SHARING KNOWLEDGE
Advancing healthcare in Malaysia

RECOGNISING DISTINGUISHED SERVICE
Highlights from Long Service Awards in Singapore

BEDBOUND NO MORE
Continental Hospitals puts a patient on his feet

Heart of Healthcare
Celebrating our nurses, the bright sparks in humanity!
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/
Mosaic Parkway Pantai

This issue of Mosaic homes in on our nurses and their achievements and contributions as Parkway Pantai celebrates Nurses’ Day across its various markets (Page 10). We applaud all our nurses who serve at the frontlines and who continually inspire us with their altruism and passion.

Our heartiest congratulations to Mona Soh, who is the first private sector nurse in Singapore to receive the prestigious President’s Award for Nurses (Page 14), and our four recipients of the Singapore Ministry of Health Nurses’ Merit Awards (Page 16).

They exemplify the good work of our nursing workforce as they go about providing round-the-clock comfort and care to our patients.

As a healthcare provider, people are central to our success. We catch up with three Long Service Award recipients from Singapore Operations Division (Page 34) and recognise the excellent job of a neurosurgeon in India who brought a patient in despair back from the brink (Page 38).

People, passion and pride – these are certainly worth celebrating.

Lim Bee Ling
GLENEAGLES HONG KONG TURNS ONE
Marking a successful first year with a celebratory dinner.

GOOD RUN
Parkway Health China and Gleneagles Kota Kinabalu run for a good cause.

KEEPING STAFF ENGAGED
Staff town halls in Singapore, India and China.

THE BEST MINDS IN THE BUSINESS
Chief Executive Officer of Singapore Operations Division talks about healthcare innovation on national television.

A GATHERING OF LIKE MINDS
Malaysia Operations Division holds two symposiums to facilitate industry learning.

EXPANDING PRESENCE IN CHINA
Launch of Shenton Health brand and an upcoming 25-bed hospital in Shanghai.

A HEARTFELT ANNIVERSARY
Gleneagles Kota Kinabalu celebrates 3rd anniversary with children.

OUR HIGHLIGHTS

04
GLENEAGLES HONG KONG TURNS ONE
Marking a successful first year with a celebratory dinner.

06
GOOD RUN
Parkway Health China and Gleneagles Kota Kinabalu run for a good cause.

07
KEEPING STAFF ENGAGED
Staff town halls in Singapore, India and China.

OUR WORK

20
THE BEST MINDS IN THE BUSINESS
Chief Executive Officer of Singapore Operations Division talks about healthcare innovation on national television.

22
A GATHERING OF LIKE MINDS
Malaysia Operations Division holds two symposiums to facilitate industry learning.

26
EXPANDING PRESENCE IN CHINA
Launch of Shenton Health brand and an upcoming 25-bed hospital in Shanghai.

27
A HEARTFELT ANNIVERSARY
Gleneagles Kota Kinabalu celebrates 3rd anniversary with children.

OUR FOCUS

08
DNA OF A PARKWAY PANTAI NURSE
Elaine Ng, Group Director of Nursing, explains what it means to be a Parkway Pantai nurse.

14
DRIVEN TO EXCEL
Mona Soh becomes the first nurse from the private sector to win the President’s Award for Nurses in 2018.

16
INSPIRATION TO LIVE BY
Meet our four winners of the 2018 Ministry of Health Nurses’ Merit Awards.
KEEP ALLERGIES AT BAY
Learn more about common allergies from Paediatrician Dr Lee Bee Wah.

ALL THAT BUZZ
What every health junkie should know about.
Getting Hands-on

Gleneagles Hong Kong held its first Hand Hygiene Day for staff on 16 May 2018. Through interactive booth games, the staff learned key hand hygiene concepts such as the seven steps to proper hand washing and the five moments of hand hygiene.

The event is part of the hospital’s ongoing efforts to promote and enforce hand hygiene through professional training, managerial support and behavioral awareness.

Handy tips for staff.

Gleneagles Hong Kong Turns One!

To mark its first year of operations, Gleneagles Hong Kong held an appreciation dinner on 19 April 2018 to thank its people for their contributions.

More than 500 staff and 60 doctors enjoyed a memorable evening, celebrating with many teammates who have received awards that evening.

The evening was topped off by a showcase of talent from Gleneagles Hong Kong’s very own. Orthopaedic Ward Nurse Anthony Ng performed two Chopin masterpieces on piano. Cardiologist Dr Tse Tak Sun and his band dished out familiar Canto pop songs, wrapping up the celebrations with his rendition of a local favourite, meaningfully dubbed ‘Gleneagles needs you’.
Awards Galore

One of the best
Gleneagles Hong Kong was named one of the 2017 Best 50 Hospitals in the Guangdong-Hong Kong-Macau Greater Bay Area on 13 July 2018. Ranked 26th by healthcare management and research centre Asclepius Healthcare, the hospital was assessed on medical expertise, resource allocation, operations and academic impact.

Internationally recognised
Gleneagles Kuala Lumpur won the International Hospital of the Year at the International Medical Travel Journal (IMTJ) Awards on 23 May 2018. It also walked away with The Best Marketing Initiative for its ‘Less Pain, More Gain - Minimally Invasive Surgery’ campaign and the Highly Commended Award for Excellence in Customer Service.

Double Wins

Congratulations to Tan Sri Dato’ Dr Abu Bakar Suleiman, Emeritus President, IMU Group and former Chairman of IHH Healthcare for being conferred the prestigious BIM Professional Excellence Award for the Medical and Healthcare Category by the Balai Ikhtisas Malaysia on 24 July 2018. The award recognises his outstanding contributions to the medical and healthcare industry.

In the same week, Tan Sri Dato’ Dr Abu Bakar also received the MSN Fellowship Award by the Malaysian Society of Nephrology for his significant and pioneering role in the development of nephrology in Malaysia.

Eye for Excellence

Dr Ravindra Mohan, Senior Consultant, Ophthalmology and Occuloplasty Surgery at Gleneagles Global Health City, Perumbakkam received an Excellence Award for his contribution to the advancement of Ocular Trauma in India. He was honoured at an Awards Ceremony during the Ocular TraumaCON Annual Conference held in Chennai from 13 to 15 July 2018.
All in the Family

ParkwayHealth China returned as a sponsor for the More Than Aware Annual Family Fun Run in Shanghai. Fielding a team of 30 runners on 12 May 2018 to raise funds and promote breast cancer prevention and recovery, the Greater China Operations Division also provided first aid support during the event.

All Out for UNICEF

For the third year running, Gleneagles Kota Kinabalu sponsored the highly anticipated UNICEF Borneo Marathon. Providing ambulance and medical assistance for the event on 6 May 2018, the hospital was also represented by a team of 30 led by Noel Cheah, its Chief Executive Officer.

Get the Word Out

With Gleneagles Chengdu Hospital scheduled to open in 2019, the hospital team increased its efforts to raise awareness for Parkway Pantai’s first hospital in mainland China.

The 350-bed facility was introduced by Dr Wang Yi, Chief Executive Officer, at the grand opening of the Perennial International Health and Medical Hub on 1 June 2018. Huang Zangcai, Director of Nursing, also participated in a public health forum to provide background on the hospital’s nursing care model and its state-of-the-art intensive care unit. Dr Tan See Leng, Group Chief Executive Officer and Managing Director, Parkway Pantai, paid a surprise visit to the hospital team at the event.
Keeping Staff Engaged

Singapore
At the Singapore Operations Division’s mid-year staff town hall on 25 June 2018, Phua Tien Beng, its Chief Executive Officer, shared ‘One Dragon Boat’, ‘Think Different’ and ‘Create Value’ - three key pillars to steer the Singapore team forward. After presenting prizes to recipients of the 2018 Singapore Quality Awards, he also participated in a Q&A panel discussion with Linus Tham, Group Chief Information Officer; Elaine Ng, Group Director of Nursing and Yeo Swee Har, Vice President, Head of Human Capital Management.

India
The Continental Hospitals in Hyderabad, India, hosted its town hall for staff on 23 July 2018. The event was led by Dr Lim Suet Wun, Group Chief Operating Officer, IHH Healthcare, as well as Dr Ajay Bakshi, Chief Executive Officer, India Operations Division. During the town hall, special focus was given to the company’s growth plans in India including the recent bid by IHH Healthcare for Fortis Healthcare.

China
The Greater China Operations Division held its town hall in Shanghai on 24 July 2018. Themed ‘Marching On Together’, the session was opened by Paul Gregersen, its Chief Executive Officer, with other staff sharing the latest developments, including the progress of new hospital projects in Chengdu and Shanghai. The day also featured a Long Service Awards Ceremony where 32 staff were honoured for achieving service milestones.
DNA of a Parkway Pantai Nurse

Nurses are the backbone of healthcare, providing round the clock care and comfort to patients. For Parkway Pantai, that means maintaining high standards for a 8,000-strong nursing workforce that spans five countries. Mosaic speaks to Elaine Ng, Parkway Pantai’s Group Director of Nursing, to find out more.

What makes a Parkway Pantai nurse?
One who is passionate, independent and resilient – always willing to go the extra mile without ever compromising patient safety and quality of care.

What does the Parkway Pantai Nursing Philosophy mean to our nurses?
Our Nursing Philosophy embodies our professional values. It’s special because it was developed by nurses for nurses. It aims to instill pride and a sense of ownership in our nurses, encouraging them to uphold strong values and ethics.

We held a competition in 2015 for nurses from our four hospitals in Singapore. The winning team from Mount Elizabeth Novena’s Intensive Care Unit came up with the three tenets of Professionalism, Expertise and Advocacy to form the foundations of Parkway Pantai nursing.

How do you envision the future of nursing?
We aspire to be trailblazers for the nursing profession, further strengthening our reputation for excellence. No matter where we operate in, our hospitals should always be the preferred choice for patients, doctors and employees.

We envision our nurses taking on increasingly complex roles to meet the evolving healthcare landscape.

How has the role of nurses changed over the years?
Nursing has evolved tremendously due to improvements in patient care and safety. There is noticeable growth in leadership positions, new nursing specialties and roles, greater training and educational opportunities, along with technological advancements.

Nursing education is much more structured and comprehensive than before. There are...
opportunities for training and development both locally and overseas, with many specialty fields and tracks for career advancement.

Technology also continues to redefine patient care, so we need to prepare our nurses by constantly updating our curriculum and teaching strategies.

**What makes Parkway Pantai a good employer for nurses?**

We see constant communication, engagement and transparency as our key strengths.

Open communication means nurses can approach their leaders and management freely. This enables us to quickly resolve problems and work efficiently.

We also leverage multiple platforms, such as focus group sessions and team building activities to engage our nurses to ensure their voices are always heard.

We are transparent in terms of career tracks and progression for all grades of staff. Progression is always based on attitude, commitment and competency. Nurses can move up their desired career track as long as they display ability and qualify for the role.

---

**PARKWAY PANTAI NURSING PHILOSOPHY**

**PROFESSIONALISM** is defined as establishing caring and therapeutic relationships with team members and patients actively and collaboratively.

**EXPERTISE** is about lifelong learning and keeping oneself up to date with evidence-based knowledge and skills for the delivery of efficient, safe and quality care.

**ADVOCACY** redefines the nurse-patient relationship by having nurses advocate patient rights and empowering patients in the process to make decisions in the best interest of their health.
A Toast to Our Nurses Everywhere

Around the world and across all the markets we operate in, Parkway Pantai takes a moment to celebrate our nurses - the heart of healthcare.

India

As a show of appreciation to the dedicated nursing teams that serve in India, 12 May 2018 was specially set aside to celebrate International Nurses’ Day.

Across our 10 hospitals and feeder centres in Bengaluru, Chennai, Hyderabad, Kolkata, and Mumbai, doctors, colleagues and management joined in to express their gratitude to the nurses, thanking them for their tireless contributions and acknowledging the compassion, sacrifice and devotion that they bring to their work.
Malaysia

The Malaysia Operations Division held its first Central Nurses’ Day celebration on 14 May 2018, honouring nurses across all its facilities with a day of fun and entertainment.

Joe Sim, its Chief Executive Officer, and his management team broke into song with a heartfelt tribute to more than 250 nurses present. He was joined by Elaine Ng, Group Director of Nursing, for the launch of the Nurses’ Handbook.

The nurses themselves went into action with a showcase of modern and cultural dances, bringing all attendees to their feet.

The celebration also featured commendation awards that were given out to exceptional nurses. The event was capped off with a cake-cutting ceremony and lucky draw, making it a memorable celebration.

Across Malaysia, Parkway Pantai continue to honour their wonderful nursing teams by organising facility celebrations for International Nurses’ Day.

Thanking them for being the true backbone of healthcare, staff and management at the various facilities showed their gratitude to the nurses.

Festivities included a host of awards ceremonies, cake-cutting ceremonies, lucky draws and presentations of commemorative gifts, with games, dances and musical performances providing light-hearted entertainment.
China

Gleneagles Chengdu and Chengdu Shenton Clinic organised a special Nurses’ Day celebration on 11 May 2018.

Festivities began with an opening speech from Huang Zangcai, Director of Nursing. Dr Wang Yi, Chief Executive Officer, Gleneagles Chengdu Hospital followed by showing appreciation on behalf of all colleagues – thanking the nurses for their invaluable contribution.

Hong Kong

Gleneagles Hong Kong celebrated International Nurses’ Day by hosting a tea party at Gleneagles Bistro on 11 May 2018. Recognising the nurses who provide constant care, compassion and support to all patients, a number of team awards were handed out, including Best Uniform and Grooming Standards, Best Telephone Etiquette, and Most Appreciated.

Speaking to the nurses, Dirk Schraven, Chief Executive Officer, Gleneagles Hong Kong, highlighted the three C’s that characterise the nursing team – Care for Patients, Collaboration to achieve common goals and Can-do spirit. He called for continued efforts to foster team spirit and the further enhancement of services to meet an even greater range of patient needs.
Singapore
The Singapore Operations Division held its annual Central Nurses’ Day celebrations on 27 July 2018 at Marriott Tang Plaza Hotel. Paying tribute to the nurses, Elaine Ng, Group Director of Nursing, and Phua Tien Beng, its Chief Executive Officer, thanked the team for their hard work, passion and dedication.

The event was made more meaningful by the presentation of awards to outstanding nurses, together with the launch of the second victim support programme and the unveiling of the new nurse uniforms.

Entertainment for the day saw performances from the nurses themselves, including impersonations of famous personalities. There was even a ‘Trashion’ fashion contest that featured outfits created from recycled material.

In addition to the annual festivities, the cast from Mediacorp’s ‘You Can Be An Angel 3’ visited Mount Elizabeth Hospital on 1 August 2018. Stars of the Singaporean nursing drama Zoe Tay, Aileen Tan, Bonnie Loo and Jazreel Low, spent the morning delighting the nurses with stories, photos and gifts.
As a nurse, we are first and foremost a patient advocate. What keeps me going is the trust that patients place in us to help them through difficult times. I am proud to be a nurse and I make it my mission to help fellow nurses achieve their full potential.

- Mona Soh, recipient of the 2018 President’s Award for Nurses
Driven to Excel

Drive, determination and an enduring passion for nursing led Mona Soh to become the first nurse from the private sector to win the President’s Award for Nurses in 2018.

Contributions by nurses in private healthcare were acknowledged as Mona Soh from Parkway Pantai joined five peers from restructured hospitals to receive the President’s Award for Nurses at the Istana on 25 July 2018.

The highest accolade in the nursing profession, the national award recognises nurses who have made significant contributions to the community, displaying outstanding competence, leadership and innovation.

“It came as a pleasant surprise because the award has always been given to nurses from the public sector, creating a misconception that nurses from the private sector do not contribute as much to the profession,” said Mona.

“One winning this award is affirmation and recognition of our work and I hope it will help raise the profile of private sector nurses and Parkway Pantai.”

A satisfying career

Mona was 17 years old when she took up a career in nursing to help ease the financial burden on her parents. Since then she has never looked back, committing to “doing what you love, and loving what you do”.

After 19 years as a nurse in the public sector, Mona joined Parkway Pantai in 2012. Starting as the Deputy Director of Nursing at Mount Elizabeth Hospital, she was promoted to Director of Nursing in 2013.

Leading a team of nine nurse leaders to oversee more than 700 nurses on the ground, Mona set clear strategic directions to ensure they deliver the high level of care that patients have come to expect.

Mona is also passionate about developing the next generation of nurses and nurse leaders. She helped established the Nursing Leader’s Programme which is now part of the curriculum for Nurse Managers and nurses with high potential across Parkway Pantai’s four hospitals in Singapore. She also works closely with nurse educators to constantly revamp the preceptor training programme and nursing competency framework, ensuring that they remain evidence-based and up to date.

Mona also contributes to nursing at the national level as an active member on numerous boards and national nursing committees, including the Singapore Nursing Board and the NUS-MOH Nursing Advisory Committee. She has also served on the boards of School of Nursing and Curtin University’s School of Nursing and Midwifery.

Since 1 July this year, Mona has taken on a new role as Director of Nursing for Gleneagles Hospital as part of the senior leadership rotation to develop staff and build expertise.
Inspirations to Live By

Four exemplary nurses from Singapore Operations Division have won the 2018 Ministry of Health Nurses’ Merit Award. Mosaic finds out what motivates them.

Audrey Malini Brampy
Nurse Manager, Mount Elizabeth Hospital

Leading by example
In her 33 years as a nurse, Nurse Manager Audrey Malini Brampy has encountered plenty. A midwife for 21 years, she knows it takes passion and commitment to succeed. She has made it her mission to teach and inspire others.

“I have come a long way to be an experienced and skilled nurse, thanks to nurturing mentors and seniors. Now I try my best to set an example for younger colleagues. It is about building trust and delivering the highest standards of care with as much professionalism and heart as possible,” she said.

All in the family
For Audrey, nursing is a family affair. She discovered her own calling early in life, and never had to look far for inspiration.

“I was always inspired by my mother,” Audrey declared. “She was a dedicated nurse with a burning passion for her profession. And here I am today, fulfilling her legacy.”

Audrey’s husband is a nurse as well. Sharing a common vocation has brought her family closer together.

“I remember walking my son home from school when we encountered a pregnant lady who went into labour. Thankfully, I was at the right place at the right time to respond to the emergency, and I safely delivered the baby on the spot. I guess I must have inspired my son, because I am proud to say he is a nurse and he carries on my legacy,” she fondly recalled.

I always strive to provide excellent service and safe quality care in order to ensure the best clinical outcomes for my patients, I find fulfilment in making a difference in the lives of others.
Senior Nurse Manager Denise Megan Tan’s nursing journey began in the Orthopedic Ward at a public hospital. Since then, she has been trained as an Asthma Counsellor, Pain Nurse and Stoma Nurse. At Parkway Pantai, Denise has assumed various roles at the hospital, from setting up new wards to taking the lead on new initiatives. She also participates in work groups and projects as a trainer, helping to guide and empower younger nurses.

“I believe that dedication and personal integrity are the foremost qualities for a successful nurse. My journey has taken me through the many facets of the nursing profession over the last 19 years, leading me to serve as a counsellor in several capacities to both patients and staff,” Denise shared.

“Versatility is vital in this profession, and that means to constantly innovate and grow,” she added. “I encourage my team to develop their skills and try my best to show them the value of education and lifelong learning.”

I try my best to sustain a positive team dynamic. This means trying to instil a sense of resilience in the team and encouraging them to work towards a common vision.

Team comes first
“I believe that teamwork and camaraderie are the backbone of a team’s success, and for me that means being there for one another and working together to achieve our objectives,” said Denise.

A past winner of the Inspiring Nurse Leader Award, Denise takes pride in her role as a leader and always tries to set an example for her team to follow. From making an effort to keep track of their birthdays, to participating in events such as day trips on the weekends, she always endeavours to go the extra mile for her team.

“I was inspired by my mother, who was always helpful to people in need. She taught me the value of dedication and the merits of keeping a positive outlook on things.”
**NG KIM LENG**

**Nurse Manager, Gleneagles Hospital**

**One good turn**

“When I was younger, I was admitted to the hospital. Experiencing first-hand the dedication and patience of the nurses who cared for me was a true eye-opener,” recalled Nurse Manager Ng Kim Leng.

Having been on the receiving end of another’s kindness has certainly shaped her life. From acting as a lead preceptor mentoring new staff on clinical standards, professionalism and service, to serving as an abortion counsellor to support patients in need, Kim Leng approaches each day as a chance to return the same compassion and generosity of care she once experienced as a patient.

**Selflessness is its own reward**

Kim Leng’s desire to do good extends far beyond the hospital walls. Counting travel and mission trips among her personal passions, she has ventured outside of Singapore to help the less fortunate.

This includes providing basic health checks and counselling for the needy in Nepal, Sri Lanka, Indonesia and East Timor. Kim Leng even travelled to the Philippines in the wake of the Mount Pinatubo disaster where she worked as a volunteer to help assist with relief efforts.

“Nursing has taught me the value of commitment, compassion, patience and self-awareness”, she smiled. “Nurses are the first line of patient care, and if one is willing to work for the benefit of others then it can be a calling that is truly worth pursuing.”

---

“I’m always thankful for the chance to give back to society and now I can count many rewarding and enriching experiences throughout my 36 years in nursing.”
HAN JOKE MOI
Assistant Director of Nursing, Parkway East Hospital

Making experience count
50 years of nursing experience counts for a lot. That is what Assistant Director of Nursing Han Joke Moi brings to the table and more. After working in nursing across a wide variety of disciplines, she is currently in charge of the Intensive Care Unit, Neonatal Intensive Care Unit and the Accident & Emergency department at Parkway East Hospital.

“For 50 years, I have seen many patients through their best and worst moments. I find nursing exciting and challenging. I never get bored as I handle different patients and solve problems each day,” she affirmed.

A strong advocate of quality patient care, workplace safety for nurses and clinical risk management, Joke Moi plays an instrumental role in training nurses. From encouraging staff to pursue continuous education and further develop their skillset, to coaching junior nurses in the subtleties of patient care and management, she always makes herself available to address their problems – sharing her knowledge and experience whenever she can.

Nursing is a deeply fulfilling profession. Every day brings new challenges, but I promise they will all be rewarding.

In case of emergency
It always counts to have a medical professional in the family. In Joke Moi’s case, it was her mother who always tried to encourage her and her siblings to pursue a career in nursing.

“My mother used to tell us stories about her friend who was a midwife”, she recalled. “She has great admiration and respect for her as my four siblings were all delivered by her. I was deeply inspired about the vital role her friend plays in healthcare and decided that I would take up nursing.”

This wound up being the difference between life and death for one of her brothers, who suffered a heart attack at home. Luckily for him, Joke Moi was on hand to save the day.

“That was probably one of the most memorable events in my career as a nurse. I successfully resuscitated my brother who had a sudden cardiac arrest at home. I am proud to say that I saved his life which amazed even the cardiologist.”
The Best Minds in the Business

Phua Tien Beng, Chief Executive Officer, Singapore Operations Division, was a guest panelist on Channel NewsAsia’s current affairs show ‘Perspectives’ on 11 May 2018.

Filmed in front of a live audience, the hour-long episode engaged various experts from the healthcare industry on an open dialogue about innovative healthcare and a host of related issues. Here are some of the insights Tien Beng shared in the programme.

Defining innovative healthcare
Innovation is about bringing an idea or new invention into practice and turning it into a product or service that has value to the consumer. As the cost of healthcare rises, I think the role of innovation is to enhance healthcare, increasing not only accessibility but also sustainability in the long run.
Role of technology
Technology can help us match or surpass the expectations of our patients. This means more personalised and precise treatment so we can empower patients. It also means becoming more predictive instead of reactive in the care we provide. For Parkway Pantai, this means embracing artificial intelligence and genomics.

Raising healthcare standards by leveraging innovation
ASEAN is not one single homogeneous market and different rates of development throughout the region translate into different priorities. For the private sector, taking on a role in development will involve sharing knowledge and expertise, while also helping to implement best practices, management and governance to help elevate overall standards throughout the region.

Primary and preventative care
A lot of resources focus on cutting-edge medical treatment and new technology. The resources need to shift more towards primary care and preventive care where more people will be impacted and can benefit.

Collaboration to benefit ASEAN
For innovation in healthcare to be sustainable in the long-run, it has to be a collaborative effort, requiring input from various stakeholders in the industry. Such collaborations can benefit the industry through costs reduction and time efficiency. Due to the varying levels of infrastructure, resources and manpower capabilities within ASEAN, knowledge transfer between countries will help to ensure that we are able to advance as a region.
A Gathering of Like Minds

Parkway Pantai’s Malaysia Operations Division continues its efforts to advance healthcare, organising two symposiums to encourage medical dialogue and knowledge sharing.

New foray

In Kuala Lumpur, Pantai Premier Pathology hosted the inaugural Molecular Pathology Symposium on 22 July 2018 at the Hilton Petaling Jaya. Themed ‘Embracing Personalised Medicine’, the event brought together more than 150 local and international medical specialists, academics and researchers, to discuss the current trends in oncology as well as the practicality of modern molecular technologies to aid clinicians in their patient management.

In his opening address, Mohd Hareeff Bin Muhammed, Chief Executive Officer, Pantai Premier Pathology said, “The number of people receiving a cancer diagnosis is expected to increase to nearly 24 million cases by 2035 worldwide. There is continuous
A convergence of specialists, academics and researchers.

Finding out the latest developments in personalised medicine.

A solid turn out at the GP Symposium by Pantai Hospital Ayer Keroh.

Cheers to a successful GP Symposium.

The need for patients to have access to effective cancer treatment and the innovation within molecular diagnostics help deliver this goal.

The symposium was organised into five specialty-driven sessions. Proceedings concluded with an in-depth panel discussion focusing on updates and challenges in the molecular diagnostic era.

A multidisciplinary approach is important. Hence, our aim was to provide a forum with the current and latest developments that will aid towards a better patient outcome.

- Mohd Hareeff Bin Muhammed, Chief Executive Officer, Pantai Premier Pathology

Staying ahead

Over the weekend of 21 and 22 July 2018, 115 general practitioners from across Malaysia gathered in Melaka at the Ramada Plaza for the GP Symposium organised by Pantai Hospital Ayer Keroh.

Themed 'Updates for Primary Care II', the event was opened by Dr. Daniel Wong, Chairman, Medical and Dental Advisory Committee. The two-day symposium was highlighted by a series of medical updates delivered by Pantai Hospital Ayer Keroh consultants Dr G Dharmindra, Dr Mohd Hamizzuri, Dr Ava Tay, Dr Daniel Wong, Dr Ahmad Riaz, Dr Muventhiran, Dr Ruban Kanesalingam and Dr Khairussaleh.
Tailor-made Innovation

Through its precision medicine arm Angsana Molecular & Diagnostics, Parkway Pantai is leveraging genomics to customise patient treatment and improve outcomes.

Angsana Molecular & Diagnostics introduces MammaPrint and Pharmacogenomics (PGxOne™ Plus) - genetic tests for breast cancer and drug screening.

Increased confidence
The focus of MammaPrint is the analysis of the 70 genes closely associated with the natural history of breast cancer, identifying patients previously selected for chemotherapy who may not have significant benefit from it. In a clinical trial, the use of MammaPrint was found to be able to spare up to 46% of early stage breast cancer patients from potentially painful chemotherapy.

Dr See Hui Ti, Medical Oncologist at Parkway Cancer Centre, Mount Elizabeth Hospital, said, “MammaPrint provides clinically actionable information for patients and their oncologists to make informed, confident decisions about their treatments, when it comes to foregoing chemotherapy. The gains are considerable, in the quality of life and cost benefit.”

With precision medicine and molecular diagnostics, we empower doctors to make informed and personalised treatment plans based on the characteristics of individual patients, reducing the risk of overtreatment.
- Dr Daniel Tan, Chief Executive Officer, ParkwayHealth Laboratory and Angsana Molecular & Diagnostics Laboratory.

Maximum advantage
The PGxOne™ Plus test screens 50 well-established pharmacogenomic genes, to maximise drug efficacy in individuals while minimising adverse drug reactions. By predicting how patients will respond to drug therapy based on their individual genetic makeup, the test enables doctors to make effective treatment decisions, ensuring the right drug at the right dose.
Heart’s in the Right Place

Gleneagles Global Hospitals put out call to quit smoking on ‘World No Tobacco Day’.

In conjunction with ‘World No Tobacco Day’ on 31 May 2018, Gleneagles Global Hospitals launched the ‘S.O.O.N - Quit Tobacco’ initiative. Countering a rising social problem that affects more than 120 million people in India, S.O.O.N. (Save Our Organs Now) was a month-long campaign focusing on heart health.

Although the harmful effects of smoking and other forms of tobacco use are well known, cessation attempts are often unsuccessful. According to data from the Foundation for a Smoke-Free World, 70% of smokers in India are aware of the dangers. However, more than half of them were unsuccessful in their attempt to quit smoking.

Affecting individuals of all backgrounds and ages, tobacco use is particularly detrimental for young adults. According to the World Health Organisation, smoking adversely affected youth physically and psychologically leading to a host of lifestyle related issues.

Dr Ajay Bakshi, Chief Executive Officer, India Operations Division, said, “We want to create awareness among the masses about the dangers of smoking and arm them with precautions and remedies to fight this rising epidemic.”

Decoding the design
To convey the message that wellbeing is linked to our surroundings, campaign visuals depicted lungs as dense urban sprawl and the heart as lush greenery. The dull, monotonous greys of the buildings and streets are contrasted by the forested terrain of trees and water – emphasising the negative impact smoking and tobacco use has on the human body. Facts and statistics underlining the devastating harms of tobacco consumption are included in the S.O.O.N. campaign material.
Expanding Presence in China

Parkway Pantai continues to widen access to quality healthcare in mainland China, with the launch of a new clinic brand and a new 25-bed hospital in People’s Square.

Launch of Shenton Health Clinics
Greater China Operations Division launched a new clinic brand in China, Shenton Health, which caters to the local Chinese.

The first clinic opened in Chengdu on 12 March 2018. Located in the city centre, it provides a wide range of services including family medicine, gynaecology, ophthalmology, dental, ear, nose and throat and traditional Chinese medicine.

On 1 June 2018, the former Shanghai Hong Qiao Medical Center was rebranded and launched as Shanghai Shenton Health Clinic. The refurnished clinic on Gubei Road provides primary care services to patients of all ages by internationally-trained physicians specialising in family medicine, children and women’s health and chronic disease management.

New hospital in People’s Square
Come mid-2019, Parkway Pantai will open a 25-bed hospital in People’s Square, Shanghai.

Occupying over 5,400 square meters across four levels in Huaxu Building, the new hospital will be home to the existing ParkwayHealth Inpatient and Specialty Centre in Luwan.

It will offer comprehensive services including cardiology, orthopaedics, internal medicine, surgery, gynaecology, reproductive health and fertility, paediatrics and ear, nose and throat. Facilities include three Operating Rooms, two Labour, Delivery and Recovery rooms, two High Dependency Unit beds, Nursery and Infant Observation Beds, a Laboratory and Pharmacy.

Parkway Pantai’s other hospital in Shanghai – the 450-bed multi-specialty Gleneagles Shanghai Hospital located in New Hongqiao – is under construction and is expected to open in 2020.

Work is also underway to operationalise the 350-bed Gleneagles Chengdu Hospital in 2019.
A Heartfelt Anniversary

It was all about the children at Gleneagles Kota Kinabalu’s fun-filled 3rd Anniversary celebrations.

To commemorate its third anniversary, Gleneagles Kota Kinabalu organised the Bright & Brilliant Kids Day on 1 July 2018 for some 70 children from five local non-governmental organisations - Persatuan CHILD Sabah, Sabah Cheshire Home, Persatuan Sindrom Down KK, Matahari Intervention Centre and Seri Mengasih Centre.

Graced by Sabah’s Health and People’s Well-Being Minister Stephen Wong, who was representing the Chief Minister of Sabah, the event engaged the children in a day of fun and games. Entertainment included colouring activities, balloon sculpting and face painting and a delightful magic show.

The hospital also gave the children free eye, hearing and speech assessments, along with duit raya or green packets with token cash to take home. Each participating organisation also received a cash donation.

We are fortunate to have the opportunity to serve the people of Sabah for three years now. Thank you all for entrusting us with your healthcare needs.

- Noel Cheah, Chief Executive Officer, Gleneagles Kota Kinabalu
Giving Youth a Chance

By giving students the chance to experience the rigours of the healthcare industry, Parkway East Hospital’s ‘Medical High School’ helps pave the way for future success.

Now in its third year running, Parkway East Hospital’s ‘Medical High School’ is a one-day medical training programme that gives students an up-close look at the spectrum of healthcare roles within a hospital. Held on 19 and 20 May 2018, the event challenged 180 students aged between 15 and 20 with a host of medical emergency scenarios, giving them actual hands-on healthcare experience.

A big thumbs up to hands-on learning.

Dr Kok Chuan, Chief Executive Officer, Parkway East Hospital addressing the youths.
For the first time, 20 programme slots were reserved for underprivileged teens from the Children’s Wishing Well – a Student Advisory Centre initiative dedicated to supporting students from low income households in Singapore.

Joining students from secondary schools, polytechnics, international high schools and junior colleges, the participants were rotated through six different stations including the operating theatres and emergency resuscitation bays, where they learnt to operate sophisticated medical equipment and tried their hand at resuscitation, laparoscopic imaging and sealing tissue. The day concluded with some friendly competition, as participants challenged each other by putting their newly acquired knowledge and skills to the test.

We also want to ensure that anyone who has an interest in healthcare gets an equal opportunity to experience and pursue their aspirations in healthcare. These students today may well be the healthcare professionals of tomorrow.

- Dr Kok Chuan, Chief Executive Officer, Parkway East Hospital
Life can sometimes unfold in unexpected ways. Dr Chia Chung King had always wanted to be a teacher but life took him down a different path. Excelling in school opened doors, leading him first to become a doctor, before eventually specialising in gastroenterology. Still, his dreams of teaching never faded. Instead they simply came true in more ways than he had initially imagined.

A people-person and problem-solver by nature, Dr Chia always has a penchant for helping others. Today, that has translated into a successful private practice in which he helps to solve the problems facing his patients. Even though he works more in a clinic than in a classroom, he continues to find that teaching encompasses a large part of his job.

“The thing I enjoy the most in my clinical practice is teaching my patients about their health and how they can get better,” he revealed.

Within a clinical setting, Dr Chia likens himself to a detective – albeit one of a medical variety. Investigation and deduction are integral to his work as a gastroenterologist and he takes pride in unravelling the problems of all his patients.

As Dr Chia describes it, “The essential thing between a doctor and a patient is trust. You must be honest and have the patient’s interest at heart. And more importantly, they must be able to see and recognise that.”

These pillars have formed the basis of his approach to his work. One instance involved a patient suffering from severe stomach pains. The case was so extreme that Dr Chia initially feared a rupture. Even after multiple scans and the initial course of treatment, the patient’s symptoms returned. Upon further investigation, Dr Chia suspected that the cause was enlarged blood vessels in the brain – irritating the patient’s mind into manifesting abdominal pains. While some colleagues were sceptical of the link, Dr Chia’s suspicions were confirmed by a neurosurgeon. Acting quickly, he managed to save the patient’s life, sending her for emergency surgery to resolve the underlying issue.

As no two patients are ever alike, Dr Chia continues to embrace the challenges of his chosen profession. After all, investigation and study are all in a day’s work.

Another case involved a patient suffering from severe stomach pains. The case was so extreme that Dr Chia initially feared a rupture. Even after multiple scans and the initial course of treatment, the patient’s symptoms returned. Upon further investigation, Dr Chia suspected that the cause was enlarged blood vessels in the brain – irritating the patient’s mind into manifesting abdominal pains. While some colleagues were sceptical of the link, Dr Chia’s suspicions were confirmed by a neurosurgeon. Acting quickly, he managed to save the patient’s life, sending her for emergency surgery to resolve the underlying issue.

As no two patients are ever alike, Dr Chia continues to embrace the challenges of his chosen profession. After all, investigation and study are all in a day’s work.

A devoted father of five, Dr Chia credits a supportive family and good life balance as the cornerstones of his success. His wife gave up her own career to devote her time to their children and home and Dr Chia is quick to praise her, “My wife is my biggest supporter. She works harder than I do, but I do work hard too.”
The best investment one can make

I have always believed that you must invest in yourself. My advice is to attempt to learn a new discipline every four to five years. Learning a new set of skills is a great trick to keep life interesting. Lifelong learning is important and if possible, you should not keep to your own field because breadth and depth are vital in the quest for knowledge.
What do you think is the biggest obstacle to becoming an oncologist?

There are only about 110 oncologists in Malaysia to cater to a population of more than 30 million. On top of that, there is unequal distribution of cancer or oncology centres in the country. I hope to see better access to standard care for all Malaysians and the setting up of multidisciplinary facilities in all corners of the country.
Dr Mastura Md Yusof has made a career by defying the odds. In doing so, she has become one of the few female clinical oncologists in Malaysia today.

Back in 1998 when Dr Mastura graduated with a Bachelor of Medicine and Bachelor of Surgery, there were only 30 clinical oncologists in the country and facilities to treat cancer were not as advanced as they are today. Oncology was seen as a challenging field but this only fueled Dr Mastura to want to pursue a career in the specialty.

Fast forward 20 years later and Dr Mastura remains passionate about clinical oncology.

As a clinical oncologist, Dr Mastura is trained in the assessment, treatment and further care of patients with cancer using both systemic therapy and radiotherapy. Using radiation therapy, chemotherapy, targeted therapies, biological therapies, hormones and immunotherapy, she treats patients with solid tumours such as breast, lung, head and neck, colorectal and gynecological cancers.

Making it her mission to remain up-to-date, Dr Mastura positions herself at the forefront of oncology to ensure cutting-edge knowledge and skill is available to her patients. She participates in active clinical research on various cancers types and works with other experts to conduct clinical trials on the integration of systemic therapy and radiotherapy.

In recent years, there has been a shift from physician-centred care to patient-centred care. In this regard, more than just offering compassion, help and motivation, Dr Mastura always tries to consider the circumstances and cultural beliefs of each patient and their families.

"What this means is that patients expect to be informed of treatment options and available resources for the best possible care, before making decisions with their doctors. As doctors, we have to communicate the trajectory of the cancer, constructing management plans in relevant and meaningful ways," Dr Mastura says.

Dr Mastura also hopes that the future brings increased public awareness on the evolution that has occurred in the field of oncology. Survival outcomes have improved as a result of better screening strategies, early detection and accurate diagnosis, along with advanced staging, treatment and research strategies. Some cancers at certain stages may not be curable, but they are certainly treatable.

For Dr Mastura, her philosophy is to continue fighting for as long as one lives. She extends this belief to her patients, encouraging them to see themselves as living with cancer instead of dying from cancer. To her, this is the first step towards better care.
The 2018 edition saw a total of 772 Long Service Awards given out, of which 52 were Golden Years Service Awards. This year also marked the first time that a special commemorative gold coin was conferred to awardees with 30 years of service and beyond.

The guestlist for the Award Ceremony on 27 April 2018 included Dr Tan See Leng, Managing Director and Chief Executive Officer, IHH Healthcare, Dr Lim Suet Wun, Group Chief Operating Officer, IHH Healthcare and Low Soon Teck, Group Chief Financial Officer, IHH Healthcare.

Three members of Senior Management were also honoured for reaching long service milestones - Phua Tien Beng, Chief Executive Officer, Singapore Operations Division, Dr Kok Chuan, Chief Executive Officer, Parkway East Hospital, and Stephens Lo, Chief Executive Officer, Mount Elizabeth Novena Hospital.

The rewards of a Parkway Pantai career was the focus of the day, as reflected in Tien Beng’s speech and a special video showcase of award recipients.

Smiles all around for the award winners who have been instrumental to the ongoing success of Singapore Operations Division.

The special commemorative gold coin issued for the first time in 2018.

Loyalty and commitment is something valued heavily by the organisation. We will continue to make sure we retain the best staff to bring the organisation forward together.

- Phua Tien Beng, Chief Executive Officer, Singapore Operations Division
When the time came to choose a career, Patricia Tan knew she wanted something that promised action. Determined not to be stuck in a boring job or a monotonous career, she decided to become a nurse. And nothing about her life has been routine since.

Her decision to pursue nursing was inspired by an aunt who worked as a school nurse. Beyond the smart look of the uniform, it was the respect and admiration that come with the job that compelled her to make nursing her own life’s work.

Patricia first joined Gleneagles Hospital in 1992 as an Accident & Emergency Junior Staff Nurse. Since then, she has served stints in the medical ward before finally settling in at the Intensive Care Unit where she is now a Nurse Manager.

Although working in the other departments was rewarding, it was in the ICU that she found her true calling. The journey she takes with each patient gives Patricia the most fulfillment.

Today, after 25 years of service, Patricia continues to focus on professional growth through lifelong learning. To keep up with the latest treatment, techniques and advances in medical technology, she has undertaken courses that include a specialist Diploma in Health Education at Republic Polytechnic, and even leadership training courses.

Through yoga, Patricia balances her hectic work life. She ventures around the region for yoga and meditation retreats — enjoying the tranquility of nature to recharge mind, body and spirit.
I’ve always loved children, whether it is working, playing or taking care of them, that is why I am happy doing what I do.

When Ng Lai Cheng was young, someone prophesied her life would be filled with many children. The prediction came true, not as a mother of two, but in her role as Chief Embryologist.

For Lai Cheng, clinical embryology has always been a calling. She started out at a restructured hospital before joining Mount Elizabeth Hospital in 2002.

Finding true fulfilment in helping couples successfully have children, Lai Cheng has witnessed first-hand the transformative effect that such a meaningful event can have for her patients.

She puts her heart and soul into her work, building relationships with each patient that extends even after pregnancy and birth.

Yet her professional life is not without its challenges. From the stress and tension of having to deliver bad news to patients, to the heartache that comes with unsuccessful cases, she takes it all in stride.

As the head of the Mount Elizabeth Fertility Centre, she oversees the training of her team, mentoring them on the finer points of the job, including preparing them for patient counselling.

In her spare time, Lai Cheng enjoys reading and traveling. A nature-lover with an adventurous spirit, she has holidayed to New Zealand, China, Japan, the United States. Also a devoted Christian, she gives her time to the church where she is involved in the Children’s Ministry.
My family has always been behind my choice to continue working, in fact they have been encouraging me to keep working until I feel it is the right time to stop.

Outside of work, family, friends and food are all central to Poh Hong’s life. A grandmother of three, she travels around Singapore with a group of close friends in search of the best local food. She also volunteers her time at the temple, where she works in the kitchen helping prepare meals for the less fortunate.
Thankful for a New Lease of Life

A heartfelt story of courage and renewal, about a patient who nearly lost hope and the doctor who helped restore him.

For better or worse, a life can change in an instant. In September 2017, Kiran Kumar Gutta was 30 years old and newly married when things took an unexpected turn for the worse. It started with discomfort in his right leg, and things only worsened from there. Kiran tried his best to carry on with daily life, but within a month the pain and numbness had spread to his back leaving him severely debilitated.

As Kiran recalled, “I thought the pain was temporary and would heal by itself. Then it got worse, until it was as though hundreds of needles were attacking me, leaving me in excruciating pain and darkness. At that point, any movement would cause more pain, and only lying down would bring some form of relief.”

Becoming increasingly dependent on his wife and unable to continue working, Kiran’s physical ailments were compounded by mental anguish. As he started to seek help to alleviate his pain, Kiran encountered only a dire prognosis – that he might not be able to walk again, unless he endured two gruelling years of treatment.

He first consulted a physiotherapist but it did not help much. After extensive research, Kiran came across Continental Hospitals in Hyderabad where he sought the expertise of Dr Rajashekar Reddy.

According to Dr Rajashekar, Consultant Neurology and Spine Surgeon, Kiran was diagnosed with lumbar disc disease, caused by abnormal postures and day-to-day activities that affect the spine leading to the dehydration of the disk. “Early detection is very important for this condition because the more the patient delays it, the lesser his chances of recovery,” he advised.

The surgery went well and after only two days, Kiran was able to walk again – much to his surprise. Such was the extent of Kiran’s gratitude and relief that he felt compelled to show his appreciation to Dr Rajashekar. Leaving him a heartfelt message, Kiran wrote, “I thought this was the end of my life and I would be bedbound forever. Words are not enough to express how thankful I am to Dr Rajashekar.”

For Dr Rajashekar, helping a patient in need was its own reward. “Despite our hard work, stress and our attempt to give a better life, positive reviews often stay between the four walls or fail to reach the concerned doctor. So when a patient shows genuine appreciation, it is all the more meaningful.”

MORE ABOUT THE SURVIVOR

My name is Kiran Kumar Gutta and I am a happily married IT employee. I enjoy eating out and the company of friends and family. I can personally attest that one should never take their health for granted, particularly after my harrowing experience overcoming Lumbar Disk Disease.
Keep allergies at bay

Indispensable information and important insights to help your child stay a step ahead of common allergies.

Allergies are one of the most common chronic health conditions in the world, affecting people of all ages. In children, understanding allergies and identifying their causes are the best way to stay ahead of the problem.

What are the most common allergies?
In tropical climate, the most common environmental allergen is the dust mite. In temperate and seasonal climates, pollen allergies are more prevalent.

The specific types of food causing allergies vary with age. Eggs and cow’s milk allergy occurs most commonly in infants. In older children, crustacean shellfish allergy is the most common, while peanut and nut allergy is increasingly a cause of severe allergic reactions requiring emergency visits or hospitalisation.

At what age should common allergens be introduced to children?
Recently, management of food allergies has moved from avoidance of food allergens to timely but controlled introduction. Research has shown that introducing common food allergens such as peanuts and eggs in a controlled fashion (regular intake at least three times a week or daily in fixed doses) could help to prevent the development of these food allergies.

Introduction of these foods to infants may be considered from as early as four to six months of age if the infant has moderately severe atopic eczema/dermatitis.

What precautions should parents take before introducing common allergens to their children?
Care needs to be taken in case the child may already have developed allergy to these foods as this may result in an acute allergic reaction upon first introduction.

Allergy screening tests should also be considered before the food is introduced.

How can allergies be managed?
At home, children with food allergies should be told to avoid the offending food. Parents and caregivers must also learn how to manage an acute allergic reaction.

Hospitals and clinics can help diagnose allergies and educate parents and caregivers on how to manage them.

How to test for allergens?
This is done either by the detection of IgE antibody to these foods in the blood or by skin prick test. These will aid in the diagnosis of food allergy.
All That Buzz

Check out these new trends that have gotten health junkies everywhere excited.

**Pro-biotics**
We have been told about the benefits of consuming pro-biotics. There are plenty of YouTube tutorials on how to make a pro-biotic-rich brew in the comfort of your kitchen. Examples include kimchi, tempeh and kombucha (fermented tea). Kombucha particularly has hipster appeal because you can customise the flavours with a bevy of fresh fruit juices to add dimension. Consuming a glass of kombucha a day can promote good gut flora which your body will thank you for it.

*Source: clevelandclinic.org*

**Coconut oil**
Coconut oil has come a long way from its ‘bad boy’ days in the 1970s to 1980s due to its saturated fat content. Recent research has shown that not all saturated fats are bad for the heart. Virgin coconut oil’s unprocessed saturated fats are now considered healthy. It also contains lauric acid which has been touted to help the body combat infections, but most importantly, the oil’s medium chain fatty acids help stimulate the body’s metabolism and trim excess body fat.

*Source: Harvard.edu*

**Nootropics**
Although not a household name, nootropics are essentially brain-boosting supplements. These mood enhancers offer anti-fatigue properties which is appropriate for individuals working frenetically in our digital age. You can get your dose of healthy nootropics from foods such as dark green vegetables, eggs, chocolate, coffee, green tea, blueberries, fatty fish.

*Source: Mindlab Pro*
AI & Robotics
Artificial Intelligence (AI) and robots are becoming major healthcare trends in the coming years. AI and robots work hand in hand to deliver more accurate diagnostic results, better workflow productivity, and process automation.
Robots are not only reputable for patient safety, they are known to take over time-consuming menial tasks, so hospital staff can manage more critical issues. Robots together with AI software are not only treating elderly folks, they are proving to be useful in aspects of rehabilitation and physical therapy.
Source: Price Water Coopers

E-cigarettes
They may seem like a healthier alternative to smoking, but recent studies conducted on e-cigarettes have proven that the vapour can damage human lungs and bladder cells. Particularly in the former, some users of e-cigarettes have been diagnosed to have "popcorn lungs". The culprit is diacetyl – a chemical flavouring used in e-cigarettes which causes irritation in the tiny air sacs in the lungs.
Source: Lung.org

Osteoarthritis
It is touted to be one of human kind’s most debilitating chronic conditions that affects millions across the world. Researchers have identified FoxO1 proteins found in cartilage to prevent, treat and even stop the disease from developing. These beneficial proteins are key in joint health. Now that’s good news for osteoarthritis sufferers everywhere!
Source: Science Translation Medicine

Intermittent fasting
Move over Atkins Diet! Intermittent fasting is taking the dieting world by storm. Several medical studies have deduced that not eating anything for 16 hours and then eating anything for the next eight hours have been proven to help individuals lose weight. Studies have shown that individuals who fast intermittently lost 3 to 8 per cent of weight naturally over the course of 3 to 24 weeks, a process that they could not have been done so effectively with other diets. Basically, intermittent fasting helps the body undergo a metabolic switch where the liver’s energy stores are depleted, thereby using stored fats for energy.
Source: University of Florida health

Food Pyramid... wrong!
The Food Pyramid started in the United States in 1992 and was preached to laymen that fat was the number one enemy. Fast forward to 2018, the culprit for obesity is now carbohydrates, particularly simple carbohydrates from processed foods, noodles and breads. Another flaw of the Food Pyramid that was not made clear then was all carbohydrates are not the same. In fact, eating good fats is now considered healthier than consuming refined carbohydrates. The revised Food Pyramid is also about focusing on lean proteins and practising portion control.
Source: healthyway.com

Intermittent fasting
Move over Atkins Diet! Intermittent fasting is taking the dieting world by storm. Several medical studies have deduced that not eating anything for 16 hours and then eating anything for the next eight hours have been proven to help individuals lose weight. Studies have shown that individuals who fast intermittently lost 3 to 8 per cent of weight naturally over the course of 3 to 24 weeks, a process that they could not have been done so effectively with other diets. Basically, intermittent fasting helps the body undergo a metabolic switch where the liver’s energy stores are depleted, thereby using stored fats for energy.
Source: University of Florida health

E-cigarettes
They may seem like a healthier alternative to smoking, but recent studies conducted on e-cigarettes have proven that the vapour can damage human lungs and bladder cells. Particularly in the former, some users of e-cigarettes have been diagnosed to have “popcorn lungs”. The culprit is diacetyl – a chemical flavouring used in e-cigarettes which causes irritation in the tiny air sacs in the lungs.
Source: Lung.org

Osteoarthritis
It is touted to be one of human kind’s most debilitating chronic conditions that affects millions across the world. Researchers have identified FoxO1 proteins found in cartilage to prevent, treat and even stop the disease from developing. These beneficial proteins are key in joint health. Now that’s good news for osteoarthritis sufferers everywhere!
Source: Science Translation Medicine

Source: Price Water Coopers

Source: University of Florida health

Food Pyramid... wrong!
The Food Pyramid started in the United States in 1992 and was preached to laymen that fat was the number one enemy. Fast forward to 2018, the culprit for obesity is now carbohydrates, particularly simple carbohydrates from processed foods, noodles and breads. Another flaw of the Food Pyramid that was not made clear then was all carbohydrates are not the same. In fact, eating good fats is now considered healthier than consuming refined carbohydrates. The revised Food Pyramid is also about focusing on lean proteins and practising portion control.
Source: healthyway.com
### Hospitals

**BRUNEI**
- GLENEAGLES JPMC

**HONG KONG**
- GLENEAGLES HONG KONG

**INDIA**
- BENGALURU: BGS GLENEAGLES GLOBAL HOSPITALS, KENGERI NABH accredited
- GLNEAGLES GLOBAL HOSPITALS, RICHMOND ROAD

**MALAYSIA**
- CHENNAI: GLENEAGLES GLOBAL HEALTH CITY, PERUMBRAKKAM NABH accredited
- HYDERABAD: CONTINENTAL HOSPITALS JCI, NABH accredited
- INDIA: AWARE GLENEAGLES GLOBAL HOSPITALS, L.B.NAGAR NABH accredited
- MUMBAI: GLENEAGLES GLOBAL HOSPITALS, PAREL
- GLNEAGLES GLOBAL HOSPITALS, LAKDI-KA-PUL
- KOLKATA: APOLO GLENEAGLES HOSPITAL JCI, NABH accredited
- PANTAI HOSPITAL AMPANG MSQH accredited
- PANTAI HOSPITAL AYER KEROH MSQH accredited
- PANTAI HOSPITAL BATU PAHAT MSQH accredited
- PANTAI HOSPITAL PENANG MSQH accredited

**PANTAI HOSPITAL CHERAS** MSQH accredited
- PANTAI HOSPITAL IPOH MSQH accredited
- PANTAI HOSPITAL KLANG MSQH accredited
- PANTAI HOSPITAL MANJUNG MSQH accredited
- PANTAI HOSPITAL SUNGAI PETANI MSQH accredited
- PANTAI HOSPITAL SHENZHEN CLINICS MSQH accredited

**SINGAPORE**
- GLENEAGLES HOSPITAL JCI accredited
- MOUNT ELIZABETH HOSPITAL (ORCHARD) JCI accredited
- MOUNT ELIZABETH NOVENA HOSPITAL JCI accredited
- PARKWAY EAST HOSPITAL JCI accredited

**UAE**
- DANA T AL EMARAT HOSPITAL FOR WOMEN AND CHILDREN

### Medical Clinics

**CHINA**
- HONG QIAO MEDICAL CENTER
- JINGSHUN MEDICAL CENTER
- CHENGDU CHENGDU SHENTON HEALTH CLINIC
- SHANGHAI GLENEAGLES MEDICAL AND SURGICAL CENTER
- SHENTON HEALTH

**HONG KONG**
- JIN QIAO MEDICAL AND DENTAL CENTER
- XINTIANI SPECIALITY AND INPATIENT CENTER
- SHANGHAI CENTRE MEDICAL AND DENTAL CENTERS
- SHANGHAI JIN MAO TOWER MEDICAL CENTER
- SUZHOU SIP MEDICAL AND DENTAL CENTER

**HONG KONG**
- PARKWAYHEALTH CENTRAL HONG KONG MEDICAL CENTRE

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

**MALAYSIA**
- KUALA LUMPUR TWIN TOWERS MEDICAL CENTRE

**SINGAPORE**
- PARKWAY SHENTON CLINICS
- PARKWAY EXECUTIVE HEALTH SCREENING

### Ancillary Medical Services

**HONG KONG**
- A& E / 24-HOUR WALK IN CLINICS
- ANG MO KIO FAMILY MEDICAL CLINIC
- MARITIME MEDICAL SERVICES
- NIPPON MEDICAL CARE

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

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

**SINGAPORE**
- PARKWAYHEALTH LABORATORY
- PARKWAYHEALTH RADIOLOGY

**PARKWAY COLLEGE IXCHANGE**
- ANGSA MOLECULAR AND DIAGNOSTICS

Information is correct as of February 2018
6 in 10 Medishield Life policyholders are covered by Private Integrated Shield Plans. Therefore, Parkway East Hospital is pleased to offer a Cashless Service for all elective patients who are covered by Private Integrated Shield Plans for private hospitals. Through this additional end-to-end service, Parkway East Hospital will submit the hospital bills and get reimbursed directly from the insurer, so eligible patients are able to admit with no deposit and no payment upon discharge.

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

**OUR CLINICAL SPECIALITIES:**
- General Surgery
- Obstetrics & Gynaecology
- Paediatric
- Orthopaedic
- Hand Surgery
- Ophthalmology
- Cardiology
- Internal Medicine
- Ear, Nose & Throat
- Dermatology
- Psychiatry
- Urology
- Renal Medicine
- Anaesthesiology

**PARKWAY EAST HOSPITAL**
321 Joo Chiat Place Singapore 427990
For appointment or enquiries, please call (65) 6377 3737 or email pepac@parkway.sg.

*Figures drawn from article: Salma Khalik. "Health coverage: Are you overinsured" (The Straits Times, Jan 23, 2014), yourhealth.asiaone.com*
The Gleneagles Touch


With over 300 multi-disciplinary specialists, Gleneagles Hospital has been fulfilling its legacy of providing quality healthcare services for more than 50 years. Through the years, one thing has remained constant – our commitment to putting the patient in the centre of all we do. That is our Touch. That is our Promise.

Call us and get a specialist appointment within 48 hours.

Gleneagles Patient Assistance Centre
24-Hour Hotline: +65 6575 7575
Email: gpac@parkway.sg
www.gleneagles.com.sg
6A Napier Road, Singapore 258500