family Medicine Clinic (FMC) in Ang Mo Kio. After three successful years, NHG has handed over management reins to the private healthcare operator, effective 1 March 2016. The handover ceremony on 27 February 2016 was attended by key personnel from both organisations as well as Mrs Tan Ching Yee, Permanent Secretary, from the Ministry of Health.

Professor Philip Choo, Group Chief Executive Officer, NHG, thanked Parkway Shenton for being a

Public and Private, in Partnership

Parkway Shenton becomes the first private General Practice operator to take over the management of National Healthcare Group’s Family Medicine Clinic in Singapore.

^ Prof Philip Choo, Group Chief Executive Officer of NHG (left) and Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai (right) conclude the handover ceremony in the presence of Veronica Allen (back row, extreme right), Chief Executive Officer of Parkway Shenton.
reliable partner in effective and sustainable healthcare. He stressed that the fast ageing population and higher prevalence of chronic diseases in Singapore means public and private healthcare providers should work closely together.

The public-private partnership is part of the Singapore government’s Primary Care Masterplan, which aims to provide comprehensive and integrated care for patients with stable chronic conditions.

Veronica Allen, Chief Executive Officer of Parkway Shenton, saw the successful partnership with NHG as a testament to Parkway Shenton’s depth of expertise in chronic disease management, not just at Ang Mo Kio FMC, but at all its General Practitioner clinics island-wide.

**Caring for the community**

At Ang Mo Kio FMC, patients are receiving care for chronic illnesses including asthma, depression, diabetes, hypertension, high cholesterol and stroke. This is in addition to common ailments.

To date, over 8,600 patients from Ang Mo Kio Polyclinic have chosen to receive care at Ang Mo Kio FMC. The clinic enjoys a high patient retention rate of about 95% — a reflection of patient satisfaction with its services.

Parkway Shenton has also revealed plans to grow the number of physicians at the clinic from three to five, in order to better serve a targeted 11,000 patients by the end of the year.

“Through such partnerships, our large pool of family physicians, all well-qualified in family medicine and management of chronic diseases, will continue to value-add to Singapore’s primary healthcare landscape by providing cost-effective and patient-centric care.”

VERONICA ALLEN, CHIEF EXECUTIVE OFFICER, PARKWAY SHENTON

**PRIVATE RESOURCES FOR PUBLIC NEEDS**

The handover of Ang Mo Kio Family Medicine Clinic is the latest addition to the list of public-private partnerships between Parkway Pantai and Singapore’s public healthcare sector.

Other collaborations include:

- **30**
  - 30 beds at Parkway East Hospital for patients with stable medical conditions from Changi General Hospital

- **15**
  - 15 beds at Gleneagles Hospital and Parkway East Hospital for dengue patients from Changi General Hospital

- **20**
  - 20 beds at Mount Elizabeth Novena Hospital for Emergency Department patients with stable but acute conditions from Tan Tock Seng Hospital

**▲** Parkway Shenton celebrates the milestone event.
Caring for You Around the Globe

Quality private healthcare has never been more accessible.

Globalisation is making the world smaller and, hopefully, healthier. Driven by a vision of equitable and accessible healthcare, Parkway Pantai has significantly expanded its network in Asia over the past five years, almost doubling its number of hospitals from 16 to 31.

In 2015 alone, Parkway Pantai opened two new Gleneagles hospitals in Malaysia, acquired nine hospitals in India and laid the groundwork for two new hospitals in China and Myanmar — all in the name of serving those in need.

That it has been able to achieve these successes in spite of economic headwinds reflects its strong fundamentals. Its disciplined approach to cost management and commitment to excellent patient care will continue to drive its growth as it brings its healthcare expertise to more parts of the world.

Here’s a quick view of the recent strides made in its key growth markets.

BUILDING LEADERSHIP IN INDIA

2015 was the ‘Year of India’ for Parkway Pantai. The acquisition of two major assets – Continental and Global Hospitals – added nine hospitals to its stable and increased its operational bed count there by nearly four folds to about 2,000.

“These acquisitions firmly establish us as one of the leading hospital groups in tier one cities in India with a strong niche in multi-organ transplants, upper gastrointestinal diseases, hepatobiliary and gastrointestinal care. Today, we have the potential to grow up to 4,000 beds through our existing entities in India. We are also looking to set up Centres of Excellence to enhance our service offerings locally.

“We are excited to bring our track record of providing superior patient outcomes and will ensure that the change of ownership is seamless for both patients and employees. The hospitals will continue to deliver the best-in-class medical care and outcomes that Parkway Pantai is known for,” said Ramesh Krishnan, Chief Executive Officer of Parkway Pantai’s India Operations. Parkway Pantai’s other healthcare facilities in India include the 510-bed joint venture Apollo Gleneagles Hospital in Kolkata and the Apollo Gleneagles PET-CT Centre in Hyderabad. Its 450-bed greenfield hospital in Mumbai, Gleneagles Khubchandani, is expected to begin operations in 2017.

“India has tremendous growth potential with its rapidly increasing demand for quality private healthcare.”

RAMESH KRISHNAN, CHIEF EXECUTIVE OFFICER, INDIA OPERATIONS DIVISION
About Continental Hospitals

Percentage

51

Parkway Pantai acquired a 51% stake on 23 March 2015

More than

30

More than 30 specialties leveraging the most advanced evidence-based medicine and cutting edge technology

- Licensed for 750 beds, of which 250 are operational
- JCI-accredited facility offering multi-specialty tertiary and quaternary care services in Hyderabad
- Award-winning Level 1 Emergency and Trauma Centres with 21 modern, specialty-specific modular operation theatres

About Global Hospitals

Percentage

73.4

Parkway Pantai signed definitive agreements to acquire a 73.4% stake on 28 August 2015

- Deal was completed on 7 December 2015
- Hospital chain comprises five hospitals and three feeder centres with approximately 1,100 operational beds in Hyderabad, Bangalore, Chennai and Mumbai, with potential to expand to 1,900 beds
- Founded in 1999 with a track record in delivering multi-specialty tertiary and quaternary care, particularly in multi-organ transplants, hepatobiliary diseases and gastroenterology

- Global Health City, Chennai
- BGS Global Hospitals, Bangalore
- Global Hospitals Lakdikapul, Hyderabad
As China opens up its healthcare sector, Parkway Pantai makes its first foray into the tertiary care segment in Western China with the development of ParkwayHealth Chengdu Hospital. The 350-bed multi-specialty hospital is strategically located in the Perennial International Health and Medical Hub, which is directly linked to the Chengdu East High Speed Railway Station and well connected by air and road to other parts of the country.

“We are excited about moving up the value chain in our key market of China with hospitals that offer cutting-edge tertiary and quaternary care. ParkwayHealth Chengdu furthers our plans of becoming a leading international healthcare provider in Greater China,” said Leong Yew Meng, Chief Executive Officer of Greater China and North Asia, Parkway Pantai. ParkwayHealth Chengdu Hospital builds on Parkway Pantai’s existing presence in Mainland China, where it runs a network of nine medical and dental centres in Shanghai, Beijing and Suzhou.

Over in Hong Kong, Parkway Pantai operates a medical centre in Central, and is on track to open the 500-bed Gleneagles Hong Kong Hospital in East Aberdeen in early 2017. Gleneagles Hong Kong is the first private hospital to be commissioned in Hong Kong since 1995. The hospital is committed to providing high quality and affordable healthcare to the people of Hong Kong. At least 70% of its beds will be reserved for Hong Kong residents, with over 50% of inpatient bed days charged at packaged rates.

“ParkwayHealth Chengdu’s strategic location will allow us to tap into demand for quality healthcare in the rapidly growing western region of China.”

LEONG YEW MENG, CHIEF EXECUTIVE OFFICER, GREATER CHINA AND NORTH ASIA
About ParkwayHealth Chengdu Hospital

- 70% owned by Parkway Pantai
- Scheduled to open in 2017 with net leasable area of at least 48,000 square metres
- Parkway Pantai’s first hospital in Western China
- Chengdu’s first foreign tertiary hospital
- Specialised care and services include obstetrics & gynaecology, paediatrics, cardiology, orthopaedics, ophthalmology and internal medicine
- Serves a total population catchment of 148 million residents in Chengdu and other cities in Sichuan and Western China

About Gleneagles Hong Kong Hospital

- 60% joint venture hospital with Hong Kong’s NWS Holdings; Li Ka Shing Faculty of Medicine of The University of Hong Kong as the clinical partner
- First private hospital in Hong Kong to be commissioned since 1995
- Hospital will provide comprehensive clinical services with more than 15 specialties including general medicine, general surgery, orthopaedics and traumatology, gynaecology and others
As a continuation of its trans-boundary expansion, Parkway Pantai has extended its footprint to Myanmar with Parkway Yangon Hospital. The US$70-million, 250-bed hospital broke ground on 23 January 2016, graced by H.E. U Myint Swe, Chief Minister for Yangon Region and H.E. Dr Than Aung, Minister for Health.

"It is exciting to be able to work closely with the local authorities to further expand the options for quality healthcare to the people of Myanmar. The hospital will support Myanmar’s national health policy, Health Vision 2030, which aims to deliver world-class healthcare outcomes, research and services, and improve the health of the citizens of Myanmar," said Dr Lee Hong Huei, Parkway Pantai’s Head of Southeast Asia.

Parkway Pantai will adopt a ‘build-operate-transfer’ model in Myanmar, which supports the local community by creating new jobs, building capabilities and developing healthcare talent. The hospital will promote the training of healthcare professionals such as nurses and allied healthcare practitioners. It will also encourage the transfer of knowledge, sharing of best clinical practices and levelling of medical expertise, boosting ongoing efforts to raise local healthcare standards.

In addition, Parkway Yangon Hospital will bring about greater partnerships between doctors from Mount Elizabeth Hospital in Singapore and specialists from Myanmar in the form of training colleges, scholarships and overseas training fellowships for local Myanmese.
About Parkway Yangon Hospital

Percentage

52

52% owned by Parkway Pantai

Number of beds

250

A 250-bed hospital scheduled to open in 2020

• Located in downtown Yangon on a 4.3-acre plot of land leased for 50 years at prevailing market rate, with the option of two 10-year extensions
• 'Build-operate-transfer' model to facilitate exchange of medical knowledge and clinical practices to support Myanmar’s Health Vision 2030 and training of healthcare professionals

“It is exciting to be able to work closely with the local authorities to further expand the options for quality healthcare to the people of Myanmar.”

DR LEE HONG HUEL, HEAD OF SOUTHEAST ASIA

Parkway Yangon Hospital broke ground on 23 January 2016

Dr Tan See Leng, Group Chief Executive Officer and Managing Director shared his hopes for Parkway Pantai’s first facility in Myanmar.

The groundbreaking ceremony was graced by H.E. U Myint Swe, Chief Minister for Yangon Region and H.E. Dr Than Aung, Minister for Health.
Dr Ng Theng Hean joined Pantai Hospitals as Consultant Gastroenterologist & Hepatologist in October 2015. He serves patients in the Malaysian state of Perak from Pantai Hospital Ipoh.
Double Duty

The medical sub-specialities of gastroenterology and hepatology deal with conditions relating to the stomach, intestines and liver. To Dr Ng Theng Hean, Consultant Gastroenterologist & Hepatologist at Pantai Hospital Ipoh, it is a field that offers him the opportunity to make a difference.

“I chose this sub-speciality because I feel a lot can be done to help people. That is exactly why I decided to become a doctor in the first place—to help those in need,” he said.

“When I was young, a family member fell ill. As much as we wanted to help, there was a limit to what we could do. I saw the difference that medical professionals make, how they touch people’s lives, and I made up my mind to pursue medicine.”

Inspired, Dr Ng went on to read medicine at University of Malaya, followed by post-graduate training in various major hospitals. Looking back, he said, “I wish I had enjoyed student life more but I don’t regret studying hard. Everything I learnt then is now being put into practice to help my patients.”

Health matters

“I believe that doctors and patients should work in partnership. As a doctor, I am committed to doing my best for each and every patient but I feel that patients also need to take ownership of their health,” opined Dr Ng.

“I hope to see more people taking an active interest in their health. The medical community can play a part by organising public engagement and health education programmes. People need to have the knowledge to recognise symptoms in order to seek medical attention promptly. With any disease, early detection, diagnosis and treatment can increase the chances of a complete recovery.”

Serving as the Gastroenterologist & Hepatologist for Pantai Hospitals in the state of Perak, Dr Ng hopes more young doctors will choose to specialise in this field.

“Having the ability to help patients and being part of their recovery makes everything worthwhile.”

“Medicine is truly a rewarding career. There is personal satisfaction from helping patients and professional fulfillment from being at the forefront of medical advancements. I would like to encourage more young people to consider medicine, and the gastroenterology and hepatology sub-speciality, as a career option.”

Doctor’s Note

My name is Ng Theng Hean. I joined Pantai Hospital Ipoh in October 2015 so this could be my first introduction to many colleagues. During my personal time, I enjoy quiet moments to myself, preferably with a Stephen Hawking book in hand. He is such an inspirational author. My wildest wish is to meet him and go on a space travel adventure together! I also enjoy fixing things and spend a fair bit of time under the bonnet of my car. While Ipoh is a foodie paradise and I do enjoy a good meal, nothing beats my mother’s homemade claypot chicken. It’s the best!
The Journey of Life

Dr Lim ZiYi, Senior Consultant, Haematology shares what it’s like supporting patients in their fight against cancer at Mount Elizabeth Novena Hospital.

I have experienced what it feels like having someone close to you be unwell,” revealed Dr Lim ZiYi, Senior Consultant, Haematology.

When he was a young boy, Dr Lim watched his mother battle cancer. He saw how she overcame the disease with the care of doctors and nurses, and the love and support of family. Inspired by her and intrigued by the field of medicine, he chose to be a doctor.

“I naturally gravitated towards medicine from a young age. It is something that I’ve always wanted to do, and I feel very blessed and privileged that I am able to do it,” said Dr Lim, who also shared that his late father was an important influence.

“My father taught me to treat people with respect and humility. After he passed away, I was fortunate to find another father figure in my mentor, Professor Ghulam Mufti. I met him at King’s College Hospital in London. He took me under his wing and for about 10 years, we worked together to build the department into one of the largest allogeneic haematopoietic stem cell transplant centres in Europe.

“Haematology is a sub-specialty that requires both clinical laboratory expertise and patient skills. Prof Ghulam is truly one of the titans in the field. He is strong scientifically and has such a way with patients — putting them at ease, giving them confidence and helping them stay positive.”

Putting patients first

While Dr Lim’s patients look to him for hope, he draws inspiration from them to work harder. “Blood cancer patients tend to get very ill, very quickly. Our treatments can also be quite intensive. I feel the need to connect with my patients and their families. They become like family to me and I ride the ups and downs of treatment with them. With the amazing amount of trust that they place in me, I believe it is my responsibility to be approachable and accessible — to spend time with them even if it means seeing fewer patients.”

This was part of the reason why Dr Lim joined Parkway Cancer Centre at Mount Elizabeth Novena in 2013 after a two-year tenure with a restructured hospital.

“In addition to spending more time with patients, I also wanted to expand and focus on my clinical practice. Parkway Cancer Centre offered me that opportunity, as it was also keen on growing its haematology services. It was a good fit that is working out well,” he explained.

Doctor’s Note

My name is Lim ZiYi. I was born in Singapore but studied at the University of Edinburgh in the UK, where I met my British-Chinese wife. We have three boys, aged 13, 11 and 4. My passion outside work is my family. I enjoy spending time with my wife and kids — travelling and playing sports like swimming and badminton. My late father was a strong influence on me. Now, as a father myself, I hope to set the right example for my kids.

When I have a quiet moment to myself, usually when my family is asleep, I like to put on classical music, pour myself a glass of Scotch whisky and reflect on the day.
BEYOND THE CALL OF DUTY

Three nurses from Mount Elizabeth Hospital have received the Ministry of Health’s Courage Fund Healthcare Humanity Awards for their extraordinary commitment to service.

What would an Intensive Care Unit nurse, a General Ward nurse and an Operating Theatre nurse have in common? For Ang Shu Ying, Shehnaz Binte Adam and Wong Kay Ying, it is service before self.

Their exceptional commitment to caring for patients have won them the 2016 Courage Fund Healthcare Humanity Awards (HHA), making them the first from Mount Elizabeth Hospital to receive the accolade.

The Courage Fund HHA honours outstanding healthcare workers who go the extra mile in caring for the sick and infirmed. It continues the legacy of the Courage Awards, which were established following the 2003 outbreak of Severe Acute Respiratory Syndrome (SARS) to recognise the courage and dedication of healthcare professionals in helping Singapore win the deadly fight.

As recipients of the award, Shu Ying, Shehnaz and Kay Ying have exemplified several, or all, of the following values: courage, extraordinary dedication, selflessness, steadfastness in ethics as well as compassion and humanity.

Here are their inspirational stories
In nominating Shu Ying for the award, ADON Tang Lin Yok wrote, “Shu Ying is very empathetic. She always finds time to attend to the psychological and emotional needs of patients and their families. Even though we weren’t well-off, my mother was always generous about helping others.”

Winning the Courage Fund HHA was unexpected for the young nurse, who is just entering her second year as a healthcare professional. The Parkway College graduate joined Mount Elizabeth Hospital’s Intensive Care Unit in 2014 and quickly became an independent and competent asset to the team.

But what most impressed her Head of Department, Assistant Director of Nursing (ADON) Tang Lin Yok, was Shu Ying’s extraordinary dedication to her work, her patients and their families.

“I am grateful to receive this award doing what I love. I get to help others and give back to society, just like how others have helped me.”

ANG SHU YING
When a breast cancer patient with a fungating wound was admitted to Ward 3B, Shehnaz paid close attention. The patient was reticent and the odour from the wound further isolated her from others. Sensing her fear, Shehnaz volunteered to change her dressing, which could take up to two hours each time.

The patient came to trust her but was soon discharged. Through close contact, Shehnaz learnt that she was later admitted to a nursing home in Johor Bahru.

Determined to continue caring for the patient, Shehnaz made five personal trips across the border to visit her and coach the nurses in the nursing home on changing the dressing.

This was an impressive act according to Nurse Manager Yau Chuen So, but to Shehnaz, it was simply the natural thing to do.

For Shehnaz Binte Adam, who has been a nurse for 30 years, care and compassion come naturally. “To be a nurse, you need to have the passion to help others. You can’t help it—it comes from inside,” she said. In Mount Elizabeth Hospital’s Ward 3B, a medical, surgical and gynaecology ward, Shehnaz is kept busy by a wide variety and high turnover of patients. But a hectic schedule doesn’t keep her from doing her best for each and every patient.

“If I can help someone, I will. Sometimes it means staying back after my shift but that’s fine with me,” said the veteran nurse and mother of five. “I’m lucky to have a good support network. Parkway Pantai allowed me to work part-time for about 10 years when my kids were young. My family also understands my passion for the job, so they don’t complain when I come home late.”

“I was inspired by nurses who looked after my late father and I. So I take care of others like how I want my loved ones to be cared for.”

SHEHNAZ BINTE ADAM

Going the distance, literally

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In July 2015, Kay Ying was granted leave by her supervisor, Assistant Director of Nursing Khor Joo Ling, to join Operation Smile Asia, a volunteer mission to provide free surgery to children with facial deformities. It brought her to Yangon, Myanmar, where she met over 300 patients.

“It was quite overwhelming to see so many children with untreated cleft conditions, some more serious than I have ever encountered,” said Kay Ying. “When I learnt that some patients travelled for days to meet us, I realised how much this opportunity meant to them. It was heartbreaking to turn away those who were unsuitable for surgery.”

Over the course of five days, Kay Ying and her fellow volunteers completed 97 surgeries. It was exhausting — but Kay Ying hopes to continue contributing her time and expertise to this worthy cause.

“"Nursing empowers me to help different people every day. This gives me great satisfaction, motivating me to learn more so that I can contribute more.”

WONG KAY YING

A WORLD OF DIFFERENCE

Senior Staff Nurse Wong Kay Ying is often complimented for her speed, accuracy and quick thinking in the Operating Theatre. But her work extends into the wards where she cares for patients pre- and post-surgery.

Her deep empathy for patients comes from a personal experience. In 2008, Kay Ying injured her left wrist. The pain, mobility limitations and the fact that she lives away from her family left her mildly depressed. With a deeper appreciation of the helplessness that patients must feel, Kay Ying became an active volunteer, venturing as far as Myanmar and Nepal to help those in need.

“As a nurse, I hope to use my nursing skills and knowledge to serve not just my patients, but the public as well.”

“Helping Asia smile

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“I’ve already signed up for another Operation Smile Asia mission this October.”

WONG KAY YING
Enriching the Golden Years

PARKWAY PANTAI ROLLS OUT A NEW HEALTHCARE MEMBERSHIP PROGRAMME FOR SENIOR CITIZENS IN MALAYSIA.

In Malaysia, elderly persons are warmly lauded as Warga Emas, which translates to ‘golden citizens’, as a form of respect and affection.

This has inspired Parkway Pantai to develop a new healthcare membership programme specially for senior citizens. Named ‘Golden Years’, it recognises the importance of ageing with finesse. Staying healthy and fit means more energy to continue doing the things one enjoys and more time to spend in the company of loved ones. The later years are ‘golden’ because one can look forward to quality of life.

Golden Years is Malaysia’s first nationwide healthcare programme targeted at seniors aged 60 and above. It is made possible by Parkway Pantai’s extensive local network, which comprises 14 Pantai and Gleneagles Hospitals all across the country.

MEMBERSHIP IS FREE AND OFFERS SENIORS EXCLUSIVE CONVENIENCES AND PRIVILEGES.

WHAT IS IT?
A nationwide senior citizens’ healthcare programme in Malaysia

WHO Qualifies?
- Senior citizens aged 60 and above who are:
  - Malaysian residents or
  - Expatriates with a permanent resident address or valid work permit of at least one year

WHAT ARE THE BENEFITS?
- Medical privileges including 6% discount on hospital charges
- Discounts on health screening packages
- Discounts on medication
- Lifestyle privileges that may include designated parking bays, food and beverage concessions and more, depending on the hospital

WHERE IS IT VALID?
All 14 Pantai and Gleneagles Hospitals across Malaysia

HOW TO REGISTER?
- Online at www.pantaigoldenyears.com.my or gleneaglesgoldenyears.com.my
- In person at any Pantai or Gleneagles Hospital with identification card or proof of permanent residency
The Golden Years programme hopes to help seniors age happily and healthily.
Mount Elizabeth Hospital has launched a S$1.2 million fund under Parkway Pantai’s Life Renewed programme to fully sponsor cancer treatments for financially needy Singaporeans. In the first phase of the programme, one-third of the funds will be used in the diagnosis, treatment and surgery for up to 120 women with breast cancer over the next two years.
Life Renewed is a corporate social responsibility initiative by Parkway Pantai and is supported by the Khazanah IHH Healthcare Fund. It was launched in 2013 to support patients who require financial assistance to access and reap the benefits of Parkway Pantai’s wide network of world-class doctors and medical facilities. The name reflects the regaining of hope, made possible by medical intervention.

“Breast cancer is the number one cancer among Singaporean women. Close to 9,300 women in Singapore were diagnosed with breast cancer between 2010 and 2014. Over 400 women fail to overcome the disease each year. We believe the mortality rates can be lowered with early diagnosis and treatment,” said Phua Tien Beng, Chief Executive Officer of Mount Elizabeth Hospital.

Availing help to those in need
Mount Elizabeth Hospital is working with voluntary welfare organisations to identify suitable potential beneficiaries. Successful applicants will be treated by a multidisciplinary team of oncologists and surgeons from Mount Elizabeth Hospital and Parkway Cancer Centre.

This includes Dr Tan Yah Yuen, general surgeon at Mount Elizabeth Hospital who recently operated on the programme’s first beneficiary. The 83-year-old patient was discharged two days after surgery and is now recovering well.

“Depending on the patient’s cancer stage and subtype, breast cancer survival rates can be over 90% if discovered and treated early. It is therefore very important to seek prompt medical advice if you discover a breast lump or if your mammogram results turn up positive. Putting off immediate medical attention can worsen the condition, necessitating more complex or prolonged treatment and reducing cure rate,” said Dr Tan.

Sharing her agreement, Dr See Hui Ti, Senior Consultant in medical oncology at Parkway Cancer Centre pointed out that some women delay seeing a doctor and live each day with uncertainty and fear because they find the cost of seeking medical advice prohibitive.

“While the majority of abnormalities picked up at mammogram screenings turn out to be benign, there is a small group of patients who would require further diagnosis and treatment,” she said. “We hope that through this programme, we can help this group of patients.”

Mount Elizabeth Hospital welcomes women who have tested positive in breast cancer screening or are in need of breast cancer treatment to apply for sponsorship.

What does the sponsorship cover?
Medical consultation, diagnosis and tests, as well as necessary treatment and surgery prescribed by an assigned doctor from a panel of specialists.

How to apply
Interested applicants can write in to mpac@parkway.sg or call 6250 0000 during office hours.

LET MOUNT ELIZABETH HELP
Who qualifies?
Female Singapore citizens with:
• A valid CHAS Blue card and
• Abnormal results from last mammogram

“Our efforts can make a difference, especially among women who may have deferred medical attention due to financial difficulties.”

PHUA TIEN BENG
CHIEF EXECUTIVE OFFICER
MOUNT ELIZABETH HOSPITAL
Affordable and Accessible

Specialist treatment at Mount Elizabeth hospitals is within reach of most Integrated Shield Plan policyholders, a public awareness campaign sets out to educate.

“With an Integrated Shield Plan and a rider in place, we found that most patients pay only less than 10% of their hospital bills.”

DR KELVIN LOH
CHIEF EXECUTIVE OFFICER
PARKWAY PANTAI’S SINGAPORE OPERATIONS DIVISION

Today, six in 10 people on MediShield have Integrated Shield Plans (IPs), which provide additional benefits and coverage such as costs of private hospitals or Class A/B1 wards in public hospitals.

Yet according to the MediShield Life Review Committee Report 2015, six out of 10 Singaporeans who are covered for private hospitalisation do not fully utilise their coverage.

One reason could be the perception that private healthcare is costly. Some policyholders may not even realise that they are adequately covered for it.

With that in mind, the two Mount Elizabeth hospitals in Singapore launched a series of educational print advertorials end of last year to help Singaporeans better understand and utilise their insurance plans. A 6252 9000 hotline was also set up for members of the public to find out if their IPs cover themselves or their loved ones for treatment at Mount Elizabeth.

Shorter waiting times can help lower the risk of further complications and lessen the amount of pain and anxiety. This can be critical for severe illnesses. At Mount Elizabeth, the ability to schedule a specialist appointment within 48 hours and complex surgical procedures at very short notice ensures that patients receive quality medical attention as quickly as possible.

WHAT IS AN INTEGRATED SHIELD PLAN?

An Integrated Shield Plan is an enhanced Medisave-approved health insurance plan offered by selected insurance companies in Singapore. It complements, not duplicates, the coverage of MediShield Life.

**MEDISHIELD LIFE**
- Basic health insurance plan that is compulsory for all Singapore citizens and Permanent Residents
- Administered by CPF Board
- Allows treatment at public hospitals using CPF savings, usually restricted to Class B2 or C wards

**PRIVATE INSURANCE COVERAGE**
- Additional insurance plan that complements MediShield Life
- Available through selected insurance companies
- Offers flexibility and choice such as treatment at private hospitals or higher-priced Class A or B1 wards at public hospitals

Understanding your health insurance coverage helps you make the most of your entitlements.
**DID YOU KNOW?**

- You can get an estimate of your bill, including Out-of-Pocket Payables, from private healthcare providers like Mount Elizabeth hospitals.
- You can have your initial deposit waived, up to a cap of $10,000, upon admission to a private hospital if you have private insurance coverage. Simply request for a Letter of Guarantee.

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**HERE’S HOW AN INTEGRATED SHIELD PLAN COVERED FOR PRIVATE HOSPITALS COULD HELP YOU**

Ryan was admitted to Mount Elizabeth Hospital for a major illness. His bill came up to $12,877.

<table>
<thead>
<tr>
<th>Plan Description</th>
<th>Deductible</th>
<th>Co-insurance</th>
<th>Claimable under Medishield Life</th>
<th>Claimable under Medisave</th>
<th>Ryan Pays</th>
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</thead>
<tbody>
<tr>
<td>Medishield Life Only (Class B2/C)</td>
<td>$2,000</td>
<td>$365.51</td>
<td>$2,807.19</td>
<td>$2,900*</td>
<td>$7,169.81 in cash</td>
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<tr>
<td>Integrated Shield Plan Without Rider</td>
<td>$3,500</td>
<td>$937.70</td>
<td>$8,439.30</td>
<td>$2,900*</td>
<td>$1,537.70 in cash</td>
</tr>
<tr>
<td>Integrated Shield Plan With Rider</td>
<td>$3,500</td>
<td>$937.70</td>
<td>$12,877</td>
<td></td>
<td>$0</td>
</tr>
</tbody>
</table>

*Medisave claimable amount applies if patient has a minimum of S$10,000 in his/her Medisave account.

---

**COVERED FOR MOUNT ELIZABETH HOSPITALS? YOU PROBABLY ARE.**

6 in 10 Singaporeans who are covered for private hospitalisation do not fully utilise their health coverage.

**GET THE ANSWERS TO YOUR HEALTH COVERAGE QUESTIONS**

6252 9000
Sharing Specialist Knowledge

GLENEAGLES HOSPITAL HOLDS ITS INAUGURAL MASTERCLASS IN CARDIOLOGY SYMPOSIUM FOR GENERAL PRACTITIONERS.

The world has made tremendous advances in the detection, prevention and treatment of cardiovascular diseases but the proliferative literature on clinical trials and guidelines can be time consuming for the busy General Practitioner (GP) to digest.

With that in mind, Gleneagles Hospital in Singapore has launched a new programme to facilitate knowledge exchange between its medical specialists and the local GP community. The Gleneagles Masterclass in Cardiology Symposium leveraged the expertise of 17 specialists to provide GPs with a comprehensive overview of current best practices.

Held on 31 January 2016 at The Four Seasons Hotel, the symposium welcomed close to 120 GPs for a full day of didactic...
lectures, case studies, discussions and a grandmaster round with cardiology pioneers Prof Chia Boon Lock and Prof Charles Toh. Attendees were taken through an overview of the changes in cardiovascular medicine over the past three decades before delving into coronary artery disease prevention, coronary vascularisation, cardiac arrhythmia, chronic heart failure and cardiovascular surgery. They were also gifted with a signed copy of Prof Chia’s Clinical Electrocardiography (4th edition) and invited to participate in the second part of the programme—the Gleneagles Cardiology Masterclass Series. This will be held on a monthly basis to allow for more in-depth discussion of each topic covered during the symposium.

Participants were eager to receive a personally signed copy of Prof Chia’s book.
Moving in the Same Direction

Parkway Pantai began the year with renewed energy after an engaging round of staff town halls in Singapore and Malaysia.

In Singapore, staff congregated at Suntec Convention and Exhibition Centre on 11 January 2016 for the first combined town hall of the year led by Group Chief Executive Officer and Managing Director, Dr Tan See Leng.

In Malaysia, Ahmad Shahizam Bin Mohd Shariff, Chief Executive Officer of Pantai Operations Division hosted town halls at Pantai hospitals in Manjung, Ipoh, Ampang and Penang as well as Gleneagles Penang.

The town halls were an excellent opportunity for staff to gain a better understanding of the company’s performance in 2015, its outlook for 2016 and the role they play in its continued success. Despite a challenging macroeconomic environment, the senior management team expressed confidence in the company’s future. This is due in no small part to staff’s commitment to service excellence, cost prudence and productivity initiatives. With their continued support, Parkway Pantai is looking forward to yet another successful year ahead.
Together with a panel of senior management representatives, Dr Tan See Leng (centre), Group Chief Executive Officer and Managing Director of Parkway Pantai, took questions from staff during the Singapore town hall.
Parkway Pantai welcomes the Year of the Monkey with an evening of good food and great company.
A “Hou-Say” Year Ahead!

In the Hokkien dialect, “hou-say” means “good”. The Year of the Monkey (猴, pronounced similarly as “hou”) was ushered in with a ‘royal banquet’ at Singapore’s Mandarin Orchard Hotel on 19 February 2016. The annual Lunar New Year Lohei dinner organised for Parkway Pantai doctors saw a turnout of 500 guests. In an event fit for kings, guests were entertained with auspicious performances by elaborate LED lions and dragons, serenaded with instrumental and a cappella tunes by VOX and Vocaluptious respectively, and treated to a delectable eight-course dinner. Hosting the evening was local comedian Judee Tan, better known for her character as Kim Bong Cha in The Noose. Chatter filled the ballroom as doctors caught up with each other and celebrated the start of an exciting new year ahead.

▲ Here’s hoping the God of Prosperity smiles on everyone this year!

▼ Sun Wukong, the fabled ’Monkey God’, impresses guests with fancy moves.
Healthcare is a unique sector that never sleeps. Within hospitals, there is always a hive of activity around the clock as staff attend to the unwell. Day or night, needs are answered, expectations are met and operations continue to run efficiently with no glitches.

As a gesture of appreciation for staff dedication and commitment, Dr Kelvin Loh, Chief Executive Officer of Parkway Pantai’s Singapore Operations Division, came to Gleneagles, Mount Elizabeth, Mount Elizabeth Novena and Parkway East Hospitals on the morning of 8 February 2016, the first day of Chinese New Year. He was joined by the Chief Executive Officers of the respective hospitals and Elaine Ng, Group Director of Nursing. The management team visited the different units, including wards, operating theatres, security and kitchen to spread early festive cheer to working staff.

A big thank you to those who were on duty over the holidays, making sure patients are always well taken care of!
A great way to start the first day of Chinese New Year – with smiles and well wishes!
It’s Cool to be Healthy!

Fun! Fruitful! Fulfilling! A group of lucky six to 12-year-olds attended the Glenkid School Holiday Programme held on 9 December 2015 and enjoyed themselves tremendously.

Organised by Gleneagles Kuala Lumpur, the full-day ‘Super Healthy, Super Cool’ event was an engaging learning journey for the young ones. Through interactive talks and games, they learnt useful information for a healthy lifestyle, from personal hygiene tips and germ-busting tricks to cultivating good habits such as eating breakfast daily. They were also treated to a special staging of Little Red Riding Hood by Malaysia’s homegrown theatre company, The Jumping JellyBeans.
Discovering Dinosaurs

Over 50 Pantai Hospital Cheras Junior Club members and their parents travelled back in time to the Mesozoic Era on 29 November 2015, thanks to an educational field trip organised by the hospital. The group visited DinoScovery, an interactive exhibition in Kuala Lumpur, where 22 life-sized animatronic dinosaurs lay in wait. Beginning with a guided tour to familiarise the participants with Earth 250 million years ago, the children had fun on a scavenger hunt for fossils, rock-climbing to see a prehistoric bird’s nest, racing a Velociraptor and shooting pests to save the dinosaurs.

Pantai Hospital Cheras also took the opportunity to host a mini birthday party for November and December babies. With a dinosaur-themed cake and goodie bags for everyone, it was the perfect way to end an exciting day.
On 20 January 2016, Gleneagles Hong Kong, an upcoming 500-bed tertiary hospital in Aberdeen, held a cocktail event to give Hong Kong doctors a preview of its wide range of facilities and services.

About 300 medical practitioners joined the event at The Hong Kong Club, where they met the hospital’s board members and medical board. The session was also an opportunity for them to hear directly from Dr Tan See Leng, Group Chief Executive Officer & Managing Director of Parkway Pantai and Chairman of the Gleneagles Hong Kong Board, about the strengths of its partnership with NWS Holdings and the Li Ka Shing Faculty of Medicine of The University of Hong Kong.

The hospital is slated to open in early 2017 with state-of-the-art medical equipment and a full range of healthcare services spanning more than 15 specialties. It will make high quality clinical services accessible and affordable to the Hong Kong community with a transparent fee structure.
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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www.gleneagles.com.sg
6A Napier Road, Singapore 258500
Diabetes is a long-term condition characterised by high sugar level in the blood.

What is diabetes?
Diabetes is a disease in which there is too much sugar in the blood. This happens when insulin, which allows sugar to enter the cells where it is converted into energy, does not work. As a result, sugar builds up in the blood and the body cells are starved of food. Left untreated, high blood sugar can cause damage to various organs. It can also lead to sugar being passed out in urine.

What are the types of diabetes?
Diabetes can be classified into two types:
• Type 1 occurs when the body produces little or no insulin. This usually happens in younger patients.
• Type 2 occurs when the body produces insulin but is unable to use it (insulin resistance). Eventually, the body’s ability to produce insulin diminishes (insulin deficiency). This is usually seen in older patients and is the more common type of diabetes.
How do I know if I have diabetes?
Many diabetics suffer from the condition without being aware of it. They may complain of thirst, passing a lot of urine, tiredness, giddiness, itchiness, weight loss and other symptoms. However, the condition is often only diagnosed during a medical check-up or when patients visit a doctor for other reasons like pregnancy or surgery. There have also been cases where patients are diagnosed with diabetes only after suffering a complication like stroke or heart attack. It is best to consult a doctor if you’re unsure.

What complications can diabetes cause?
When diabetes is not treated adequately, numerous complications can occur to almost any organ in the body. Stroke, heart failure, kidney failure, gangrene (death of body tissue due to lack of blood flow), numbness and weakness as well as immune infections can all be associated with diabetes. Diabetics also have a higher incidence of complications during pregnancy and while undergoing surgery.

“With proper treatment and careful monitoring, diabetics can lead a long, healthy and fulfilling life.”

DR R MAHENDRAN, CONSULTANT PHYSICIAN, PANTAI HOSPITAL KLXG

CRUNCHY TUNA SALAD WRAP
The diabetic diet can be delicious with recipes from Chia Mei Ay, Clinical Dietitian at Pantai Hospital Klang.

INGREDIENTS (SERVES 6)
1 canned tuna in water
¼ cup of light mayonnaise
3 tbsp of plain, non-fat yoghurt
¼ cup of onion, finely diced
½ cup of red bell pepper, finely diced
¼ tsp of ground pepper
6 large lettuce leaves

METHOD
1. In a small bowl, mix the tuna, mayonnaise, yoghurt, onion, red pepper and black pepper together.
2. Divide the tuna mixture among the lettuce leaves, using about ½ cup of tuna salad per lettuce leaf. Fold to form a wrap, serve and enjoy!

WHAT CAN I DO TO KEEP DIABETES UNDER CONTROL?
EDUCATION — Knowledge helps you gain better control and make more informed decisions.
DIET — It is a good idea to consult a dietitian and follow their professional advice. Remember, diabetes is a life-long disease and treatment is life-long too.
EXERCISE — Try walking 30 minutes a day, five days a week.
WEIGHT CONTROL — Obese patients should aim for a 10-15% reduction in weight.
MEDICATION — Doctors would usually recommend lifestyle changes before starting you on drugs. However, if blood sugar levels are excessively high, your doctor may prescribe medicine or insulin injections.
MONITOR — Diabetes, like any chronic disease, requires monitoring. You are encouraged to keep an eye on your weight and blood sugar while your doctor monitors other indicators like blood pressure and cholesterol.
There’s nothing as exciting as exploring the world. In this issue, Mosaic rounds up some easy tips and tricks to help you make the most of every vacation—by staying in tip-top shape!
BEAT JETLAG
Our bodies are not designed to travel long distances at high speeds and altitudes. If you don’t want to land at your destination groggy, here are some things you should consider:

TO SLEEP OR NOT TO SLEEP? Well, sleeping on the plane isn’t always the best idea. Experts recommend behaving as though you are already in your destination’s time zone. So if it is daytime there when you’re in flight, it might be better to stay awake. This should help you adjust better when you land.

AN INFILIGHT MOVIE OR TWO? If you think that watching a movie will help put you to sleep, think again. The blue-spectrum light emitted by mobile phones, tablets and laptops stimulates alertness and can delay sleep. Switch the screens off at least an hour before your intended naptime for more restful shut-eye.

MAYBE A DRINK? Should you be asking for a complimentary cocktail? Not quite, since the effects of alcohol are more pronounced at high altitudes. It may help lull you to sleep but experts believe that it will lead to more fragmented sleep and a higher chance of feeling disoriented upon waking. Water is a better bet.

WHAT ABOUT CAFFEINE? Grabbing your regular cup of coffee or tea might not be a good idea on flight day. Caffeine has a long half-life and stays in the system hours after consumption. This could interfere with the rest you may need in flight.

COSY UP! If your body is cold, it won’t go to sleep. A blanket and a pair of socks are basic flying essentials. If your airline does not offer this, consider packing your own. You can also start building your own in-flight sleep kit depending on your needs and preferences. This could include an eye mask, a neck pillow and even earplugs—whatever you need to get comfy.

Source: Forbes.com

HAPPY HOLIDAYS
Yes, we know vacations make us happy but a study published in the Applied Research in Quality of Life journal sheds more light on this. According to the survey results, the biggest boost to happiness comes from planning a trip. The excitement over an upcoming vacation, together with the sheer anticipation of it, kept survey respondents happy for as long as eight weeks prior. After the vacation, however, happiness levels returned to their original state. But while travel-induced happiness may be short-lived, other research suggests that we derive greater happiness from travel experiences than material possessions — so keep travelling!

Source: The New York Times

FEND OFF MOTION SICKNESS
If boat rides or long car rides leave you feeling nauseated or dizzy, motion sickness pills are probably part of your medical arsenal when travelling. Instead of popping pills, however, try a natural remedy—ginger. The root has been traditionally used to counter nausea and its anti-inflammatory properties to relieve unsettled stomachs. More recent studies have also shown that it could help with motion sickness. Before boating or hitting the road, down a glass of water with half a teaspoon of ginger powder, or arm yourself with ginger candy or capsules to help keep motion sickness under control.

Source: University of Maryland Medical Center

Source: Forbes.com
A FITTER WAY TO SIGHTSEE

Instead of riding a tour bus or using the local transport system, more holidaymakers are looking for fun and fit ways to go sightseeing. By renting a bicycle or joining a walking tour, you can explore the city, mingle with the locals and stay true to your fitness goals. The more adventurous can also consider a cycling holiday. CNN Travel counts the Friendship Highway in China, which links the Tibetan city of Lhasa with the Nepalese border, as well as the Shimanami Kaido in Hiroshima, Japan among the world’s most incredible bike routes.

Source: CyclingWeekly.com and CNN Travel
Because vacations are a time to relax and indulge, many of us are tempted to hit the pause button on our regular healthy lifestyles. Faced with an endless array of street food and local delicacies, who could blame you? Don’t deprive yourself but try to keep it moderate. Instead of stuffing yourself for breakfast, lunch and dinner, allow yourself one high-calorie meal a day. If lunch is going to be a greasy cheeseburger, choose plain yoghurt and fresh fruits for breakfast and a healthy salad for dinner. A little discipline goes a long way!

Source: Men’s Health

Eating yoghurt while on vacation can be a good way to stave off tummy troubles. Yoghurt from pasteurised milk contains enzymes for keeping your gut and immune system healthy. This is useful in fending off bacteria from unfamiliar food or a new environment. Plus, yoghurt is a great source of protein and contains a small amount of fat, making it a healthier snack between meals.

Source: oprah.com

Seasoned travellers know that there are many places in the world where tap water is unsuitable for consumption. Drinking only bottled water is a good first step, but there are other ways in which unclean water can get into your system. An ice-cold drink is refreshing but more often than not, ice cubes are made from tap water. If you’re cautious about drinking from the tap, you should avoid ice cubes as well. A similar principle applies in the shower—it’s best to keep your mouth shut or you might end up ingesting the water you’ve spent your day avoiding.

Source: Skyscanner

Moving when sitting

Travelling often involves spending long stretches of time in planes, trains or coaches. Deep Vein Thrombosis (DVT) sets in when blood clots form — usually in the legs — due to long periods of sitting still. This can be dangerous if the blood clot breaks free and travels to your heart or lungs. To fend off DVT, remember to do some simple exercises for healthy blood circulation. The best part? These exercises can be done while seated.

THE REVOLVER
Lift both feet off the floor and rotate in circles—five times clockwise, then five times anticlockwise.

THE BALLERINA
Keep your heels on the floor and point your toes upwards. You should feel your calf muscles stretching. Now, switch over—keep your toes on the floor and lift your heels. Repeat five times.

THE KNEES UP
Lean your body forward slightly, clasp both hands around one knee and lift it to your chest. Hold for 15 seconds before switching to the other leg. Repeat twice.

THE INQUIRER
Lower your right ear to your right shoulder, hold for five seconds, then roll your head to the other shoulder. Repeat 10 times.

Source: Virgin Atlantic
Vacation Vaccination

Dr Gilbert Yeo Tian Seng, Assistant Medical Director of Parkway Shenton, offers travel immunisation tips.

WHY DO I NEED TRAVEL VACCINATIONS?
When you travel, you could be exposed to unfamiliar diseases that you have little or no natural immunity against. This could include insect-borne diseases such as malaria as well as diseases acquired from direct animal contact (such as rabies), poor hygiene (such as hepatitis A) and sexual contact (such as hepatitis B). The right vaccination offers an extremely high level of protection against disease.

WHAT VACCINATIONS DO I NEED?
You should seek medical and travel health advice about six weeks before departure. Common factors to be considered are:

- **Travel information** – destination, duration, lifestyle and accommodation
- **Personal health** – previous vaccination history, pregnancy status, medical history
- **Immunisation requirements** – for example Yellow fever for Latin America, meningococcal for Middle East; recommended vaccines updates

WHAT SHOULD I DO IF THERE ARE NO VACCINES FOR CERTAIN DISEASES?
There are many other diseases for which no vaccination is available — Human Immunodeficiency Virus (HIV), dengue and others. Instead, take reasonable precautions like consuming only hygienic food and drinks, avoid swimming in contaminated waters, guard against insect bites and have protected sexual encounters.

Travel vaccinations are an important part of good travel planning. Your doctor would also be able to advise you on ways to avoid disease and how to recognise disease manifestation after your trip, for early detection and treatment.

### Stay protected
Most vaccinations do not provide lifelong protection. Here are some common vaccinations and their effective timeframes.

<table>
<thead>
<tr>
<th>VACCINE</th>
<th>BOOSTER/DURATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yellow fever</td>
<td>10 years</td>
</tr>
<tr>
<td>Meningococcal</td>
<td>5 years</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>10 years</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>10 years</td>
</tr>
<tr>
<td>Japanese encephalitis</td>
<td>2-3 years</td>
</tr>
<tr>
<td>Rabies</td>
<td>3 years</td>
</tr>
<tr>
<td>Typhoid</td>
<td>3 years</td>
</tr>
<tr>
<td>Cholera</td>
<td>2 years</td>
</tr>
<tr>
<td>Diphtheria/Polio/Tetanus (DPT)</td>
<td>Routine part of Singapore’s childhood immunisation programme*</td>
</tr>
<tr>
<td>Tuberculosis</td>
<td>Routine part of Singapore’s childhood immunisation programme</td>
</tr>
</tbody>
</table>

* Total of 5 tetanus doses needed for lifelong immunity, but booster needed in high-risk injuries.
A new partnership.

And a mark of friendship.

Building leadership in India

Parkway Pantai, a leader in private healthcare, now has a bigger presence in India, through partnerships with Continental Hospitals and Global Hospitals across key metropolitan cities.

Parkway Pantai

www.parkwaypantai.com

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Chennai: Global Health City Hyderabad: Continental Hospitals / Global Hospitals (Lakdi-ka-pul & L B Nagar)
Mumbai: Global Hospitals Kolkata: Apollo Gleneagles Hospital
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For patients with private integrated shield plans

NO Deposit required
NO Payment upon discharge

6 in 10 Medishield Life policyholders are covered by Private Integrated Shield Plans. Therefore, Parkway East Hospital is pleased to offer a Cashless Service for all elective patients who are covered by Private Integrated Shield Plans for private hospitals. Through this additional end-to-end service, Parkway East Hospital will submit the hospital bills and get reimbursed directly from the insurer, so eligible patients are able to admit with no deposit and no payment upon discharge.

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

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Parkway East Hospital is accredited by Joint Commission International.

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