

Lifeline

Experience
Malaysia Healthcare

UCSI Hospital
URNS TWO

Experience the
INNOVATION

Experience in
LABOUR



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Foreword by

EDITOR IN CHIEF

Tan Kay Pau

Director, Business Development, UCSI Hospital



It gives me great joy to pen a few words for the inaugural edition of Lifeline - UCSI Hospital's e-newsletter.

This publication is timely indeed. As the hospital enters its 2 years of operation, it is imperative for us to connect more with our healthcare partners, our caregivers and most importantly, the community we serve. This newsletter serves as one of our primary mediums of engagement.

Apart from providing updates on the Hospital's progress, this newsletter will also serve as a platform to engage patients, and the wider community, about their health needs. We firmly believe that prevention is better than cure and we look forward to sharing health tips, dietary advice and healthy lifestyle practices via Lifeline.

I'd like to record my thanks to UCSI Hospital Director of Operations, Person-In-Charge of Integrative Health Centre, Dr Gareth Shalley, Consultant Obstetrician and Gynaecologist, Dr Jamali Wagiman and the editorial team for their efforts in bringing the first edition of Lifeline to fruition. All of us look forward to sharing more insights and updates with all of you so please look out for more contributions from our dedicated team of doctors, nurses and healthcare providers.

Watch this space. Stay safe and stay healthy, always.

Foreword by

FOUNDER & EXECUTIVE CHAIRMAN

Dato' Peter Ng

*Founder & Executive Chairman,
UCSI Hospital*



When UCSI Hospital opened its doors in March 2021, we made a promise to offer world-class healthcare closer to home. And after 2 years of operation, I'm proud to say that we have come good on our word.

In many ways, the pandemic was our baptism of fire. The Hospital cared for Covid patients with the most severe symptoms and stepped up as a vaccination centre, inoculating thousands of people every day.

The growth trajectory of UCSI Hospital necessitates the publication of Lifeline - the Hospital's newsletter. Designed to keep the Hospital's finger on the community's pulse, the publication will update its stakeholders on the Hospital's latest milestones.

Delving deeper, Lifeline will also function as a two-way channel of interaction. So please get in touch with us with any area of concern in the medical field and we will address them in subsequent issues.

If our 2 years were anything to go by, more exciting times lie ahead. UCSI Hospital is earmarked to be the first private teaching hospital in Negeri Sembilan. More specialisms will be offered and expansion plans are also in the pipeline. So, follow us via Lifeline as we write the next chapters of the Hospital's growth story.



UCSI Hospital TURNS TWO!

We are happy to commemorate UCSI Hospital's second year anniversary on 24 March 2023, with special appreciation and thanks to our clients, experienced physicians, and incredibly helpful employees. Not to mention our patients who chose to put their faith in us and our services.

This second anniversary is particularly meaningful to the people of UCSI Hospital since the hospital has now been in operation for two years and we have successfully surmounted several challenges throughout the years.

Our dedicated management, as well as the diligent staff, have all contributed to the growth of UCSI Hospital, which is now running smoothly and effectively in order to better serve the patients. We are committed to providing our patients with the best possible care and attention.

Cupcake Distribution and Button Badge Distribution

As we turn ONE, we remain ONE. In conjunction with our first year anniversary on 24 March 2022, we distributed cupcakes to all UCSI Hospital employees and patients.

This effort was intended to thank our patients, as well as to recognise and appreciate our beloved staff for their tireless contributions. The UCSI Hospital management was happy that our small effort has garnered such a great response.

This year, as part of our second-year anniversary celebration, we distributed button batches to all of our staff members.

UCSI Hospital would like to take this opportunity to thank all of our doctors and staff members who collaborated and contributed to the hospital's growth. Not forgetting our patients for putting their trust in us and choosing us as their favourite hospital.



Blood Donation Campaign with FREE Health Screening

Donating blood is a little act of compassion that can make a big difference. It may mean the world to someone in need. On 2 April 2022, we organised a blood donation campaign in partnership with the Blood Bank of Hospital Tuanku Ja'afar at the UCSI Hospital's main lobby. We also lined up several other events, such as a free health check, BMI test, blood pressure test, and blood glucose test for the public. We would like to express our gratitude to the contributors who come forward to support this worthy cause. Thank you, "A gift straight from your heart."



Cancer Blood Screening

UCSI Hospital has also conducted FREE Cancer Blood Screening from 7-14 March 2022, for communities aged 50 years and above in conjunction with the first-year anniversary. Approximately 48 people attended the screening week.

We have also taken the initiative to offer consultation to those who require additional assistance following the screening test. We are dedicated to providing the best possible service to our community.

Bubur Lambuk Programme

UCSI Hospital in partnership with the IPD Port Dickson, organised the Bubur Lambuk programme on 20 March 2022. We distributed the bubur lambuk to frontliners and orphanages around Port Dickson, as well as the public who were present on that day.

We would like to thank the police team from the Port Dickson District Police Headquarters led by Superintendent Aidi Sham Mohamed, His deputy, DSP Muhamad Mustafah Hussin, the Port Dickson district police chiefs, officers, and members as well as the Masjid Jalan Lama, Port Dickson committee for supporting our hospital team led by (The Late) Encik Abu Bakar bin Jalaluddin, Former Chief Operating Officer of UCSI Hospital. We are also thankful to the media partners who came to the event.



Experience the **INNOVATION**

Dr Gareth Shalley

Director of Operations, Person-In-Charge of Integrative Health Centre, UCSI Hospital



What is UCSI Hospital's Integrated Health Centre?

The Integrative Health Centre at UCSI Hospital is a centre run by healthcare professionals and experts that uses a unique approach to healthcare delivery, treating patients as a whole, addressing their medical, nutritional, physical and mental health.

At UCSI Hospital, our healthcare professionals are forward-thinking and recognise that the practise of medicine is changing and evolving. Doctors are dealing with more chronic illnesses and lifestyle and stress-related disorders. Whereas previously the main focus of treatment was on prescriptions, our professionals realised that they needed to manage their patients using a more holistic approach and that regular prescriptions for conventional treatments were only one part of the treatment plan. Research has repeatedly shown that well-coordinated care amongst medical and allied health professionals is to better clinical outcomes.

Patient Centred Care using a multidisciplinary approach

At UCSI's Integrative Health Centre, all care is patient-centred and relationship-based. Through engagements with the healthcare professionals at the hospital, we have derived our own unique framework called the "5 pillars of integrative health approach". Included in the 5 pillars are all the major components of wellbeing – medical consultation, diet and nutrition, mental health, physical and occupational therapy, and most importantly, support by adequate patient resources.

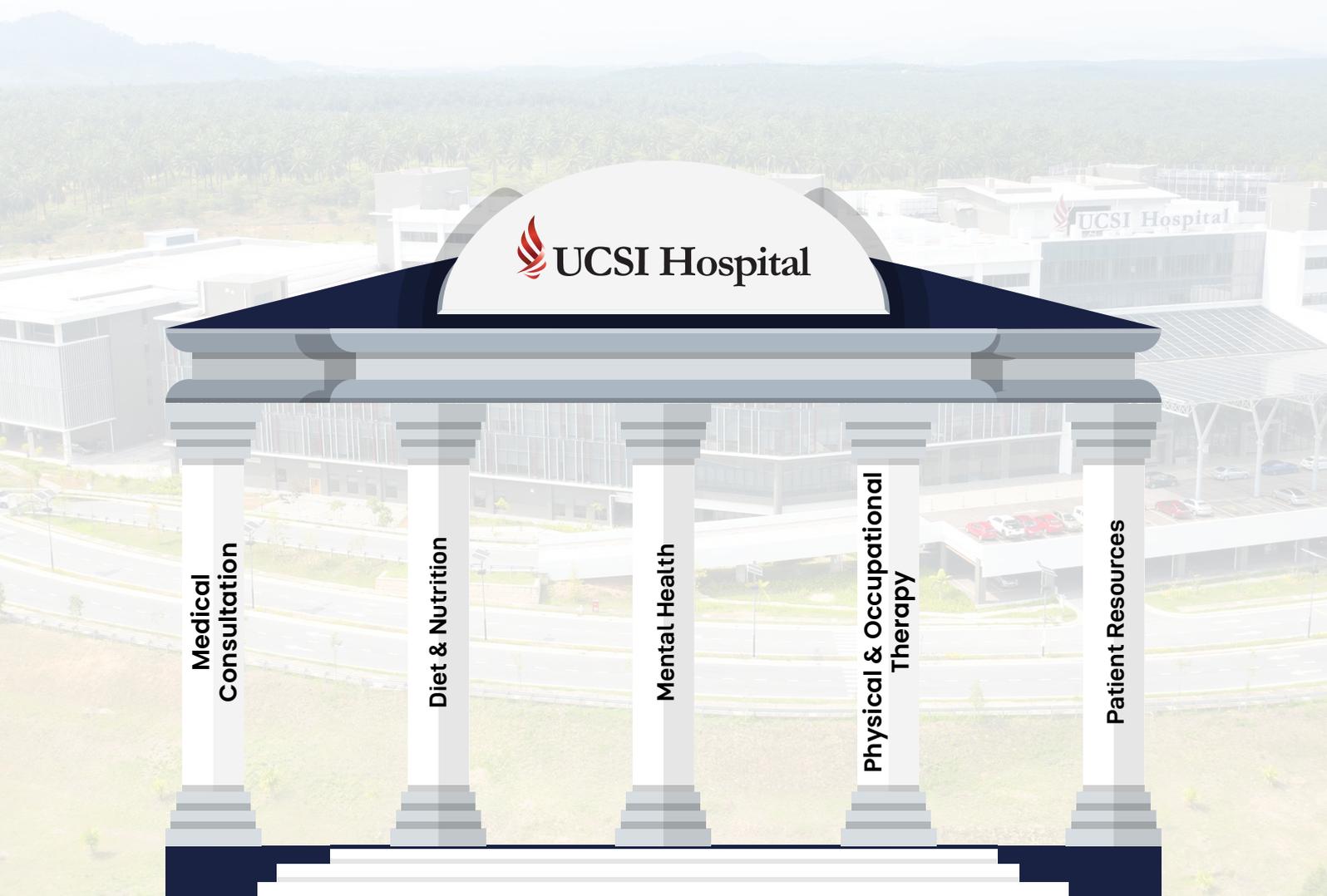
Medical doctors and specialists review the patients' medical history, optimise medication, and identify risk factors for illnesses and chronic diseases. Patients who have chronic pain or need palliative treatment will be able to receive holistic care through our multidisciplinary approach. Our nutritionist, physiotherapist, and mental health specialist will also address critical areas such as optimising diet and nutrition, physical activity, and mental health. Lastly, the patient and family liaison officer will provide patients and families with the latest resources in terms of knowledge of illnesses and available assistance (financial and supportive). The multidisciplinary team approach helps us create a collaborative integrative care plan for each patient.

Through our robust follow-up system (both online and face-to-face), our integrative health centre manager will be able to establish and maintain long-term relationships with each patient and their family members.



Empowering patients through knowledge and experiential activities

The Integrative Health Centre understands that education is essential. The IHC doctors of UCSI believe in health promotion and preventative medicine. Patients, families, and the general public are taught on the importance of optimising physical and mental wellbeing and why it is crucial to our health and wellness, providing a foundation for a vibrant and productive life through seminars and interactive activities. Participants are taught how to actively address their personal wellbeing by learning techniques to minimise burnout and stress through an integrated self-care approach. They are also educated about how healthy nutrition and physical therapy may improve immunity and resilience. Participants will also be coached on how to alter their mindset and behaviours in order to achieve their wellness objectives.



Experience in **LABOUR**

Dr Jamali Bin Wagiman

*Consultant Obstetrician & Gynaecologist,
UCSI Hospital*



It has been a tradition that pregnancy and delivery are given a great deal of attention to ensure that both mom and baby are healthy throughout the journey. For the past 30 years or so, the numbers of maternal deaths have been reduced significantly, along with the numbers of perinatal deaths too.

Both the private and public sectors saw significant improvements in the quality of antenatal care. Pregnant women came to book early to enable accurate dating and detection of early pregnancy complications. Any deviation in either maternal or fetal health conditions will be managed efficiently using the latest medical approach. Conditions such as anemia in pregnancy, diabetes, and hypertension, which can affect both the mother and the fetus, will be identified and treated early to avoid complications and other serious morbidity. With the advent of non-invasive prenatal diagnosis and high resolution detailed fetal ultrasound, any woman at risk of congenital abnormalities can be diagnosed and counselled properly. A decision on time and mode of delivery will be determined as the pregnancy approaches term.

Good infrastructure for labour and delivery will be meaningless without a good clinical team managing the case. Several obstetric emergencies, such as cord prolapse, shoulder dystocia, prolonged labor, or even eclampsia and post-partum haemorrhage require an urgent and effective treatment approach. Several medical procedures have to be given simultaneously in a relatively short period of time. Strong collaboration with other departments, such as Anaesthesia and Critical Care, Paediatrics, and the Blood Bank, is required to ensure patients receive the best possible care with the least amount of morbidity.

In an effort to further improve obstetrics (labour and delivery) services, the public has to be made aware that it is crucial for them to get preconception counselling prior to any pregnancy and not the other way around. Such a clinical condition should have been diagnosed and treated accordingly long before the pregnancy began.



We are now a panel hospital of **AIA** Panelship



UCSI Hospital has been appointed as the AIA Berhad Panel Hospital, and we welcomed the AIA family (AIA Berhad headquarters, agencies, and clients) to celebrate the panelship.

It is an honour to have them, especially the AIA family to join us for a small celebration and a health-related educational session with our cardiothoracic surgeon, Professor Dr Raja Amin bin Raja Mokhtar.

On the day of the event, we received over 30 registrations from AIA agencies.

UCSI Hospital has been appointed as the AIA Berhad Panel Hospital, effective 15 March 2023.

AIA Berhad policyholders can now receive cashless treatments at UCSI Hospital.

INTERNATIONAL Panels

As a result of ongoing efforts, UCSI Hospital is very proud to have international panelships such as Amana Takaful, International Assistance, eExpedise Group and Syntech which has many subsidiaries and named UCSI Hospital as one of the hospitals in Malaysia to receive international patients with very worthwhile and first-class facilities.

UCSI Hospital will continue to attract more international panelships to ensure people from all over the country receive the best treatment in Malaysia, which is equipped with cutting-edge medical care technology and staffed by experienced specialists.



International Assistance
Healthcare Anywhere, Anytime



SOLACE ASIA INKS MOU WITH UCSI HOSPITAL, PORT DICKSON

to provide first mental well-being and addiction retreat in Negeri Sembilan

UCSI Hospital inked a Memorandum of Understanding (MoU) with Solace Asia Sdn. Bhd. to catalyse efforts to provide the first mental well-being and addiction retreat in Negeri Sembilan on 20 December 2022.

The Memorandum of Understanding was signed by UCSI Hospital's Director of Operations, Dr. Gareth Shalley, and Solace Asia's Founder and CEO Adjunct Professor Dr. Prem Kumar Shanmugam, and was witnessed by UCSI Hospital Director of Business Development Mr. Tan Kay Pau and Solace Asia Head of Operations Ms. Prethi K. Kumar.

This is the first memorandum of understanding that covers collaborations in medicine, rehabilitation treatment, mental health, and addiction retreats for local and international patients at UCSI Hospital.

The Memorandum of Understanding focuses on providing a tailored retreat in our secure and integrated hospital under the supervision of our resident psychiatrists.



CELLAAX ENTERS INTO RESEARCH & DEVELOPMENT

collaboration with UCSI University and UCSI Hospital to use of mesenchymal stem cells to treat refractory diseases



UCSI University, UCSI Hospital and CELLAAX successfully signed the Memorandum of Agreement (MOA) with the aim to facilitate research and advancements in the use of cellular therapy to treat refractory diseases.

The MOA signing ceremony was held at 23 Century International Life Science Centre on 2 February 2023.

The Memorandum of Agreement was signed by Professor Datuk Ir Ts Dr Siti Hamisah binti Tapsir, UCSI Group, CEO and Vice-Chancellor of UCSI University. Also present at the signing ceremony was Professor Ir. Dr. Jimmy Mok, Pro Vice-Chancellor, UCSI University, Director of Operations, Dr. Gareth Peter Shalley, UCSI Hospital, and Professor Dr. Amaluddin, Medical Director of UCSI Hospital.

We hope that through this collaboration, we will be able to demonstrate our capabilities in bringing breakthroughs in the treatment of refractory diseases.

Launching of **HEART AND LUNG CENTRE**



The official launch of the UCSI Hospital's Cardiothoracic Surgery Services in the Heart and Lung Centre took place on 18 October 2022.

UCSI Hospital is the **FIRST** and **ONLY** hospital in Negeri Sembilan to offer Cardiothoracic Surgery Services.

The launch was officiated by YB Tuan Veerapan A/L Superamaniam, Pengerusi Jawatankuasa Bertindak Kesihatan, Alam Sekitar, Koperasi dan Kepenggunaan Negeri Sembilan together with UCSI Group, Founder & Executive Chairman, Dato' Peter Ng, Prof. Dato' Dr Zainuddin Bin Md Wazir, Senior Consultant, Heart and Lung Centre and Prof. Dr Raja Amin Bin Raja Mokhtar, Consultant, Cardiothoracic Surgeon.

UCSI Hospital also provides patients with preventive programme services, early disease detection, nutrition (diet), and rehabilitation to reduce the risk of heart problems.



New Service: **HAEMODIALYSIS CENTRE**



On 21 October 2022, the management team organised a small celebration together with Dato' Peter Ng to celebrate the success of the Haemodialysis Centre, which is currently operating with the infinite cooperation and support of other colleagues to ensure the smooth operation of the Haemodialysis Centre.

UCSI Hospital Hemodialysis Centre has advanced and complete hemodialysis equipment. Led by professional consultants, supported by a dedicated team of experienced medical officers, specialised nurses in haemodialysis, and other support staff. We are committed to providing professional hemodialysis and nursing services. We are also now a panel for PERKESO, JPA, KWAP, LTAT (PM CARE), KWSP, ATM, Insurance & Majlis Agama Islam Negeri Sembilan (MANIS).

[--- Click to find out more ---](#)



MHX JAKARTA and Welcoming back our **INTERNATIONAL PATIENTS**



UCSI Hospital's team was at Lippo Mall Puri, Indonesia, from 22–26 February 2023, to offer affordable and exclusive health packages to Indonesians.

We received many inquiries and some of the public made appointments with our consultants and followed up with us for consultations and medical flights during our four days at the Lippo Mall Puri in Indonesia.

[--- Click to view source ---](#)

Besides Indonesia, our team also made visits to Hong Kong to promote the hospital's facilities and services.



As a result, UCSI Hospital received patients from Hong Kong for a health screening on 5 December 2022.

The UCSI Hospital team has worked tirelessly to ensure that patients have a pleasant and trouble-free experience at UCSI Hospital. Our Hong Kong patients praised both our services and facilities.

We appreciate and thank our business partners, Starcity Global MM2H Group and Malaysia Healthcare Travel Council (MHTC) for their support and assistance during our visit to Hong Kong.

[--- Click to find out more ---](#)

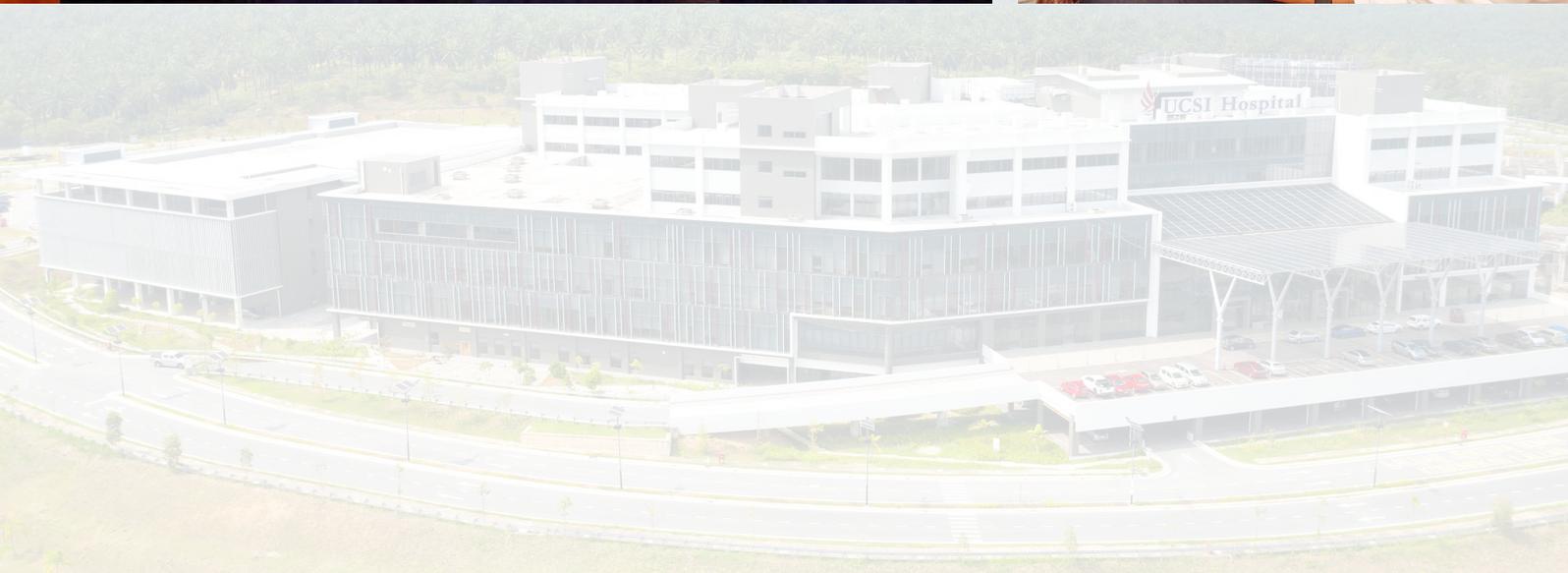


UCSI Hospital as **LARGEST HEALTHCARE PROVIDER PROJECT IN NEGERI SEMBILAN**

On 13 January 2023, UCSI Hospital received an award from the Menteri Besar of Negeri Sembilan, YAB Dato' Seri Haji Aminuddin Bin Harun for being the Largest Healthcare Provider Project in Negeri Sembilan from 2018 to 2022.

The award was shortlisted and organised by InvestNS, MIDA, UPEN, and Kerajaan Negeri.

Congratulations to all our doctors and staff, and we look forward to achieving even greater clinical excellence as a team.



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