


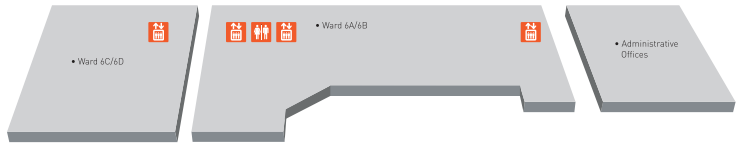
PATIENT HANDBOOK

For patients, their carers,
families and friends

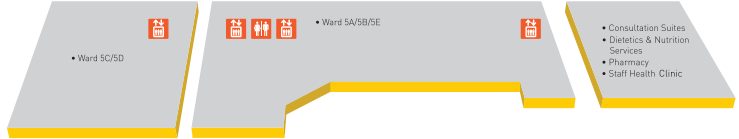


TOWER D
TOWER C
TOWER B
TOWER A

LEVEL 6



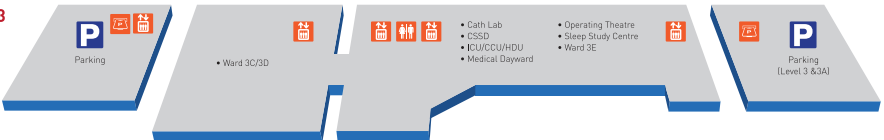
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LEVEL 4



LEVEL 3



LEVEL 2



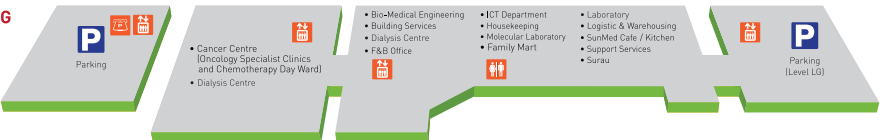
LEVEL 1



LEVEL G



LEVEL LG



BASEMENT



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Dear Guest,

Welcome to Sunway Medical Centre, Sunway City . We sincerely thank you for entrusting us with your healthcare needs. Compassion is at the heart of everything we do, therefore we are committed to making your stay with us as comfortable as possible. We encourage you to relax and focus on your recovery while we take care of the rest. While you settle in, I would like to take the opportunity to briefly introduce our hospital and its facilities.

As one of the leading private tertiary medical centres in the country, we are continuously setting new standards of service for our growing clientele. Our hospital is accredited by the Australian Council on Healthcare Standards (ACHS) and Malaysian Society for Quality in Health (MSQH), which means we are constantly adhering to the ideals these accreditations have set; assuring that our patients receive the best that we can offer.

We believe in always being sensitive to your needs and our team of healthcare professionals and staff are always prepared to provide their assistance at all times. When you are in need, do not hesitate to raise your concerns to our experienced and skillful doctors and speak to our attentive and friendly healthcare professionals and staff.

The hospital experience often marks a central point in a person's life, therefore we endeavour to deliver a setting where patients can feel at ease knowing that they can count on us. For your pleasure, our in-patient rooms are furnished with satellite television and free Wi-Fi is available throughout the hospital. Our hospital also boasts a number of retail and dining outlets that offer familiarity and convenience should you require a quick bite or personal items.

Last but not least, Sunway Medical Centre is located in the vibrant Sunway City where all the amenities and comforts such as Sunway Pyramid Shopping Mall, Sunway Lagoon Theme Park, Sunway Resort Hotel & Spa and Sunway University are within walking distance.

Healthcare is fundamental in nation building and we have developed niche areas of medical services to meet the sophisticated needs of the country. From the field of neurosciences to advanced cancer treatment, and from clinical research to bio-medical technology, we have established these services to pioneer healthcare of the future.

Once again, we thank you for your support and trust in us. We hope your journey with us is exceptional and wishing you a smooth and speedy recovery.



Dr Seow Vei Ken

Acting Chief Executive Officer cum Medical Director,
Sunway Medical Centre, Sunway City

VISION

To be one of the leading private medical centres in the ASEAN region.

MISSION

Service with a **SMILE**

Satisfactory return to stakeholders

Modern, comprehensive and safe facility and environment

Inspired, engaged and driven team

Leading edge clinical practices and technologies

Exceed Customers' Expectations

CORPORATE VALUES

Compassion

We are always sensitive to our patients' needs

Humility

We believe in being humble, polite & respectful

Excellence

We strive for excellence and take pride in all that we do

Respect

We respect every individual and are always professional in our conduct and behaviour

Integrity

We believe in doing the right thing at all times

PATIENTS' RIGHTS AND RESPONSIBILITIES



You have the right to:

Access to Care.

- o Every patient has the right to access safe, respectful and competent healthcare and treatment regardless of age, sex, ethnic origin, religion, political affiliation, economic status and social class.

Respect and Dignity.

- o Be treated with dignity.
- o The healthcare workers will respect the patient's personal, religious or cultural preferences throughout the care, till the end of the patient's life.

Privacy and Confidentiality.

- o All relevant patient information will be handled carefully to ensure privacy and confidentiality.
- o Expect that any discussion or consultation involving his / her case will be conducted discreetly and that individuals not involved in direct care, will not be present without the permission of the patient.

Personal Safety and Security. The patient has the right to expect reasonable safety in hospital practices and the environment.

Identity. To know the identity and professional status of individuals providing service to him / her.

Information. Before commencement of treatment, a patient has the right to a clear explanation of the proposed treatment including the planned procedure / intervention and common complications that may arise.

- o Know the various options available for alternative treatment.
- o Know the uses and the anticipated effects of the drugs you are being given
- o Be given information about diagnostic test and investigations conducted and have the results explained to him / her.

Communication. Be given all information about the service, the treatment options which are available in a language / format you can understand. Translation services will be provided where possible.

Consent. Consent to, or refuse / withhold / withdraw treatment, procedure, experimental care, research projects, and life support based on an informed decision.

- o Involve you and the family member (if desired / applicable) or the people you want to in decision making and consent to treatment in your healthcare.

Consultation. The patient has the right to consult any consultant / specialist. The patient also can get a second opinion at any time without fear of compromise to his / her care within the hospital.

Pain Management. Receive appropriate assessment and management of pain and respectful compassionate care at the end of life.

Transfer and Continuity of Care. Have the continuity of care including the planning of your healthcare before discharge.

Hospital Charges. To know the information on the estimated charges before treatment and the actual fees incurred.

Organ Donation. Have your organ donation wishes known and honoured, if possible refer to Feedback and Grievances. To redress grievances in a timely manner.

Feedback & Grievances. Every patient has the right to enquire for information and provide feedback on the care or service provided to the Head of Department concerned or the Customer Service Department. Please refer to the process flowchart on page 6.

Medical Report. A medical report to be available when requested, with either by the patient or a third person on the patient's written permission and consent. Fees will be charged for the report.

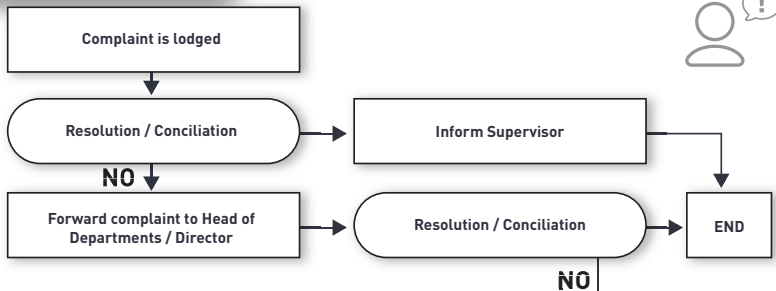
You have the responsibility to:

- **Information Disclosure.** The patient / guardian with legal responsibilities shall provide accurate and complete health information to the best of his/her ability about his/her health, any medication taken, including over-the-counter products and dietary supplements, and any allergies.
- **Financial Responsibility.** The patient / guardian with legal responsibilities shall inform the private healthcare facility of his / her ability to pay for the services to be rendered.
- **Advice Adherence.** The patient has the responsibility to follow the doctor's advice and treatment, keep appointments and inform the doctor or the hospital if he / she is unable to do so.
- **Personal Conducts.** While in the clinic or hospital, the patient must conduct himself / herself so as not to interfere with the well-being or rights of other patients or healthcare professionals and maintain confidentiality of staff and other patients by not taking cell phone pictures or audio/video recordings.
- **Rules Observance.** The patient is responsible for following hospital rules and be considerate in languages and behaviours.
- **Organ Donation.** The patient shall inform the healthcare provider if he / she is a registered organ donor.
- **Decision Responsibility.** The patient shall accept all the consequences of his / her own informed decisions.
- **Spiritual and Religious Belief.** The patient may inform the healthcare professionals should they need religious or spiritual support.

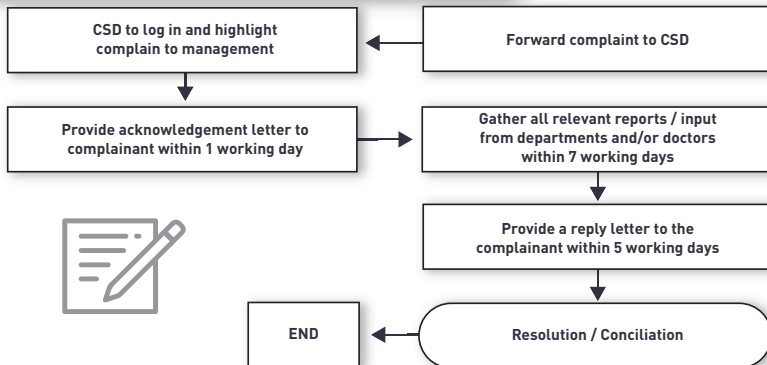


GRIEVANCE PROCESS FLOW

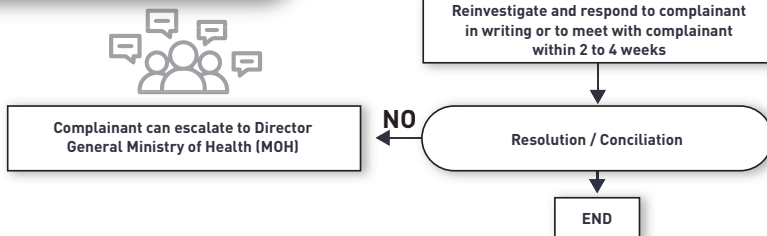
DEPARTMENT



CUSTOMER SERVICE DEPARTMENT (CSD)



CEO/MEDICAL DIRECTOR



PERSONAL DATA PROTECTION STATEMENT

Sunway Medical Centre Sdn Bhd ("SunMed") respects and is committed to the protection of your personal information and your privacy. This Personal Data Protection Notice explains how we collect and handle your personal information in accordance with the Malaysian Personal Data Protection Act 2010. Please note that SunMed may amend this Personal Data Protection Notice at any time without prior notice and will notify you of any such amendment via our website or by email.

(1) Personal information

1.1 Type of personal information

Personal information means any information which relates to you and which was collected or provided to SunMed for the purposes stated in Section 2 below.

Your personal information may include your name, NRIC number, contact details, financial and banking account details, medical history and information, CCTV/security recordings and location tracking/GPS information.

1.2 Source of personal information

(i) Patient or potential patient/customer: SunMed collects your personal information directly from you or indirectly from your legal representatives (family members, next of kin), agents (e.g. medical tourism agents) and/or employer when you, your legal representatives, agents and/or employers who send us completed enquiry, application and/or registration forms via various means, including online and physical hardcopies at public venues or in our premises. Your personal information may also be collected from cookies through the use of our website.

(ii) Independent consultants or potential independent consultants: SunMed collects your personal information directly from you or indirectly from headhunters when you and/or our headhunters send us completed enquiry and/or application forms or curriculum vitae via various means, including online and physical hardcopies. Your personal information may also be collected from cookies through the use of our website.

(iii) Vendor, supplier or service provider: SunMed collects your personal information directly from you or indirectly from your employer or credit reference agencies when tendering for projects, when you send us completed enquiry and/or credit application forms via various means, including online and physical hardcopies. Your personal information may also be collected from cookies through the use of our website.



1.3 Obligatory personal information

All information requested for in the relevant forms is obligatory to be provided by you unless stated otherwise.

Should you fail to provide the obligatory information, we would be unable to process your request and/or provide you with relevant services.

(2) Purposes of collecting and further processing (including disclosing) your personal information

For patients or potential patients/customers, independent consultants, potential independent consultants, vendors, suppliers or service providers: Your personal information is collected and further processed by SunMed as required or permitted by law and to give effect to your requested commercial transaction, including the following:

- to process your requested medical services;
- to facilitate your participation in any contests or events;
- to administer and communicate with you in relation to our services and/or events;
- to facilitate your medical practice within SunMed, including sharing your personal data with other independent consultants within SunMed for purposes of peer review;
- to administer and communicate with you in relation to your medical practice; to process your credit account application;
- to assess your credit worthiness;
- to administer and give effect to your commercial transaction (tender award, contract for service, consignment agreement);
- to process any payments relevant to you; for insurance purposes;
- to operate our premises in a manner which is physically safe, secure and befitting of health and safety requirements;
- for internal investigations, audit or security purposes;
- to conduct internal statistical analysis and analysis of patient case studies;

- to comply with SunMed's legal and regulatory obligations in the conduct of its business;
- to comply with SunMed's legal and regulatory obligations in the conduct of its business; to contact you regarding products, services, upcoming events, promotions, advertising, marketing and commercial materials which we may feel interest you;
- to comply with SunMed's legal and regulatory obligations in the conduct of its business; to ensure that the content from our website is presented in the most effective manner for your and for your computer and/or device; and
- to comply with SunMed's legal and regulatory obligations in the conduct of its business; for SunMed's internal records management.

Where you have indicated your consent to receiving marketing or promotional updates from SunMed, you may opt-out from receiving such marketing or promotional material at any time. You may select the "unsubscribe" option provided in SunMed's email blasts or you may contact SunMed at the details provided in Section (6) below.

(3) Disclosure of personal information

3.1 Entities within Sunway Group of Companies

Your personal information provided to us may be processed by entities (in or outside of Malaysia) within the Sunway Education Group and Sunway Group of Companies (including related companies, subsidiaries, holding companies, associated companies and outsourcing partners), especially when you are an employee of any company within the Sunway Education Group or Sunway Group of Companies.

SunMed will ensure that:

- (i) access to your personal information is restricted to staff who are contractually required to process your personal information in accordance with their respective job requirements; and
- (ii) only necessary information is released to the relevant employees.

3.2 Classes of third parties

Your personal information may be disclosed to relevant third parties (in or outside of Malaysia) as required under law, pursuant to the relevant contractual relationship (for example, where we appoint third party service providers) or for the purposes stated in Section 2 above (or directly related to those purposes).

In the event of a potential, proposed or actual sale of business, disposal, acquisition, merger or re-organisation ("Transaction"), your personal information may be required to be disclosed or transferred to a third party as a result of the Transaction. You hereby acknowledge that such disclosure and transfer may occur and permit SunMed to release your personal information to the other party and its advisers/representatives.

For patients or potential patients/customers, independent consultants, potential independent consultants, vendors, suppliers or service providers: Your personal information may be disclosed to the following classes of third parties:

The Ministry of Health or any other statutory or non-statutory authorities or bodies having authority or jurisdiction established by the MOH and other relevant government departments or agencies ;

Relevant accreditation bodies such as the Malaysian Society for Quality in Health (MSQH); Our independent consultants and specialists within SunMed;

Third party private healthcare institutions or government healthcare institutions;

In the case of pre-employment health screenings, to the patient's employer / prospective employer;

Third parties appointed by us to provide services to us or on our behalf (such as auditors, lawyers, company secretary, printing companies, consignment vendors, contractors, conference/event organisers, other advisers, and insurance companies);

The respective foreign embassies of foreign patients who received treatment in SunMed; and

Law enforcement agencies, including the local police.

(4) Websites

4.1 Links to other sites

Links to other sites is provided for your convenience and information. These sites may have their own privacy statement in place, which we recommend you review if you visit any linked websites. We are not responsible for the content on the linked sites or any use of the site.

4.2 Location enabled products or applications

Location enabled products or applications transmit your location information to us. We do not use the information sent or provided other than to provide the service you request. Location enable features are opt-in and you have control over your participation and can turn these services off at any time or uninstall them.

Some mobile applications will utilize Google Analytics (or similar tool) to help us better serve you through improved products, services, and revisions to the mobile applications. This collected information will not identify you to us. It may, however, let us know anonymously, which services and features you are using the most within the application, as well as device type and hardware features, country and language of download.

4.3 Cookies

A cookie may be used in the processing of your information. A cookie is a text file placed into the memory of your computer and/or device by our computers. A copy of this text file is sent by your computer and/or device whenever it communicates with our server. We use cookies to identify you. We may also collect the following information during your visit to our website and/or the fully qualified domain name from which you accessed our site, or alternatively, your IP address:

- (i) the date and time you accessed each page on our web site;
- (ii) the URL of any webpage from which you accessed our site (the referrer);
and
- (iii) the web browser that you are using and the pages you accessed.

Some web pages may require you to provide a limited amount of personal information in order to enjoy certain services on our websites (system login credentials, email address and contact, etc). These personal information will only be used for its intended purposes only, i.e. to respond to your message or deliver the requested services.

(5) Right to access and correct personal information

You have the right to access and correct your personal information held by us (subject always to certain exemptions). We will make every endeavour to ensure your personal information is accurate and up to date therefore we ask that if there are changes to your information you should notify us directly. If you would like to access or correct your personal information, please contact SunMed Customer Service Centre or email your enquiry to the contact details in Item 6 below.

(6) Limiting the processing of personal information, further enquiries and complaints

If:

- (i) you would like to obtain further information on how to limit the processing of your personal information;
- (ii) you have any further query; or
- (iii) you would like to make a complaint in respect of your personal information, you may contact :-

Tel : 03-7491 1489

Email : privacy_sunmed@sunway.com.my

Fax : 03-7491 1447

(7) Conflict

In the event of any conflict between this English language Personal Data Protection Notice and its corresponding Bahasa Malaysia Personal Data Protection Notice, the terms in this the English language Notice shall prevail.

VISITING HOURS

General Wards
11.00am to 9.00pm

Critical Care Unit (ICU, CCU, HDU)*
11.00am to 1.00pm, 5.00pm to 8.00pm

* Children below 12 years are not allowed into this unit.



Welcome to Sunway Medical Centre. Patient care is our primary concern. We recognise that visitors play an important role in the healing process for our patients. In order to enhance the quality of care, specific visiting hours have been established. Your adherence to the visiting hours policy will assist us in taking better care of our patients. Thank you.



Visiting after 9.00pm

- Under special circumstances, visitors may be allowed to visit patients after 9.00pm.
- A visitor's pass must be obtained from the Security Officer (main entrance) for visits after 9.00pm.

Children

- Children are generally not encouraged to visit patients in the hospital as children are at increased risk of infections.
- After visiting hours, children below 12 years are not allowed in any of the wards.



JAKIM HALAL CERTIFICATION MS 1500:2009

Our objective is to continually improve the effectiveness of the Halal Management System to satisfy the needs of our valued customers. In achieving our objective, we shall focus on:

H : HYGIENE

We shall ensure staff personal hygiene; clothing and work practices are appropriate.

A : ACCOUNTABILITY

We are accountable for a clean environment and safety of the meals / foods produced.

L : LEADER

We aim to be the leader in providing safe food to our customers.

A : ACCURACY

Accurate and fast response shall be rendered to our customers.

L : LAWFUL

We shall comply with Syariah requirements in preparing and serving meals / foods.

ADMISSION AND DISCHARGE GUIDE

We strive to make your hospital stay as comfortable as possible. Please have a look at the guidelines provided here. This informational brochure is divided into four categories to accommodate the different types of patients, namely adults, surgical daycare, paediatrics and maternity patients.

Admission/Discharge Counters Operation Hour



TOWER B		TOWER C	
Admission	Monday-Sunday: 7.00am – 7.00pm Including Public Holiday	Admission	Monday – Friday : 8.00am – 7.00pm Saturday: 8.00am - 4.00pm. Sunday & Public Holiday : Closed
Discharge	Monday-Sunday: 8.00am – 9.00pm After 9.00pm at Accident & Emergency Department Cashier counter.	Discharge	Daily Discharge process is at the ward: 8.00am – 9.00pm After 9.00pm at Accident & Emergency Department Cashier counter.



General Information

Waiting Areas: Public waiting areas are located at the lift lobby of all floors.

Meals: Meals are complimentary for patients only. Food is supplied according to patient's age and medical condition.

Mealtimes

Breakfast: 8.00am – 9.00am

Lunch: 12.00pm – 1.00pm

Afternoon tea: 3.00pm – 3.30pm

Dinner: 6.00pm – 7.00pm

Night tea: 8.00pm – 8.30pm

Please use your own cutlery for non-halal food. A hot water flask is provided. You can make your daily food choices through our electronic meal-ordering system at your bedside.

We do not encourage outside food to be served to patients and the hospital will not be responsible of any consequence from not adhering to this.



Telephone

All patients' rooms are equipped with a telephone to receive incoming calls. All outgoing calls are chargeable. To make a local call: press "9" followed by the required numbers. (For outstation calls: press "0" to go through our operators.)

Call-bell

Call-bell services in the ward are not chargeable. Please call for assistance.



Smoking

Smoking is prohibited in the hospital compound.

Valuables

In the interest of safety, we request that you do not bring any valuables into the hospital. Please keep all your valuables in the safe box provided in your cupboard. Sunway Medical Centre does not accept responsibility for loss or damage to personal properties.

Electrical

Own electrical items are strictly not allowed in the hospital. Hair dryer is available upon request.



Medical & Surgical (Adults)

Useful Information

- All rooms are equipped with:
 - Sofa bed (available in Deluxe and Premier rooms)
 - Bathroom
 - Telephone
 - Nurses call-bell system
- Companions are not allowed in double-bedded and four-bedded units unless specifically indicated with the approval of Sister-in-Charge.
- Please advise the hospital of any special dietary preference unless specifically ordered by our Doctor / Dietitian during your admission.
- Kindly inform the ward nurses if you need to leave the ward at any time during your stay.

Things To Bring Upon Admission

- Admission Advice Slip
- Identity Card or Passport
- SunMed appointment card

Items that Might be Useful for Personal Usage During Your Stay:

- Extra toiletries (including soap, shampoo, shaver, shaving foam, towels, etc.)
- A pair of slippers (non-slip)
- Night attire / dressing gown / light & comfortable clothing (e.g. track pants, shorts, t-shirt)
- Reading materials
- For Maternity Patients - 1 set of baby's clothing

You are Encouraged to Bring In:

- Relevant previous X-rays, scans and reports
- Medication that you are currently taking

Upon Discharge and Check Out

- Discharge after 12.00 pm: Additional half-day room charge
- Discharge after 4.00 pm: Full day room charge
- Once your doctor considers you fit to be discharged from the hospital, our ward staff will keep you informed of the necessary arrangements.
- We will schedule your follow up appointment with the respective doctor.
- Once your bill is ready. You will be directed to settle the bill at the ward discharge counter or Discharge Counter. Medication will be dispensed to you (if any).
- Self-pay payment can be made to any of the following modes:
 - ✓ Cash
 - ✓ Cheque
 - ✓ Online Transfer
 - ✓ Cash Deposit
 - ✓ eWallet
 - ✓ Touch n'Go eWallet
- Lunch will not be provided on day of discharge. We appreciate your cooperation to vacate the room upon settlement of the bill. Upon doctor's confirmation for discharge, please allow one to two hours for consolidating your hospital bill. Should you need to leave before the bill is ready and/or issuance of final guarantee letter from insurance companies, you will be required to settle the current bill amount or sign an open credit card voucher with us. Any excess payment will be refunded and for outstanding balances, we would appreciate prompt settlement.

Refund

Amounts received in excess of the total bill will be refunded. The refund will be either in cash, cheque or credit card depending on the initial mode of payment. Any refund during Sunday, State Holiday or Public Holidays will be done on the next working day; Credit card within 3 working days; Cheque will be banked in directly to payor account within 10 working days from the date of discharge.

Cash available on:

- Monday to Friday - 9.00 am to 6.00 pm
(at Discharge Counter - Tower B, Ground Floor)
- Saturday, Sunday & Public Holiday - 9.00 am to 5.00 pm
(at Discharge Counter - Tower B, Ground Floor)



ADMISSION PROCESS FLOW

1

Consultants will schedule and then notify the patient regarding the date of admission (same day/future day).

2

Patients should bring all relevant documents on the day of admission. (i.e. Patients submitting docs for pre-admission: Bring Admission Advice Form)

3

Patient will be briefed of the terms & conditions of their stay. Verified forms will be collected and then processed at this stage.

4

Bed is booked depending on availability.

5

Patients are required to pay a deposit at the cashier.

6

When bed is ready, the porter will send the patient up to the ward.

If you are being scheduled for a surgery or procedure, please follow your doctor's advice on the fasting requirement.

7



Documents needed

- Admission Advice Form
- Identification: For both patient & guarantor [MyKad Malaysian or Passport Only]
- SunMed Appointment Card
- Deposit
- Any Guarantee Letter or Insurance Card you already possess.



Deposit

- Self Pay Patients: Amount varies with type of treatment.

Patients with
• Guarantee Letter: A deposit of RM500 will be collected.



Rooms

- Pre-booking of rooms is not accepted and room types are subject to availability.
- Check with your insurance company what type of rooms you are entitled to.
- Check with your insurance company if there is any co-payment if you wish to request for a room upgrade.



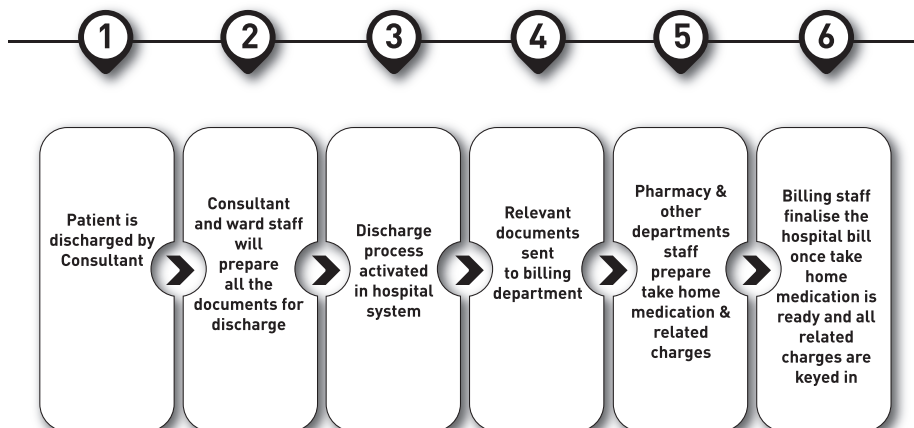
Insurance/ Company Guarantee Letter

- Based on our data, it takes an average of 3 hours for Initial Guarantee Letters to be approved.
- This average time estimation may vary, depending on the complexity of the assessment of your insurance coverage.

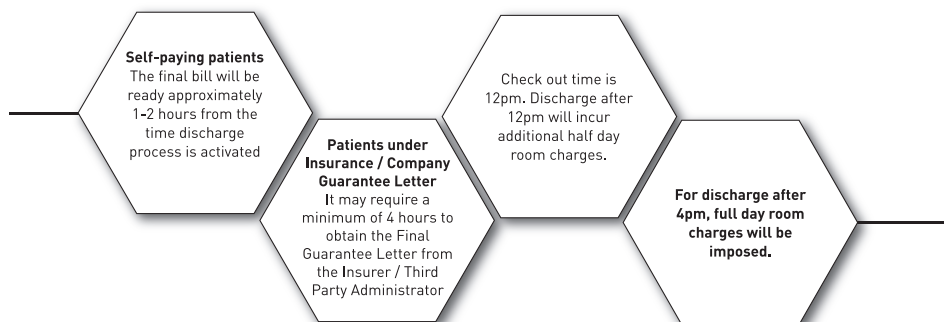
Patients who wish to return home/leave the premise etc, while waiting to be admitted are required to get consent from their respective consultant. Please inform the admission team to obtain necessary approvals.



DISCHARGE PROCESS WORK FLOW



19



A deposit of RM500.00 is required for patients wishing to leave the hospital before receiving the final Guarantee Letter.

For post discharge service and equipment, please refer to Sunway Home Healthcare Services on page 42.



Surgical Daycare

Useful Information

- The suitability for a patient to undergo day surgery will be evaluated by a doctor before the date of a day surgery is given to the patient.
- The level of care for day surgery is similar to the level of care of major surgery.
- Patient will enter the Day Care Unit on a particular day and may be discharged on the same day.

Precaution Steps

- In the interest of safety, please do not bring or keep valuables with you during your stay in Sunway Medical Centre. Only locker is available without charge. In the event that you require this complimentary service, please check with the ward nurse for assistance. Sunway Medical Centre however will not be responsible for any loss or damage to your property or personal belongings whilst on our premises and in the safe deposit box.
- Children are advised to stay at home where practically possible.
- Have a responsible adult to accompany you home after the procedure.
- Please check with your doctor for pre-procedure / fasting for children and adults.

On Day of Admission to Surgical Daycare Ward

- Please bring along the following:
 - List of medication you are taking, inform Doctor / Nurses of any of your allergy
 - Your Identity Card / Passport
 - Your appointment card
 - Your insurance card / Guarantee Letter
 - Kindly proceed to Surgical Daycare registration counter to register
 - Set of clothes to change and go home.

- It is possible that you will be admitted as an in-patient for further observation. Your doctor will discuss this matter with you.
- Availability of bed is on a "first-come, first-served" basis. You will be given the choice to be admitted to another ward with an available bed. The charges may vary. Kindly consult our Registration / Business Office staff for clarification.

Opening Hours

Monday to Friday : 7.00 am – 6.00 pm

Saturday : 7.00 am – 1.00 pm

Refreshment

Upon approval from your doctor, you may take light refreshment after your procedure.

Medication

Upon discharge, you may be given take home medications which can be collected at the pharmacy after payment is made.

Upon Discharge and Check Out

It is essential that someone accompanies you home if you have received any sedation.

- You should NOT
 - Drive a motor vehicle
 - Operate machinery
 - Consume alcoholic drinks
 - Make any major decision making process
 - Care for children without responsible help
- The effect of the test and medications should wear off the next day and you will be able to resume normal activities.
- You may resume your normal diet unless otherwise instructed by your doctor.
- If you develop any side effects or are in doubt, we advise you to come seek doctor's advice.
- If you experience any severe pain, bleeding, fever after the surgical procedure, you must immediately contact Sunway Medical Centre.



Paediatrics

Useful Information

- The paediatric ward consists of suite, deluxe, single, double and four-bedded units. All rooms are equipped with:
 - TV
 - Telephone
 - Bathroom
 - Sofa bed (available in Deluxe and Premier rooms)
 - Nurses call-bell system
- One adult is encouraged to be with the Paediatric patient (below 12 years old) at all times during their stay in the hospital. Presence of a parent / guardian will help to provide emotional support to the child and help in reducing the child's anxiety. Only a female companion is allowed in double-bedded or four-bedded units.
- Please advise the hospital of any special dietary needs unless specifically ordered by our Doctor / Dietician during your admission.
- Complimentary meals will be served to the caregiver for children below 3 years old.
- Toddler cots are available for children below four years of age.
- Parents must always inform the ward nurses whenever they need to leave the ward with or without the patient.

Upon Discharge and Check Out

- Once the paediatrician considers your child fit to be discharged from the hospital, our ward staff will keep you informed of the necessary arrangements.
- We will schedule your child's follow up appointment with the respective doctor.
- Once your child's bill is ready, you will be directed to settle the bills at the Discharge Counter. Medication will be dispensed to you (if any).

Items that Might be Useful for the Paediatric Patient

Parents / guardians are encouraged to bring some personal items for the child during the hospital stay, e.g.:

- Favourite toys
- Blanket / Pillow
- Clothings
- Toiletries



Maternity

Useful Information

- All rooms are equipped with:
 - TV
 - Fridge
 - Telephone
 - Bathroom
 - Nurses call-bell system.
- Companions are not allowed in double-bedded and four-bedded units unless specifically indicated with the approval of Sister-in-Charge. Only a female companion is allowed.
- Please advise the hospital of any special dietary preference unless specifically ordered by our Doctor / Dietitian during your admission.
- Kindly inform the ward nurses if you need to leave the ward at any time during your stay.

During Hospitalisation

Mother

- When you are admitted for delivery in the Labour Room, a bed in the Maternity Ward will also be allocated to you. Both room charges will be accorded to you simultaneously. Only husbands are allowed to accompany you in the Labour Room. Room types are subject to availability.
- There are various ways of pain management that you may request from your healthcare provider:
 - a) Relaxation and breathing exercises
 - b) Pain relieving drugs (Pethidine injection or by Entonox gas)
 - c) Epidural block
- You will be observed in the Labour Room for at least one hour after delivery, before you are sent to the Maternity Ward. Your baby will be with you after delivery in the Labour Room to initiate breastfeeding and bonding if baby's condition permits.

Baby

- Your baby will be sent to the Nursery for his or her further care after initiation of breastfeeding in Labour Room.
- Breastfeeding and rooming-in with your baby is encouraged. Please let the Nursery staff know if you wish to room-in with your baby or if you need any assistance.
- Only uniformed nurses are allowed to send the baby back to nursery.

Breastfeeding Helpline (Available 24hrs)

Tel: 03 7491 1458

Let us help you in your concerns or questions about breastfeeding.

- The Paediatrician will check on your baby every day and whenever necessary.
- Vaccinations are strongly recommended. It will be given by trained nursing staff upon your consent. All vaccines used are safe and effective and in accordance with the Ministry of Health's recommendation.
- Sunway Medical Centre adopts the policy of Universal Newborn Hearing Screening. It is a hearing test for your baby. This will be done by an audiologist or a certified audio technician during hospitalisation. An additional nominal charge will be imposed.

Upon Discharge and Check Out

- Once your doctor considers you fit to be discharged from the hospital, our ward staff will keep you informed of the necessary arrangements.
- The Paediatrician will examine your baby to ensure he or she is fit to go back with you.
- We will schedule your post-natal and baby's follow up appointment with the respective doctor.
- Once your bill and your baby's bill are ready, you will be directed to settle the bills at the Discharge Counter. Medication will be dispensed to you (if any).
- Before leaving the ward, you will be advised on birth registration, care of your baby and subsequent vaccination by our trained staff.
- Our Security Guard at the ward will remove the triband from you and your baby before you leave.

What to Bring on Admission**Mother:**

- Appointment Card / Doctor's Letter of Admission
- Own clothes
- Nursing brassiere
- Toiletries
- Non-slip foot wear

Baby:

- 2 set of baby's clothes
- Baby wrapper
- Baby's booties and mittens



ARE YOU IN
PAIN?

**PLEASE PRESS THE NURSE CALL BELL
IN YOUR ROOM**

YOUR HEALTH AND SAFETY

MEDICATION SAFETY

While you're in the hospital, your medicines might change. Learning about the new ones your doctor has prescribed for you is very important to your recovery.

During your first day in the hospital, we will ask you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins and herbal supplements you are taking. Please do not take any of your own medication unless permitted and prescribed by the doctor and it fulfils the hospital criteria. Also, we need to know about any allergies or bad reactions you may have to medicines, foods or supplements.

During your admission, please take your medication promptly when served. Ask your healthcare team the following questions:

- What is the name of the medicine and why am I taking it?
- When and how do I take it and for how long?



- Are there foods, drinks and activities I should avoid while taking this medicine?

- Are there side effects? What should I do if I experience them?



CHECKING OF PERSONAL DETAILS

Nurses and other healthcare providers are required to confirm your identity such as name and date of birth before they proceed to attend to you. This may happen multiple times during your admission. These measures serve as a "double check" for your safety.

TV GUIDE



Name of Channel	Channel Number	Name of Channel	Channel Number
TV1	1	CELESTIAL MOVIES HD	12
TV2	2	SUN TV	13
TV3	3	ASTRO CITRA	14
ASTRO AWANI	4	NATIONAL GEOGRAPHIC HD	15
CNN	5	BOOMERANG	16
BLOOMBERG TV	6	AXN HD	17
TV7	7	CINEMAX	18
TV8	8	HBO HD	19
TV9	9	ASTRO SUPERSPORTS HD	20
ASTRO RIA	10	ASTRO SUPERSPORTS 2 HD	21
ASTRO WAH LAI TOI HD	11	AL JAZEERA	22



PATIENT SERVICES

Admission & Discharge

The Admission & Discharge counters are located on the Ground floor.

International Patient Centre

Our International Patient Centre (IPC), located on Ground floor, Tower C offers personalised medical concierge services to foreign patients from overseas as well as expatriates living locally.

Tel: +603 7494 1098 / +603 7494 1011

Email: smc.ipc@sunway.com.my

Operation Hours:

8.30am – 5.30pm (Mondays – Fridays)

8.30am – 1.00pm (Saturdays)

Closed on Sundays and Public Holidays



Interpreters

- Indonesian Interpreter Tel: +603 7494 1011 / +603 7494 1009
- Korean Interpreter Tel: +603 7494 1015
- Arabic Interpreter Tel: +603 7494 1007 / +603 7494 1027
- Mandarin Interpreter Tel: +603 7494 1098 / +603 7494 1010
- Japanese Interpreter Tel: +603 7494 1026

* *During your stay, if you require language assistance, please contact your nurse.*

Customer Service

Our Customer Service department is located on the Ground floor.

Tel: 03 7491 9191 / 5566 9191 Fax: 03 7491 8181

Email: smc@sunway.com.my

Operation Hours:

Information Counters

8.00am to 9.00pm (Mondays – Sundays, including Public Holidays)

Customer Service Office

8.30am – 5.30pm (Mondays – Fridays)

8.30am – 1.00pm (Saturdays)

Closed on Sundays and Public Holidays



Accident & Emergency

Our A&E department provides comprehensive care which includes resuscitation, stabilisation, disaster management, general outpatient care and referral to consultant for admission. All patients who seek treatment in the A&E will be triaged at the Triage Counter upon arrival. There are three zones in the A&E department:

- Red Zone
- Yellow Zone
- Green Zone

Tel: 03 7491 1162

Fax: 03 7491 1161

Operation Hours:
24 hours daily



Telemedicine Command Centre

Our Telemedicine Command Centre is the first telemedicine centre in Malaysia to provide 24-hour teleconsultation on health advice, specialists and speciality recommendations, services available, cost estimates and ambulance services to patients from the comfort of their homes.

Tel: 03 7491 9191

Whatsapp: +6019-388 3281

Email: sunmedtcc@sunway.com.my

MEDICAL RECORDS DEPARTMENT

Sunway Medical Centre's Medical Records Department (MRD) provides service for the request of:

- ✓ Completion of insurance form / SOCSO / EPF
- ✓ Written medical reports
- ✓ Investigative reports

Patients' written consent is compulsory for the release of medical information. For patients under 18 years of age, or has a mental incapacity to consent for the release of information, or is deceased, consent is required from the parents / guardian / next-of-kin / legal representative.

Scan QR code to request for your medical report or log on to: sunwaymedical.com/request-for-a-medical-report



How do I apply for a Medical Report?

You may apply for your Medical Report using one of the following methods:

- ✓ Applying at the Medical Record Department Counter (Basement Level, Tower C)
- ✓ Applying via email: sunmedmri@sunway.com.my
- ✓ Applying via mail to: **Medical Records Department**

Sunway Medical Centre Sdn Bhd
Basement Level, Tower C
No 5, Jalan Lagoon Selatan, Bandar Sunway
47500 Selangor Darul Ehsan, Malaysia

What are the documents required?

In order to process your request, we will require the documents listed below. If you wish to request through email, you may attach the completed documents and email to sunmedmri@sunway.com.my.

- ✓ Completed Release Form (must include signature of the patient as proof of consent and authorisation)
- ✓ Photocopy ID of patient (NRIC or Passport)
- ✓ Photocopy ID of requestor (NRIC or Passport), if the requestor is not the patient
- ✓ Where applicable: Formal Application Letter – i.e. Query Letter / Claim Form from Insurance Company, Lawyer Letter, SOCSO form, etc.

How can I contact the Medical Records Department?

You may contact our MRD personnel at:

- ✓ **Phone : +603-7491 1131 (During Business Hours)**
- ✓ sunmedmri@sunway.com.my

How long does it take to get my Medical Report?

Standard Medical Reports and Insurance Claims should be ready for collection 2-4 weeks from the time all required documents and payment are received. There are cases where requests may take longer than the stipulated completion period.

Causes of delays in prompt processing include:

- ✓ Unavailability of doctors (e.g. away on leave)
- ✓ Patients having upcoming clinic appointments
- ✓ Patients are still admitted/hospitalised
- ✓ Patients have multiple reports requested from several doctors
- ✓ Doctor's limited number of sessions at Sunway Medical Centre (e.g. only two sessions per week)
- ✓ Doctors are visiting doctors without clinic sessions at Sunway Medical Centre

Specialist Medical Reports and Workmen Compensation cases may require longer processing time (approximately 30 working days) as a review at the Specialist Outpatient Clinic may be required after the patient has been discharged or an open date given from clinic review.

Requests for investigation reports will be completed in 3-5 working days from receipt of request.

How much is the Medical Report fee?

The fee schedule for the completion of Medical Reports is as per the table below, subject to change from time to time. There may be additional charges imposed on the report, and you will be notified. Any additional fee will be collected from you upon report completion.

REQUEST TYPE	FEES (STARTING FROM)**
Simple Insurance Form/SOCSO/EPF (Completed by Medical Officer – A&E Doctor) Provides brief information on the final diagnosis, procedure conducted and the consultation dates.	RM50
Simple Insurance Form/SOCSO/EPF (Completed by Specialist) Provides brief information on the final diagnosis, procedure conducted and the consultation dates.	RM70
Details Insurance Form/SOCSO/EPF (Completed by Specialist) Provides more detailed information on the diagnosis, procedure conducted, the medical conditions and/or treatment given.	RM105 – RM125
Medical Report - Simple (Written Medical Report by Medical Officer– A&E Doctor)	RM100
Medical Report - Simple (Written Medical Report by Specialist)	RM105 – RM175
Medical Report for Lawyer (Simple) (Written Medical Report by Specialist)	RM175

REQUEST TYPE	FEES (STARTING FROM)**
Medical Report for Lawyer (Intermediate) (Written Medical Report by Specialist)	RM275
Medical Report for Lawyer (Complex) (Written Medical Report by the Specialist that provides a specific opinion or prognosis)	RM530
Photocopy of Medical Certificate/Lab Result/Radiology Report/ others	RM0.50 per copy

**** Subject to change. Additional charges will be borne by the patient if further tests such as x-ray or laboratory procedures are required for the completion of the medical reports.**

What is the mode of payment?

Payment can be made through any of the following:

- ✓ Cash
- ✓ Cheque: To be issued in favour of "Sunway Medical Centre Sdn Bhd"
- ✓ Epayment via iPay88 : A payment link will be emailed to you

How will I receive the Completed Medical Report?

Upon completion of your report, we will contact you to inform you. Depending on your preferred method of release, you may:

1. Collect the report from the MRD counter:
 - ✓ ID verification (NRIC or Passport) is required before collection
 - ✓ Original receipt to be produced at point of collection
 - ✓ If collecting on behalf of the requestor, an authorisation letter signed by the patient is required
2. Receive the report via email:
 - ✓ We will email the report to the email address provided in the Release Form
 - ✓ The file will be encrypted with a password for security
3. Receive the report via mail:
 - ✓ Report will be couriered to the address provided in the Release Form
 - ✓ There will be applicable charges for mailing services

FACILITIES



7-Eleven

The 7-Eleven convenience store is located on Ground floor.



SunMed Cafe

Located on the Lower Ground floor, our cafeteria dishes out healthy and delicious meals to cater to visitors. Open daily for breakfast, morning and afternoon tea as well as lunch.

Operation Hours:

7.00am – 7.00pm Daily



Café Madeleine

Established by Chef Alina, a Le Cordon Bleu trained chef, the menu is carefully planned for a balance & healthy diet. Serving delicious cakes, pastries, coffee and hot meals, Café Madeleine is located on the 2nd floor, Tower B.

Operation Hours:

7.30am – 5.30pm (Mondays – Fridays)

7.30am – 1.30pm (Saturdays)

Closed on Sundays & Public Holidays



Faye's Florist & Gifts

Faye's, located on Ground floor is a retail shop that sells gifts and floral items.

Operation Hours:

9.00am – 9.00pm (Daily)

Public Holidays - subject to changes



Subway

Subway is the undisputed leader in fast, healthy food. Our easy-to-prepare sandwiches are made to order right in front of the customer, precisely the way they want - using freshly baked breads, select sauces and a variety of delicious toppings. Located on Ground floor.

Operation Hours:

8.00am – 8.00pm (Mondays – Sundays)

8.00am – 8.00pm (Public Holidays)



Starbucks Coffee

Get your dose of world renowned coffee or snack on sandwiches, pies, muffins and more at this international retail chain. Starbucks Coffee is located at the Main Lobby on Ground floor.



The Coffee Bean & Tea Leaf Malaysia

The Coffee Bean & Tea Leaf is a composition of the highest quality blend, the right mix of powders, and a passionate barista to cater to your every need.



Kampong Kravers

Indulge in healthy Malaysian delights at this casual dining outlet. Located on the Ground floor.



Juice Lab

You'll be spoilt for choice from fresh juices and smoothies to fruit platters and cut-fruit packets. Located on the Ground floor.



Family Mart

Rethink what you know of ordinary convenience stores; a store combining a wide array of offerings in one single location. Located on Ground and Lower Ground floor.



llaollao

Small Pleasures, Great Flavours. Indulge in smooth and refreshing frozen yogurt that served in variety of sizes and various kinds of toppings. Located on the Ground Floor.



ATM

Three ATMs by Maybank, HSBC and Public Bank are available on Ground floor.



Free Wi-Fi

Free Wi-Fi is available throughout the hospital.



Multi-storey Carpark

There are a total of 1,470 parking bays in Tower A and Tower D. There are two dedicated parking bays for the handicapped on each floor. Second floor carpark is allocated for pregnant mums and families with infants.



Parking Autopay Machines

Parking Autopay Machines are available on Ground floor, 1st floor, 2nd floor and 3rd floor at Tower A and Ground floor at Tower D.



Playrooms

Playrooms are available at Eye Centre (1st floor, Tower B), Outpatient Department (2nd floor, Tower B) and Ward 5B (5th floor, Tower C).



Prayer Rooms

The Surau is located on Basement, Tower C (near to Cancer Centre), Lower Ground floor, Tower B (next to Laboratory) and 4th Floor, Tower A (next to SunMed Convention Centre). Quiet Room (located on 3rd Floor, Tower B) is also available for non-Muslims, visitors or patients to pray.



Security

The hospital's security team is reinforced with Auxilliary Police personnel in patrolling the hospital premises. State-of-the-art CCTVs are placed around the hospital to assist in safeguarding our patients and visitors.

Operation Hours:

24 hours daily



Washrooms

Washrooms are available on all floors of the hospital.



Delivery Suites

We have a total of 9 rooms in Delivery Suites in the Labour Ward.



Smoke-Free Hospital

Sunway Medical Centre is designated as a smoke-free hospital in order to create a healthy and safe environment for our patients, visitors and employees. We fully adhere to regulations set out by the Ministry of Health, Food and Tobacco Act, Occupational Safety & Health Act, and Factory & Machinery Act in ensuring all premises within the hospital remain smoke-free. In addition, sale of tobacco products is not allowed in the hospital.



ICU/CCU/HDU

Part of the Critical Care Unit, the ICU, CCU, HDU provide critical care services to medical, surgical and cardiac patients, paediatrics and the elderly. These units are located at 3rd floor, Tower B.

Number of beds: 57

Intensive Care Unit (ICU): 16

High Dependency Unit (HDU): 41

Breastfeeding helpline (Available 24hrs)

Tel: 03 7491 1458

Let us help you in your concerns or questions about breastfeeding.



Nursery & Photo Therapy Unit

Nursery caters to newborn babies that include facilities and medical technologies for in-patients and 24 hours nursing services. Our nursery consists of 21 bassinets, 2 Isolation Rooms, 10 phototherapy beds, and 1 Treatment Room. Babies under photo therapy are only allowed visitation by parents with identification tags. Strictly no visits or discharge of baby allowed if tags are not shown. Nursery is located on 2nd floor, Tower B.
The breastfeeding nurse will guide and advise you regarding breastfeeding. She is available from:
8.30am – 5.30pm (Mondays – Fridays)
8.30am – 1.00pm (Saturdays)



NICU

The Neonatal Intensive Care Unit (NICU) is part of the Nursery Care. All critically ill babies who are born at gestation age of 28 weeks and are within the 30 days of life and above are admitted to the NICU. The NICU can accommodate up to 6 babies. NICU is on 2nd floor, Tower B.



Nursing Room

The nursing room is available at Outpatient Department (2nd floor), Post Natal Ward (2nd floor), Paediatrics Ward (5th floor), all at Tower B.



Operating Theatres

The operating theatres are located at 3rd and 4th floor, Tower B.

- 13 operating theatres
- Two suites have AV linkage to SunMed Convention Centre for live telecast of surgical procedures.



Surgical Daycare

Surgical Daycare is a ward for patients who require surgery and are fit to return home within a day (24 hours). Daycare is located at 4th floor, Tower B.

- 16 beds and 5 reclining chairs
- Contains an Admission Counter for patient registration and discharge.

SunMed CONVENTION CENTRE

SunMed Convention Centre

A highlight of Sunway Medical Centre includes a convention centre – aptly named the SunMed Convention Centre. The multipurpose hall seats up to 500 pax and has audio-visual linkage with two of the operating theatres to enable live telecast of surgical procedures.

Video-conferencing facilities are also available upon request.

Located on 4th floor, Tower A, SunMed Convention Centre caters to health related seminars, staff trainings, meetings exhibitions and conferences.

Email : sunmedpr@sunway.com.my

OTHER MEDICAL FACILITIES



Out Patient Department (Specialist Clinics)

Tel: 03 7491 9191

Our Out Patient Department provides outpatient services that are related to Surgical, Medical, Paediatric and Obstetrics & Gynaecology specialties and subspecialties.

Operation Hours:

8.30am - 5.00pm (Mondays - Fridays)

8.30am - 1.00pm (Saturdays)

Closed on Sundays and Public Holidays

Locations:

Tower A, 5th Floor

Tower B, 1st and 2nd Floor

Tower C, 1st Floor



Cathlab Service

Cathlab is located on Level 3, Tower B. The unit provides elective and emergency invasive interventional catheterization for diagnostic and treatment under fluroscopy such as coronary angiogram, peripheral angiogram, vascular angiogram and cerebral angiogram.

Operation Hours:

8.30am - 5.30pm (Mondays - Fridays)

Closed on Saturdays, Sundays & Public Holidays

Clinical Psychology

Tel: 03 7491 1280

The clinical psychology service in Sunway Medical Centre provides psychological assessment, consultation, counselling, and intervention services to support children, teenagers, and adults experiencing a range of emotional, behavioural and learning difficulties.

Location:

Tower B, 2nd Floor

Operation Hours:

9.00am - 5.00 pm (Mondays - Saturdays)

Closed on Sundays & Public Holidays



Supportive & Palliative Care Service

Tel: 03 7491 6417 / 6411/ 1005

The Supportive & Palliative Care Service provides patients with advanced life-limiting conditions like advanced cancer, end-stage organ failure, neurodegenerative diseases and advanced dementia with comprehensive symptoms and needs assessment and management using a multi-disciplinary approach. The objectives of the service include improving patients' quality of life by ensuring optimal symptom control, and providing psychosocial, emotional and spiritual support for the patient and their family caregivers, and good end-of-life care and bereavement support if appropriate. Services are available in the inpatient, outpatient, and home palliative care settings.



Operation Hours:

9.00am - 5.00pm (Mondays to Fridays)

9.00am - 12.30pm (Saturdays)

Closed on Sundays and Public Holidays.

Location:

Tower A, 5th Floor, Outpatient Clinics

Tower B, 6th Floor, Ward 6B

Medical Support Care

Tel: 03 7491 1196

Medical Support Care (MSC) is a medical stepdown service that provides packaged inpatient subacute care for qualified patients. The patients suitable for this service are medically stable, but do not require acute hospital services, and yet still require in-patient secondary hospital care due to their reduced physical function, social issues and ongoing medical needs, which prevent hospital discharge.

MSC includes consultant physician led medical management, coordinated skilled nursing care and basic rehabilitative services. We manage the overall healthcare plan for patients with an aim to improve patients' overall quality of life and preparation for a safe discharge.



Operation hours:

9.00am - 5.00pm (Mondays to Fridays)

9.00am - 12.30pm (Saturdays)

Location:

Tower B, 6th Floor, Palliative Care

Administrative Office



Medical Records Office

Tel: 03 7491 1131

The Medical Records Office is located at Basement, Tower C.



Clinical Research Centre

Tel: 03 7491 1256

The Clinical Research Centre is established for the purpose of facilitating Quality Clinical Practice for the advancement of medicine and the benefit of patients, by partnering with Pharmaceutical Industries, Universities, Malaysian Ministry of Health, and other Research Centres.



Dialysis Centre

Tel: 03 7491 1135

Our Dialysis Centre treats ambulatory and hospitalised patients suffering from kidney related conditions. The centre has 20 units of dialysis machines inclusive of specially designated machines for Hepatitis B, Hepatitis C and unknown cases. Located at Lower Ground floor, Tower B.

Operation Hours:

7.00am – 9.30pm (Mondays-Saturdays, including Public Holidays)

Closed on Sundays



Laboratory

Tel: 03 - 74919191 Ext. 77000

Our clinical pathology laboratory is backed by well-trained and skilled professionals with quality and timely delivery of services. The laboratory provides a diverse range of diagnostic and preventive laboratory tests. Our laboratory is Malaysia's first laboratory to be awarded the MS ISO 15189: 2007 accreditation standard for the scope of Chemical Pathology, Haematology, Microbiology, Histopathology and Cytology. Our laboratory is also the first clinical pathology laboratory in Malaysia to receive the Westgard Sigma Verification.

Phlebotomy Sites	Location	Operation Hours
5th Floor, Outpatient Department	Tower A	8.30am – 1.00pm (Mondays - Fridays)
LG Floor, Laboratory	Tower B	7.00am – 6.30pm (Mondays - Fridays) 7.00am – 1.30pm (Saturdays)
1st Floor, Outpatient Department	Tower B	7.30am – 5.00pm (Mondays - Fridays) 7.30am – 1.00pm (Saturdays)
2nd Floor, Outpatient Department	Tower B	8.30am – 1.00pm (Mondays - Saturdays)
1st Floor, Outpatient Department	Tower C	8.30am – 1.00pm (Mondays - Saturdays)
LG Floor, Outpatient Department(Oncology)	Tower C	8.30am – 1.00pm (Mondays - Saturdays)



Special Haematology Laboratory

Tel: 03 74919191 Ext. 29100

Our Laboratory offers the following tests:

- **Hematopoietic cell collection and cryopreservation** - Hematopoietic cell transplantation represents a critical approach for the treatment of many malignant and non-malignant diseases. The foundation for these approaches is the ability to cryopreserve hemopoietic stem cells (HSCs) for future use. Cryopreservation is a critical step in the storage and transportation of HSCs, the efficient cryopreservation methods must offer high thawing efficiencies and maintain the pluripotency and differentiation potential of the cells.
- **Immunophenotyping** is a technique used to study the protein expressed by cells. This technique is commonly used in basic science research and laboratory diagnostic purpose.

- **Extracorporeal photopheresis** or also called photoimmune therapy, is a procedure that treats graft versus host disease (GVHD, a disease caused when donated stem cell graft attacks normal tissue) or cutaneous T-cell lymphoma (CTCL).

Operation Hours:

8.30am – 5.00pm (Mondays-Fridays)

8.30am – 1.00pm (Saturdays)

Closed on Sundays and Public Holidays



Genetic and Molecular Diagnostics Laboratory

Our laboratory offers a wide range of molecular test services which includes infectious disease, molecular oncology, molecular hematology, cytogenetics, and genetic screening test to our patients. We work closely with various specialists (Infectious Disease Specialists, Oncologists, Obstetrics & Gynecologists, Fertility Specialists, Genetic Clinic, Pathologists, etc to ensure that patients receive the appropriate advice before and after ordering the genetic tests. Genetic & molecular test results are used by clinicians and patients to monitor disease progression and treatment option, to aid clinical diagnosis, clinicians' decisions on relevant therapies, and for early intervention of genetic disorders.

Operation Hours:

8:30am- 5:00pm (Mondays- Fridays)

8:30am- 1:00pm (Saturdays)

Closed on Sundays & Public Holidays

*Note: COVID-19 RT-PCR testing is available daily, including Sundays & Public Holidays. *Subject to further updates*



Pharmacy

Sunway Medical Centre's Pharmacy provides a range of comprehensive quality pharmacy services to patients and customers. This includes inpatient, outpatient, cytotoxic drug reconstitution and clinical pharmacy. Pharmacy adheres to stringent storage requirements, monitoring processes and procedures to ensure that quality medication and other supplies are dispensed to the various departments of Sunway Medical Centre and their patients in an effective, efficient and accurate manner.

Operation Hours:

Ground Floor Tower B & Tower C, 24 hours Daily

Other Satellite Pharmacies:

8.30am – 6.00pm (Mondays – Fridays)

8.30am – 2.00pm (Saturdays)

Closed on Sundays & Public Holidays



Radiology

Tel: 03 7491 1175

We provide a variety of highest quality advanced imaging services and good patient care. Services available in radiology include: General Radiography, CT Scan, 3T MRI, Diagnostic Ultrasound, Full Field Digital 3D Mammography, Fluoroscopy Contrast Study, Bone Mineral Densitometry and OPG (Orthopantomogram). Radiology is located at Ground floor, Tower B and 4th Floor, Tower A.



Sleep Study Lab

Tel: 03 7491 9191 ext. 71050 / 71051

Our Sleep Study Lab, located on 3rd floor, Tower B, is a test to diagnose sleep related problem especially Sleep Apnoea. The test will be done overnight in a room resembles a typical bedroom. For patients with confirmed Obstructive Sleep Apnea (OSA), we provide CPAP trial service to reduce the OSA, hence improve their sleep quality.



Non-Invasive Cardiac Laboratory

Tel: 03 7491 9191

Located on 1st floor, Tower B, the services offered to diagnose cardiac condition, includes Echocardiogram, Treadmill Stress Test, Resting Electrocardiogram (ECG), 24 hours & 48 hours Holter, Ambulatory Blood Pressure Monitoring and Cardiac Event recorder



Special Diagnostics Centre

Tel: 03 7491 9191

Located on 1st floor, Tower B, the service offered Lithotripsy (treatment for kidney stone), Uroflowmetry, Electroencephalogram (EEG), Nerve Conduction Study (NCS), Evoked Potential study (EP), respiratory test for patients with lung disease, 6-minutes walk test, Spirometry, Body Plethysmography, Lung Volume, Diffusing Capacity of Lung for Carbon Monoxide (DLCO) and Vascular studies; Ankle Brachial Index and Photoplethysmography (Finger and Toe pressure).



Retail Pharmacy

Tel: 03 7491 1479

Pharmacy Tower A acts as a one stop solution for specialised patient care items and complements existing hospital services. Taking a patient-centric approach, and offering more than just drug information and advice, it also offers health improvement programmes such as smoking cessation programme. Pharmacy Tower A is located at Ground floor, Tower B.

Operation Hours:

8.00am – 8.00pm (Mondays – Saturdays)

Closed on Sundays & Public Holidays



Sunway Home Healthcare (SunMed@Home)

Tel: 03 5033 7988

Sunway Home Healthcare is a center that provides community total healthcare needs from home medical care, home skill nursing, home care giving, home physiotherapy, home medical nutrition therapy, and medical equipment rental. Our multidisciplinary health care team provide patient centered care with specific treatment such as wound care, postnatal care, stroke or rehabilitation treatment and palliative care.

On-call tel: 019 216 6477 (9am - 9pm)

Office Hours:

8.30am – 5:30pm (Mondays – Friday)

8:30am – 1pm (Saturdays)

Closed on Sundays & Public Holidays



Sunway TCM Centre

Tel: 03 5886 1818 / 03 5886 1811 (HQ)

Sunway TCM Centre incorporates traditional and complementary medicine into the western healthcare world in order to provide leading-edge clinical practice and modern technologies. It offers personalised and tailored treatment plans by understanding the normal function and disease processes, emphasising on prevention of illnesses, and promoting self-healing ability. TCM encompasses many different practices, including chinese herbal medicine, dietary therapy, acupuncture, moxibustion, tui na (Chinese massage), guasha and more.

Kuching branch tel: 082-463 791

WhatsApp: 011-5953 7993 / 011-2070 8480

Website: www.sunwaytcm.com

CENTRES OF EXCELLENCE



Behavioural Health Centre

Tel: 03 7491 9191

In Sunway Medical Centre, we have psychiatrists and clinical psychologists to guide people manage daily life challenges, emotional distress, and mental health issues. They also assist in behavioural/lifestyle interventions for chronic illness (e.g. diabetes, coronary heart disease, chronic pain, stroke, cancer).



Bone & Joint Centre

Tel: 03 7491 9191

We offer a fully comprehensive range of consultations and surgical procedures, ranging from advice and clinical care for rheumatic disease and sports-related injuries, to history-making total joint replacement surgery using computer navigation. We offer therapy and interventional practices to help patients overcome bone and joint problems, as well as offering joint replacement surgeries, lumbar and spine surgeries.



Breast Care Centre

Tel: 03 7491 1472

Sunway Medical Centre's Breast Care Centre aims to provide an integrated and holistic approach to improve and restore total well-being and self-esteem for women on breast related issues. Our goal is to improve access, coordination of care, education and support for those requiring breast care.



Children Health Centre

Tel: 03 7491 9191

Our child health services provide medical care and preventative services for the physical, mental and behavioural healthcare of infants, children and adolescents from 0 to 15 years old. Our paediatricians take utmost care to screen, prevent, diagnose, treat and manage any health problem affecting young patients.



Cancer Centre

Tel: 019-2971185

We offer a comprehensive range of oncology services based on the latest research and technology. In 2020, we are awarded by the Global Health and Travel as the best Radiation Oncology Service Provider of the Year in the Asia Pacific.

Unless specified, **Centres of Excellence** Operation Hours:

8.30am – 5.30pm (Mondays – Fridays)

8.30am – 1.00pm (Saturdays)

Closed on Sundays & Public Holidays

The multi-disciplinary team approach, coupled with the latest leading edge treatment solutions have placed us at the forefront of offering personalised treatment options for our patients and allow us to move away from “one-machine-fits-all” approach to give patients the best clinical outcome.

We also conduct multidisciplinary tumour board meetings to review cancer patients from an exclusive and multi-disciplinary perspective. The meeting brings together different consultants to review the patient’s diagnosis for the best outcome management.

It also has a Chemotherapy Day Ward comprising of 6 beds, 29 reclining chairs, 3 single rooms for patients who need oncology treatment.

Website: www.sunwaycancercentre.com



Dental Services

Tel: 03 7491 9191/ 1293

Our dental centre offers comprehensive oral care services including general check-ups, scaling, polishing, treatment for dental nerves and gums, dentures, extraction, dental treatment for children and those with special needs as well as treatment of maxillofacial related diseases. The centre is equipped with the latest facilities to assist these procedures.



Diabetes Care Centre

Tel: 03 7491 1139 / 1149

The Diabetes Care Centre educates and provides resources on diabetes. The centre also aims to increase awareness of this chronic illness to patients and their caretakers. Our Consultant Endocrinologists work closely with Diabetes Nurse Specialists and Dietitians in providing counseling to patients.



Dietetics & Nutrition Services

Tel: 03-74919191 Ext. 71152

Our team of qualified and dedicated dietitians provide evidence based nutrition information and counseling to all age groups of patients with different diseases. During hospitalisation, dietitian performs malnutrition assessment and provides medical nutrition therapy for patients with special needs in order to support the recovery process. Our support team, Diet Technicians will assist patients in making right food choices that suitable to their medical condition.

Our Dietitian team also provides community-based services e.g. health talks, workshops, menu analysis and design for restaurants, hotels and schools. LEAN Club is our special designed weight management program for children and adults.



Digestive Health Centre

Tel: 03 7491 1171

The Digestive Health Centre offers integrated services for a complete range of digestive health screening that includes the digestive tract, pancreas and liver.



Ear, Nose & Throat

Tel: 03 7491 9191

Ear, Nose and Throat (ENT) or Otolaryngology is a medical speciality relating to the ear, nose and throat, including the head and neck. Some conditions relating to this branch of medicine include laryngitis, earache, tinnitus, hearing loss and more. One of the niche procedures that the ENT surgeon performs is the cochlear implant surgery for patients with profound hearing loss.



Eye Centre

Tel: 03 7491 6466

The Eye Centre is a one-stop-centre that has a team of Ophthalmologists (Eye Surgeons), Orthoptists (provide vision therapy that involves eye exercises), and an Ocularist (specialises in the fabrication and fitting of prostheses for patients who have lost an eye due to trauma or illness). The centre also performs cornea transplants.



Fertility Centre

Tel: 019 338 1681

At Sunway Fertility Centre, our aim is to assist you to complete the journey of conceiving the child of your dreams to bringing home your bundle of joy. Our team of specialists is committed to combining quality medical care with an individualised, warm and compassionate approach using the least invasive method of treatment that is suited to your needs.



Foot & Ankle Centre

Tel: 03 7491 9191

Offering the latest diagnostic and treatment technologies and procedures to ensure the best podiatric treatments are available. We look into areas beyond surgery, from conservative care for your foot to innovative treatments for faster recovery.

Unless specified, **Centres of Excellence** Operation Hours:

8.30am – 5.30pm (Mondays – Fridays)

8.30am – 1.00pm (Saturdays)

Closed on Sundays & Public Holidays



Hand & Microsurgery

Tel: 03 7491 1182

Our Hand and Microsurgery Centre offers the latest techniques and specialised expertise in the reconstruction and rehabilitation of the hand and wrist. Here, the surgeon works under microscopic magnification with specially designed instruments to repair structures, reconnect amputated parts and reconstruct damaged tissues.



Heart & Vascular Centre

Tel: 03 7491 9191

The Heart & Vascular Centre provides a breadth of specialised cardiac services for the diagnosis and treatment of Ischaemic Heart Disease, Cardiac Rhythm Disorders, Vascular Disease and Vascular Disorders. We are a comprehensive cardiac centre where care is delivered in an integrated manner.



Neuroscience Centre

Tel: 03 7491 9191

Here at Sunway Medical Centre, we understand the severity of the impact to both the patient and family when something goes wrong in the functioning of the neurological system. Here at our Neuroscience Centre of Excellence, we offer diagnostics, surgery, and rehabilitation provided by a team of highly-trained professionals who are single-minded in their dedication to providing best care possible for our patients.



Nuclear Medicine Centre

Tel: 03-7494 1017

Nuclear Medicine is a medical speciality involving the application of radioactive pharmaceuticals to diagnose and treat disease. In diagnostic nuclear medicine, single-photon emission computed tomography-computed tomography (SPECT-CT) and positron emission tomography-computed tomography (PET-CT) are the two most common hybrid imaging modalities. Nuclear medicine imaging differs from radiology as the emphasis is on the function and metabolic activity of tissues and organs. In nuclear medicine therapy, special radiopharmaceutical with short-range effects is used to destroy abnormal cells. This treatment is also called targeted radionuclide therapy; because the radiopharmaceutical selectively irradiates and damages abnormal cells while limiting radiation exposure to healthy tissue.



Rehabilitation Medicine Centre

Tel: 03 7491 1101

Backed by a team of allied health professionals and consultants as well as equipped with the latest and advanced facilities as well as devices, such as Robotic and Virtual Rehabilitation Devices. Rehabilitation Medicine Department in Sunway Medical Centre provides seamless rehabilitation services to patients and their family members/ caregivers. Our dynamic

team includes:

- Rehabilitation Physician
- Occupational Therapists
- Physiotherapist
- Exercise Physiologist



Spine Centre

Tel: 03 7491 9191

The Spine Centre team, consisting of Spine Surgeons and Physiotherapists, looks into this critical area of the human structure. Services include spine related insight, treatment and research dedicated to treating back pain and spinal conditions.



Speech & Hearing Centre

Tel: 03 7491 1280 / 012 7747 657

The dynamic team of Audiologists and Speech-Language Therapists at our centre is committed to make a positive difference by optimising potential in people affected by communication and swallowing disorders. Services offered include:

- Cochlear Implant Programme
- Complete screening, diagnostic and rehabilitation services in the areas of Audiology and Speech-Language Therapy are available for persons at all ages
- Newborn Hearing Screening
- Swallowing Assessment and Treatment

Operation Hours:

8.00am – 5.30pm (Mondays – Saturdays)

Closed on Sundays & Public Holidays



Stroke Centre

Tel: 03-5566 8888

Our Stroke Centre is supported by a comprehensive list of specialists including neurologists, neurointerventionalists and neurosurgeons. It is also backed by a full-fledged Accident & Emergency Department (A&E) team who are available 24-hours. The centre offers established triage, diagnosis and treatment options through advanced stroke imaging methods with dedicated stroke wards.

Unless specified, **Centres of Excellence** Operation Hours:

8.30am – 5.30pm (Mondays – Fridays)

8.30am – 1.00pm (Saturdays)

Closed on Sundays & Public Holidays



Robotic Surgery Centre

Tel: 03-7491 1394

Robotic Surgery is a type of minimally invasive surgery (MIS) in which the surgeon is assisted by a computer-driven system that moves the surgical instruments remotely. Also referred to as laparoscopic surgery, the adoption of this technology allows broader visualisation of the operative field and precision control of surgical instruments in robotic surgery, an advantage that has proven clinical benefits to patients.



Urology Centre

Tel: 03 7491 9191

Consists of urologists who treats urological conditions such as kidney stones, benign prostatic hyperplasia, urinary tract infections, erectile dysfunction, etc.

Comprehensive urologic services - from screening and diagnosis to laboratory analysis, treatment and surgery supported by the team from our Special Diagnostics department.



Wellness Centre

Tel: 03 7491 1198

Our Wellness Centre provides screening programmes and personalised consultation by Medical Officers and Consultants in various specialities on lifestyle changes to manage health risks such as ischemic heart disease, hypertension, diabetes mellitus, hypercholesterolemia and other diseases.



Wound Care Centre

Tel: 03 7491 1349/ 1077

Our Wound Care Services aim to provide a holistic, patient-centred wound care service that is established on evidence-based practice. Our skilful and experienced Wound Care Nurses work closely with our consultants to assess, dress and monitor your wound healing progress. Advance wound dressing products and technologies are also employed to speed-up your healing process, allowing you to return to your daily life as soon as possible.



Women's Health Centre

Tel: 03 7491 9191

We offer a full range of gynaecological health care and family planning services. Besides specialising in pre- and post-natal care, infant development, and mother and baby wellness, our team is on hand to support women through routine annual exams, pap smears, infertility and menopause.

CLEAN HANDS SAVE LIVES

WHAT IS YOUR ROLE AS A PATIENT?

- Be courageous and remind the staff to clean their hands before they attend to you.
- Promptly remind visitors to clean their hands before and after they visit you.
- Keep reminding yourself to always keep your hands clean.

WHY CLEAN YOUR HANDS?

- To prevent the spread of disease
- To reduce bacterial count on your hands
- To keep you and your loved ones healthy



HOW TO CLEAN YOUR HANDS

HOW TO HAND RUB?

Hand rub should be performed when hands are not visibly soiled for at least
20 – 40 seconds

1. Dip all fingers of right hand into left solution. Pour hand rub solution over to right palm and dip all fingers of left hand into hand rub solution



2. Rub hands palm to palm

3. Right palm over left dorsum with interlaced fingers and vice versa



4. Palm to palm with fingers interlaced

5. Interlock fingers and rub the back of fingers of both hands



6. Rotational rubbing of left thumb clasped in right palm and vice versa

**For the procedure involving the wrist, should perform rotational rubbing of right wrist clasped in left palm and vice versa*

HOW TO HAND WASH?

Hand wash should be performed when hands are visibly soiled for at least
40 – 60 seconds



1. Rub hands palm to palm



2. Right palm over left dorsum with interlaced fingers and vice versa



3. Palm to palm with fingers interlaced



4. Interlock fingers and rub the back of fingers of both hands



5. Rub thumb in a rotating manner followed by the area between index finger & thumb



6. Rub fingertips on palm for both hands

**For the procedure involving the wrist, should perform rotational rubbing of right wrist clasped in left palm and vice versa*

Sunway Medical Centre Sdn Bhd

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No. 5, Jalan Lagoon Selatan,
Bandar Sunway,
47500 Selangor Darul Ehsan,
Malaysia.

☎ +603-7491 9191 / 5566 9191

☎ +603-7491 8181

✉ smc@sunway.com.my

Find us on:



🌐 sunwaymedical.com

