



PATIENT HANDBOOK

For patients, their carers,
families and friends



Level 10

- Future Expansion

Level 9

- Child Development Department
- Consultation Suites
- Pharmacy

Level 8

- Ward 8F / 8G
- Health Screening
- Consultation Suites
- Radiology

Level 7

- Future Expansion
- Consultation Suites
- Pharmacy
- SunMed Presidential Suite

Level 6

- Ward 6F / 6G
- Neuro Screening Department
- Consultation Suites
- Pharmacy
- Ward 6C / 6D

Level 5

- Future Expansion
- Cardiology Screening Department
- Consultation Suites
- Pharmacy
- Ward 5C / 5D

Level 4

- Paediatric Intensive Care Unit
- Operating Theatre (OT)
- Wound Care Centre
- Orthopaedic Clinic
- Consultation Suites
- Pharmacy
- Carpark Tower D
- Ward 4C / 4D

Level 3

- Central Sterile Services Department (CSSD)
- High Dependency Unit (HDI)
- Rehabilitation Medicine Department
- Carpark Tower D
- Ward 3C / 3D

Level 2

- Carpark Tower E
- Radiology
- Carpark Tower D
- Ward 2C / 2D
- Nursery

Level 1

- Carpark Tower E
- MRI Centre
- Starbucks Tower D
- Carpark Tower D
- Consultation Suites
- Pharmacy

Level G

- Carpark Tower E
- Endoscopy
- Admission & Discharge
- International Patient Centre
- Japanese Patient Centre
- Digestive Health Centre
- The Coffee Bean & Tea Leaf
- Faye's Florist
- Family Mart
- Pharmacy
- Lobby Tower C

Level LG

- Carpark Tower E
- Kitchen
- Body Hold
- Housekeeping
- Cancer & Radiosurgery Centre
- Pharmacy
- Chemotherapy Day Ward
- Oncology Consultation Suites
- Dialysis Centre

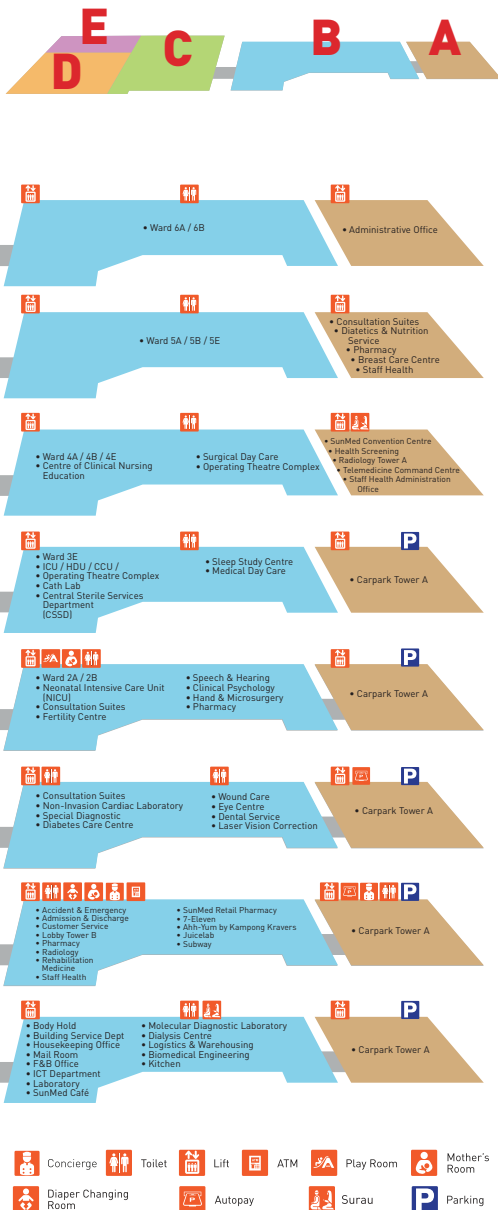
Basement

- Pharmacy Store
- Logistics & Warehousing
- Building Services Dept
- Biomedical Engineering
- Operator Call Centre
- Carpark Tower D
- Nuclear Medicine Centre
- Medical Record
- Special Haematology Lab
- Cancer Centre
- Radiation Therapy

Basement 2 & 3: Carpark

SUNWAY MEDICAL CENTRE®

Sunway City Kuala Lumpur



Contents

Map of SunMed	
Message 4
Vision & Mission 5
Patient's Rights & Responsibilities 6
Grievance Process Flow 8
Personal Data Protection Notice 9
Visiting Hours 16
Jakim Halal Certification MS 1500:2009 17
Admission and Discharge Guide 18
• Medical & Surgical (Adults)	
• Admission Process Flow	
• Discharge Process Work Flow	
• Surgical Daycare	
• Paediatrics	
• Maternity	
In Case of Pain 28
Your Health & Safety 29
• Medication Safety	
TV Guide 30
Patient Services 32
Medical Records 34
Facilities 37
Other Medical Facilities 41
Centres of Excellence 49
Other Services 58
Clean Hands Save Lives 60
Reports and Teleconsultation 62
Radiology Online Report Guide 63

Dear Guest,

Welcome to Sunway Medical Centre, Sunway City.

Thank you for choosing us as your preferred healthcare provider. Here at Sunway Medical Centre, Sunway City, compassion is the heart and foundation of our service. Hence, we are committed to ensuring your stay here is as comfortable as possible, allowing you to focus solely on your recovery.

As the largest private quaternary hospital in Malaysia, we continuously strive to set new benchmarks in the healthcare industry. Accredited by both the Australian Council on Healthcare Standards (ACHS) and the Malaysian Society for Quality in Health (MSQH), our dedication is to provide exceptional quality care and treatment for our patients and guests, maintaining an unparalleled standard of service expected from a top hospital in Malaysia.

Centred on three core areas which serve as a cornerstone of our philosophy; clinical excellence, operational efficiencies, and patient experience, Sunway Medical Centre, Sunway City made history in being named one of the top 250 best hospitals globally by Newsweek, the first time any Malaysian hospital made it to the list. In addition, we have also been conferred the titles of Hospital of the Year and Health Promotion Initiative of the Year in the Malaysian categories at the Healthcare Asia Awards 2024.

Our commitment to clinical and operational excellence is reflected in our facilities, located in 6 towers. As of March 2024, we currently house 724 licensed beds and with a total of 1,100 beds in the near future, boasting the most number of beds among private hospitals in Malaysia. With 28 Centres of Excellence across various medical specialities, more than 3,500 healthcare professionals, 95 critical care beds and 18 operating theatres, we ensure comprehensive care tailored to our patients' needs.

Moreover, as we acknowledge the unique requirements that our children need, the hospital has set up a dedicated emergency department for them, located at Tower D. This ground-breaking initiative sets us apart as one of the country's exceptional private hospitals with such specialised infrastructure.

We also embrace cutting-edge technology, including integrating robotics into our surgical procedures which allows us to be more precise and meticulous. Adopting state-of-the-art innovations has enabled us to achieve significant milestones, among others, in cancer treatment, orthopaedic and joint replacement surgeries. Together with technology, our healthcare professionals are committed to addressing your needs efficiently. Whether it is our skilled doctors or our attentive staff, rest assured, you are in capable hands.

For your added comfort, our in-patient rooms are equipped with readily-available amenities such as satellite television and free Wi-Fi to remain connected with the world as well as your loved ones. Additionally, our hospital houses various retail and dining outlets to choose from, for you and your visitors' convenience. Beyond the hospital's walls, take the opportunity to also explore our surrounding vicinity within the vibrant Sunway City, filled with numerous attractions and amenities, ensuring a more holistic experience during your stay.

We would like to thank you for entrusting us with your care. We hope your journey with us is exceptional, and we wish you a smooth and speedy recovery.

Warm regards,



Dr Seow Vei Ken

Chief Executive Officer,
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 teams

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 and 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

PATIENT'S RIGHTS AND RESPONSIBILITIES



The patient has 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 the patient is 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 the patient and the family member (if desired / applicable) or the people the patient want to in decision making and consent to treatment in their healthcare.

Consultation. The patient has the right to consult any consultant / specialist. The patient can also 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 their 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.

Spiritual and Religious Belief. Patient / family members may inform the healthcare professionals should they need religious or spiritual support.

Refusal of Treatment. The patient may refuse treatment to the extent permitted by law.

The patient has 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.

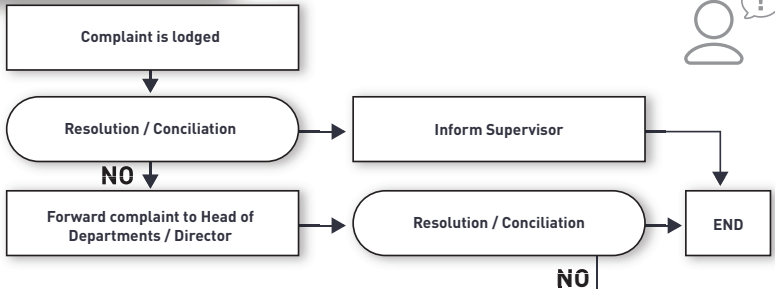
Spiritual and Religious Belief. The patient may inform the healthcare professionals should they need religious or spiritual support.

Pain Management. The patient is responsible for notifying the staff about their needs regarding pain and/or the effectiveness of pain control.

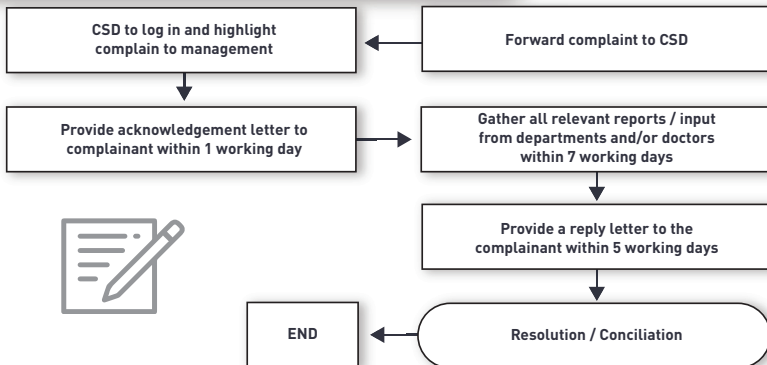
Respect and Consideration. The patient is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of visitors. The patient is responsible for being respectful of the property and the hospital.

GRIEVANCE PROCESS FLOW

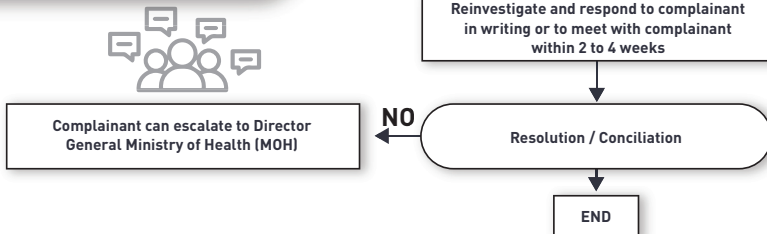
DEPARTMENT



CUSTOMER SERVICE DEPARTMENT (CSD)



CEO/MEDICAL DIRECTOR



PERSONAL DATA PROTECTION NOTICE

Sunway Group of Companies, including Sunway Berhad, Sunway Healthcare Holdings Sdn Bhd, subsidiaries of Sunway Healthcare Holdings Sdn Bhd, subsidiaries of Sunway Berhad, and Sunway Education Group Sdn Bhd ("Sunway") respects and is committed to the protection of your personal information and your privacy. In this Personal Data Protection Notice, "we", "us" and "our" refers to Sunway, and "you" and "your" includes third parties whose personal data you have provided to Sunway.

Your data user is Sunway Medical Centre Sdn Bhd.

This Personal Data Protection Notice explains how we collect and handle your personal information, including your sensitive personal information in accordance with the Malaysian Personal Data Protection Act 2010. Please note that Sunway may amend this Personal Data Protection Notice at any time without prior notice and will publish the amended or revised Personal Data Protection Notice on our website or by email.

We may collect and process personal data of children under the age of 18 years old. If you are under 18 years old, please obtain your parent's or guardian's consent before you provide your personal data to Sunway. If we learn that we have collected such information from a child under 18 without verification of parental consent, we will delete the information. If you believe we might have any information from or about a child under 18 without parental consent, please contact us at the information provided below.

Note that your sensitive personal data (e.g. your physical or mental health or condition) and your medical information (e.g. patient medical history, diagnostics, allergies) will not be shared or disclosed to any entity unless where you have provided your express, written consent.

(1) Personal information

1.1 Type of personal information

Personal information means any information which relates to you or any other third party related to you which was collected or provided to Sunway for the purposes stated in Section 2 below.

We process your personally identifiable information which may include your name, NRIC number, contact details, financial and banking account details, medical history and information, information regarding your family, relatives or third party that you provide to us, your preferences in relation to products and services you purchase from us, CCTV/security recordings, location tracking/GPS information, other types of information as stated in this link (<https://www.sunway.com.my/personal-information/>), and all other information which are provided by you to Sunway via these channels:

- Sunway's website and 3rd party websites affiliated with Sunway
- Mobile application from Sunway
- Electronic forms from Sunway
- Physical forms from Sunway
- Email
- Social media and communication messaging platform

1.2 Source of personal information

(i) Patient or potential patient/customer, parent or guardian of patients or potential patients/customers: Sunway 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: Sunway 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: Sunway 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, parent or guardian of patients or potential patients/ customers, independent consultants, potential independent consultants, vendors, suppliers or service providers: Your personal information is collected and further processed by Sunway as required or permitted by law and to give effect to your requested commercial transaction, including the following:

- to process your requested medical products and 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 Sunway, including sharing your personal data with other independent consultants within Sunway 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 conduct and support internal marketing analysis and analysis of patient/customer patterns/habits, choices and engagement with Sunway's related companies, subsidiaries, holding companies and affiliate companies;
- to be collected and stored into a central repository that is accessible by Sunway related companies, subsidiaries, holding companies and affiliate companies;
- to create and deliver personalised products and services that are unique to you to enhance your customer experience;
- to provide you a more seamless customer experience;
- to support research and innovation of our products and services;
- to store and carry out data analytics processes;
- to improve our products and services;
- for matching of loyalty points provided by a third party/business partner to advertise and market products and services to you;
- for collaborations with a business partner to advertise and market products and services to you;
- to comply with Sunway'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 send you seasons greetings, special occasion messages or other similar communications;
- to allow third parties to contact you for advertising, promotional or marketing campaign conducted by any third-party entities;
- 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 for Sunway's internal records management.

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

2.1 Data Analytics Processing

Sunway wants to share and consolidate your data into a single platform to be shared across the Sunway Group of Companies, including Sunway Berhad and Sunway Education Group Sdn Bhd. We will use and share your data for analytics and measurement purposes to understand how our products and services are used, to help improve the products and services we offer, to provide you with more personalised products and services, and provide a more seamless customer experience.

For example, we analyse data about your choice and preferences in relation to the products and services you purchase from us to send you targeted advertisements and promotional materials. We also process data about the ads you interact with to help us and advertisers understand the performance of various ad campaigns.

(3) Disclosure of personal information

3.1 Entities within Sunway Group of Companies

Your personal information provided to us may be processed by and disclosed to entities (in or outside of Malaysia) within the Sunway Education Group, Sunway Healthcare Group and Sunway Group of Companies (including related companies, subsidiaries, holding companies, associated companies and outsourcing partners) including the list of entities in Sunway Berhad and Sunway Education Sdn Bhd (<https://sunway.edu.my/corporate-directory-listing>), for the purposes stated in Section 2 [Purposes of collecting and further processing (including disclosing) your personal information] above, especially when you are an employee of any company within the Sunway Education Group, Sunway Healthcare Group or Sunway Group of Companies.

Sunway will ensure that:

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.

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).

The aforesaid relevant third parties may include the following:

- Professional advisors and corporate service providers, including auditors, lawyers, company secretary and consultants;
- Advertising and marketing partners;
- Payment processors;

- Cloud and hosting services;
- Customer support and communication;
- Market research and survey;
- Logistics and shipping partners;
- Social media platforms;
- Business partners and affiliate networks including third party private healthcare institutions;
- Analytics and tracking providers;
- The respective foreign embassies of foreign patients who received treatment in Sunway;
- Other service providers and entities, including printing companies, conference/training/event organisers, travel agencies, insurance companies, insurers, utility companies, contractors, property management companies, credit agencies (debt recoveries);
- Law enforcement agencies including the local police;
- Relevant governmental authorities, statutory authorities, local council, government healthcare institutions and industry regulators including Bank Negara Malaysia, Bursa Malaysia, Ministry of Health, Ministry of Education, Ministry of Works, LHDN/IRB, KWSP/EPF, Personal Data Protection Commissioner, MHTC (Malaysian Healthcare Tourism Council) SOCSO, Securities Commission Malaysia, Malaysian Medical Council and Department of Statistics Malaysia;
- Relevant accreditation bodies such as the Malaysian Society for Quality in Health (MSQH);
- Our independent consultants and specialists within Sunway; and
- In the case of pre-employment health screenings, to the patient's employer / prospective employer.

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.

3.3 Transfer of your personal data outside Malaysia.

It may be necessary for us to transfer your personal information outside of Malaysia if any of the third parties mentioned in section 3 (Disclosure of personal information) above including our service providers or business partners who are involved in providing any services to us are located or have processing facilities in countries outside of Malaysia.

You consent to us transferring your personal information outside Malaysia to such third parties and for the purposes set out in section 2 (Purposes of collecting and further processing (including disclosing) your personal information).

We shall take necessary steps to ensure that any such third parties are contractually bound to protect your personal information and that they can only process your personal information under our instructions.

(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 utilise 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 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 section 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 would like to request to limit your personal information or withdraw your consent on personal data processing (note that we may retain your data where there is a legal basis to do so or where your data is necessary to be used for on-going medical treatment and its related services)
- (iii) you have any further query; or
- (iv) you would like to make a complaint in respect of your personal information, you may contact:

Ashwin Kumar
Personal Data Protection Officer
Tel: 03 7491 1489
Email: privacy_sunmed@sunway.com.my
Fax: 03 7491 1447

For information of all other businesses, please submit your enquiry via Group Brand Marketing & Communications at <https://www.sunway.com.my/contact-us/>

(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 English language Notice shall prevail. This Personal Data Protection Notice was last updated on 3 October 2023.

VISITING HOURS

General Wards
9.00am to 9.00pm

Critical Care Unit (ICU, CCU, HDU)*
12.00pm to 2.00pm, 6.00pm 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.

16



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

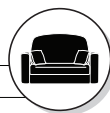
We shall comply with Syariah requirements in preparing and serving meals / foods.

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 Hours

TOWER B	TOWER C	TOWER D
Admission Mondays – Sundays: 7.00am – 7.00pm Including Public Holidays Discharge Mondays – Sundays: 8.00am – 9.00pm After 9.00pm at Accident & Emergency Department Cashier counter.	Admission Mondays – Fridays: 8.00am – 7.00pm Saturdays: 8.00am – 4.00pm . Sundays & Public Holidays : Closed Discharge Daily Discharge process is at the ward: 8.00am – 9.00pm After 9.00pm at Accident & Emergency Department Cashier counter.	Admission Mondays – Fridays: 7.30am – 7.30pm Saturdays: 8.00am – 4.00pm Sundays & Public Holidays: Closed TOWER E 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 levels.

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

To ensure food safety and to comply with dietary regulations, we discourage the consumption of outside food within the hospital. If you or your visitors bring in external food, please be aware that the hospital cannot be held liable for any health complications that may arise as a result.

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.

Get information from the staff nurse, dietitian, swallowing and language therapist, or your doctor regarding safe and suitable food for patients before bringing it in.

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
 - 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

Upon Discharge and Check Out

- Discharge after 12.00pm: Additional half-day room charge
- Discharge after 4.00pm: 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
 - Credit or Debit card
 - Cheque
 - Online transfer
 - Cash deposit
- 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 to consolidate 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 Sundays, state holidays or public holidays will be done on the next working day; Credit card within 7 working days; Cheque will be banked in directly to payor account within 10 working days from the date of discharge.

Operation Hours:

9.00am - 6.00pm (Mondays to Fridays)

9.00am - 5.00pm (Saturdays, Sundays, & Public Holidays)

Discharge Counter - Ground level, Tower B

9.00am - 4.00pm (Mondays to Fridays)

Closed (Saturdays, Sundays, & Public Holidays)

Discharge Counter - Ground level, Tower C



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.

7

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



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.

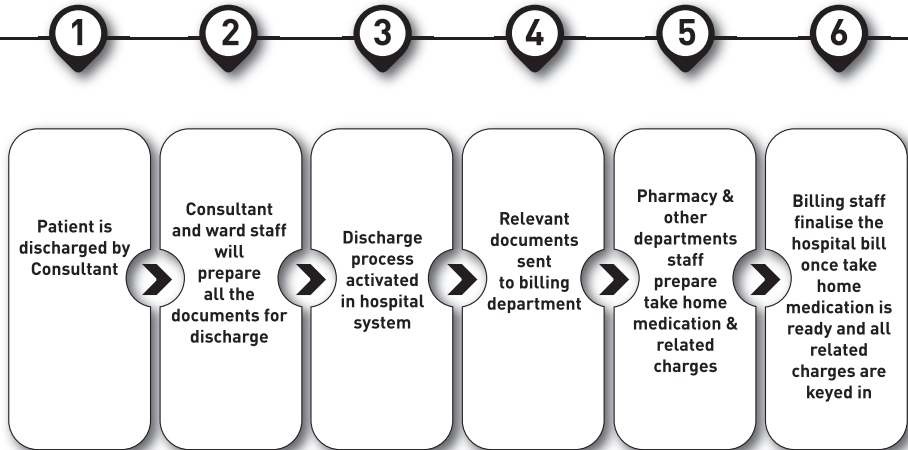


Insurance/ Company Guarantee Letter

- 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.



DISCHARGE PROCESS WORK FLOW



22

Self-paying patients

The final bill will be ready approximately 1-2 hours from the time discharge process is activated

Patients under Insurance / Company Guarantee Letter

It may require a minimum of 4 hours to obtain the Final Guarantee Letter from the Insurer / Third Party Administrator

Check out time is 12pm. Discharge after 12pm will incur additional half day room charges.

For discharge after 4pm, full day room charges will be imposed.

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 45.



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.

Precautionary Steps

- You **MUST** have a responsible adult to accompany you home after the procedure.
- 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.
- 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.

Operation Hours:

6.30am – 6.00pm (Mondays to Fridays)

6.30am – 2.00pm (Saturdays)

Closed on Sundays and Public Holidays

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, and double units. All rooms are equipped with:
 - TV
 - 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 units.
- Please advise the hospital of any special dietary needs unless specifically ordered by our Doctor / Dietitian 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 bill 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 | • Clothings |
| • Blanket / Pillow | • Toiletries |
| • Milk bottle | • Washing liquid |



Maternity

Useful Information

- All rooms are equipped with:
 - TV
 - Fridge
 - 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 7494 1388

Let us help you in addressing 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 sets of baby's clothes
- Baby wrapper
- Baby's booties and mittens



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

YOUR HEALTH AND SAFETY

MEDICATION SAFETY

While you're in the hospital, there may be new medications prescribed or changes made to your regular medications. Learning about these changes or new medications is very important on your road to recovery.

During your first day in the hospital, we will ask about medications that you regularly take at home. Make sure you tell us all about your regular and when necessary medications; including topical eye drops, creams and over-the-counter drugs, vitamins and herbal supplements. Please do not take any of your own medication during your hospital admission as your doctor will prescribe the medications. If your medication brought with you fulfils the hospital criteria and can be used, our nurses will administer the medication and do take them promptly when served. Do kindly let us know about any allergies or bad reactions you may have towards medications, foods or supplements.

Ask your healthcare team the following questions:

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



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

- Are there any 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.

TOWER B TV GUIDE

























30

TV GUIDE

NO	TV CHANNEL	
1		TV1 RTM
2		TV2 RTM
3		TV3
4		ASTRO AWANI
5		CNN
6		BLOOMBERG TV
7		NTV7
8		TV8
9		TV9
10		ASTRO RIA
11		ASTRO WAH LAI TOI HD
12		CELESTIAL MOVIES HD
13		SUN TV
14		ASTRO CITRA
15		NATIONAL GEOGRAPHIC HD
16		BOOMERANG
17		AXN HD
18		CINEMAX
19		HBO HD
20		ASTRO SUPERSPORTS HD
21		ASTRO SUPERSPORTS 2 HD
22		AL JAZEERA

TOWERS C, D & E TV GUIDE



NO	TV CHANNEL	
1		TV1 RTM
2		TV2 RTM
3		TV3
4		ASTRO AWANI HD
5		ASTRO NICKELODEN HD
6		ASTRO BLOOMBERG HD
7		NTV7
8		8TV
9		ASTRO JAZZ RADIO
10		ASTRO RIA HD
11		ASTRO DISCOVERY ASIA HD
12		ASTRO CELESTRAL HD
13		ASTRO BBC NEWS HD
14		ASTRO VINMEEN HD
15		ASTRO LOVE NATURE HD
16		ASTRO DREAM WORK HD
17		ASTRO AXN HD
18		ASTRO CINEMAX HD
19		ASTRO HBO HD
20		ASSP HD
21		ASSP 2 HD
22		AL JAZEER ENGLISH

PATIENT SERVICES

Admission & Discharge

The Admission & Discharge counters are located on the Ground level, Tower B and C for adults, while the children's Admission & Discharge counters are located on the Ground level, Tower D.

International Patient Centre

Our International Patient Centre (IPC), located on Ground level, 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:

8.00am – 7.00pm (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 1007 |
| • 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 level, Tower B.

Tel: 03 7491 1281

Fax: 03 7491 1488

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 at Tower B 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

Our Children's Emergency Department at Tower D provides comprehensive care for children which includes resuscitation, stabilisation, general outpatient care and referral to consultant for admission. All patients who seek treatment will be triaged at the Triage Counter upon arrival.

There are three zones in the Children's Emergency Department:

- Red Zone
- Yellow Zone
- Green Zone

Tel: 03 7491 2801

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

Patient's 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 Subang Jaya, 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.

There are circumstances where requests may take longer, e.g. due to:

- ✓ 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 level, Tower B.



SunMed Cafe

Situated on the Lower Ground level, Tower B, SunMed Cafe offers a delectable selection of healthy meals to satisfy our visitors. We are open daily, serving breakfast, morning and afternoon tea as well as lunch.

Operation Hours:

7.00am - 7.00pm (Weekdays)

7.00am - 5.00pm (Weekends and public holidays)



Faye's Florist & Gifts

Faye's, located on Ground level, Tower C 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 level, Tower B.

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 First level, Tower D.



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. Located on Ground level, Tower C.



Ahh-Yum by Kampong Kravers

Indulge in healthy Malaysian delights at this casual dining outlet. Located on the Ground level, Tower B.



Juice Lab

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



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 level, Tower C.



ATM

Four ATMs by Maybank, HSBC, CIMB and Public Bank are available on Ground level, Towers B and C.



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 level. Second level carpark is allocated for pregnant mums and families with infants.



Parking Autopay Machines

Parking Autopay Machines are available on Ground level, levels one, two and three at Tower A and Ground level at Tower D.



Prayer Rooms

The Surau is located on Level 9 (female), Tower D; Basement, Tower C (near to Cancer Centre); Lower Ground level, Tower B (next to Laboratory); and 4th level, Tower A (next to SunMed Convention Centre).

Quiet Room (located on 3rd level, 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 levels of the hospital.



Delivery Suites

We have a total of nine 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, and PICU/PHDU provide critical care services to medical, surgical and cardiac patients, paediatrics and the elderly. These units are located at level 3, Tower B, while our PICU/PHDU is located at the level 4, Tower E.

Number of beds: 66

Intensive Care Unit (ICU)

Tower B - 16

High Dependency Unit (HDU)

Tower B - 18

Tower E - 15

Paediatric Intensive Care Unit (PICU)

Tower E -17



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 27 bassinets, one isolation room, 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 the level 2, Tower C.

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)



Operating Theatres

The operating theatres are located on the levels 3 and 4, Tower B and level 4, Tower D

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

40



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

OTHER MEDICAL FACILITIES



Outpatient Department (Specialist Clinics)

Tel: 03 7491 9191

Our outpatient 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:

Level 5, Tower A

Level 1 and 2, Tower B

Level 1, Tower C

Level 4, 6, 7 and 9,

Tower D



Cathlab Service

Cathlab is located on the level 3, Tower B. The unit provides elective and emergency invasive interventional catheterisation 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)

8.30am - 1.00pm (Saturdays)

Closed on Sundays & Public Holidays



Clinical Psychology

Tel: 03 7491 1280/ 03 7491 2896

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. Some of the common referrals to the service include diagnosis for autism spectrum disorder/attention-deficit/hyperactivity disorder, assessments for school performance, and the management of anxiety or depressive symptoms.

Operation Hours:

9.00am - 5.00 pm (Mondays - Saturdays)

Closed on Sundays & Public Holidays

Locations:

Level 2, Tower B

Level 9, Tower D



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 with 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.

Locations:

Outpatient Clinics, level 5, Tower A,
Cancer Centre, Tower C ,
Basement level



Medical Records Office

Tel: 03 7491 1131

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



Clinical Research Centre

Tel: 03 8601 1079

The Sunway Clinical Research Centre (SCRC) is established to facilitate and support the advancement of healthcare through clinical research and trials to improve patient access to medical innovations by partnering with the pharmaceutical and medical device industries, universities, and other research centres.



Dialysis Centre

Tel: 03 7491 1135

Our Nephrology Unit offers several types of renal replacement therapy for patients with end stage kidney disease. The centres are equipped with a total of 59 units of dialysis machines to cater for non-hepatitis, Hepatitis B and Hepatitis C patients. It also has a dedicated isolation room for infectious disease. We also provide counseling for Chronic Kidney Disease patients and caregivers on how to manage the disease to delay the progression.

Peritoneal Dialysis and Kidney Transplant

Besides haemodialysis and haemodiafiltration (HDF), our nephrology department also offers peritoneal dialysis (CAPD and APD) for patients. And, realising the importance of having a long term solution to kidney failure, we also have a strong kidney transplant team comprising of doctors, surgeons and transplant coordinators to assist patients from initial screening until surgery.

Management of Chronic Kidney Disease

For chronic kidney disease patients (CKD), we offer free counselling and education to patients as well as caregivers on how to manage the disease. Please WhatsApp/call our team at +6019-691 6300 for appointment.

Operation Hours:

7.00am – 10.00pm (Mondays-Saturdays,
including Public Holidays)
Closed on Sundays

Locations:

Lower Ground level, Tower B
and Tower C.



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 certification. Our laboratory is also the first clinical pathology laboratory in Malaysia to receive the Westgard Sigma Verification.

Phlebotomy sites	Location	Operation time
Tower A, level 5, Outpatient Department (OPD)	Venesection Room, near to Satellite Pharmacy	7.00am to 5.00pm (Mon-Fri) 7.00am to 1.00pm (Sat)
Tower B, level LG	Venesection Area, Main Laboratory, opposites to Sunmed Cafe	7.00am to 6.30pm (Mon-Fri) 7.00am to 2.30pm (Sat)
Tower B, level 1 OPD	Venesection Room, near to Registration Counter	7.00am to 5.00pm (Mon-Fri) 7.00am to 1.00pm (Sat)
Tower B, level 2 OPD	Venesection Room, near to Registration Counter	7.00am to 1.00pm (Mon-Sat)
Tower C, level 1 OPD	Venesection Room, near to Registration Counter 1E	7.00am to 1.00pm (Mon-Sat)
Tower C, level LG OPD	Venesection Room, near to Oncology Clinic	7.00am to 1.00pm (Mon-Sat)
Tower D, level 4 OPD	Venesection Room, opposite to Treatment Room	7.00am to 1.00pm (Mon-Sat)
Tower D, level 5 OPD	Venesection Room, opposite to Treatment Room	7.00am to 5.00pm (Mon to Fri) 7.00am to 1.30 pm (Sat)
Tower D, level 6 OPD	Venesection Room, opposite to Treatment Room	7.00am to 1.00pm (Mon-Sat)
Tower D, level 7 OPD	Venesection Room, opposite to Treatment Room	7.00am to 5.00pm (Mon-Fri) 7.00am to 2.00pm (Sat)
Tower D, level 9 OPD	Venesection Room, opposite to Treatment Room	7.00am to 1.00pm (Mon-Sat)



Special Haematology Laboratory

Tel: 03 74919191 Ext. 29100

Our laboratory (accredited by the College of American Pathologists) offers the following tests:

- **Hematopoietic stem cell processing and cryopreservation** - Hematopoietic stem cell transplantation represents a critical approach for the treatment of many malignant and non-malignant diseases. It involves the intravenous infusion of hematopoietic stem cells in order to re-establish blood cell production in patients whose bone marrow or immune system is damaged or defective. The foundation for these approaches is the ability to process and cryopreserve hematopoietic stem cells (HSCs) for future use. Efficient cryopreservation of HSC is crucial for guaranteeing a high quality cell material that maintains pluripotency.
- **Donor Lymphocyte processing** - Donor lymphocyte infusion has been used in the management of relapsed hematologic malignancies after allogeneic hematopoietic cell transplantation. It can eradicate minimal residual disease or be used to rescue a hematologic relapse, being able to induce durable remissions in a subset of patients.
- **Immunophenotyping** - Immunophenotyping flow cytometry is a laboratory method that detects the presence or absence of white blood cell (WBC) markers called antigens. These antigens are protein structures found on or within WBCs. Specific groupings of these antigens are normally present on or within WBCs and are unique to specific cell types and stages of cell maturation. Additionally, specific patterns of antigens are present on abnormal cells seen in leukemias, lymphomas, and multiple myelomas. Flow cytometry immunophenotyping is useful in aiding to diagnose, classify, treat, and determine prognosis of these blood cell cancers.
- **Extracorporeal photopheresis** - Extracorporeal photopheresis (ECP) is a cutting-edge, nonsurgical procedure to treat graft-versus-host disease (GVHD), a complication of bone marrow and stem cell transplants and other autoimmune disorders in patients.

Operation Hours:

8.30am – 5.00pm (Mondays-Fridays)

8.30am – 1.00pm (Saturdays)

Closed on Sundays and Public Holidays

Location:

Basement level,

Tower C



Genetic and Molecular Diagnostics Laboratory

Tel: 03 – 7491 9191

Ext. 11140

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, and more) 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.

Locations:

Lower Ground level, Tower B



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:

24 hours daily.

Locations:

Ground level, Tower B

Ground level, Tower C

Ground level, Paediatric A&E,

Tower D

Other Satellite Pharmacies' operation hours:

8.30am – 6.00pm (Mondays – Fridays)

8.30am – 2.00pm (Saturdays)

Closed on Sundays & Public Holidays



Radiology

Tel: 03 7491 1011

We provide a wide range of diagnostic and interventional services using a variety of highest quality and state of the art latest technology equipment.

Services available in radiology department include: Digital Radiography, Mobile Radiography, CT Scan, 3T MRI, Ultrasound, Full Field Digital 3D Mammography, Fluoroscopy, Bone Mineral Densitometry (BMD) and interventional procedures such as biopsy, aspiration, drainage, stenting, thrombolysis, embolisation, ablation, and more.

Operation Hours:

8.30am- 5.30pm (Mondays- Fridays)

8.30am- 1.00pm (Saturdays)

Closed on Sundays & Public Holidays

Locations:

Level 4, Tower A

Ground Level, Tower B

Ground Level, Tower D

Level 1, Tower D,

Level 2, Tower D

Level 8, Tower D

46



Sleep Study Lab

Tel: 03 7491 9191 ext. 71050 / 71051

Our Sleep Study Lab, located on level 3, Tower B, offers sleep study 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 level 1, Tower B and level 5, Tower D, we offer various non-invasive services to diagnose heart condition, including Echocardiogram, Treadmill Stress Test, Resting Electrocardiogram (ECG), 24-hour & 48-hour Holter recorder, Ambulatory Blood Pressure Monitoring and Cardiac Event recorder.



Special Diagnostics Centre

Tel: 03 7491 9191

Located on level 1, 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).



Neurology Screening Department

Tel: 03 7491 9191 Ext. 36201

Located on level 6, Tower D, we offer various Neurodiagnostics services equipped with the latest technologies to diagnose neurology conditions. Tests include Electroencephalogram (EEG), Nerve Conduction Study (NCS), Evoked Potential study (EP), Autonomic Function test, Movement Disorder Analysis, Blink Reflex test, Electromyography and Repetitive Nerve stimulation test and Transcranial Magnetic Stimulation procedure.



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 level, Tower B.

Operation Hours:

8.00am – 8.00pm (Mondays – Saturdays)

Closed on Sundays & Public Holidays



Sunway Home Healthcare (SunMed@Home)

Tel: +60 19-216 6477

Sunway Home Healthcare is a centre 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-centred care with specific treatment such as wound care, postnatal care, stroke or rehabilitation treatment and palliative care.

On-call tel: 019 216 6477 (9.00am - 9.00pm)

Operation Hours:

8.30am – 5.30pm (Mondays – Fridays)

8.30am – 1.00pm (Saturdays)

Closed on Sundays & Public Holidays

Website: www.sunwayhomehealthcare.com.my

Sunway TCM Centre

Tel: 03 5611 0599 / 03 5611 0600 (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.

TCM specialties also include: Integrative oncology, TCM oncology, gynaecology and fertility, orthopaedics and traumatology, men's health, paediatrics, mental health, dermatology, geriatric, stroke and sports rehabilitation, pain management, internal medicine, post-surgery recovery.

Operation Hours:

8.00am – 6.00pm (Mondays – Saturdays)

8.00am – 1.00pm (Sundays)

Closed on Public Holidays

Kuching branch tel: 082-463 791

WhatsApp: 011-5953 7993 /

011-2070 8480

Website: www.sunwaytcm.com

CENTRES OF EXCELLENCE

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

8.30am – 5.30pm (Mondays – Fridays)

8.30am – 1.00pm (Saturdays)

Closed on Sundays & Public Holidays



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 bone, joints, muscles, ligaments and tendons injuries, to history-making total joint replacement surgery using latest technologies and advanced facilities, such as endoscopic, minimally invasive and robotic procedures. We offer physical therapy and interventional practices to help patients overcome musculoskeletal, sports-related injuries and trauma, including rehabilitation, medication, injection, bracing, booting, casting and surgeries, for both children and adults.

We also specialise in the treatment of tumours and cancers that affect the bones, cartilage, muscles and parts related to Orthopaedic Oncology, as well as limb lengthening and reconstruction 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.

We provide wider and deeper range of understanding about breast cancer, surgery and/or treatment, comprehensive range of everyday wear and accessories for patients undergoing mastectomy and chemotherapy.



Children's Health & Development Centre

Tel: 03 7491 2896

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

As part of the Children's Health and Development Centre, we have a dedicated Child Development Department, committed to addressing developmental concerns.

Within this department, our multidisciplinary team comprises of clinical psychologists, physiotherapists, speech therapists, occupational therapists, audiologists, along with specialised rooms such as TRoom, a specialised high-tech environment designed to cater to the sensory needs of our little patients and the first of its kind in Southeast Asia.

The CDD also includes a sensory gym and other therapy rooms to provide a holistic approach to support your child's unique needs, ensuring they receive the tailored care and interventions necessary for their optical development.



Cancer Centre

Tel: 019-297 1185

We offer a comprehensive range of oncology services based on the latest research and technology. Sunway Cancer Centre was recently ranked 7th for Oncology in the Best Specialised Hospitals Asia-Pacific Newsweek 2023 survey.

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 six beds, 29 reclining chairs and three single rooms for patients who need oncology treatment.

Website: www.sunwaycancercentre.com



Dental Care Centre

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 trained and dedicated Diabetes Nurse Educators provide educational counselling and resources on diabetes management to individuals with diabetes as well as their caregivers.

Our Consultant Endocrinologists work closely with the Diabetes Nurse Educators in providing these services.



Digestive Health Centre

Tel: +603-7491 9191

The Digestive Health Centre is a multidisciplinary centre consisting of Gastroenterology & Hepatology, Upper Gastro-intestinal Surgery, Hepatobiliary-Pancreatic Surgery, Colorectal Surgery, and Bariatric Surgery disciplines.

Our consultants, surgeons and team offer consultation, screening and diagnostic procedures and treatments for oesophageal, stomach, small and large bowel, anal, liver, pancreatic, biliary tract diseases.

Daycare procedures such as oesophagogastroduodenoscopy (OGDS), colonoscopy, Endoscopic Retrograde Cholangiopancreatography (ERCP), Endoscopic Ultrasound (EUS) and Transient Elastography are available in our Endoscope Centre along with others including capsule endoscope and Magnetic Resonance Cholangiopancreatography (MRCP).



Ear, Nose & Throat Centre

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 bilateral or unilateral severe to profound hearing loss.



Eye Centre

Tel: 03 7491 6466 / 019 234 3510 (General Careline) /
019 229 8672 (Lasik Careline)

The Eye Centre offers a comprehensive range of eye care services from screening to diagnosis, treatment, and visual rehabilitation. Our consultant ophthalmologists, each specialising in a sub-specialty within ophthalmology, such as Glaucoma, Vitreoretinal, Oculoplastic, Medical Retina, Refractive, Cornea & External Eye Diseases, and Paediatric Ophthalmology, are supported by a skilled team comprising optometrists, orthoptist, ocularist, and post-basic qualified ophthalmic nurses.

We utilise cutting-edge eye diagnostic tools and equipment, along with evidence-based interventions, to ensure optimal visual outcomes. With more than two decades of experience, we prioritise high-quality and compassionate care for all our patients.

Operation Hours:

8.30am - 5.00pm (Mondays - Fridays)

8.30am - 1.00pm (Saturdays)

Closed on Sundays & Public Holidays

Location:

Level 1, Tower B

**Fertility Centre**

Tel: 019 338 1681

At Sunway Fertility Centre, we aim to assist individuals in completing the journey of conceiving the child of their dreams and bringing home the 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 methods of treatment suited to each individual's 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.

52

**Hand & Microsurgery Centre**

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, Lung & 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.

**Mental Health Centre**

Tel: +603-7491 9191 / 5566 9191

The Mental Health Centre advocates a holistic approach to healthcare by nurturing the psychosocial aspects of physical illness. Here, our team of psychiatrists and clinical psychologists will be able to assist people in dealing with daily life challenges, emotional distress and mental health issues.



Neuroscience Centre

Tel: 03 7491 9191

In Sunway Medical Centre, we pride ourselves in our holistic and patient-centred treatment of neurological conditions. Our world renowned neurologists and neurosurgeons are backed by the latest imaging technology to detect and diagnose brain lesions. They are further complemented with the state of the art non-invasive Gamma Knife stereotactic radiosurgery and neurosurgical microscopes for the meticulous removal of tumours.

By continuing to uphold our commitment to provide outstanding stroke care, we have received the Angels Awards by the World Stroke Organization for four consecutive years since 2020.

We recognise the burden and impact to both patient and their family when a neurological event occurs. As such, we offer comprehensive patient care via our Rehabilitation Centre and Home Healthcare with the aim of optimising and regaining functional loss secondary to neurovascular events.



Nuclear Medicine Centre

Tel: 011 5554 8519

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

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

Operation Hours:*8.30am - 5.30pm (Mondays - Saturdays)**Closed on Sundays & Public Holidays*

Tel: 03 7491 1101/1102

(Rehabilitation Medicine

Department, Tower B)

Tel: 03 7491 33044

(Rehabilitation Medicine

Department, Tower D)

Locations:*Ground level, Tower B**Level 3, Tower D***Radiology & Interventional Centre**

Tel: 03 7491 1011

We offer a wide range of diagnostic and therapeutic interventional radiology procedure with advanced image guided equipment such as X-ray fluoroscopy, ultrasound, computed tomography (CT) and angiography. Most of the interventional radiology procedures are minimally invasive, that decreases the risks, pain and patients able to be recovered fast with shorter stay at hospital. Our interventional radiologists and the dedicated support team are highly well-trained professionals in providing the best care and treatment to our patients.

**Renal & Dialysis Centre**

Tel: 03 7491 1101

Sunway Medical Centre offers advance diagnostic and treatment facilities for chronic kidney disease patients, including paediatrics, which include imaging equipment, comprehensive laboratory support, and dialysis services. We provide wide-range of services encompassing preventive care, diagnostic facilities, medical management, access creation as well as kidney transplant services. Given the complexity of patients with kidney disease, this centre of excellence collaborates with other medical subspecialties such as cardiology, endocrine, urology, surgical, dietetic care, ophthalmology and wound care to provide holistic care for our adult as well as paediatric patients.

Services offered include:

- Free counseling on chronic kidney disease and renal replacement therapy options
- Haemodialysis
- Haemodiafiltration
- Peritoneal dialysis (Automated and Continuous Ambulatory)
- SLEDD (sustained low-efficiency daily diafiltration) for acute dialysis
- CRRT (continuous renal replacement therapy) for acute dialysis
- Kidney Transplant



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.



Robotic Surgery & MIS Centre

Tel: 012 456 1219

Sunway Medical Centre is the surgical hub for the latest state-of-the-art robotic surgical systems in Malaysia. The da Vinci Surgical System allows surgeons to perform surgery through a few small incisions with unsurpassed clarity of 3D vision and wrist-designed instruments that can bend and rotate far greater than the human hand.

The movement of the surgeon is scaled and translated into fine movements of the instruments, which allows for unprecedented control during surgery. Robotic technology enables routine to complex surgeries to be performed in a minimally invasive way, offering benefits such as less pain, fewer complications and faster recovery. Additionally, the Mako SmartRobotics and Rosa Knee System personalise joint replacement surgery tailored to individual patient needs, ensuring the perfect fit of the implant and resulting in higher precision in surgery.



Urology Centre

Tel: 03 7491 9191

Our Urology is a surgical speciality that deals with diseases of the urinary & reproductive tracts in men and with urinary disease in women. This can include diseases affecting the bladder, urethra, ureters, kidneys and adrenal glands, along with the epididymis, penis, prostate, seminal vesicles and testes specifically in men. We offer comprehensive urological services - from screening and diagnosis to laboratory analysis, treatment and surgery supported by the team from our Special Diagnostics department using the latest technology.

Urological diseases include the following:

- Kidney, ureteral and urinary bladder stones
- Overactive bladder
- Sexual dysfunction
- Urological infections
- Benign Prostatic Hyperplasia (enlargement of prostate)
- Urinary incontinence
- Male infertility
- Kidney, Prostate, Bladder, Testicular, Penile and Urethral cancer



Women's Health Centre

Tel: 03 7491 9191

The Women's Health Centre is dedicated to supporting every aspect of women's health journey. From gynecological check-ups, pap smears to antenatal care, our team is committed to providing personalised, compassionate services tailored to each woman's unique needs.

With specialised expertise, we ensure that women receive the highest standards of care, empowering them to navigate their health with confidence and comfort.



Geriatric Centre

Tel: 03 7491 9191

Our dedicated team of experienced geriatricians collaborate closely with a multidisciplinary team of healthcare professionals to coordinate and enhance the care needs of older patients and their families.

We provide a wide range of services aimed at promoting the physical and mental well-being of older persons through comprehensive geriatric assessment and individualised care planning. Our services include health promotion, prevention, management of complex multiple comorbidities, rehabilitation, and home care.



Skin Centre

Tel: 03 7491 9191

Skin Centre offers a breadth of specialised care for both medical and aesthetic skin conditions across all age groups, utilising the best course of treatment– including minor surgical procedures and various dermatologic therapies such as phototherapy and laser treatment. Our team of experienced dermatologists specialise in diagnosing, treating, and rehabilitating a comprehensive range of skin conditions with the highest standards of effective, ethical and scientifically proven treatments.



Transplant Centre

(Kidney, Cornea, Cochlea, Bone Marrow & Stem Cell) Tel: 03 7491 9191

Transplant Centre is committed to providing exceptional transplant care and medical expertise to support patients and their families in the management of end-stage organ failure, as well as through the medical and administrative complexities of preparing for a living donor transplantation.

Patients can entrust themselves to our qualified and multidisciplinary kidney, cornea, cochlea, bone marrow and stem cell transplant teams, which comprise professionals from diverse medical specialties, ready to help through this complex and demanding procedure.

From the rigorous pre-transplant evaluations for both donor and recipient to the close monitoring post-surgery, patients can expect attentive guidance at every step. Transplant coordinators, dietitians, and allied healthcare team members will continue to offer advice in the months following the operation.

OTHER SERVICES



Dietetics & Nutrition Services

Tel: 03 74919191 ext: 71152 /
+6012 774 7962

Our team of qualified and dedicated dietitians provide evidence based medical nutrition therapy, counseling and education to patients and family members in managing the nutrition diagnosis related to diseases. During hospitalisation, dietitian performs malnutrition assessment and provides special meal arrangement, oral nutrition support or artificial feeding regime 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 for hotels and schools. LEAN Club is our special designed weight management program for children and adults.

We provide specialised nutrition products for hospitalised patients and at out-patients clinic. Please consult a dietitian to find a suitable nutrition supplement for you and your loved ones.

Operation Hours:

Monday- Friday (8.30am – 5.30pm)

Saturday (8.30am – 1.00pm).

Closed on Sundays & Public Holidays

Location:

*Level 5, Tower A, Dietetics &
Nutrition Services Centre*



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

Location:

Level 2, Tower A



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.

Operation Hours:

8.00am – 5.00pm (Mondays – Fridays)

8.00am – 1.00pm (Saturdays)

Sunday & Public Holidays: Closed

Locations

Level 4, Tower A

Level 8, Tower D

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*

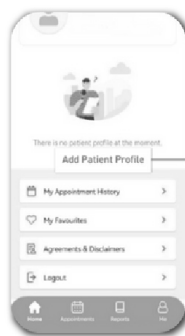
REPORTS AND TELECONSULTATION



1 **DOWNLOAD** the Sunway Medical Sunway City App



2 **LOGIN or REGISTER**
Make sure your email address is valid



3 **ADD PATIENT PROFILE**
Check that your mobile number is accurately registered in our hospital system

62

HOW TO ACCESS YOUR ONLINE REPORT

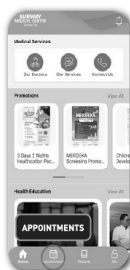


4 Go to **REPORTS**



5 Select a **PATIENT PROFILE**

HOW TO JOIN YOUR TELECONSULTATION SESSION



4 Go to **APPOINTMENTS**



5 Click on **JOIN VIDEO ROOM**

If you need any assistance, please don't hesitate to ask our staff for help.

ONLINE REPORT

LAPORAN DALAM TALIAN

在线报告

NAME/ NAMA/ 名字:

DATE/ TARIKH/ 日期:

1) Scan the QR Code to download the app.

Imbas kod QR untuk memuat turun aplikasi.

扫描二维码并下载应用程序。

2) Tap the "ME" and enter your email.

Tekan butang "ME" dan masukkan emel.

点击*我*键并输入您的电子邮件。

3) Create an account with your details and password.

Cipta akaun baru dengan butiran maklumat dan kata laluan anda.

填写个人资料及密码以创建个人账户。

4) Add a patient profile, select an identity type, and submit a one-time password (OTP).

Tambah profil pesakit, pilih jenis identiti dan masukkan kata laluan satu kali [OTP].

添加患者资料,选择身份类型并输入一次性密码(OTP)。

5) Click on the report icon and enter your date of birth to view your images and reports.

Tekan butang laporan and masukkan tarikh lahir untuk melihat paparan imej dan laporan anda.

点击*报告*图标,输入您的出生日期以查看图像和报告。

6) You may view images and reports for up to three (3) months. Please download the selected materials if you want to save longer than three (3) months.

Imej dan laporan anda boleh dilihat dalam masa 3 bulan. Sila muat turun bahan yang diperlukan jika anda ingin menyimpan lebih lama daripada 3 bulan.

图像以及报告可在3个月内被查阅。如需保存3个月或以上,请自行下载。

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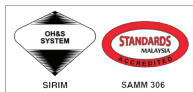
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