TOUCHE BY AN ANGEL

Parkway Pantai celebrates International Nurses’ Day around the region

Happy Nurses’ Day!

04 SPOTLIGHT
Parkway Pantai wins ‘Best Graduate Recruitment Programme’

18 SERVICE
Over 500 Singapore staff achieve Long Service and Golden Years milestones

28 COMMUNITY
Khazanah IHH Healthcare Fund touches 3,600 lives in its first three years
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People and Passion
How Parkway Pantai brings together two essential elements for success.

Very member of the Parkway Pantai family, from our frontline medical team to those who work behind the scenes, is passionate about healthcare. We share a conviction that everyone deserves access to quality healthcare and, every day, we work hard to bring this to reality.

Today, we are one of the largest private healthcare providers in Asia. One of our key success factors is our people. With talent management being of strategic importance to the group, we have continued to invest time, effort and resources to recruit, retain and reward our people.

In this issue, we share how Parkway Pantai in Malaysia, India and China celebrated International Nurses’ Day on 12 May 2016 (‘Touched by an Angel’ on page 8).

In Singapore, Nurses’ Day is celebrated on 1 August, so that’s something to look forward to in our next issue! For now, join us in applauding the 538 employees from Singapore who recently received their Long Service and Golden Years awards (‘A Legacy of Loyalty’ on page 18). Their commitment and loyalty to the group is exemplary and speaks volumes of our efforts to help our people grow and develop.

There’s always plenty happening at Parkway Pantai, so be sure to check out our Snapshots section (page 32 to 39) for a quarterly roundup. Happy reading!

Lim Bee Ling
Attracting, retaining and developing the right talent is a key challenge for all organisations. Parkway Pantai, recognising that a strong talent pipeline at multiple levels to support the business is a critical enabler of long-term growth, has carefully mapped out training programmes for all staff. Within Singapore, to get promising new talent fresh from school into Parkway Pantai, the organisation has introduced its first structured Management Associate Programme in 2015. This is a 16-month stint during which Associates would gain breadth and depth in experience through exposure to diverse projects under assigned mentors, on-the-job training as well as attachment stints across different departments. The well-developed programme caught the eye of the industry judges at the recent Asia Recruitment Awards organised by Human Resources magazine and won ‘Best Graduate Recruitment Programme’ Bronze award at the awards ceremony on 13 April 2016.

On why the programme stood out, Parkway Pantai’s Learning & Organisational Development Human Resource Senior Manager Shawn Lim shared, “Our Management Associate Programme is based on a win-win approach for both the
The Management Associate Programme in Singapore has inspired a similar programme in Malaysia, strengthening Parkway Pantai’s employer branding in two of its home markets.

THE MANAGEMENT ASSOCIATE PROGRAMME

- Structured talent development programme
- Nurtures fresh graduates into emerging leaders
- Stringent selection and assessment process
- 16-month programme (revised to 12 months for second cohort)
- Attachments to different departments for multi-disciplinary exposure
- Focused training based on clear learning roadmaps

organisation and the associates. While it is designed to support Parkway Pantai in Singapore’s leadership succession plans, it is also an attractive proposition to individuals in terms of career and professional growth."

In its inaugural year, the Management Associate Programme attracted about 160 applicants for six positions. The Management Associates came onboard in July 2015 and are currently in their third and final placement.

Meanwhile, the Singapore Operations has welcomed its 2016 cohort of four Management Associates, selected from some 190 applications received.

Preparing for the Future

“I was set on a career in the healthcare industry, so when I learnt about Parkway Pantai Singapore’s Management Associate Programme (MAP), I was keen to find out more,” shared Kerlene, who holds an Honours degree in Life Sciences from NUS.

“After looking at other similar programmes, I was convinced that Parkway Pantai’s MAP would be a valuable experience. I liked how each Management Associate will be given the opportunity to learn and work in a different business unit or corporate function. Since I aspire to be a hospital leader in the future, this would allow me to develop a more holistic understanding of hospital operations and management.”

When she joined Mount Elizabeth Novena Hospital as a Management Associate in July 2015, one of Kerlene’s first projects was to reduce discharge turnaround time, a perennial challenge for many hospitals.

“For me, the project was about communication and stakeholder engagement. Being new, I had to build a thorough understanding of the entire discharge process, how each stakeholder impacts the process and how they operate as a team. I talked to many people, considered their perspective and conducted a time study before putting in my recommendations. I’m happy to say that, on average, we have achieved a 30-minute reduction in discharge turnaround time.”

After completing her first placement in hospital administration, Kerlene chose to join Corporate Human Resource for a four-month stint before returning to the hospital for her final placement.

A MEMORABLE FIRST IMPRESSION

Parkway Pantai made quite an impression on Kerlene right from the start.

“The first stage of the selection process was a group assessment. I went in thinking that it would be a group interview but we were split into teams and given a problem to solve. It was challenging to work with people I have never met—people who are competing with me for the same opportunity—but it was also very interesting.”

After the assessment, I walked out thinking about how I could have solved the problem better, instead of how well I did. It was definitely a memorable experience,” she recounted.

Kerlene later realised that she was being assessed on her behavioural traits, teamwork and leadership potential.
Extending its Care

Serving outpatient clients at the new Mount Elizabeth Rehabilitation Centre.

Building on more than 35 years of experience in rehabilitation and home-care services, Mount Elizabeth Hospital has opened Mount Elizabeth Rehabilitation Centre in Paragon Medical. Since April 2016, the 3,165 square foot facility has been serving outpatient clients with physiotherapy, occupational therapy, speech therapy, podiatry and prosthetics & orthotics services — all under one roof.

Mount Elizabeth Rehabilitation Centre is an extension of the hospital’s key service offerings. In 1979, Mount Elizabeth Hospital began offering physiotherapy services. This was extended to occupational therapy services in 1987 and speech therapy services in 1988. In 1990, the hospital established a comprehensive neuro rehabilitation programme in close collaboration with physicians and nurses of its neuro rehabilitation ward. Its expertise is now available to outpatient clients at Mount Elizabeth Rehabilitation Centre. For more information, please visit www.mountelizabeth.com.sg.
Mount Elizabeth Rehabilitation Centre is home to a professional team and a full suite of rehabilitation services.

LOCATE US
The new Mount Elizabeth Rehabilitation Centre is at Paragon Medical #18-07/09, 290 Orchard Road, Singapore 238859.
Touched by an Angel

Parkway Pantai celebrates International Nurses’ Day around the region.

International Nurses’ Day is celebrated around the world every year on 12 May, the birth anniversary of Florence Nightingale and the ‘Angel of Crimea’. For Parkway Pantai, the occasion is an opportunity to honour the nursing vocation and the huge difference that nurses make to the lives of people.

As frontline medical professionals, nurses are expected to live up to high expectations and professional standards. Every day, they use their knowledge and skills as well as compassion and commitment to bring comfort to patients and their families. International Nurses’ Day is a tribute to their irreplaceable role in healthcare.

Read on to find out how Parkway Pantai in Malaysia, China and India said ‘thank you’ to its nurses on this special day.

“Nursing is an art: and if it is to be made an art, it requires an exclusive devotion as hard a preparation as any painter’s or sculptor’s work.”

FLORENCE NIGHTINGALE
In Malaysia, Parkway Pantai hospitals commemorated International Nurses’ Day in their own way but with events all centred on a single theme: “Nurses: A Force for Change: Improving Health System Resilience.” This was in recognition of the power and potential of nurses as change agents — how, every day, their work touches the lives of countless patients and their families and how, as a profession, they play an essential role in transforming the healthcare system into one that is stronger, more effective and more sustainable for the future.

“Progress is impossible without change, and those who cannot change their minds cannot change anything.”

GEORGE BERNARD SHAW
Celebrating with Cheer
Nurses take centrestage at Continental and Global Hospitals in India.

“We salute our nursing staff for their compassionate and dedicated care towards patients.”

DR GURU N REDDY
CHAIRMAN, CONTINENTAL HOSPITALS

Continental Hospitals
A special event was organised on 12 May 2016 in honour of the contributions, hard work and commitment of the nurses of Continental Hospitals. Graced by Chairman Dr Guru N Reddy and Chief Operating Officer Harish Manian, the event began with the Nursing Pledge — a reminder and a renewal of the nurses’ promise to care for the infirmed. This was followed by a cake cutting and awards ceremony to give due appreciation to nurses.

“With in-depth knowledge of delivering quality healthcare services, nurses are the key to strengthening our healthcare system,” said Director of Nursing Josephine Cyrill as she thanked her colleagues for their commitment.

▲ Nurses were treated to engaging cultural performances.
Global Hospitals thanked its nurses for their enormous contributions towards improving patient safety and quality of care and strengthening the resilience of its healthcare system.

Global Hospitals

International Nurses’ Day was the perfect occasion for Global Hospitals to mark the achievements it has made in its journey towards Global Nursing standards. At its five hospitals in Bangalore, Hyderabad, Mumbai and Chennai, week-long celebrations were held in honour of its ‘heroes’, with a series of clinical seminars, workshops, quizzes as well as fun community events, Mehandi (henna painting), singing, dancing and even hair styling! This culminated in an awards ceremony on 12 May 2016 with accolades for Best Nurse, Nurse Manager, Initiative Nurse and Trainee, Best Quality Improvement Project and the Florence Nightingale/Alumni award.

The Nursing Directorate also conducted a group-wide study on nurses’ work satisfaction, promoted ways to make nurses’ voices heard, conceptualised a model of ‘Nurses’ Resilience’ and launched its nursing website on this special day.
Giving from the Heart

Thoughtful gifts and heartfelt messages for Parkway Pantai nurses in China and Hong Kong.

Shanghai & Suzhou

Inspired by the healing hands of its nurses, ParkwayHealth China prepared tubes of hand cream for its nurses, each carrying the message: “We’re in good hands with you.”

For three days, from 10 to 12 May 2016, Warren Mah, Chief Executive Officer, China Primary Care Network, ParkwayHealth China visited all the clinics in Shanghai to personally hand the gift to nurses. Separate arrangements were also made for a special gift delivery to clinics in Suzhou on International Nurses’ Day.

Chengdu

In Chengdu, where work is well underway to prepare for the 2017 opening of Parkway Pantai’s first hospital in Western China, International Nurses’ Day did not pass unmarked even though the company only has one nurse there at the moment. Jane Yu, who also handles all matters relating to the upcoming ParkwayHealth Chengdu Hospital, was delighted by a visit from Leong Yew Meng, Chief Executive Officer, Greater China & North Asia. Along with Dr Swee Yong Peng, Vice President, Hong Kong Primary Care & Special Projects, the trio enjoyed a cozy lunch to celebrate the occasion.

Hong Kong

Pink roses symbolise gratitude and appreciation, making it the perfect International Nurses’ Day gift for the nurses of Gleneagles Hong Kong Hospital. Each nurse received a beautiful stalk of rose on 12 May 2016 and a cordial invitation to join Chief Executive Officer Dr Kok Mun Foong and her team of Heads of Department for a sumptuous Italian dinner. It was their way of thanking the nurses for their hard work ahead of the facility’s opening. Gleneagles Hong Kong Hospital is slated to open in early 2017 and will be the first private hospital that Hong Kong has seen since 1995.

“To do what nobody else will do, in a way that nobody else can do, in spite of all we go through; that is to be a nurse.”

RAWSI WILLIAMS
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
This year, Dr Yegappan Muthukaruppan celebrates his 10th anniversary as a Consultant Orthopaedic Surgeon with Parkway East Hospital.
Mr Handyman
Dr Yegappan Muthukaruppan, Consultant Orthopaedic Surgeon at Parkway East Hospital, shares how a brush with carpentry in university inspired a career in orthopaedic sports medicine.

Dr Yegappan Muthukaruppan’s office, with its warm, muted tones and inviting ambience, is somewhat a reflection of the man himself. The Consultant Orthopaedic Surgeon, who has been based in Parkway East Hospital since November 2006, is a tall, soft-spoken man with an air of quiet authority and a surprisingly infectious smile.

Sharing his story with Mosaic, he said, “I never planned to be a doctor. It was my father’s wish that I study medicine; I actually wanted to read chemistry. I don’t regret my choice but, every now and then, I do wonder how my life would have turned out if I took chemistry instead.”

After he was accepted to the National University of Singapore’s Faculty of Medicine, Dr Muthukaruppan moved into a Hall of Residence and discovered a new joy—carpentry.

“I was building a lot of things, like floats for the annual NUS Rag & Flag Day and stage props for hall plays. I realised that I enjoyed it and found that orthopaedics is similar in a way,” he shared. Today, Dr Muthukaruppan specialises in orthopaedic sports medicine, with a particular focus on the knees and shoulders—joints where precision, like in carpentry, is essential.

Staying active
“I chose sports medicine because it is a field where advances in technology, especially implants, is constantly changing the way we treat patients. At the same time, patients are also changing. I’m seeing an increase in the number of patients who want to stay active even in their senior years. It’s my job to help them achieve their treatment objectives and deliver the quality of life that they desire,” said the doctor.

While quite not an avid sportsman himself, Dr Muthukaruppan does stay active by running three or four times a week. He rejects the idea of a ‘golden formula’ to fitness, instead recommending that people find an exercise routine that works best for them.

“My name is Yegappan Muthukaruppan and I’ve been seeing patients at Parkway East Hospital for 10 years now. I’m a proud father of two sons, aged four and seven, which could come as a surprise to some people, given that I’m 49 years old. Outside work, I spend most of my time with my family. My older son is very sporty (he’s a competitive swimmer) and already cycles faster than I do!

My fondest memory dates back to my time in Indianapolis, USA when I was pursuing my sports medicine fellowship. On cold winter nights, my wife and I would prepare and share a simple meal of noodles. It was warm and comforting and the fun came from getting creative with the ingredients we had on hand. I don’t cook anymore but perhaps I should…”

“Many of the conditions I treat are due to overuse. Exercise, but listen to your body and rest when it tells you to.”

Doctor’s Note
Mr Handyman
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Childhood Dreams

From a young age, Dr Terry Wong hoped to become a doctor. Today, as a Paediatrician at Gleneagles Medini, he wants to help his young patients grow up healthily so they can pursue their own dreams.

“I believe every child has the potential to change the world. It is amazing to watch children under my care grow up to be someone special and unique.”

Healing children

Dr Wong’s introduction to paediatric medicine was during his housemanship training. “We had to do rotations in all major specialities. Paediatrics was my first posting. There was a child who was very ill. She was close to the edge but the medical team never gave up. Under our care, she managed to make a full recovery and was sent home healthy.

“A few months later, I had the opportunity to meet her again. She was so happy and active! It gave me a great sense of satisfaction. Since then, I had my heart set on pursuing paediatric medicine,” he shared.

Dr Wong later developed a sub-specialty interest in paediatric cardiology. He is now a certified neonatal resuscitation programme instructor and a certified advanced paediatric life support provider. In 2013, he took part and won the ‘Best Challenging Case’ presentation at the Malaysian Paediatric Cardiology Society Congress.

He has chosen to share his experience and expertise with Gleneagles Medini, Parkway Pantai’s 14th and newest hospital in Malaysia, which opened in November 2015.

“I’m fortunate to be part of the pioneering team. As part of the Gleneagles Medini family, I hope to contribute by delivering quality paediatric healthcare services to more people in the region.”

Doctor’s Note

Hi, my name is Terry Wong. I have been a Paediatrician with Gleneagles Medini since the day it opened its doors on 11 November 2015. Being a doctor means being committed to my patients, so it’s hard to take a break from work. This is much to my wife’s dismay, since we haven’t gone for as many holidays as she would have liked.

A busy schedule also means less time for badminton and other sports that I enjoy, but I do try to stick to a weekly exercise routine. I also enjoy catching the latest movies on the big screen and often end up discussing Marvel movies with my young patients!
Dr Terry Wong has been a paediatrician with Gleneagles Medini since the hospital opened in November 2015.
A Legacy of Loyalty

Parkway Pantai in Singapore celebrates 538 long-serving employees for choosing to build their careers with the company at its annual Long Service and Golden Years Awards Ceremony.

In a market environment where high employee turnover has become a norm, Parkway Pantai is ever more cognisant and appreciative of the commitment of its long-serving staff.

On 29 April 2016, the Singapore Operations Division held its annual Long Service and Golden Years Awards Ceremony 2016 in honour of 538 dedicated employees.

This year, 488 employees received awards for five to 30 years of service, while 50 others were conferred the Golden Years Award for serving beyond Singapore’s official retirement age. This is a 12 per cent increase from last year’s 480 recipients — an achievement that Chief Executive Officer Dr Kelvin Loh credits to plentiful opportunities for career growth and a strong sense of camaraderie within the organisation.

Addressing colleagues at the event held at Raffles City Convention Centre, he said, “I thank you for choosing Parkway Pantai and staying together to build this healthcare legacy. You are responsible for building one of the biggest and most reputable healthcare providers worldwide. This is something that you should be very proud of, because credit goes to you.”

As an organisation, Parkway Pantai invests in staff well-being and welfare in a plethora of ways. In addition to ensuring that its people have opportunities for career progression and professional development, the company also engages them in dialogue through regular town hall and tea sessions.

An Office for Continuous Improvement has been established to encourage staff to share feedback and ideas to make the workplace a better place for everyone. There is also a rich diversity of social and recreational activities organised for staff, organised by the Quality Work Life committee and an annual mega staff event that alternates between Dinner & Dance and Family Day.
“Relationships, trust and teamwork can only be built, tested and strengthened by time. That’s the beautiful thing about long service.”

DR KELVIN LOH
CHIEF EXECUTIVE OFFICER
SINGAPORE OPERATIONS DIVISION

Thank you for your dedication and loyalty!

Beaming faces at the awards ceremony held on 29 April 2016 at Raffles City Convention Centre.
A WORLD OF OPPORTUNITIES

From nursing patients to designing hospitals, Kathy Chia proves that a career is what you make of it, especially in an environment where opportunities are abound.

As a young nurse, Kathy Chia never imagined that her decision to join the newly opened Mount Elizabeth Hospital in 1980 would lead to a career in designing hospitals—but it did. Today, instead of assisting surgeons as an Operating Theatre nurse, Kathy takes charge of the medical design planning for new hospitals. She has helped establish Mount Elizabeth Novena Hospital in Singapore, Danat Al Emarat Hospital in United Arab Emirates, City International Hospital in Vietnam and, most recently, Gleneagles Hong Kong.

“I spent my first 10 years with then Parkway Health (before the organisation was rebranded Parkway Pantai) as a nurse and loved every moment. It was a difficult decision to give up hands-on nursing but I recognised that I was being given an opportunity to progress,” she said. Every new role came with challenges but Kathy surmounted these with a positive attitude and a drive to learn. In turn, she was rewarded with a fulfilling career.

“Through time, I have built strong and lasting relationships with many colleagues. This trust makes it easier to get stakeholder support for my projects.”

A DIFFERENT PATH

The real turning point in Kathy’s career came in the year 2000. As Mount Elizabeth’s Special Projects Manager, Kathy broadened her professional horizons while juggling projects that ranged from the hospital’s first corporate video to the establishment of the Gleneagles Jerudong Park Medical Centre Cardiac Operating Theatre in Brunei.

She didn’t realise it then, but the combination of her nursing training and her varied project experience would later open a new career pathway in Parkway Pantai’s corporate office. This took shape in 2007 when the Construction and Project Management Department was established to support the group’s expansion plans and she was invited to be part of the pioneering team.

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FRIENDSHIP AT WORK

For 20 years, William Ho and Kaw Jon Keen have been a pillar of strength and support for each other—and that has made all the difference in the workplace.

While William Ho received his 25-year Long Service Award and Kaw Jon Keen received her 20-year Long Service Award this year, the duo is quick to point out that they joined Mount Elizabeth Hospital at almost the same time in 1990. The difference is that Jon Keen, who was then a Therapy Assistant, left to pursue overseas studies. She returned in 1995 as a fully-fledged Occupational Therapist and the pair have been working closely together ever since.

“When I first started as an Occupational Therapist, William was my preceptor, mentor and role model. He always comes across as confident and competent and has so much experience that he’s almost like a walking encyclopaedia to me,” shared Jon Keen.

Interestingly, William also regards Jon Keen as an exemplary role model—but for her can-do attitude. “From the beginning, I was impressed by how considerate she is. She’s a real team player. She’ll happily volunteer to take on the weekend and public holiday shifts if need be, so that other team members can spend time with their families.”

“I feel that the entire Parkway Pantai family, from senior management to staff at all levels, is committed to helping patients. That creates a very inspiring environment to work in.”

William recounts a time when the team was asked to deploy a therapist to Gleneagles Hospital. Jon Keen volunteered, despite knowing that she would have to work without a team there. “Even though I was by myself, I didn’t feel alone. I knew William and my team were just a phone call away,” she said.

She activated this ‘helpline’ when faced with her first splinting case. “I was nervous because I had never done it before. Thankfully, William specialises in splinting therapy and patiently guided me through the process.”

William Ho

25-YEAR LONG SERVICE AWARD

WILLIAM HO CHIN FUI
Chief Occupational Therapist
Mount Elizabeth Hospital

20-YEAR LONG SERVICE AWARD

KAW JON KEEN
Senior Principal Occupational Therapist
Mount Elizabeth Hospital

NEVER ALONE

William Ho

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Drawing on Experience

Retirement is not on the cards for Chong Lin Thye, who enjoys sharing almost three decades of phlebotomy experience with her junior colleagues.

When Chong Lin Thye joined Gleneagles Hospital as a Laboratory Assistant in 1988, one of her main duties was phlebotomy—drawing blood from patients and sending the blood specimens to the laboratory for testing.

“This is a field where both experience and training are equally important,” said Lin Thye. Her expertise comes from decades of on-the-job training as well as structured training programmes offered or facilitated by Parkway Pantai.

“There’s also the ‘softer’ side of the job that training can’t prepare you for,” she shared. “Learning to manage patients comes from experience, I find. After meeting many different patients, you begin to develop a sense of how to best approach them.”

These are the finer points of phlebotomy that Lin Thye shares with her team, using her experience to help them grow as professionals.

“There are things that only time can teach us. I am glad that my experience can benefit my team.”

A Leader Who Serves

As Principal Phlebotomist now, Lin Thye has earned the respect of her team not only with her experience and expertise, but also through her management style.

“I think it’s important to be fair and just, so people feel that they are respected and well treated. I try to put myself in other people’s shoes and think from their perspective. This helps me understand their motivations and behaviours,” she said.

“I have been blessed with a great team. They are very competent, very experienced and many of them are long-serving staff. I enjoy being part of this small, warm-hearted family more than I would enjoy retirement, I believe!”

Golden Years Award

For serving beyond Singapore’s retirement age of 62

Chong Lin Thye
Principal Phlebotomist, ParkwayHealth Laboratory
LEARNING NEVER STOPS

After a lifelong career in public healthcare, Kwok Fong Yee chose to embark on a second career with Mount Elizabeth Novena instead of retiring.

“I have enjoyed a fulfilling 44-year career as a nurse and I hope to keep doing what I love,” said Fong Yee. She had spent her entire career in the public healthcare sector before she made the leap into private healthcare.

“Mount Elizabeth Novena Hospital was being planned at the time. I was invited to come onboard and help establish an endoscopy centre,” she shared. “I was really surprised. It was an honour to be approached and this is an area that I’m passionate about, so I was happy to agree.”

“My job gives me great satisfaction. I would like to keep working for as long as I feel that I can still contribute.”

A NEW CHAPTER

Having had experience setting up and relocating endoscopy centres for two restructured hospitals, Fong Yee felt that she was prepared to take on this new challenge.

“Joining a private healthcare organisation, especially one as large and as established as Parkway Pantai, was an eye-opening experience. The approach to healthcare, the culture and mindset and even the day-to-day operations were very different from what I was used to. It was challenging to unlearn and relearn many things but it has also been a highly fulfilling experience,” she shared.

For the first year or so, Fong Yee juggled her duties as Senior Nurse Manager while trying to understand and internalise Parkway Pantai’s administrative and management procedures. The process was a combination of figuring things out on her own and relying on her team members to share their knowledge. In turn, Fong Yee leverages her own experience to contribute to the centre’s success.
BE PART OF THE WINNING TEAM IN HEALTHCARE

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

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

Visit us now for more information at http://www.parkwaypantai.com/careers/overview/
Always Learning, Always Growing

Parkway Pantai applauds over 400 nurses in the Singapore Operations Division for their commitment to continuing education at the 3rd Annual Nursing Graduation Ceremony.

The future belongs to those who believe in the beauty of their dreams.” This quote by former US First Lady Eleanor Roosevelt was the inspiration for Parkway Pantai’s 3rd Annual Nursing Graduation Ceremony.

Held on 11 April 2016 at Gleneagles Hospital, the event celebrated 404 nurses who are taking ownership of their professional future and pursuing their dreams by investing time and effort to develop their knowledge and skills. Some nurses have attended more than one course. Self-motivated with an appetite for learning, this is the group of nurses with the potential to be groomed for greater responsibilities. For participating in Parkway Pantai’s in-house training courses last year, 120 of them gathered at the lecture hall of Gleneagles Hospital to receive their certificates of achievement.

Another 50 watched the proceedings from the cafeteria via a live stream.

During her address, Group Director of Nursing Elaine Ng shared her delight that there was a significant 55 per cent increase in participation levels from 2014. She thanked the Nursing Education team for working closely with the nursing, doctor and allied health teams to develop seven new courses in 2015 to better meet the growing demand for specialised knowledge and skills among nurses.

Vivienne Lim, Senior Nurse Educator offers one important reason for continuing education and training, “The only constant is change and this holds true for medical advancements and technology. What we have learnt in the past may not be relevant. For better outcomes, nurses should keep themselves current on evidence-based or best practices in the management and care of patients.”

“To borrow the words of B.B. King, the beautiful thing about learning is that no one can take it from you.”

VIVIENNE LIM
SENIOR NURSE EDUCATOR

"To borrow the words of B.B. King, the beautiful thing about learning is that no one can take it from you."
In-House Course Highlights

The Singapore Operations Division of Parkway Pantai now offers a total of 13 in-house training courses that nurses can attend. Check out these latest offerings by the Nursing Education team!

**Basic Medical-Surgical Course**

Designed to prepare nurses to care for patients with medical-surgical conditions of greater complexity.

“For nurses like me with under three years of experience, this is a really useful and comprehensive course. I learnt a lot especially from the experiences shared during class.”

**FU WEN LEI,**
**PARKWAY EAST HOSPITAL WARD A**

**Clinical Instructor Course**

A critical programme for nurses with responsibilities in teaching and guiding newly recruited nurses and student nurses.

“I have learnt methods to reach out to and guide my junior nurses in their daily work. These new skills are a great help in my current role as Acting Nurse Clinician.”

**SITI SAMIRA BINTE KASSIM,**
**MOUNT ELIZABETH HOSPITAL**

**Haemopoeitic Stem Cell Transplant Nursing Course**

Designed to equip nurses with the knowledge and skills to care for haemopoeitic stem cell transplant donors and patients.

“I am now able to answer questions from patients and donors more confidently, and understand how to help them better cope with the transplant process.”

**MARICAR DELA CRUZ,**
**MOUNT ELIZABETH NOVENA HOSPITAL WARD 13**
Obstetrics On the Run
This course focuses on common challenges faced by nurses working in a maternity setting and seeks to enhance their ability to deliver quality care to patients.

“This course gave me an in-depth understanding of obstetric care and helped me realise that I have a very important role to play in my department.”

Acuesta Rubie Vicklyn Cortel, Mount Elizabeth Novena Hospital Ward 12

Paediatric Workshop
Designed to impart comprehensive knowledge of paediatric nursing, including current trends and practices on the general concepts in managing common paediatric health disorders.

“I especially enjoyed the doctor’s talk and group presentation sessions. In addition to learning about paediatrics, I honed communication skills during the peer presentations.”

Yu Yingsi, Mount Elizabeth Novena Hospital Ward 12

Physical Assessment Training for Nurses
Designed to help nurses develop an in-depth understanding of patient conditions by putting together patient assessment findings and relating that to the diagnosis.

“This course has enabled me to perform systematic assessments of my patients for sound clinical decision making and appropriate intervention.”

Chan Shu Fang, Parkway East Hospital

Renal and Liver Transplant Nursing Course
Designed to help nurses care for patients and donors who require renal and liver transplants.

“The knowledge I have gained gives me the confidence to better care for my patients. I am also able to share what I have learnt with my colleagues.”

Mardovic Suson, Gleneagles Hospital Transplant Unit
The RM50 million Khazanah IHH Healthcare Fund has touched the lives of over 3,600 people in the three years since its establishment.

In 2012, the Khazanah IHH Healthcare Fund was jointly founded by Khazanah Nasional and IHH Healthcare Berhad to provide medical care for financially needy patients in IHH’s home markets of Malaysia, Singapore and Turkey. The fund’s RM50 million is to be disbursed in five tranches of RM10 million a year from 2013 to 2017. In its first three years, about RM33 million has been utilised to benefit over 3,600 patients. This was shared by Ahmad Shahizam Bin Mohd Shariff, Chief Executive Officer of Malaysia Operations, Parkway Pantai during an annual fund update in April 2016.

Initiatives backed by the fund include Parkway Pantai’s ‘Life Renewed’ programme in Singapore and Malaysia, International Medical University’s ‘IMU Cares’ campaign in Malaysia and Acibadem Healthcare Group’s ‘Dreams Coming True’ fertility programme in Turkey.
**Touching lives**

In Malaysia, where 70 per cent of the funds will eventually be channeled to, Parkway Pantai currently works with 18 registered non-governmental organisations to identify beneficiaries through a transparent and robust application process.

From 2013 to 2015, the demographic profile of beneficiaries has been almost equal among children (28 per cent), adults (32 per cent) and seniors (40 per cent), with cardiology treatments being most common.

To illustrate how the fund is touching lives, Ahmad shared the story of Clarissa Gan who was diagnosed with Anomalous Left Coronary Artery, a rare heart condition, when she was barely three months old. Thanks to the fund, she was able to receive heart surgery and is growing up as a healthy, happy child today.

This year, Parkway Pantai hopes to use the funding to help another 200 needy patients in Malaysia. To learn more about the Khazanah IHH Healthcare Fund, please visit [www.khazanah-ihhfund.com](http://www.khazanah-ihhfund.com).

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**THE FUND IN FIGURES**

- **MALAYSIA**
  - Received 70% of funding or RM35 million
  - 993 patients benefited to date

- **SINGAPORE**
  - Received 15% of funding or RM7.5 million
  - 166 patients benefited to date

- **TURKEY**
  - Received 15% of funding or RM7.5 million
  - 2,500 families benefited to date

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**Supported by the Khazanah IHH Healthcare Fund**

**LIFE RENEWED**

A corporate social responsibility initiative by Parkway Pantai to support patients in Malaysia and Singapore who require financial assistance to access and reap the benefits of Parkway Pantai’s network of world-class doctors and medical facilities. Most recently, financial support from Khazanah IHH Healthcare Fund has enabled Mount Elizabeth Hospital to launch a S$1.2 million fund to fully sponsor cancer treatments for needy Singaporeans.

**IMU CARES**

This social initiative encourages students of International Medical University in Kuala Lumpur, Malaysia to use their skills and knowledge to deliver free health and medical services to rural communities. The Khazanah IHH Healthcare Fund has enabled IMU Cares to purchase additional equipment and vehicles to enhance their healthcare teams’ access to rural areas.

**DREAMS COMING TRUE**

This is a collaboration between Acibadem Hospitals Group and the Turkish Ministry of Families & Social Policies to provide fertility treatments and quality medical services to help financially needy couples conceive.
Playing Out Dreams

Mount Elizabeth Hospital expands into KidZania Singapore!

Children are living their dreams at KidZania Singapore, an education and entertainment centre in Sentosa where role-play meets real life. The kid-sized city is complete with buildings, paved streets, vehicles, a functioning economy and recognisable destinations — including Mount Elizabeth Hospital!

At KidZania’s Mount Elizabeth Hospital station, kids get to simulate responding to A&E emergencies, learn to care for infants at the nursery, become a surgeon in the Operating Theatre or even take on the role of a radiologist.

This latest initiative is part of Mount Elizabeth Hospital’s ongoing efforts to nurture young dreams. Its ‘Doctor for a Day’ programme is based on a similar learn-through-play concept, allowing children to role-play as doctors in simulated hospital settings. Over 8,000 children have participated in the programme since its launch in 2013.
Big Dreams for Little Ones

Twelve children from the Muscular Dystrophy Association Singapore became little doctors on 15 June 2016, putting on scrubs and donning stethoscopes at the Mount Elizabeth Hospital station at KidZania.

The experience was made possible by Mount Elizabeth Hospitals, who sponsored the event so that children could learn how to treat a fractured arm in the Accident & Emergency department, conduct a kidney transplant in an operating theatre and care for infants in a nursery through role-play.

Muscular dystrophy refers to a group of muscular disorders characterised by muscle weakness, wasting and contractures and is usually caused by inherited gene abnormalities. Muscular Dystrophy Association Singapore is a self-help organisation committed to uplifting the lives of people with such conditions.
Safe and Secure

From patients and caregivers to visitors and employees, countless people pass through the doors of Mount Elizabeth Novena Hospital each day. In addition to providing quality healthcare and thoughtful services, the hospital also takes safety and security very seriously.

Its efforts have been recognised with the Safety and Security Watch Group (SSWG) Outstanding Cluster Award, which was conferred by Mr Desmond Lee, Senior Minister of State for Home Affairs and National Development at an awards ceremony on 24 June 2016. This comes after the hospital passed a stringent security and fire safety audit that was conducted by the Singapore Police Force and Singapore Civil Defence Force.

The two public agencies are leading SSWG, a scheme designed to engage and equip the business community with robust measures to fight crime and terrorism. For Mount Elizabeth Novena, the award is a prestigious and remarkable organisational achievement. Kudos to the Security and Fire Safety team for going the distance in ensuring a safe and secure environment for all!

Excelling in investor relations

For its best practices in investor communications, IHH Healthcare, the parent company of Parkway Pantai, won three accolades by Corporate Governance Asia at the 6th Asian Excellence Awards ceremony on 17 June 2016.

Dr Tan See Leng, Managing Director and Chief Executive Officer of IHH, was named Asia’s Best CEO (Investor Relations). IHH also bagged another two awards for Best Investor Relations Company and Best Investor Relations Professional, the latter going to Penelope Koh, Assistant Vice President, IHH Investor Relations.
A hospital is a lot more than just doctors and nurses providing treatment and care to patients. There is a group of unsung heroes who work silently in the background to prevent and curb the spread of infection. These are the Infection Control Liaison Officers (ICLOs), the resource personnel responsible for all infection control-related matters in their respective departments.

On 22 April 2016, Parkway Pantai’s Singapore Operations paid tribute to its ICLOs by holding an Appreciation Day just for them. All ICLOs were invited to a special tea reception at Mount Elizabeth Novena Hospital. During the event, 12 ICLOs—three each from Gleneagles, Mount Elizabeth, Mount Elizabeth Novena and Parkway East Hospital—were also awarded with a Certificate of Recognition for their exemplary commitment and dedication. Thank you for keeping our hospitals safe from infection, ICLOs!
A Bowlin’ Good Time

The annual Parkway Pantai Gala Bowl rolled around on 8 May 2016, inviting staff from across the Singapore business units to vie for the championship title. Thirty teams took on the challenge at Downtown East but Team Smart Bowler from Mount Elizabeth Hospital managed to defend their 2015 title! Smart Bowler took home the challenge trophy for the second consecutive year with an impressive total score of 1,826. Congratulations to all the winners, participants and supporters, and thank you for making the event a fantastic one!
In celebration of Mother’s Day, Parkway East Hospital’s Customer Relations Senior Executive Josephine Ng went around the ward to greet new mothers and surprised them by offering a special photography service for their newborns. Excited mums dressed their bundle of joy in adorable props like headbands and fleece blankets for the photo shoot and were delighted to receive a framed photo card to remember the occasion.

This initiative reflects the hospital’s ongoing commitment to provide exemplary service to its patients and their families. Earlier, on 9 and 10 April, Parkway East also held an event to help more people understand how they can benefit from its Cashless Service. Eligible patients with private integrated shield plans can be admitted with no deposit and no payment required upon discharge. The Cashless Service event was held in conjunction with the hospital’s popular Doctor For A Day programme, where children between the age of five and 10 get to dress up and role-play as doctors in simulated hospital settings such as the operating theatre and emergency room.
Back after 40 years

Pantai Hospital Kuala Lumpur warmly welcomed the Takato family, who travelled from Japan to Malaysia in April 2016 and decided to visit the hospital after 40 years.

Hiro Takato and his younger brother Daisuke came with their father Tsugumasa to see the old Block A Labour Room where the siblings were born.

Although Dr Yeo Oon Hock who delivered them was no longer around, they were delighted to meet Dr Smith and Dr Chin Yoon Hiap, the paediatricians who took care of them when they were little. All three doctors are founder members of Pantai Hospital Kuala Lumpur.

“We had an amazing experience meeting the people here and touring the hospital. Seeing the new and big building, meeting Dr Chin and hearing Dr Smith share about the books she has written on parenting and children’s stories – it made our trip very memorable,” said Hiro. The family was also impressed by the vast changes to the hospital.
Welcome to Ristorante Temporaneo!

On 10 May 2016, the foyer of level three, Gleneagles Hospital was transformed into an exclusive dining area, named Ristorante Temporaneo (or temporary restaurant), just for staff. Each hour-long session, held thrice over lunch and once during dinner, was packed with a full house of 40 staff eager to sample the delectable three-course meal served by the hospital’s management and supervisory team.

Close to 70 heads of departments and supervisors, including Chief Executive Officer Dr Vincent Chia, volunteered to serve as a way of thanking the staff for their hard work and contributions. They even trained with the hospital’s butler team before the event to ensure that they deliver service levels befitting the Gleneagles name! Ristorante Temporaneo was an event organised by the Gleneagles L.O.V.E. team and FNB team.

Staff were all smiles thanks to the impeccable service of the management team!
Selamat Hari Raya!

During the fasting month of Ramadan, Pantai Hospital Ampang joined the Pandan Indah community in breaking fast on three occasions. Over 1,000 bowls of bubur lambuk, a savoury porridge that is traditionally enjoyed during Ramadan in Malaysia, were prepared by the hospital’s kitchen team and distributed to members of the public. The hospital team, led by Acting Chief Operating Officer KC Tan, also took the opportunity to spread the word about their free mammogram services, which are subsidised by the National Population and Family Development Board, and encouraged seniors to sign up for their complimentary Golden Years membership.

Thanks to the generosity of Pantai Hospital Ampang’s staff, children attending the event also received door gifts and duit raya (a customary green envelope containing a token sum of money).

Pantai Hospital Ampang celebrates Ramadan with the community.
Pantai Hospital Manjung

Pantai Hospital Manjung chose to celebrate the 15th day of the holy month of Ramadan in the company of less privileged children. The hospital organised a community event for the children of Rumah Haruman Kasih on 20 June 2016, which Guest of Honour YDH Toh Seri Bijaya Lt Kol Dato’ Shaharudin bin HJ Nazari, Orang Besar Jajahan Manjung, lauded as a meaningful initiative. In his opening remarks, he also encouraged Pantai Hospital Manjung to continue playing an active role in the community and expressed his hopes that more children would be inspired to join the healthcare profession when they grow up.

After breaking fast together, the children enjoyed a sumptuous dinner prepared by the hospital’s kitchen team and received door gifts and duit raya (a customary green envelope containing a token sum of money) that were generously donated by the hospital staff.
Eat to live, not live to eat, suggests Dr Chan Khan Wei, Bariatric and Metabolic Surgeon at Gleneagles Kota Kinabalu.

Every living organism needs energy for growth, repair and reproduction. But humans are the only ones that suffer from obesity. While we are intrinsically motivated to consume food, we are also driven to eat by external forces — whether by our environment and social behavioural requirements or simply because of abundance and indulgence.

This creates an imbalance between energy intake and expenditure. Excess energy is stored as fat and eventually leads to weight gain and obesity. Over a long period of time, this process will also reprogramme our brain to a new ‘energy-weight set point’.

As a Bariatric and Metabolic Surgeon, Dr Chan helps patients struggling with obesity.
Vegetables are good but a vegetarian diet is usually full of complex sugars or carbohydrates like rice, bread, gluten and starch. Drinking lots of water will not fill you up. Instead, look for solid food with low calorie-per-volume like vegetables and meat. Counting calories is not enough. Avoid food with high energy or calorie concentration like energy bars, biscuits and junk food.

What is an energy-weight set point?
The energy-weight set point in our brain controls both our urge to eat and metabolic drive for daily activity (basal and active metabolic rate). It is hard-wired to our guts and other parts of our body by hormonal and chemical signals. This set point is our body’s internal protective force against any drastic weight change. For example, if you try to starve yourself, the set point will reduce metabolic rate to maintain your current weight. Conversely, if you increase exercise to lose weight, your body will signal your brain and gut to consume more food so as to keep your weight constant.

Can bariatric surgery help?
Bariatric or metabolic surgery is a procedure that alters the mechanics of food intake by reducing stomach volume, with or without a bypass of the small bowel. By doing so, obese patients are able to attain and sustain weight loss in the long run. Medical advancements such as laparoscopic (or keyhole) surgery have also made these procedures very safe and effective.

How does it work?
Bariatric surgery does more than restrict food intake and absorption. It also causes changes to gut-brain hormones, chemical signals, eating behaviour as well as the senses of taste and smell. Most importantly, it reprogrammes our energy-weight set point. After surgery, the set point decreases. This means that patients are able to eat less while maintaining a relatively high metabolic rate, thereby achieving a new energy-weight equilibrium.

Are there other benefits to bariatric surgery?
Obesity is associated with a variety of metabolic disorders including Type 2 Diabetes Mellitus. Recent evidence has shown that bariatric surgery can cause a remission of this condition, meaning that a diabetic patient will have a normalised blood sugar without medication. This has led experts worldwide to conclude that bariatric surgery is an option for patients with uncontrolled Type 2 Diabetes Mellitus.

In April 2016, Gleneagles Kota Kinabalu Hospital announced plans to launch a Centre for Bariatric and Metabolic Surgery. The hospital has already been offering screening, counselling and surgery for overweight or obese patients with Type 2 Diabetes Mellitus since last year. The hospital has shared plans to put together a multi-disciplinary team comprising a bariatric and metabolic surgeon, a family physician, a dietitian, a fitness coach, a paediatrician for childhood obesity and, subsequently, a psychologist to provide one-stop access to the treatment and prevention of this increasingly prevalent lifestyle disease.
BEAT THE HEAT!

Keep your cool even as temperatures soar, with these smart tips.
BREATHE RIGHT
According to yoga practitioners, practising the Sheetali Pranayama (or Cooling Breath Technique) could bring body temperatures down. The breathing technique is pretty simple:

**Step 1:** Stick your tongue out and curl the sides upwards and towards the centre
**Step 2:** Breathe in through your mouth, hold the breath and slowly exhale through your nose

Repeat five to 10 times and you should start feeling the effect. Give it a try!
Source: www.artofliving.org

Light the Way
If you are still using incandescent light bulbs at home, it is time to get them swapped in favour of LED ones. Incandescent bulbs produce light by using electricity to heat a metal filament until it turns “white hot”. This means that incandescent bulbs release about 90 per cent of their energy as heat. In comparison, LED bulbs emit much less heat because light is produced when an electrical current passes through the light-emitting diodes.

Switching to LED bulbs not only removes an unnecessary source of heat from the room, it also saves energy. According to the US Department of Energy, LED bulbs typically use about 25 to 80 per cent less energy than incandescent bulbs and can last three to 25 times longer. Now that’s cool.
Source: ENERGY STAR

Black is Cool
We were taught that white reflects sunlight while black absorbs it, so common wisdom points to light-coloured clothes in summer. But that may not always be true. While white clothes are better at deflecting the sun’s rays, black clothes are better at radiating body heat. So dark-coloured clothes could keep you cooler in the shade. A modest breeze is also likely to take away the heat from loose, dark-coloured clothes faster than they can absorb it.
Source: The Telegraph
**A COOL NIGHT’S SLEEP**

It is harder to fall asleep when you are feeling uncomfortably hot. Invest in a good night’s sleep by making a cold compress for your bed. Fill a cotton sock with rice, freeze it for two hours and slip it between your sheets when you are ready for bed. Rice retains the cold for a longer period of time because it is dense and starchy, so it should keep your bed cool and comfortable as you drift off to sleep.

*Source: realsimple.com*

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**Small and Spicy**

When it is scorching hot outside, you may lose your appetite, but what you decide to put in your body could bring some relief from the heat.

Try eating small but frequent meals because the larger the meal, the more metabolic heat your body produces while digesting the food. Steer clear of high protein foods too, as these tend to increase metabolic heat.

You might also want to opt for spicy food. Chilli peppers contain capsaicin, a chemical compound that helps us to perspire more readily without raising our body temperature. While perspiring may not sound like a pleasant idea, you will feel cooler as sweat dries.

*Source: Daily Mail & Reader’s Digest*
Spin the Wind
Have you ever paid attention to which direction your ceiling fan is spinning? Well, you should, because it could be warming, instead of cooling, the room!

In hot weather, make sure your ceiling fan is turning counter-clockwise. In this direction, the fan blades catch cool air and push it downwards, creating a wind chill effect. In the reverse (clockwise) direction, the fan is effectively channelling the warm air near the ceiling into the room. So the next time you’re feeling warm, look up at your ceiling fan! Source: ENERGY STAR

Recognising Heat Sickness
For all the life and beauty that the sun brings, it can also cause various forms of heat sickness if we are not careful. Here’s what you need to know about heat sickness:

HEAT RASH
• Develops when the sweat ducts are blocked and perspiration is trapped under the skin
• Treat by cooling the skin, preventing further perspiration and applying calamine lotion or lanolin to relieve discomfort if necessary
• If infection occurs, complications could arise. Seek medical attention if there is increased pain, swelling, redness or warmth around the affected area, pus draining from the lesions, swollen lymph nodes in the armpit, neck or groin, or the onset of fever or chills

HEAT CRAMPS
• Muscle contractions in the gastronomies or hamstring area (back of calves) that feel like a severe and painful muscle pull
• May be caused by lack of fluids, high temperatures or lack of physical conditioning
• Allow water, cool air and rest to recover

HEAT EXHAUSTION
• Severe exhaustion caused by extreme body heat and dehydration
• Signs include paleness, nausea, fatigue, dizziness, light-headedness, vomiting, fainting and cool, clammy skin
• Treat with water or energy drinks to replace electrolytes and place cold compresses on various areas of the body
• Seek medical attention if body temperature remains elevated

HEAT STROKE
• A medical emergency that requires immediate attention
• Heat stroke victims are unable to perspire and require emergency care to relieve their body of the excess heat
• Signs include flushed skin, body temperatures exceeding 41 degrees Celsius, seizures, headaches, rapid pulse and unconsciousness

Source: Health Promotion Board Singapore & MINDEF

WASH YOUR HANDS
That’s right—for a quick cool-off, wash your hands! More specifically, run cold water over your wrists for a couple of seconds. The wrist contains a pulse point, which means that blood vessels are close to the surface of the skin. When the skin comes in contact with cold water, it cools the blood and lowers your body temperature.

This also works on other pulse points on the body, such as the neck, insides of the elbow and inner thigh, but none are quite as convenient as simply washing your hands! Source: CBC News

Make a Makeshift Air-conditioner
Instead of reaching for the air-conditioner remote control every time you feel warm, try building your own cooler at home:

Step 1: Fill a 1.5-litre PET bottle with 70% water and 10% rock salt
Step 2: Allow it to freeze
Step 3: Place the bottle in a bowl (to catch the condensation) and position it in front of a fan

As the ice melts, cool air forms around the bottle and the fan directs this to you. When the effect wears off, simply refreeze the bottle and repeat. Source: lifehacker.com
For years, Parkway East Hospital has been delivering expert medical treatment in the warmth of a genuine family environment, because we believe there's no better way to ensure the most comfortable, welcoming care for you and those closest to you.

With each new generation, it's good to know there are some things you can always rely on.

www.facebook.com/ParkwayEastHospital
321 Jon Chiat Place Singapore 427990, Tel: +65 6377 3737
www.parkwayeast.com.sg