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.
EDITOR'S NOTE

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April to June 2014

Editor’s note

Parkway Pantai continues to gather momentum into the second quarter of 2014.

Come May, Pantai Hospital Manjung – our 12th Malaysian hospital – will begin to see patients. Situated an hour’s drive from Ipoh city, the new 100-bed hospital will bring quality healthcare to the up and coming Manjung township, by providing a spectrum of essential specialties.

In March, we also opened Shanghai International Medical Center, a 450-bed tertiary hospital in China which we are managing via a hospital management agreement. This marks our first foray into China’s hospital sector after having established a strong network of more than 10 primary care clinics in Shanghai, Suzhou, Beijing and Chengdu.

We are also making good progress in other greenfield projects. Following the groundbreaking of Gleneagles Hong Kong on 10 January this year (pg 8), Gleneagles Kota Kinabalu, our first hospital in East Malaysia, also held its topping-up ceremony on 8 April. The tertiary hospital will start operating with 200 beds, 100 medical suites and six operating theatres when it opens its doors in the early part of next year.

Of course, this amazing growth can only be sustainable with the right people and talent. In an effort to keep our workforce motivated, Parkway Pantai recently conducted an employee engagement survey for its staff in Malaysia. A similar survey will be rolled out to its Singapore employees in May this year.

Meanwhile, our management continues to engage staff and address their concerns at town halls (pg 16), Lunar New Year celebrations (pg 14) and other staff activities.

We hope you will continue to stay with us and grow with us.

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WE WANT YOUR FEEDBACK

Do you have story ideas or comments to share with us?

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power-packed purple tomatoes

UK scientists have developed genetically modified (GM) purple tomatoes, packed with high levels of anthocyanins which gives it its deep purple shade in the same way the substance does to dark coloured berries such as blueberries and blackcurrants. The purple tomatoes were produced in Ontario, Canada where regulations on GM products are more relaxed.

Boasting anti-inflammatory effects and double the shelf life of regular tomatoes, the purple tomatoes have shown results in slowing down cancer in mice. The tomatoes and 1,200 litres of its juice will be used in studies on the effect of a high anthocyanin diet on cancer, cardiovascular disease and other chronic diseases.

Source: Dailymail

a sensing artificial hand

Scientists have created a hand prosthesis that not only receives and responds to brain signals, but also sends information back to the brain. The artificial hand was tested on Danish amputee Dennis Aabo Sørensen. By connecting to nerve fibres in the amputee’s forearm, it enabled him to feel.

This major breakthrough, presented in the journal ‘Science Translational Medicine’, is the first step towards improved prostheses. Researchers still need to figure out a way to extend the period in which the patient can have the electrodes implanted in his arm.

Danish contributor to the new invention, Associate Professor Winnie Jensen of the Centre for Sensory-Motor Interaction at Aalborg University, expects that it will take five to 10 years before the prosthesis can be made available to the market.

Source: http://sciencenordic.com
sunlight lowers risk of heart attack

Most of us are aware that sunlight exposure is a factor that causes skin cancer, but minimising the skin’s exposure to sunlight may instead raise the chances of heart disease.

Researchers at the Universities of Southampton and Edinburgh have discovered that sunlight changes levels of the small messenger molecule nitric oxide (NO), which is abundant in our skin and blood. NO helps the regulation of blood pressure. Exposure to sunlight transfers small amounts of NO from the skin to the blood, lowering blood vessel tone. As blood pressure drops, so does the risk of heart attack and stroke.

Source: The Indian Express

watch that candle

If you think ear candling is a good way to remove earwax and the debris that collects inside the ear canal, think again. Not only has it been found to be ineffective, it may actually push earwax deeper into the ear canal.

Ear candling can also lead to deposits of candle wax in the ear canal, burns to the face, hair, scalp, ear canal, eardrum and middle ear, and puncture of the eardrum.

Source: www.mayoclinic.com

beware of supplements

Research in Denmark on 35,000 expectant women shows that one in three women who regularly take multivitamin supplements while trying to conceive have a 32 per cent higher risk of miscarriage.

Although the researchers at the universities of Southern Denmark, Aarhus and Pittsburgh in the US have managed to dismiss links with smoking, obesity, or difficulties with previous pregnancies, they were unable to unravel the cause behind this worrying trend. They have recommended that supplements should be taken in accordance with current clinical guidelines while further studies are conducted.

Source: Dailymail
beat cancer with a smartphone

If you are a smartphone owner, you could be helping to kill cancer the next time you kill time on your phone! Cancer Research UK joined hands with Dundee-based company Guerilla Tea and game experts from Google and Facebook, to develop a mobile game that allows “citizen scientists” to help real scientists in their research while having fun.

The sci-fi themed game, “Play to Cure: Genes in Space”, contains cancer data which scientists depend on when searching for genetic faults that may be causing cancer. The process of analysing the data, which can only be achieved by the human eye, can take years to complete. By playing the game, the man in the street can now help scientists analyse the variations in gene data.

The free game is available for download on the iPhone and Android smartphones.

Source: WebMD

getting diabetes through spouse

Diabetes is not contagious, but it has been found that if your spouse has type 2 diabetes, you may be at risk of developing it too.

Analysing results from six selected studies conducted in different parts of the world, researchers at McGill University Health Centre (MUHC) in Montreal found evidence that spousal diabetes increases the risk of developing diabetes by 26 per cent. This is associated to the fact that many partners share similar behaviours that could lead to diabetes, such as insufficient physical activity and poor eating habits.

It was also suggested that it may be particularly beneficial for men living with partners with diabetes history to be observed more closely. This may help in early detection of diabetes as men are less likely than women to undergo regular medical evaluation after childhood.

Source: The Indian Express
exercise to feel more competent

A study has found that people who exercised regularly seemed to acquire a heightened feeling of competency. This helped them to complete more difficult tasks at work and at home.

The study involved 476 participants whose average age was 41, of which 55 per cent were women. They worked 40 hours weekly on average. 29 per cent were parents to at least one child under age 18 living with them.

Study author Russell Clayton, an assistant professor of management at Saint Leo University in Florida, recommends that busy people could still take “stolen moments” for exercise that add up. For instance, one could spend five minutes climbing the stairs, or doing 30-second spurts of exercises such as jumping jacks.

Source: WebMD

the smell of illness

Humans can apparently detect illness in someone whose immune system is highly active from exposure to toxin. This new research suggests that diseases have particular smells. For example, the breath of a person with diabetes may smell like acetone, and those with Scrofula, an infection of the lymph nodes, may have stale beer breaths.

In an experiment, eight healthy individuals were administered with either a form of lipopolysaccharide (LPS) – a toxin made from bacteria – or saline solution injections. After sweating it out over a four-hour window, sweat samples were taken from the t-shirts worn by the eight participants and handed to another 40 people for smell testing. The smell testers rated the sweat samples from the LPS subjects as more unpleasant and unhealthy smelling.

Professor Mats J Olsson, who conducted the study, explains that “being able to detect these smells could represent a critical adaptation to help humans avoid potentially dangerous illnesses”. It could also help in understanding how to contain infectious diseases.

Source: ScienceDaily
breaking

NEW GROUND

Parkway Pantai’s new 500-bed hospital – Gleneagles Hong Kong – celebrates its first milestone.

With a push of the shovel, representatives of Parkway Pantai, NWS Holdings and The University of Hong Kong (HKU) broke ground for the new Gleneagles Hong Kong Hospital (GHKH) on 10 January 2014.

More than 60 guests including Chairman of IHH Healthcare Berhad, Tan Sri Dato’ Dr Abu Bakar Bin Suleiman, and Chairman of Parkway Pantai, Dato’ Mohammed Azlan bin Hashim, attended the simple ceremony held at the hospital site at Wong Chuk Hang, Hong Kong.
When fully operational in early 2017, GHKH will provide high quality and affordable clinical services to the Hong Kong community. The 500-bed hospital will offer a comprehensive range of clinical services boasting more than 15 specialities, including general medicine, general surgery, orthopaedics and traumatology, and gynaecology.

“Parkway Pantai is committed to the people and future of healthcare in Hong Kong,” said Dato’ Mohammed Azlan bin Hashim. “We will do our best to develop all facets of the sector from the provision of affordable healthcare to domestic patients to the training of doctors.

“With more than 30 years’ experience in managing world-class hospitals, we see an opportunity to alleviate the pent-up demand for quality healthcare in Hong Kong, replicating the success we’ve had in Singapore which has similar demographics.”
Dr Henry Cheng, Chairman and Executive Director of New World Development Company Limited and Chairman of NWS Holdings, said, “The Gleneagles Hong Kong Hospital marks a key milestone in the development of a high quality, patient-centred healthcare system in Hong Kong. With our expertise and track record in hospital construction and services, we strive to ensure the successful construction and implementation of the hospital.”

The project was first announced in March last year when GHK Hospital Limited – a partnership between Parkway Pantai and NWS Holdings – successfully won the bid to design and construct a private hospital in Hong Kong.

Parkway Pantai is contributing 60 per cent of the total investment of approximately HK$5 billion, with the remaining 40 per cent by NWS Holdings. HKU plays the role of a clinical partner.

The Gleneagles Hong Kong Hospital marks a key milestone in the development of a high quality, patient-centred healthcare system in Hong Kong.

Dr Henry Cheng, Chairman of NWS Holdings
Little Jeric Yang was diagnosed with profound sensorineural hearing loss at three months old. He never knew what sound was – until 16 January this year when his Ear, Nose and Throat surgeon at Mount Elizabeth Hospital (MEH) activated his cochlear implants.

This life-changing moment was made possible by Parkway Pantai’s ‘Life Renewed’ corporate social responsibility programme sponsored by the Khazanah IHH Healthcare Fund.

“It warms our hearts to see that our gift can help a young life like Jeric lead a more enriching life.”

Dr Kelvin Loh, Chief Executive Officer of the two Mount Elizabeth hospitals in Singapore.
Without the sponsorship, Jeric’s parents would have to fork out S$120,000 for the procedure which includes pre-operative consultation and screening, cost of implants, surgeon and anesthetist fees, hospitalisation at MEH and post-operative therapy over three years. This does not take into account the on-going cost of maintaining the hearing device.

As Singapore’s current MediShield medical insurance scheme does not cover cochlear implants, ‘Life Renewed’ is a dream come true for the Yang family.

Dr Low Wong Kein, who performed the surgery on Jeric on 8 January, said, “Jeric is in a favourable position because his hearing loss was detected at a very early stage and he received early intervention. I would expect him to do very well.”

So far, the signs have been good.

From the cautious and slightly frightened one-year-old he was when his implants were first activated, Jeric has responded positively to sound therapy, which he attends weekly at Mount Elizabeth Novena Hospital.

He can now clap to music and smiles and laughs a lot more. No longer the insecure boy who constantly sought his parents’ attention, Jeric has also become much more responsive and calms down more easily.

As parents, Joel and Dollyn couldn’t have asked for more.
“Before the surgery, Jeric couldn’t hear anything below 90 decibels which means he would not be able to learn speech. We fitted him with hearing aids but they weren’t effective for hearing loss of his nature and severity.

“It was a blow for us because he actually passed his newborn hearing test and we have no family history of this impairment,” said Joel.

Dollyn added, “Like every parent, we want our child to grow up healthy and be able to listen to all the beautiful sounds that we take for granted.

“Thank you, ‘Life Renewed’, for making this possible for us.”

Dollyn, mother of Jeric Yang

Watch Jeric’s life-changing journey at http://parkwaypantai.com/about_parkway_pantai/community_projects/
LUNAR cheer

Hospitals are open 24 hours, 365 days and there will always be staff ever ready to attend to the unwell around the clock with care and smiles. So it was business as usual on the first day of Chinese New Year at Singapore’s four hospitals: Mount Elizabeth, Mount Elizabeth Novena, Gleneagles and Parkway East. The earliest visitors that day were not patients, but the Singapore management team! In what has been an established annual ritual that working staff look forward to in the wee hours, the management team made visits to the wards, operating theatres and kitchens to spread early morning festive cheer. It was their gesture of appreciation for staff’s dedication and commitment.
Over 400 doctors, business partners and guests of Parkway Pantai ushered in the Year of the Horse with gusto on 7 February 2014 at the annual Lunar New Year dinner held at Pan Pacific Hotel Singapore. It was an evening of unbridled joy and laughter as the diners indulged in the fine food and wine. They also enjoyed entertaining performance and games led by local comedian and host Irene Ang.
On 12 February 2014, Pantai Hospital Ipoh partnered CIMB Foundation and Lions Club of Ipoh Evergreen to organise a special Chinese New Year high tea for underprivileged children from broken homes and cataract beneficiaries funded under their joint CSR project. There were free health screening, eye checks and spectacles for those who need correction lenses.

Pantai Hospital Kuala Lumpur celebrated Chinese New Year at its premises on 12 February 2014. The much anticipated event included a performance by staff, an engaging lion dance and the tossing of “yusheng” or raw fish, followed by lunch for all staff.
In January 2014, Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai, held seven town halls across the business units in Singapore. He thanked the staff personally for their hard work and shared with them on the upcoming corporate developments across Asia. In his address, while acknowledging the challenges of competition and rising costs, he expressed full confidence in the future because of the organisation’s committed and talented staff.
PASS on the joy

49 Employee of The Quarter and 19 Service Experience Award winners of the October-December 2013 cycle of the iThankU campaign were presented with their tokens of appreciation on 28 February 2014 at Mount Elizabeth Novena Hospital. The ongoing campaign in Singapore encourages staff across business units to send out Thank You cards to deserving colleagues so as to promote a generous, appreciative and positive working culture. There is no limit to the number of cards one can write or receive. Staff with the most number of Thank You cards, tabulated every quarterly, will be certified winners! Then it’s time to hit the reset button to start re-accumulating cards and goodwill for the next cycle. So pass on the joy and show your colleagues some love!
30 teams comprising 150 people across Parkway Pantai’s Singapore business units battled it out in the annual Gala Bowl held on 16 March 2014 in Downtown East. Team Hot Shot with members Francis Koh, Dylan Goh, Alex Chan and Syahril Anuar – all from Material Management Division – blazed their way to the top with a winning score of 1874. Congratulations all winners, participants and spectators for an excellent game!
Mount Elizabeth Novena Hospital (MNH) has clinched another award from Building and Construction Authority (BCA) of Singapore, this time for Construction Excellence (Institutional Buildings category).

The Award recognises outstanding construction projects, with an aim to incentivise contractors to maintain high standards of management, technical expertise and workmanship.

MNH was also a BCA Green Mark Platinum Award recipient in 2012 for its sustainable design and eco-friendly features. In 2013, it won top honours at the 10th Annual Hospitality Design Awards by Hospital Design (HD) Magazine in the Senior Living / Healthcare category.

Mount Elizabeth Novena Hospital (MNH) invited parents-to-be to kick start their parenthood journey on 15 March 2014, at its “Best Start in Life” event. Besides picking up useful parenting tips at various hands-on workshops and prenatal seminars, the 600 participants also got a sneak preview of the hospital’s new maternity ward and sampled its delectable offering of confinement meals. Turn to page 34 for more information about the new maternity ward at MNH.
Merry, Obedient, Nice, Safe, Thankful, Enthusiastic and Respectful – they all add up to "MONSTER", the theme of Kids@Work 2013 held on 22 November 2013.

40 kids turned up at work with their parents at Parkway Shenton’s Cyberhub office to learn about appreciation and teamwork.

Following a warm welcome by Dr Koh Hau Tek, medical director at Parkway Shenton, the little ones were organised into teams and treated to a galore of activities.
During the school holiday, Pantai Hospital Ayer Keroh’s Junior Club children went on an exclusive date with Mamee on 3 December 2013 at the newly established Mamee Jonker House in Malacca.

The children, aged four to 12 got to customise their own Mamee noodle cups.

This educational journey with the Mamee Jonker House offered Junior Club children a fun platform to discover cooking, explore their creativity through art, be independent yet at the same time, socialise through play and learn to work as a team with other kids.
FIGHTING cervical cancer

Pantai Premier Pathology organised the National Symposium: Cervical Cancer Screening Update in conjunction with World Cancer Day on 10 February 2014. This was the first in a series of programmes to promote awareness of cervical cancer and was attended by general practitioners within Malaysia.
Ear, Nose and Throat (ENT) consultants from the region descended upon Gleneagles Penang for the 5th ENT Summit in January 2014. Held in Penang for the first time, the summit sparked debates and discussions on contemporary ENT techniques and treatments.

On 7 January 2014, more than 100 hospital employees and student volunteers from the International Medical College took part in the Pantai Hospital Ayer Keroh external disaster drill. The annual mock exercise tested the preparedness and agility of the emergency response team.
If there were a way one could pursue two careers at the same time, Dr Chuang Hsuan-Hung would have jumped at it. Growing up with blueprints of ships and houses all around him, his first love was architecture. But he had also been involved in some form of humanitarian aid or first aid since secondary school, and he enjoyed helping people as well.

So when it came down to a career choice between the two, he decided to leave it to fate.

“During the medical school interview, they asked why I had applied for architecture as my second choice instead of dentistry like most other applicants. I said, ‘The first I’m doing for my family; the second I’m doing for myself.’ Given the choice again now, I think I’d still be as indecisive.”

But the cardiologist with clinics in three Parkway Pantai hospitals in Singapore certainly has no regrets.

Learning to adapt
Life is about moving forward, he believes, and adapting to new situations was something Dr Chuang had learnt to do from young. He came to Singapore from Taiwan as a 10-year-old and had to cope with a new school and new friends. The son of a businessman in the shipping industry was, however, not daunted.

“I am very adaptable. I will try to be the best that I can be in whatever situation I’m in,” the 44-year-old reveals.

That mantra got Dr Chuang to where he is today. Starting with his first clinic in Gleneagles Hospital more than six years ago, he expanded to Mount Elizabeth Hospital as patient volume grew.

With a largely local patient clientele, it was only natural he set up his third clinic in Mount Elizabeth Novena Hospital in July last year. This is where he also got to express his architectural flair by designing the clinic layout.

“This hospital is very well-conceptualised and is able to meet the demands of different patient types including the elderly and the handicapped. My patients love it here because there are no parking woes, and they can easily manoeuvre their way to my clinic with no obstacles.”
The availability of facilities and equipment for more advanced heart treatments was another plus point. For instance, the hybrid theatre allows the team to perform more precise aortic aneurysm repair. The 3-D mapping of the electrical pathway of the heart also ensures greater success during ablation treatment for abnormal heart rhythm.

“We can also explore percutaneous valve surgeries in the hybrid theatre here. This is actually something I have been involved in since my training in the US in 2003 when our cardiac team at the Cleveland Clinic performed the very first 10 cases of percutaneous mitral valve repair in the world,” shares Dr Chuang, referring to the minimally invasive procedure that treats a leaky valve in the heart.

That was not the only “first” that Dr Chuang has contributed to. During his training in advanced cardiovascular imaging, he was involved in several research projects from machine prototype development to software analysis, especially those that employed 3D imaging to guide new methods of cardiac surgery.

The most significant of these was the advancement in cardiac CT technology. Through refinement of the scanning protocols, better image resolution could be attained with concomitant reduction in radiation doses that patients might receive.

“We now have a very accurate imaging technique that allows us to identify not just severe coronary artery disease, but also early atherosclerosis. The identification of early atherosclerosis would thereby motivate both the doctors and the patients to adopt a more proactive approach to risk factor management and ultimately, reduce the incidence of adverse cardiac events,” explains Dr Chuang.
Patients first
Dr Chuang has taught undergraduate and post-graduate students, conducted research studies and even dealt with administrative matters or policy making while in the public sector.

“But the single most important thing to me is to treat the patient. Seeing sick patients coming in on a stretcher or wheelchair and recovering enough to walk out of the hospital is a very rewarding and very satisfying experience. But life is not so rosy and some patients may not make it despite the aggressive treatment. If I’m able to walk with them in the last phase of their life with dignity, and help family members accept the eventuality with grace, that is equally rewarding.”

With that kind of commitment, it is no wonder Dr Chuang wakes up at 5.30 every morning. That gives him enough time to visit his patients in all three hospitals before starting work at his clinic. It is also not surprising that he would be back in hospital every night after his dinner to review the very sick patients in the intensive care.

“Nowadays I try to cap my working hours to be home for dinner with the family but being a cardiologist, I can expect to be called for some emergency later that night.”

His entire practice revolves around getting the best care for the patients. Dr Chuang strongly believes that patients can get the best care through team-based approach in an era when rapid advances in science and technology would demand a heart team of cardiologists and cardiothoracic surgeon working in unison to provide the patient with the best advice.

“One cannot possibly know everything. We as physicians must be humble enough to consult others when in doubt. In any case, I may not be around all the time for my patients. I would rather build a team that can take care of my patients even after I pass on.”

Home is where the heart is
While his patients mean a lot to him, his family trumps everything else although he may not spend much time with them.

“I once came across this old gentleman whose business card read ‘Proud Grandfather’. That really made sense to me. My professional duties are important, but so are my duties at home.”

His wife is Dr Chia Su-Ynn, an endocrinologist with a group practice in both Mount Elizabeth hospitals, but that’s not where they met. Back when he was a cardiology registrar, he was required to render help in other departments during emergencies to try and revive patients who had collapsed. The renal medicine department where Dr Chia was a medical officer was one such place.

“Many a time I would bump into her when she called for help because her patient had collapsed. It wasn’t love at first sight. She says I grew on her. Once we started dating, we were engaged within 3 to 4 weeks!”

Ethan, their four-and-a-half year-old son, is clearly Dr Chuang’s happiness booster, and despite his work commitments, he tries to carve out precious time together.

“If I’m busy at the hospital during the weekends, my wife and son will drop by so that we can at least have a meal together. That’s how life is in this line of work, and we are content and thankful for whatever provisions that we have been given.”

He does feel guilty for not spending enough time with his family, and knows he is very fortunate to have an understanding wife. But any stress or worry disappears when he is having a cup of teh halia with his wife at a corner coffee shop near his house.

Now, that is contentment.
There is something about Malaccans that makes them rise above a crowd. Apart from having a strong sense of pride, many Malaccans are unabashedly homing pigeons, flying home to the Historic State at the end of the day to roost.

That is how Dr Chow Yok Wai describes himself in a nutshell. Jovial and energetic, the 40-year-old Consultant Nephrologist and Physician at Pantai Hospital Ayer Keroh, Malacca, speaks of medicine and his medical training in a tongue-in-cheek manner.

Calling himself a late starter, he confessed he only started studying earnestly in Form Three when pressured by his parents.

“Fortunately, I found it to be quite fun, so I continued. And the rest is history!” he proclaims.

Early years

Coming from humble beginnings, Dr Chow first decided he wanted to be a doctor when his grandmother, who came from China and sold drinks for a living in Sabak Bernam, had a stroke in the 1980s.

The family, who were residing in Malacca by then, sent her to a local public hospital for treatment. They were told to bring her home without much explanation and she died shortly after. At 15, he decided to further his studies in Kasturba Medical College in Manipal, India, a popular choice then. Upon completing his basic education at Malacca’s St Francis Institution, he geared up to study medicine by completing his Form Six education at the Melaka High School.

His two years there proved to be a turning point when the team he headed won the National Science Quiz and was bestowed the Prime Minister’s Award.

The euphoria did not end the day they were presented with the trophy. The team was later awarded an all-expenses paid two-week study trip to United Kingdom where they visited leading scientific research centres.

“I owe it to the good teachers – Melaka High School had a stellar track record of producing eight doctors every year back then in its good old days!” he recalls fondly. When it was time to apply to a university, his mother gently reminded him that he still had another sibling and that they had limited finances to send him overseas. That was how he ended up studying medicine at a local university: the University of Science, Kubang Kerian, Kelantan.
Aware of his parents’ financial challenges, Dr Chow took it all in his stride. He still remembers how his father, who was the former human resource director at the Ministry of Human Resources, used to collect and sell second-hand magazines for extra cash to see him and two siblings through tertiary education.

His mother was another source of inspiration. “She started off as a cosmetics promoter and did hair and facials for brides on a part-time basis, but ended up being the regional manager for an international skincare brand! I’ve never known anyone more hard-working; she used to wake up at 4 every morning to do the chores before heading to work!” he recalls.

Today, he still remembers how his father used to say, ‘I don’t have any money to hand down to any of you, but if you’d like to study to improve your lives, I’m willing to beg, borrow or steal.’

The family lived a simple life, with all their resources poured into education. It’s the same philosophy he intends to inculcate in his two daughters, says Dr Chow.

On the shoulders of giants
Dr Chow’s path to success was aided by encounters with people of influence, notably renowned medical practitioners domestic and abroad. One example was the late Dr Goh Teong Peng, a physician who was one of the founders of the Melaka Specialist Hospital which later became Pantai Hospital Ayer Keroh.

Dr Goh, who was a friend of Dr Chow’s father, used to ask him what he wanted to be when he grew up. Once he decided to become a doctor, Dr Goh promptly gave his stamp of approval, but not without first insisting that he must go back to serve in Malacca some day.

After completing his training in Internal Medicine from the New Royal Infirmary of Edinburgh, Scotland in 2003, he was sent to the Sultanah Aminah Hospital in Johor Bahru, where he was destined to choose nephrology as a sub-specialty after meeting Dr L S Hooi, currently the hospital’s Head of Nephrology.

“The moment I clocked in on my first day of work, a white Wira drove up beside me. The driver, a senior lady doctor, told me to get into the car. She drove us to the Dialysis Unit and ordered, ‘Start doing your rounds!’”

Obediently, he did as he was told although he was later questioned by his Head of Department on why he had not reported for duty at the office first. His diligence won him the approval of Dr Hooi, who played a major role in shaping his character and life values.
She was very strict. I’ll always remember what she said – ‘To be a good doctor, you must have the eyes of an eagle, the heart of a lion, the hands of a lady’, which means we must be sharp, tough, yet gentle,” he reminisces with a smile.

Dr Hooi even paved his career path by connecting him to Sir Roy Calne, a renowned British surgeon in organ transplantation who created history for performing the world’s first liver transplant.

Dr Chow later earned himself a full scholarship from the Public Services Department to pursue advanced nephrology training in the field of vasculitis in Addenbrooke’s Hospital, Cambridge University NHS Foundation Trust, where he trained under Dr David Jayne, a world-renowned expert in autoimmune diseases.

Rubbing shoulders with such medical heavyweights gave him extraordinary insights into treatment and disease management. One such example was his award-winning pilot study on the use of Sudoku to treat cognitive impairment and depression in patients on haemodialysis.

In the pipeline
Coming back to Pantai Hospital Ayer Keroh is a homecoming of sorts for the good doctor, who also chairs the infection control unit at the hospital. He has been dedicating a lot of his time and efforts in the last four years to community service in the form of public talks and awareness campaigns, such as the Pantai Health Project to educate hospital staff on the importance of healthy eating and increasing physical activity.

His weekends are often spent giving talks to doctors, nurses or the public, on his favourite topics such as obesity, diabetes and kidney disease – key problems leading to kidney failure. With childhood obesity on the rise, he is concerned that the country will experience an exponential increase in kidney disease in the coming decades if the problem is not tackled now.

“I didn’t become a doctor to become rich,” he affirms, drawing from his brush with poverty at Kelantan where he first studied medicine.

“We were placed on an Adopt-a-Family programme where we stayed with our hosts for two weeks. Sometimes, the family didn’t even have enough to eat, but they would give their last egg to us,” he says.

“It was a humbling experience, one I hope will be my foundation for life.”
What every expectant mother craves is the comfort of knowing she is in safe hands and in the position to give her child the best start in life.

This is now possible with the opening of a new maternity ward at Mount Elizabeth Novena Hospital (MNH), which allows mothers-to-be to welcome their newborn baby in the comfort and privacy of their own single room.

The hospital’s move to provide maternity services stems from the frequent requests received from its doctors and patients.

Says Dr Kelvin Loh, Chief Executive Officer of MNH, “The addition of the new Obstetrics & Gynaecology facility is a natural extension of our existing expertise and capabilities in this specialty, and a great move towards improving the hospital’s suite of services.”

Each of the 12 single rooms at the new maternity ward comes with access to world-class medical facilities and a dedicated and experienced team of nurses.

Maternity packages start from S$3,060 for a standard single room (28 square metres) and from S$7,280 for a junior suite (58 to 88 square metres).

Room Features
- Individual temperature control
- Free WiFi
- 46” LED TV with in-room entertainment system
- Tablet for mobile web surfing
- Premium bath amenities
- Adjoining living room and optional outdoor terrace (Junior Suites)

Care for Mother & Newborn
- Dedicated and experienced team of nurses
- Personalised post-natal confinement menu
- 15-minute neck and shoulder massage
- Basic baby screening
- Bath demonstration and breastfeeding coaching
- Personal nurse (Junior Suites)
- Newborn hearing screening test (Junior Suites)
So quiet, I can hear your heartbeat

Best start in life

Single rooms only!

From 28 March 2014, bond with your little one in the soothing tranquility of Mount Elizabeth Novena’s new maternity ward

Single room maternity packages start from $3,060 onwards

Visit beststartinlife.sg or contact us at 68986898 / mnpac@parkway.sg for more information
Two staff of Pantai Hospital Kuala Lumpur (PHKL) have won Gold and Silver medals for Chess and Futsal at the 7th ASEAN 2014 Paralympic Games held in Myanmar in January. Mat Idris Saman and Rollen Marakim, blind from birth, pursued their dreams against all odds.

Passion, tenacity and the desire to succeed were the key ingredients that contributed greatly to their wins. It also helped that they had the support of their employer.

“Though we do not have any official policy on this, we are advocates of our special employees’ decision to participate in the Paralympic Games. In our own humble way, we provide some financial incentives to spur them,” says PHKL CEO, Encik Anwar Anis.

“PHKL’s tagline, ‘Caring From The Heart’ does not only apply to our patients but extends to our staff. The hospital has eight visually impaired operators and we have been working closely with Malaysia Blind Association to identify and recruit staff,” he adds.
Mat Idris, 54, first started playing chess with his seniors in school in 1978. With a chessboard designed for the blind, it was easy for him to actively pursue his interest and up the ante by playing competitively.

“Playing chess does not require stamina, but a sharp mind and an acumen for strategising the moves,” shares Mat Idris.

“I am truly fortunate to have a supportive employer in PHKL. Because of management and colleagues’ encouragement, I represented Malaysia with great pride,” he adds.

The story of Sabahan Futsal player Rollen Marakim, 24, is no less inspiring.

“I started playing Futsal since my school days. Through years of practice, I am able to judge the ball movement by listening to the sound of a bell tied to the ball. I can now play Futsal with the abled with the same confidence!” he says with visible pride.

“I don’t remember ever kicking the ball to the wrong goal. Being blind, we have sharper senses and good mobility. By listening to the coach’s voice, I already know where my position is. More of us from the disabled communities must recognise their other strengths and pursue their dreams. If I can do it, they can too,” he stresses.

Mat Idris Saman and Rollen Marakim may have been born blind, but that did not stop them from sharing a vision to be at the top of their games and achieve success at the Paralympics. Their passion and determination to overcome obstacles to achieve what seemed impossible to most people are inspiring. 🏆
Ergonomics is the science of fitting a workplace for the worker to reduce stress and eliminate injuries. It considers all aspects of a job, from the physical stress it places on joints, muscle, nerves, tendon and bones to environmental factors which affect hearing, vision and general well-being.

In recent years, a lot of attention has been given to computer workstation ergonomics, with an aim to reduce sitting-related strain and injuries. While there is no single correct way to sit at a computer workstation, the workstation set-up should support postures that can be changed frequently within a comfortable range throughout the day.

A good way to start is to understand the basic requirements for good sitting posture. Then try out different positions to find out what works best for you.

Do the computer workstation self-evaluation

<table>
<thead>
<tr>
<th>CHAIR</th>
<th>YES</th>
<th>NO</th>
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</thead>
<tbody>
<tr>
<td>Is your chair adjusted for support and comfort?</td>
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<tr>
<td>Are your feet firmly supported by the floor or a footstool?</td>
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<table>
<thead>
<tr>
<th>KEYBOARD AND MOUSE</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Are shoulders relaxed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are elbows next to your sides, not reaching forward?</td>
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<td></td>
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<tr>
<td>Is the keyboard at your seated elbow height?</td>
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<tr>
<td>Is the mouse or trackball at the same height and next to the keyboard?</td>
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<tr>
<td>Are wrists straight (not bent up/down/or side to side)?</td>
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<td>• When typing?</td>
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<td>• When using the mouse?</td>
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<table>
<thead>
<tr>
<th>MONITOR</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Is your head upright and straight (not severely bent or turned when viewing the monitor and/or documents)?</td>
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<tr>
<td>Is the monitor/keyboard placed directly in front of you?</td>
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<tr>
<td>Is the viewing distance approximately an arm’s distance away?</td>
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<table>
<thead>
<tr>
<th>WORK ENVIRONMENT AND WORK SURFACE</th>
<th>YES</th>
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</thead>
<tbody>
<tr>
<td>Do you have enough leg clearance at workstation?</td>
<td></td>
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<tr>
<td>Are frequently used items close to you?</td>
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<table>
<thead>
<tr>
<th>WORK HABITS</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Do you take short microbreaks away from the computer throughout the day?</td>
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<tr>
<td>Do you reduce repetitive typing and mouse use through the use of macros, shortcut keys and arrow keys?</td>
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<tr>
<td>Is your phone posture acceptable?</td>
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</table>
Ergonomic Guidelines

KEYBOARD AND MOUSE:
- Adjust the keyboard height to keep arms and forearms at right angles or at a slightly greater angle and to keep forearms and hands in a straight line
- Keyboard-to-user distance should allow user to relax shoulders with elbows hanging close to the body
- Position of keyboard should be flat or negatively sloped (hands typing downwards)
- Mouse should be placed directly next to the keyboard and on the same level as the keyboard

WORK ENVIRONMENT:
- Leg clearance at workstation: Width = 5cm + hip width; Height = slightly higher than the highest point of the thighs; Depth = Allows proper sitting position while giving foot/knee clearance
- Keep frequently used items close to hand

WORK HABITS:
- Get out of chair at least once per hour; have a micro break after every 30 minutes of typing
- Keep wrists straight, avoid supporting wrists while typing
- Sitting posture should be upright or slightly reclined while maintaining lower back curvature
- Avoid tilting head or neck to cradle the phone
- Break up a long period of continuous computer use by performing other small tasks

MONITOR:
- Adjust monitor height to keep the top of the screen at eye level
- Keep screen-to-user viewing distance at arm’s length (40 to 70cm)
- Monitor and keyboard should be aligned directly in front of the user to prevent abnormal head bending or rotation
- Monitor should be positioned to avoid glare (perpendicular to window or strong light source)

CHAIR:
- Adjust seat height to keep the feet flat on the floor or foot rest, knees bent at right angles and thighs aligned horizontal to the floor
- Adjust seat back to support the lumbar curve of the spine
- Adjust seat pan depth to give a 5 to 10cm gap from the backs of the knees to the cushion
- Adjust seat pan tilt to keep the hips and top of thighs at right angles or greater
- Adjust arm rests to keep them out of the way while typing, but to provide support during other activities
Dr Jarrod Lee shares how new technology enables early detection and more accurate diagnosis of digestive tract cancers.

In Singapore, advanced imaging is changing the way doctors perform endoscopy.

Dr Jarrod Lee, an advocate of next-generation endoscopic technologies, says “Advanced imaging provides an unprecedented level of diagnostic accuracy in endoscopy. This facilitates earlier detection of cancers and even pre-cancerous growths.”

Advanced imaging technologies have given gastrointestinal endoscopy a new edge. Endoscopy is a minimally invasive procedure that has been used for over 20 years to examine the digestive tract. Image enhanced endoscopy goes a further step. It enables a more thorough and detailed examination of the surface features and blood vessels of the digestive tract, allowing the detection of early cancers and pre-cancerous areas that could otherwise be missed. Endoscopic ultrasound is recognised as the most accurate modality for finding growths within and even outside the digestive tract, especially for adjacent organs such as the pancreas and biliary system. It can guide a needle accurately into growths to enable precise sampling. Dr Lee combines these new techniques to provide patients with over 99 per cent accuracy for digestive tract cancer detection.

Dr Lee relates a case of a patient who had suffered from “gastric” problems for over a year. Despite numerous endoscopies and scans, all the specialists she had seen previously gave the same diagnosis of gastritis. Yet none of the gastric medications worked for her.

“I performed a gastroscopy with enhanced imaging on her and found an abnormal area that was missed with routine endoscopy. Targeted sampling with enhanced imaging showed this to be stomach lymphoma, a very rare type of cancer. The patient has since been treated successfully with chemotherapy, with no surgery required,” says Dr Lee.

Advanced imaging has also seen encouraging results in an emergency setting. Dr Lee recently presented a series of 200 consecutive emergency cases of abdominal pain with inconclusive blood tests and scans. He applied endoscopic ultrasound with dramatic results. In 34 per cent of the cases, diagnosis was clinched, allowing prompt and precise treatment. Of these, 16 per cent were found to be small cancers which could be completely cured as they were detected at a very early stage. The remaining cases were found to be normal and the patients were discharged expeditiously.

“Advanced imaging technology has only recently reached a mature enough stage for widespread use. Its biggest limitation now is the small number of trained doctors and equipment. Potentially, it can detect more digestive tract cancers at an early curative stage, or even at the pre-cancerous stage. For now, it should certainly be considered for patients with indeterminate findings on routine endoscopy or radiology scans and in patients with high cancer risk,” says Dr Lee.

In the latest report from the Singapore Cancer Registry, digestive tract cancers account for 3 out of the top 6 cancer deaths in both males and females. With the advent of advanced imaging in endoscopy, Dr Lee hopes that more of these cancers can be detected at an early curable stage or even prevented.
Caring For You Wherever You Are

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

www.parkwaypantai.com

* Clinics  ^ Ancillary Services
With each new generation, it’s good to know there are some things you can always rely on.

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.