



# SIME DARBY MEDICAL CENTER SUBANG JAYA



*“Your organization [Sime Darby Medical Center Subang Jaya] is truly world-class, and has set the standard for Asia.”*

—Dr. James Harrington,  
chairman of the International Asia  
Pacific Quality Award Council, 2000

## CONTENTS

- » Introduction
- » About Sime Darby Medical Center Subang Jaya
- » Leading Specialties
- » Internationally Recognized Doctors
- » Technology and Innovation
- » Facilities
- » Signature Services
- » Packages and Procedures
- » Patient Stories
- » Patient and Visitor Guide
- » International Patient Resources

**IN AN AREA ONCE HOME TO AN OIL PALM PLANTATION** nestled in Malaysia’s Klang Valley, Subang Jaya has matured rapidly into a modern, bustling community with exceptional schools, public transportation, fully integrated high-speed internet service, large retail centers, and vibrant commercial districts that have thrived much like other areas in and around Kuala Lumpur. Also a hub for many large universities and international education consulting firms, Subang Jaya is now one of Malaysia’s largest cities, with more than 1.5 million residents in 2010.

Barely a 40-minute drive from Kuala Lumpur International Airport, Sime Darby Medical Center Subang Jaya (SDSJ) is a private hospital that has served community residents for more than a quarter of a century. Through word-of-mouth and medical referrals, SDSJ has become a choice destination for international patients who appreciate the hospital’s use of the latest medical technologies and therapies to diagnose and treat a broad range of conditions.

Each year, increasing numbers of health travelers come to Sime Darby Medical Center Subang Jaya for world-class healthcare at affordable rates. The editors of *Patients Beyond Borders* invite you to learn more about Sime Darby’s facilities, specialties, and achievements in this special edition of *Patients Beyond Borders Focus On*.



The *Patients Beyond Borders Focus On*™ series gives patients an in-depth look at the facilities and medical offerings of leading international hospitals and specialty centers.

Visit [patientsbeyondborders.com](http://patientsbeyondborders.com) for more information and additional patient resources.

PATIENTS BEYOND BORDERS  
FOCUS ON: SIME DARBY MEDICAL CENTER SUBANG JAYA

Copyright © 2012 Healthy Travel Media

All rights reserved. This publication may not be duplicated in any way, either in books, digital form, or any other medium, without the expressed written consent of the publisher, except in the form of brief excerpts or quotations for the purposes of review.

ISBN: 978-0-9843880-6-6

DESIGN SERVICES: *Anne Winslow*

EDITORIAL DIRECTION: *Faith Brynie*

DEVELOPMENTAL EDITING: *Les Roka*

COPYEDITING: *Kate Johnson*

PROOFREADING: *Barbara Resch*

TYPESETTING: *Copperline Book Services*

EBOOK CONVERSION: *BW&A Books*

COMMUNICATIONS: *Judy Orchard*

Published by

Healthy Travel Media

PO Box 17057

Chapel Hill, North Carolina, US 27516

1 800 883.5740, US toll-free

+1 919 924.0636, International

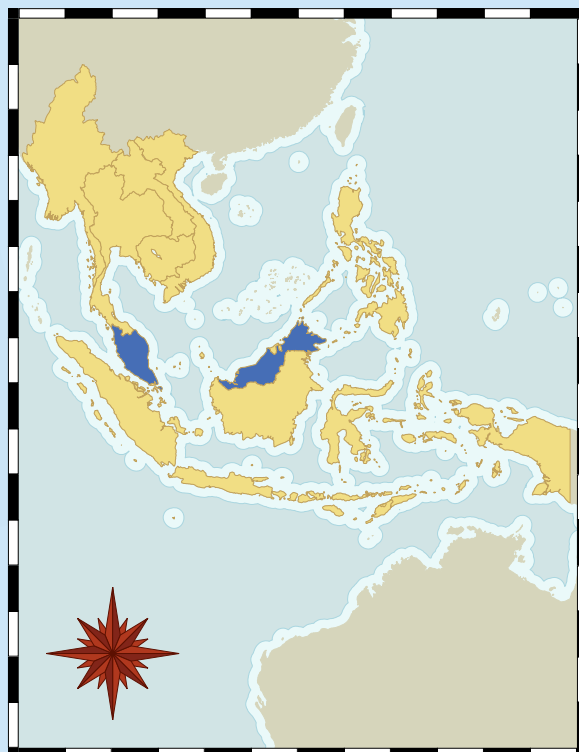
[info@patientsbeyondborders.com](mailto:info@patientsbeyondborders.com)

[patientsbeyondborders.com](http://patientsbeyondborders.com)

#### LIMITS OF LIABILITY AND DISCLAIMER OF WARRANTY

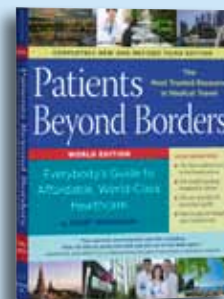
This publication is intended as a reference guide and should not be used as a substitute for advice from a medical professional. While the intent of *Patients Beyond Borders Focus On: Sime Darby Medical Center Subang Jaya* is to provide useful and informative data, neither the publisher nor any other party affiliated with this publication renders or recommends the use of specific hospitals, clinics, professional services, third-party agencies, or any other source cited throughout this publication.

*Patients Beyond Borders Focus On: Sime Darby Medical Center Subang Jaya* is a collaboration between Healthy Travel Media and Sime Darby Medical Center Subang Jaya. Special thanks to Elaine Cheong, Dato' Dr. Jacob Thomas, Linden Woo Su Fung, and all the talented, hard-working staff at Sime Darby, whose efforts have made this publication possible.



✦ Malaysia

The *Patients Beyond Borders*<sup>®</sup> series offers comprehensive information for patients considering medical tourism. Less about travel and all about healthcare choices, *Patients Beyond Borders* provides practical answers for the increasing number of healthcare consumers seeking access to the best, most affordable hospitals in the world.



# FOCUS ON: SIME DARBY MEDICAL CENTER SUBANG JAYA



**A**S MUCH AS I ENJOY KUALA LUMPUR and its awe-inspiring sights—most notably the immense and incomparable Petronas Twin Towers—I usually visit Malaysia for business, not pleasure. And, increasingly, when I’m visiting this unassuming nation in Southeast Asia, I see tremendous signs of rapid expansion and innovation.

Along with growth in nearly every sector, Malaysia has evolved into a top international healthcare destination offering world-class care at affordable prices. Sime Darby Medical Center in Subang Jaya has played a leading role in this metamorphosis, consistently setting medical firsts among its Malaysian healthcare peers since opening in 1985.

With an impressive list of awards and honors, this private hospital caters to global patients with a staff of internationally trained specialists, a corps of nurses who exemplify the best Malaysian traits of compassion and hospitality, and facilities with the latest, most effective technologies. And, as a major bonus, medical charges and hospitalization costs remain remarkably affordable—among the best healthcare deals a patient can find in safe, accessible surroundings.

Sime Darby Healthcare is easily among Malaysia’s most formidable standard-bearers for quality care. The rapidly growing state of Selangor is already well known for first-rate private hospitals, and in 2009 this medical center became the first in the area to earn the world’s highest level of international hospital accreditation—from the Joint Commission International, whose rigorous standards focus on the criteria that affect patient care the most. As Elaine Cheong, Sime Darby Healthcare’s chief executive officer for the medical business unit, says, “Providing high-quality care is a team effort and one that gives both our employees and [our] doctors a feeling of prestige to work in an accredited hospital.”

Located within an easy drive of Kuala Lumpur’s city center and the international airport, Subang Jaya is an exceptional example of suburban development. A little more than 35 years ago, the area was predominantly a palm oil plantation. Today it is the largest residential municipality in the Klang Valley. Home to prominent colleges and universities, Subang Jaya offers dining in every imaginable culinary tradition, entertainment spots complete with live bands and dance floors, and, as in Kuala Lumpur, exceptional shopping.

Most importantly, Sime Darby Medical Center Subang Jaya, like many of its internationally accredited peer hospitals in Malaysia, rounds out its commitment to high-quality care with gracious, friendly customer service—the essential ingredient that makes even the most challenging medical trip palatable and maybe even surprisingly pleasant.

Josef Woodman  
North Carolina, US, 2012

# ABOUT SIME DARBY MEDICAL CENTER SUBANG JAYA

## WHAT JCI ACCREDITATION MEANS TO YOU



When you walk into a hospital or clinic in the US and many other Western countries, chances are good that it's accredited, meaning that it complies with standards and "good practices" set by an independent accreditation agency. In the US, by far the largest and most respected accreditation agency is the Joint Commission. The commission casts a wide net of evaluation for hospitals and other healthcare facilities and services throughout the US.

Responding to a global demand for accreditation standards, in 1999 the Joint Commission launched JCI, its international affiliate accreditation agency. In order to be accredited, an international healthcare provider must meet the rigorous standards set forth by JCI. At this writing, more than 400 hospitals, laboratories, and special programs in 50 countries outside the US have earned JCI accreditation. Those who can display the gold seal of JCI have reason to be proud. They have proven their excellence in patient care and service, while at the same time gaining access to a variety of resources that connect them with the international healthcare community.

JCI accreditation is the most prominent medically oriented seal of approval for international hospitals and clinics. Knowing that SDSJ is JCI-approved should give you, the medical traveler, an assurance of quality. You can learn more about JCI and its accreditation process at [jointcommissioninternational.org](http://jointcommissioninternational.org).

**ESTABLISHED IN 1985 IN THE HEART OF THE SUBANG JAYA DISTRICT** in Selangor, Sime Darby Medical Center Subang Jaya (SDSJ) is the area's largest healthcare provider. This tertiary-care hospital, with 393 beds and 14 operating theaters, has a staff of 170 physicians and surgeons and 650 nurses, all of whom speak English as well as other languages including Mandarin, Japanese, Korean, Arabic, and Spanish.

Offering all major specialties, the hospital management and staff pride themselves on the use of revolutionary medical technologies and on their international reputation for clinical excellence. Operated by the Sime Darby Healthcare Group and owned by one of Malaysia's oldest and largest conglomerates, Sime Darby Berhad, SDSJ averages up to 1,800 outpatients and 300 inpatients each day. More than 15,000 international patients come to SDSJ each year, including 2,500 from Japan, 1,300 from European nations, and 900 from the US and Australia.

## The Center's History

SDSJ, originally known as Subang Jaya Medical Center, leads the country in development of expertise for several advanced medical procedures. In 1985 the hospital was the site of Malaysia's first open-heart surgery. The center's specialists performed the hospital's first pediatric liver transplants in 1995, its first stem cell transplant in 1999, its first adult bone marrow transplant in 2000, its first pediatric bone marrow transplant in 2002, and its first awake craniotomy in 2009.

In 2008 the center's current name, Sime Darby Medical Center Subang Jaya, was established to recognize the facility as a part of Sime Darby Healthcare. More than a new administrative and management brand, the change underscored SDSJ's commitment to grow as an international center of medical excellence.

The last three years have seen significant developments. In 2009 SDSJ earned accreditation from the Joint Commission International (JCI), which applies the most rigorous quality standards to its assessments of healthcare delivery. In the same year, Sime Darby established a staff exchange program with Samitivej Hospital in Bangkok, Thailand, also a JCI-accredited institution. The program has been especially useful in fostering collaborative improvements in bedside nursing, front-line customer service, and other aspects of patient care.

## Environment, Medical Services, and Competitive Pricing

SDSJ is a state-of-the-art private medical center with top specialties in oncology, cardiology, orthopedics, epilepsy management, weight loss surgery, and reproductive medicine. Within these specialties, SDSJ is well known for blood and marrow transplantation, complex cancer treatments, computer-assisted joint replacement, minimally invasive spinal surgery, hand surgery, and microsurgery, as well as diagnostic cytogenetic services.

The hospital's Nuclear Medicine and PET/CT Center is a major regional referral center for diagnosing and treating illnesses in the fields of cardiology, endocrinology, neurology, and oncology. SDSJ's Vascular and Interventional Radiology Center combines a specialized branch of radiology with new catheterization and imaging technologies to enable precise diagnosis and minimally invasive treatment of blood vessel disorders and diseases of the internal organs.

Accident and emergency services operate 24/7, staffed by medical officers and a team of experienced nurses and allied health professionals. Inpatients can expect comfortable, private accommodations, dietary and menu choices tailored to individual needs and preferences, and full medical, rehabilitation, and paramedic support within the hospital.

Surrounded by a lake and lush greenery, SDSJ is accessible from all major highways in the Klang Valley and is ideally located within a short driving distance from the heart of Kuala Lumpur as well as Kuala Lumpur International Airport.

Procedure	US cost*	SDSJ cost**	Savings
Coronary artery bypass graft	\$88,000	\$19,500	78%
Heart valve replacement	\$85,000	\$20,625	76%
Hip replacement	\$33,000	\$8,250	75%
Knee replacement	\$34,000	\$8,250	76%
Spinal fusion	\$41,000	\$13,125	68%
Gastric bypass	\$25,000	\$9,100	64%

*\*US cost estimates are averages and vary based on location, materials, equipment used, and individual requirements. Rates reflect some discounts available to uninsured patients. All costs are shown in US dollars.*

*\*\*SDSJ prices are estimates and are inclusive of patient room, professional fees, routine medication, and use of related medical equipment and supplies. Prices do not include travel. Actual prices vary based on individual patient need.*

## MALAYSIAN SOCIETY FOR QUALITY IN HEALTH

A number of public and private hospitals, clinics, and treatment programs in Malaysia are accredited through MSQH, which employs a detailed set of accreditation standards covering five main categories of hospital performance: organization and management; human resource development and management; policies and procedures; facilities, equipment, and quality improvement activities; and safety. In Malaysia the accreditation process works to reduce potential variability in the standards of services offered by public and private healthcare providers and to ensure that all patients get the best possible care. Hospitals seeking MSQH accreditation know that the process reinforces and extends community confidence, offers an objective evaluation of the organization's performance in healthcare delivery, and stimulates the organization's quality improvement initiatives in all areas of hospital operations.

A member of the International Society for Quality in Health Care, MSQH also participates in the Accreditation Federation Council, a committee of representatives from healthcare organizations around the world. For Sime Darby, MSQH accreditation provides the medical traveler yet another assurance of safe, effective, up-to-date medical treatment. For more information, visit [msqh.com.my](https://msqh.com.my).

## Accreditation and Affiliation

SDSJ earned accreditation in 2009 from JCI, the world's leading authority for ensuring that hospitals and medical centers meet rigorous standards for patient care and treatment outcomes. In 2004 the hospital was accredited by the Malaysian Society for Quality in Health (MSQH), the nation's leading authority for healthcare quality certification. Sime Darby's affiliations include Bangkok's Samitivej Hospital, the National Cancer Center of Singapore, and Hospice Malaysia.

## Awards and Achievements

Most notably, SDSJ is Malaysia's only private hospital to win the Prime Minister's Quality Award twice in the private sector category (1998 and 2003). It has also won several awards for excellence including two honors from the Institute of Quality Malaysia and the International Asia Pacific Quality Award. This was followed by a Brand Laureate Award for Best Brands in Healthcare representing hospitals in the Asia Pacific region, as well as a Malaysia Branded Service Champion Award, in 2009. More recently, SDSJ was recognized by the Ministry of Domestic Trade and Consumer Affairs, Malaysia for Business Ethics Excellence in 2010 and was then voted by *Reader's Digest* consumers as 2011's Most Trusted Brand in the private hospital category.





## Healthcare

### Management Team

---

AT SIME DARBY, SAFETY, COURTESY, INTEGRITY, PROFESSIONALISM, AND CONTINUOUS IMPROVEMENT are core values. True to these values, the SDSJ management team believes that in addition to a diverse range of top-quality services, hospitals must guarantee that healthcare services are respectfully and compassionately delivered to patients.

---



**Managing Director:**  
**RAJA AZLAN SHAH BIN RAJA AZWA, CPA**

Appointed in September 2010, Raja Azlan Shah currently serves as managing director of Sime Darby Healthcare. Prior to his appointment, he served as Sime Darby Berhad Group's head for strategy and business development. Raja Azlan Shah joined Sime Darby Berhad Group in 2005. Prior to joining the group, he held positions with CIMB Investment Bank and Arthur Andersen & Co. Raja Azlan Shah holds a degree in accounting and financial management from the University of Sheffield, UK. He is a member of the Malaysian Institute of Certified Public Accountants.

---



**Chief Executive Officer:**  
**ELAINE P. Y. CHEONG, CPA**

Trained as an accountant, Ms. Cheong currently serves as chief executive officer of the medical business unit of Sime Darby Healthcare Group in Malaysia. In addition to SDSJ, she also oversees the Sime Darby Specialist Center Megah, an ambulatory care center in a Kuala Lumpur suburb, and two new hospital projects, namely Sime Darby Medical Center Ara Damansara due to open by January 2012, and Sime Darby Medical Center ParkCity scheduled to open in 2013. Ms. Cheong is a member of the Australia Society of Certified Public Accountants and the Malaysian Institute of Accountants. She was the first employee when she joined SDSJ in 1984 as the hospital's accounting manager and subsequently took on other roles as director of finance and director of corporate services. She was named CEO in 2006.

---



**Hospital Director:**  
**MURUGIAH VASUHI, MD**

After serving as acting hospital director from April 2011, Dr. Vasuhi was confirmed as SDSJ's hospital director in November 2011. She previously served as SDSJ's administrator of patient care standards and governance. In this position, Dr. Vasuhi was involved in the hospital's clinical governance and in the promotion of standards of practice. Dr. Vasuhi began her career at SDSJ as an emergency room physician.



## Healthcare

---



**Group Medical Advisor:  
DATO' DR. JACOB THOMAS, MD**

Prior to being named group medical advisor for Sime Darby Healthcare in 2006, Dato' Dr. Thomas served as SDSJ's executive director for eight years. He currently serves on the board of directors for the hospital and for Sime Darby Healthcare. Dato' Dr. Thomas is a key figure in the Malaysian healthcare sector, serving as the current president of the Association of Private Hospitals (APHM). He is also a council member for Malaysian Society for Quality in Health (MSQH), a member of the Malaysia Healthcare Travel Council, and a member of JCI's Asia Pacific Regional Advisory Council. In January 2012 he will begin a two-year term as president of the Asian Hospitals Federation.

---



**Nursing Director:  
IRENE QUAH, RN**

During a career spanning more than 35 years, Ms. Quah has accumulated significant experience in the UK as well as Malaysia. After beginning her career in the UK, Ms. Quah returned to Malaysia in the mid-1980s and joined SDSJ in 1985. She became nursing administrator in 1997. Subsequently serving as the director of nursing at another private hospital in Kuala Lumpur for five years, Ms. Quah then returned to SDSJ in 2007 to oversee staff development and standardization of nursing practices throughout the Sime Darby Healthcare Group. She is actively involved in the development of quality standards for the nation's nursing profession through MSQH and the Malaysian Nurses Association. Ms. Quah also presents frequently at international medical conferences on topics pertaining to nursing staff competencies, evidence-based best practices, and management in healthcare.



**Director, Business Development and Marketing:  
EDGAR TORAL HERNANDEZ**

Mr. Toral leads Sime Darby Healthcare's business development and marketing division. His responsibilities include business and product development, corporate and international marketing, referral and reference businesses, and wellness development. Prior to joining Sime Darby Healthcare, Mr. Toral served as Bumrungrad International Hospital's director for hospitality management and support services. He also served as chief executive officer for Bumrungrad's Vitallife Wellness Center. He has worked with Sodexo Thailand and Hilton International in China, Malaysia, Maldives, Thailand, and Sri Lanka. He was also the owner's representative on behalf of Lehman Brothers private equity (Hong Kong) in a joint venture with local partners in Thailand. Mr. Toral graduated from a renowned Swiss hospitality management institute.



**Vice President, Management Services:  
WU CHIN HUEI**

As vice president of management services for Sime Darby Healthcare, Ms. Wu provides leadership in the areas of quality, clinical governance, and risk management. She also heads Sime Darby Healthcare's management and advisory unit, which offers assistance to individuals or organizations designing and commissioning new hospitals or enhancing the operational systems of existing hospitals. Prior to her current position, Ms. Wu served as chief operating officer, (COO) for SDSJ. During her tenure as SDSJ's COO, she led SDSJ's successful accreditation from the Joint Commission International (JCI) in 2009. She has also been instrumental in the many quality awards achieved by SDSJ, notably the prestigious Prime Minister's Quality Award in 1998 and 2003 and the inaugural Asia-Pacific Quality Award in 2000. Ms. Wu is a registered pharmacist.

# LEADING SPECIALTIES

**SDSJ PROVIDES A COMPREHENSIVE RANGE OF MEDICAL SPECIALTIES** and is especially recognized for cancer care and the development of innovative approaches to niche specialties including blood diseases and epilepsy management.

## Blood Diseases Center



SDSJ's Blood Diseases Center is currently the only private Malaysian healthcare facility offering comprehensive blood and marrow transplant services and procedures. The center provides a full range of laboratory services for diagnosing blood disorders as well as comprehensive treatment for hematological malignancies including leukemia, lymphoma, and myeloma. It offers blood cancer treatments such as peripheral blood stem cell transplants and targeted therapy with monoclonal antibodies.

Specialists at this facility support cryopreservation (cold storage) and stem cell storage as well as pediatric blood and marrow transplants from matched unrelated donors. The center's clinical outcomes meet or exceed those of other leading hospitals around the world. SDSJ's transplant-related mortality is less than two percent with self-donor (autologous) transplants and less than 10 percent with a genetically similar donor. Center staff include hematologists (blood specialists) and heme/oncologists (blood cancer specialists) who provide emergency and routine clinical services for adults and children.



## Cancer and Radiosurgery Center

Fully equipped with the latest technology to treat both adult and pediatric cancer patients, SDSJ's Cancer and Radiosurgery Center offers image-guided intensity-modulated radiation therapy, 3-D dynamic conformal radiation therapy, stereotactic radiotherapy and radiosurgery, and total body irradiation for use in bone marrow and stem cell transplant. Along with the latest-generation linear accelerator, the center has a 3-D high-dose-rate brachytherapy system, which enables advanced and precisely targeted internal radiotherapy for gynecological, breast, esophageal, bronchial, and nose-throat-mouth cancers, as well as soft tissue sarcoma. This approach spares surrounding tissues from the effects of radiation.

Most recently SDSJ acquired a state-of-the-art TomoTherapy System that combines advanced treatment planning, computed tomography (CT)-guided patient positioning for precise diagnosis, and sophisticated delivery of new treatments not previously possible with conventional technology and equipment.



## Medical and Surgical Specialties

---

SDSJ offers the full range of medical and surgical specialties, including the following:

- Anesthesiology
- Bariatric surgery
- Cardiology and cardiothoracic surgery
- Colorectal surgery
- Cosmetic and reconstructive surgery
- Dermatology
- Diagnostic cytogenetic studies
- Endocrinology
- Fertility treatment
- Gastroenterology
- Gastro-oncologic surgery
- General medicine
- General surgery
- Hand and microsurgery
- Health screening and wellness
- Hematology and heme/oncology
- Hepatology
- Infectious diseases
- Intensive care
- Interventional radiology
- Neonatology
- Nephrology
- Neurology and neurosurgery
- Nuclear medicine
- Obstetrics and gynecology
- Oncology, radiotherapy, and radiosurgery
- Ophthalmology
- Oral and maxillofacial surgery
- Orthopedic and rehabilitative medicine
- Otorhinolaryngology
- Pain management
- Pathology
- Pediatric cardiology
- Pediatric genetics and metabolism
- Pediatric hematology and oncology
- Pediatric nephrology
- Pediatric neurology
- Pediatric surgery
- Pediatrics
- Psychiatry
- Psychology
- Radiology
- Respiratory medicine
- Rheumatology
- Urology
- Vascular radiology
- Vascular surgery
- Vitreoretinal surgery

The center also offers palliative care, counseling services, support group sessions, and nurse educator services.

### Comprehensive Epilepsy Management Clinic

The Epilepsy Clinic offers a broad range of diagnostic and treatment options for adults and children who suffer from seizures or recurring epileptic episodes. The clinic's experienced medical and surgical team is supported by advanced equipment including 24-hour electroencephalography (EEG) and video monitoring to help determine the incidence, frequency, and category of patients' seizures. The clinic also houses a full range of state-of-the-art epilepsy imaging technology, including 3.0 Tesla magnetic resonance imaging (MRI) as well as single-photon emission computed tomography (SPECT) and positron emission tomography (PET). These top-quality scanners ensure precise diagnosis for effective treatment and aftercare.

SDSJ's epilepsy management program is known for expertise in performing awake craniotomy, in which the patient is conscious during brain surgery so specialists can monitor potential effects on speech and movement. The clinic's team also includes neuropathologists and neuropsychologists who collaboratively evaluate memory and language functions.





## INNOVATIVE CARE

In addition to having a comprehensive range of specialties, SDSJ is also recognized for innovation and expertise in its several centers of excellence:

### Centers of Excellence

- Blood Diseases Center
- Bone Center
- Cancer and Radiosurgery Center
- Comprehensive Epilepsy Management Clinic
- Digestive and Liver Health Clinic
- Heart Center
- Kidney Stone Center
- Nuclear Medicine and PET/CT Center
- Subang Fertility Center
- Vascular and Interventional Radiology Center
- Wellness Center, opening 2013

### Leading Services

- Blood and marrow transplantation
- Complex cancer treatment
- Computer-assisted total joint replacement surgery
- Diagnostic cytogenetic studies
- Endoscopic spinal surgery for prolapsed intervertebral disc
- Epileptology procedures and epilepsy surgery
- Fertility-sparing program for cancer patients
- Hand surgery and microsurgery
- Laparoscopic weight loss surgery
- Minimally invasive fusion surgery for lower back pain

## Heart Center

SDSJ's Heart Center features a fully equipped coronary care unit, cardiac ward, and cardiovascular catheterization laboratory. The center's staff includes several internationally known cardiologists, cardiac surgeons, and pediatric cardiologists, supported by a dedicated critical care team.

Since its inception in 1985, the center has been the nation's leader in heart medicine, using a drug-coated intracoronary stent in angioplasty as early as 2002. Over the past 25 years, the center has carried out thousands of complex diagnostic and therapeutic cardiac services including open-heart surgeries. Its array of high-tech equipment is supplemented by SDSJ's Nuclear Medicine and PET/CT Center; its physicians perform specialized procedures for cardiac care including coronary angiography and coronary calcium scanning.

## Nuclear Medicine and PET/CT Center

SDSJ serves as a regional referral center for procedures in the fields of cardiology, endocrinology, neurology, and oncology. With imaging equipment that includes a 64-slice PET/CT scanner and a gamma camera, SDSJ's Nuclear Medicine and PET/CT Center employs sophisticated techniques for bone, lung, kidney, brain, liver, digestive tract, and whole-body scans to diagnose cancer, heart disease, neurological conditions, and brain abnormalities. Nuclear medicine therapy is available for patients with non-Hodgkin's lymphoma, thyroid and liver cancer, and rheumatoid arthritis.





The gamma camera is a low-radiation diagnostic tool that shows both the structure and the function of specific organs. Some of the imaging procedures available include myocardial perfusion scan (assessing blood flow in the heart), liver and spleen scan, lung perfusion scan, hepatobiliary scan, renal function measurement, gastrointestinal tract bleeding assessment, iodine-131 whole-body scan, and bone scan.

Using its comprehensive assemblage of advanced technology, the center can readily provide noninvasive scans to support early, accurate diagnosis, effective monitoring of treatment response, and restaging—all of which translate to better outcomes for patients.

## Vascular and Interventional Radiology Center

The Vascular and Interventional Radiology Center offers minimally invasive evaluation and treatment options for patients suffering from aneurysms, stroke, uterine fibroids, arteriovenous malformations, poor leg circulation, cancer, and other conditions. The center's procedural scope encompasses diagnostic angiography, interventional neuroradiology, balloon angioplasty, and embolization (a technique used to reduce blood flow to a specific area of the body). Other services include interventional oncology and spinal pain mitigation.

## CARING FOR THE COMMUNITY

Mercy Malaysia, a volunteer relief organization based in Kuala Lumpur, knew whom to contact in 2009 after two earthquakes—measuring 7.6 and 6.6 on the Richter scale—devastated Padang in the West Sumatra region of Indonesia. Sime Darby staff immediately answered the call by sending a five-member medical team to the seashore town of Pariaman. The SDSJ team assisted the surgical mission, treated fractures and crush-related injuries, and traveled with mobile clinics to provide support to remote villages.

“What struck me most was the resilience of the people of Padang. Within days of the disaster they were already rebuilding their devastated houses as a community with very little complaining,” says Dr. Toh Khay Wee, SDSJ consultant anesthetist. “I will never forget the sight of a small elderly lady sitting in front of her house, which had been reduced to a pile of rubble. She had literally lost everything, and it was amazing that she was still able to greet us in a cheerful manner.”

Other team members were equally struck by the strength of the people in Padang. Nelly Genove, a registered nurse from SDSJ, adds, “I saw humanity at its best. People were working hand in hand to get through that difficult time.” Kirsten Ong, SDSJ's deputy manager of nursing practice, says volunteering with mission trips encouraged her and her colleagues to step out of their comfort zones. “It somehow changes the way we look at things; life, work, how we care for our patients, our family, how grateful we are to have what we have and not take things for granted.”





## Laparoscopic Weight Loss Surgery

To serve the estimated 14 percent of Malaysians classified as obese—and the much higher percentages among international patients—SDSJ has established a comprehensive center for weight loss that offers many of the most effective bariatric surgical procedures available today. Nonsurgical services are also available and include behavioral modification therapy, physical activity counseling, nutrition counseling, and health screening.

Among the surgical options, laparoscopic adjustable gastric banding (LAGB) reduces the risk of malnutrition compared to more invasive operations; it has been demonstrated to help individuals lose between 50 and 60 percent of their excess weight over a two-year period.

Another procedure, laparoscopic sleeve gastrectomy (gastric sleeve), reduces stomach size while lowering the risk of malnutrition compared to laparoscopic gastric bypass. Although surgery helps patients lose significant weight in short periods, there are post-operative risks, and patients need to take nutritional supplements for the remainder of their lives.

For patients ineligible for or not desiring surgery, SDSJ offers the option of an intragastric balloon procedure, in which a temporary silicone balloon is placed into the stomach through a gastroscope and then inflated with saline solution. The balloon is removed within six months, but the procedure has been shown to produce an average weight loss of between 35 and 60 pounds (about 16–27 kilograms). Although this approach avoids surgery, risks to the patient require careful review.



## Continuity of Care—Critical to Success

---

Continuity of care can be a challenge for patients who travel for medical procedures. Excellent communication is critical to the success of your treatment—both with your hometown physicians and with the specialists at Sime Darby. Make sure you work with Sime Darby's International Patient Center to coordinate your appointments and healthcare plan *before* you schedule your travel. Make sure, also, that you work with its staff to establish communication between your primary (local) doctor and your Sime Darby medical team. Early communication with both parties can ensure better followup care after you return home.

### **Have Your Most Current Medical Records**

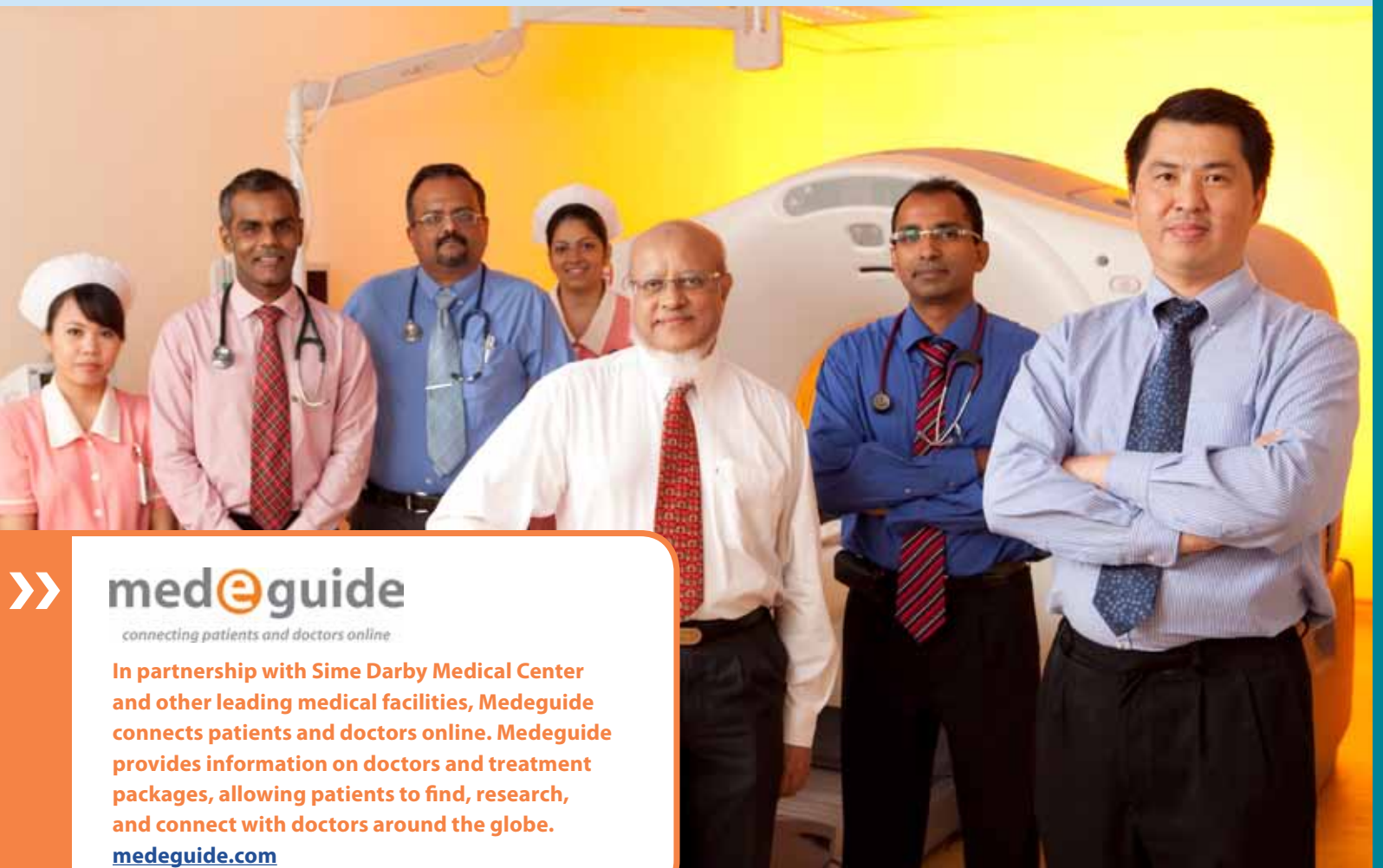
Once you have established contact with the International Patient Center, work with it to make sure your Sime Darby physician will have access to your most current medical records, including up-to-date laboratory tests, x-rays, or scans. Medical records are most often transmitted in two ways: as paper copies or disks by postal service, or as electronic documents via a secure online service.

### **Collaboration Among Doctors**

Transferring your medical records may get your local doctor communicating directly with your Sime Darby specialist for the first time. The next collaboration should occur after your treatment or surgery. Sime Darby's International Patient Center will work with you to make sure your local physician is notified of the details of the surgery and the aftercare protocol. Once you return home and are again under the care of your local physician, this collaboration and consultation should continue until you are released from care with a clean bill of health.

### **Complete Documentation**

Too often, patients return home lacking the complete documentation their local physician needs to oversee ongoing care. The absence of information compromises the physician's effectiveness and threatens the patient's health. Make sure you work with International Patient Center staff to get complete records before you return home. Also make sure to keep your local physician involved from the first day. Good continuity of care is essential for a successful outcome!



**mede**guide

connecting patients and doctors online

**In partnership with Sime Darby Medical Center and other leading medical facilities, MedeGuide connects patients and doctors online. MedeGuide provides information on doctors and treatment packages, allowing patients to find, research, and connect with doctors around the globe.**

[medeguide.com](http://medeguide.com)

# INTERNATIONALLY RECOGNIZED DOCTORS

**SIME DARBY'S TEAM OF RESIDENT AND VISITING MEDICAL PHYSICIANS, SURGEONS, AND SPECIALISTS**, numbering more than 170, are not only well qualified but also internationally recognized in their respective fields. The following are just a few of the outstanding staff who make SDSJ a leading specialty hospital in Malaysia.



**Laparoscopic and Bariatric Surgeon:**  
**KAR-HUEI CHA, MD**

After completing his medical education in Malaysia and Canada, Dr. Cha continued his training with residencies and fellowships at Harvard Medical School in Boston, Massachusetts; the University of Wisconsin, Madison; and the New York University School of Medicine, New York. He is certified by the American Board of Surgery and is a fellow of the American College of Surgeons.

Since 2008 Dr. Cha has been a consultant general surgeon in laparoscopic and bariatric surgery at SDSJ as well as Sime Darby Specialist Center Megah. Prior to his appointment at SDSJ, he initiated the advanced laparoscopic surgery program at the University of Malaysia Medical Center in Kuala Lumpur. During his tenure at the university, he successfully conducted several laparoscopic firsts at that hospital, including gastric banding and sleeve gastrectomy for obesity, gastric resection for benign and malignant lesions, fundoplication for reflux diseases, and emergency repair of perforated peptic ulcers and perforated colon.

[View Medeguide profile](#)



**Heme/Oncologist:**  
**SOO CHIN NG, MD**

Dr. Ng is currently the director of SDSJ's clinical diagnostic laboratory and a consultant hematologist. He remains active in teaching and research with more than 160 published, peer-reviewed scientific papers to his credit. His special interests include diagnostic hematology, hemato-oncology (stem cell transplant), immune and thrombotic thrombocytopenic purpura, Evan's syndrome, venous thromboembolism, and transfusion medicine.

Dr. Ng pioneered Malaysia's use of fludarabine, interferon, monoclonal antibodies such as rituximab and Mylotarg, anagrelide, arsenic trioxide, and Velcade drug treatments, as well as the apheresis process. He established the nation's first private blood diseases center with comprehensive hematological services. With Dr. Alan Teh, Dr. Ng also established the first private hemopoietic stem cell transplant center in Malaysia at SDSJ. He is past president of the Malaysian Society of Hematology and ASEAN Federation of Hematology.

[View Medeguide profile](#)

---

**Spine Surgeon:****YEW SIONG SIOW, MD**

After completing his medical education in Malaysia, Dr. Siow completed a clinical fellowship and taught seminars at the University of Hong Kong. His expertise in spinal surgery ranges from minimally invasive procedures (intradiscal electrothermal therapy, Dekompessor) to complex anterior, posterior, or combination surgery for degenerative diseases, deformities, infections, and tumors of the spine. His clinical and research interests extend to scoliosis, endoscopic spine surgery, nucleoplasty, and interventional pain management.

Dr. Siow is one of the first members of the Society of Lateral Access Surgery (SOLAS) in Asia. He is also a member of the Malaysian Orthopedic Society, Malaysian Spine Society, and Asian Academy of Minimally Invasive Spinal Surgery.

[View Medeguide profile](#)

---

**Orthopedic Surgeon:****CHEH CHIN TAI, MD**

A graduate of the University of Cambridge in the UK and a fellow of the Royal College of Surgeons of England, Dr. Tai has focused his work on the treatment of bone and joint diseases, particularly arthritis. He continued his subspecialty training in Germany and Australia for primary and revision joint arthroplasty. Prior to joining the SDSJ medical staff, he worked in London for 18 years as a consultant in orthopedic and trauma surgery.

To date, Dr. Tai has performed more than 1,500 successful total joint replacements. An active teacher and researcher, he has published numerous papers in international and national peer-reviewed journals. He is also a panel reviewer for several orthopedic journals and regularly gives talks at regional and international conferences.

[View Medeguide profile](#)

---

**Ear, Nose, and Throat Surgeon:****PURAVIAPPAN PERIYANNAN, MD**

After receiving his medical degree from the National University of Malaysia in 1992 and completing additional specialty training in otorhinolaryngology, Dr. Puraviappan continued his sub-specialty training at the University of Pittsburgh Medical Center, Pennsylvania, to develop his expertise in head and neck surgery and skull hole surgery.

With nearly 20 years of clinical experience as an ear, nose, and throat (ENT) specialist, Dr. Puraviappan joined the SDSJ medical staff in 2008. His subspecialty focus includes minimally invasive rhinology/skull base procedures such as endoscopic transphenoidal hypophysectomy, endoscopic craniopharyngioma surgery, endoscopic resections and repairs, and endoscopic orbital decompression. He conducts research focusing on allergic rhinitis and nasopharyngeal carcinoma.

[View Medeguide profile](#)



# TECHNOLOGY AND INNOVATION

**SIME DARBY'S INVESTMENTS IN CUTTING-EDGE TECHNOLOGY** support the hospital's exceptional doctors and healthcare providers and ensure the world-class reputation of SDSJ's centers of excellence. With providers, facilities, and technology all working together, SDSJ is able to deliver the best-quality care to its patients.

## Ultra-High-Field 3.0 Tesla Magnetic Resonance Imaging System with Ambient Experience Suite

SDSJ was the first Malaysian hospital to acquire a nonradiation diagnostic imaging scanner with an ultra-high-field-strength magnetic system, which produces superior image quality, supports fast and accurate diagnosis, and reduces the need for rescanning. The hospital's 3.0 Tesla MRI scanner features improvements in the magnet, gradient, radiofrequency, integrated body coil, and data acquisition systems, as compared to earlier scanners.

These advances provide enhanced performance and clinical benefits including improved signal-to-noise ratio and image detail, allowing clinicians to see anatomical structures and abnormalities that are not visible at lower field strengths. The system's detailed imaging enables early diagnosis of a host of medical conditions including brain and neurological disorders, musculoskeletal system diseases, and organ disease. 3.0 Tesla MRI can also characterize more subtle abnormalities such as heterotopic gray matter associated with developmental problems in patients with seizures.

The system also features an Ambient Experience Suite that maximizes patient comfort during MRI scanning. Through the suite's easy-to-use interface, patients can personalize lighting, projected images, sounds, and other environmental elements.

## SOMATOM Definition

Acquired by SDSJ in 2008, this CT imaging system is capable of scanning a beating heart at a lower radiation dose, thereby allowing patients to avoid taking medication to reduce heart rate before imaging. It uses two x-ray sources and two detector arrays at the same time producing images with greater speed and resolution. Exceptional image quality facilitates faster, more accurate diagnosis of cardiovascular diseases and supports numerous aspects of acute-care management. In addition to its speed, dual-source CT can better characterize soft tissues compared to older technology.

## Low-Dose 64-Slice Positron Emission Tomography/Computed Tomography Scanner System

PET is an advanced imaging process in nuclear medicine. It is used to study the molecular function of actively diseased cells, particularly cancer. When combined with CT, it becomes a powerful tool for revealing both the anatomical details and functional changes of diseased cells in a single scan.

Acquired in 2007, SDSJ's 64-slice PET/CT scanner provides a highly precise metabolic imaging technique frequently used to diagnose cancer and monitor the effectiveness of cancer treatment. PET/CT can also be used to detect heart disease and brain disorders.

## **TomoTherapy Highly Integrated Adaptive Radiotherapy System**

Acquired by SDSJ in 2010, the CT-based HI-ART system integrates advanced treatment planning, image-guided patient positioning, and sophisticated treatment delivery. Conventional radiotherapy machines deliver a wide beam of radiation from only a few angles. With the HI-ART system, however, doctors can view cancer cells in 3-D and use the unique CT scanner design to deliver better-focused radiation continuously from all angles around the patient.

The scanner features patented beam-modulating technology that divides a single beam into many smaller, narrow “beamlets.” More angles and more precise modulation result in more specifically conformed dose distributions. This minimizes damage to surrounding healthy tissue, resulting in improved recovery times. Oncologists are able to track the tumor’s daily progress and recalibrate treatment for improved outcomes.

## **3-Dimensional High-Dose-Rate Brachytherapy System**

Used to treat a wide range of cancers, brachytherapy employs an internally placed source of radiation to deliver a radiation dose that conforms precisely to the tumor while avoiding healthy tissues nearby. Low-dose-rate brachytherapy has been largely superseded by high-dose-rate brachytherapy, as only a few minutes are needed to administer the required dosage.

## **Varian Linear Accelerator 2300C/D**

Designed to provide both conventional radiation therapy and more complex 3-D-conformal radiation, this linear accelerator delivers the highest dose rates (600 MU/minute in photons and 1,000 MU/minute in electrons) and the fastest beam-on times to full stability and flatness (less than 500 milliseconds) of any accelerator currently in use. It offers pulse-to-pulse control for highest beam stability, along with the finest dose contouring. The accelerator’s design and core technologies enable the linearity, high dose, fast beam response, and precise motion and rate control required for dynamic conformal therapy. At SDSJ, the accelerator’s precise 3-D delivery is supported by a dedicated CT simulator and computer system.

## **Novalis ExacTrac BrainLab Radiosurgery System**

Acquired in 2002 and upgraded in 2007 and 2010, this radiosurgery system uses a noninvasive or minimally invasive laser to treat brain lesions while avoiding nearby critical tissue. Frameless noninvasive treatment improves patient comfort, and typical treatment times can be less than 20 minutes. SDSJ’s Novalis system delivers treatment precisely shaped to the lesion, accommodating cases of varying complexity and tumor type, size, and location.

Treatment modes include static and dynamic conformal arcs, circular arcs, conformal beams, and beam or arc intensity-modulated radiation delivery. Applications include noninvasive frameless stereotactic radiosurgery for benign and malignant tumors, image-guided spine radiosurgery, gated liver and lung stereotactic body radiotherapy, and image-guided prostate radiotherapy.

# FACILITIES

**ONLY 20 MINUTES FROM DOWNTOWN KUALA LUMPUR**, SDSJ is easily accessible from all points in Selangor via major highways and commuter trains. Equipped with 393 beds, 93 clinic suites, and 14 operating theaters that treat up to 1,800 outpatients and 300 inpatients daily, SDSJ's facilities are patient-centered, encompassing the SDSJ concept of the finest in care and service. SDSJ also has a fully equipped intensive care unit with 23 beds, including six for coronary patients and four for pediatric cases.



## Inpatient Rooms

Sime Darby offers five types of inpatient rooms, from budget-conscious multibed units up to luxury suites. All rooms include

- electronically adjustable beds
- attached bathroom
- personal nurse call system
- bedside, patient-controlled room light and individual television
- personal telephone
- individually controlled room air conditioning

Single rooms appeal to many health travelers who want luxury and privacy at an affordable price.



Inpatient rooms	Daily rate*
Single	\$80
Single Executive, with sofa set	\$130
Suite, with sofa set and small lounge	\$220
Golden Suite, with living room	\$565
Golden Suite, with living room, dining area, kitchenette, and additional space for relatives	\$1,240

*\*Rates are shown in US dollars and do not include government tax. Rates are subject to change without notice.*

## Pharmacy

SDSJ's large, well-equipped pharmacy offers bedside dispensing of medications for inpatients, along with dispensing and consultation services for outpatients. Customers will also readily find supplements, health foods, health products, diagnostic devices, and mother-baby products.

## Laboratory

Laboratory facilities at SDSJ are certified for meeting international quality control standards and provide a full array of services including cytopathology, histopathology, cytogenetics, and microbiology. All tests are continuously reviewed through an external quality assurance program established by the Royal College of Pathologists of Australasia. In 2009 the laboratory achieved accreditation to ISO 15189 standards.

## Rehabilitative Services Center

SDSJ's Rehabilitation Services Center supports physiotherapy and occupational therapy as well as speech and language services. Center resources include a hydrotherapy pool, which is used to treat post-operative orthopedic patients, pediatric neurology patients, and athletes recovering from sports injuries. The center also offers the sale of rehabilitation aids.



## SIME DARBY MEDICAL CENTER ARA DAMANSARA

By 2012 Sime Darby Healthcare's newest hospital at Ara Damansara will be open. This new center of excellence will serve heart, brain, spine, and joint patients. The 220-bed facility is located along the route to Skypark Subang Terminal, near the residential neighborhoods of Ara Damansara and Saujana. It is the third medical facility established under the Sime Darby Healthcare Group, after the flagship center in Subang Jaya and Sime Darby Specialist Center Megah in Petaling Jaya.

"Our vision is to become the gold standard healthcare provider of the Asia-Pacific region," says Elaine Cheong, CEO of Sime Darby Healthcare's medical business unit. "Sime Darby Medical Center Ara Damansara will focus on quality, safety, and continuous improvement, especially in areas that most directly impact patient care," she adds.

The Brain Center at Ara Damansara will feature a stroke clinic and a comprehensive epilepsy management program that includes an EEG laboratory and state-of-the-art equipment for early diagnosis and treatment. The new medical center will also boast a fully equipped, state-of-the-art rehabilitation facility that includes hydrotherapy, occupational therapy, audiometry, musculoskeletal rehabilitation, and a Child Development Center. The Spine and Joint Center will focus on minimally invasive spinal surgeries and computer-assisted joint replacement. Pediatric and adult heart patients will find a full spectrum of services ranging from cardiothoracic surgeries to interventional cardiology and electrophysiology.

To facilitate a pleasant stay, Sime Darby Medical Center Ara Damansara will offer differentiated services such as bedside admission. A sophisticated hospital management information system is under development and will allow central appointment bookings as well as management of patients' health records across all Sime Darby medical facilities.

# SIGNATURE SERVICES

## HIGH STANDARDS FOR NURSING

True to its motto of “We Care, We Serve,” SDSJ takes particular pride in its nursing staff. Many are graduates of the Sime Darby Nursing and Health Sciences College, which opened in 1995 under the management of the Sime Darby Healthcare Group.

The college offers diplomas in nursing and medical laboratory technology as well as conversion programs for assistant nurses. The college places emphasis on communication and caring, and all students enroll in certifying courses for the English language. Diploma nursing students regularly attain a 100 percent passing rate in the nursing board registration exams. In its 16-year history, the college has had an overall 98 percent passing rate in the exams.



**AWARE OF ITS PRIMARY ROLE IN ADVANCING MALAYSIA** as a leading destination for health-based tourism, Sime Darby has established a network of services dedicated to international patients.

## International Patient Center

The International Patient Center (IPC) staff at SDSJ provide an extensive range of services for medical travelers, including appointment scheduling, assistance with travel arrangements and visas, accommodation arrangements at special rates, airport pickup and dropoff, medical referrals, and interpretation and translation services for a variety of languages.

The IPC team can also help to arrange for in-country medical concierge services to accompany the patient from arrival at the airport through check-in at the prearranged hotel. IPC staff can help convert “visa on arrival” status for international patients entering Malaysia for emergency medical treatment and can expedite visa approvals for extended stays. Staff can also help patients plan a relaxing recovery vacation at any Malaysian destination.

## Dining

Patient meals are prepared under the supervision of a hospital dietician and with the advice of the attending medical specialist. Patients not requiring a strict therapeutic diet are given a menu daily to select their meals. Halal food is prepared according to Islamic requirements, and other special religious and dietary needs can be accommodated upon request.

## Hospital Services

Numerous services within the medical center include a convenience shop where visitors may purchase toiletries, reading materials, and snacks; and a florist boutique with flowers and other gift items. A *surau* is available for Muslim patients and visitors who wish to pray and meditate.

## Ten “Must-Ask” Questions for Your Candidate Physician

---

Make the following initial inquiries, either of your health travel agent or the physician(s) you are interviewing:

**1. What are your credentials?** Where did you receive your medical degree? Where was your internship? What types of continuing education workshops have you attended recently? The right physician should be happy to email you a complete résumé.

**2. How many patients do you see each month?** Doctors should be in touch with their customer base and have such information readily available.

**3. To what associations do you belong?** Your physician should be keeping good company with others in the field.

**4. How many patients have you treated who have had my condition?** Ask how many of your specific treatments for your specific condition this physician has personally conducted.

**5. What is the fee for your initial consultation?** Answers will vary, and you should compare prices with those of other doctors you interview.

**6. May I call you on your mobile phone before, during, and after treatment?** Unlike many US physicians, many overseas physicians

stay in close, direct contact with their patients, and mobile phones are their tools of choice.

**7. What medical and personal health records do you need to assess my condition and treatment needs?** Most physicians require at least the basics: recent notes and recommendations from your consultations with your local physician or specialists, x-rays or scans directly related to your condition, perhaps a medical history, and other health records.

**8. Do you practice alone or with others?** Look for a physician who practices with a group of certified professionals who have a broad range of related skills.

*For Surgery:*

**9. Do you perform the surgery yourself, or do you have assistants perform the surgery?** You want assurance that your procedure won't be performed by your doctor's protégé.

**10. Are you the physician who oversees my entire treatment, including pre-surgery, surgery, prescription writing, physical therapy recommendations, and post-surgery checkups?** For larger surgical procedures, you want the designated team captain. While that's usually the surgeon, check to make sure.



# PACKAGES AND PROCEDURES

**WHILE SDSJ PROVIDES THE FULL RANGE OF MEDICAL AND SURGICAL PROCEDURES**, some are especially attractive to international patients, and they rank among those most often performed. SDSJ offers package pricing for selected surgical procedures as well as a variety of health screenings.

## Health Screening

Preventive healthcare is “the new normal” in today’s progressive society. No longer do patients wait for symptoms to indicate that something is not right; instead, healthcare consumers take a proactive stance with health checks to detect abnormalities and stop the possible progression of disease. Screenings save patients from unnecessary pain and suffering through early detection and treatment; they lower medical costs by tackling health problems in their early stages or preventing their occurrence.

SDSJ offers several screening packages specially designed to meet the needs of the individual. These include general health, pre-employment, men’s health, women’s health, cardiac health, and digestive health. Services included in each package vary, as do prices, but the emphasis for all packages is on thorough assessment and good value.

As an example, SDSJ’s Cardiac Screening Package includes (at a cost of about US\$200) comprehensive medical history, resting electrocardiography, chest x-ray, high-sensitivity C-reactive protein test, blood and urine tests, physical examination, consultation by a cardiologist, post-exam review, and medical report.



## Gallbladder Removal

Cholecystectomy, the surgical removal of the gallbladder, is commonly used to treat patients with gallstones or gallbladder cancer. Surgeons at SDSJ typically perform minimally invasive cholecystectomy through a few “keyhole” incisions in the abdomen. Through one incision, a laparoscope connected to a video-camera system is inserted. The surgeon can then see the gallbladder on a TV monitor and manipulate surgical tools inserted through the other small incisions. The entire process can take as little as 30–60 minutes.

The main benefits for the patient are faster recovery, less pain at the incision sites, and minimal scarring. The majority of patients can go home the next day and resume their normal activities within a few days. The SDSJ Laparoscopic Cholecystectomy Package is priced at less than US\$4,000 and includes two nights in a standard single-bed room, meals, pre-operative

tests, and pathology studies (specimen analysis); surgeon's, anesthetist's, and nursing fees; anesthesia, routine and take-home medication, and use of medical equipment and supplies; and post-hospitalization consultation.

## Intragastric Balloon

The intragastric balloon procedure for weight loss involves placing a silicone balloon in the patient's stomach through a gastroscope, which the physician also uses to look for stomach ulcers or any other abnormality. The balloon is then inflated with 500–700 milliliters of saline solution. The fluid-filled balloon stays in the stomach for about six months, reducing the amount of food that the patient can eat.

The procedure lasts about 30 minutes and requires mild sedation, although it is not surgical; no cutting or stapling of the stomach is involved. The resulting average six-month weight loss ranges between 35 and 60 pounds (16–27 kilograms), but the procedure is not without risks, which doctors should discuss thoroughly with their patients. The Intragastric Balloon Package at SDSJ is priced at about US\$3250 and includes day-care ward stay, implant, surgeon's fees, routine in-hospital consumables and medication, post-procedure followup, and up to one month of routine post-discharge medication.



## Total Knee Replacement

Patients usually talk to their doctors about joint replacement when knee pain becomes severe and limits mobility. If x-ray examinations reveal significant loss of bone or cartilage in the joint, a total replacement may be recommended—"total" in that the ends of both bones forming the joint are replaced. Knee replacements typically use devices made of metal, plastic, or both to replace the lower end of the femur (thigh bone), the upper end of the tibia (shin bone), and the patella (kneecap). First performed in the 1960s, joint replacements are today among the most frequently conducted surgeries worldwide, with nearly 600,000 knee replacements annually in the US alone.

SDSJ's Minimally Invasive Surgical Hi-Flex Total Knee Replacement Package is priced at about US\$8,300 and includes four nights in a two-bed room, meals, and pre-operative tests; surgeon's, anesthetist's, and nursing fees; anesthesia, routine in-hospital and take-home medication, use of medical equipment and supplies, and prosthetic implants; and routine rehabilitation and physiotherapy, and post-hospitalization consultation. The Bilateral Package (both knees) includes all of the above and costs about US\$13,800.



## Ian H., Australia

**VISITING MALAYSIA IN DECEMBER OF 2006**, Ian experienced what he thought was indigestion brought on by his enthusiastic sampling of local curries and chilies. Having heard of Sime Darby Medical Center Subang Jaya, he stopped by the hospital. Instead of an innocuous episode of indigestion, a heart problem was the underlying cause of Ian's symptoms. He was immediately treated by an Australian-trained cardiologist.

Recalling the experience, Ian says, "I was seen straight away and had an angiogram. The cardiologist found damage to my arteries. I underwent a triple coronary artery bypass graft, and the upshot was a six-night hospital stay. My surgeon and anesthetist were with me first thing in the morning, and when I came to that evening, they were still there. And as I drifted in and out of consciousness, I realized that they were still there when it was nearly midnight."

The experience was forever etched in his memory. "I think this is just a continuation of the treatment that I've had in this hospital—not only from the surgeon and the doctors, but from all the staff, from the nurses, to the lady who brings the tea, to the lady who cleans the bathroom. There's not a bad word I could say about the hospital."

When Ian's passport ended up in the laundry, he was grateful for the assistance of the customer care staff, who made several trips to immigration to have his medical visa extended. "The help has been wonderful, and when you are a nervous person like I am, and you get such attention with many of your cares taken on by other people, that's definitely more important than anything. You can be sure when I go home, the standard of care and attention I had in this hospital will be a topic of conversation over many a glass of red wine."



## J. Y. Park, South Korea

**PERSISTENT SINUS PAIN, CONGESTION, AND RHINITIS** were symptoms Park did not appreciate contending with during his duties as an airline pilot operating a large Airbus 310 plane. “I knew that being constantly exposed to air conditioning was not helping my condition,” the young pilot says. “My nose was always stuffed up and runny, and I had periods where I couldn’t breathe properly.”

His problems persisted even months after he and his wife, along with their three children, moved from South Korea to Kuala Lumpur. Although he had gone to several doctors, Park felt he could not spare the time for what he calls “proper treatment” because of his busy flight schedule. The doctors’ prescribed nasal sprays and antibiotics were, at best, stopgap measures, but he hesitated to have sinus surgery because of the length of time he would potentially be missing work.

Finally Park visited Dr. Husain Said, a consultant ENT physician and surgeon at SDSJ, where one of his children had been treated for bronchitis. Dr. Husain assured him that a minimally invasive sinus procedure, with full anesthesia, would eliminate his symptoms and require no more than three days in the hospital. “His explanation greatly relieved me, and I decided to go ahead with the procedure,” Park explains, adding that the surgery went precisely as Dr. Husain had indicated. “Waking up after the surgery, I was surprised at how little pain I had but, more importantly, I was able to breathe normally.” Park says he no longer experiences sinus pain or discomfort, even during the changes in pressure that routinely occur during flights.



# PATIENT AND VISITOR GUIDE

## MALAYSIA AT A GLANCE

**Language:** Bahasa Malaysia (English is widely spoken in cities)

**Time Zone:** GMT +8

**Country Dialing Code:** 60

**Electricity:** 240V, plug type D

**Currency:** Ringgit (RM)

**Closest Airport:** Kuala Lumpur International Airport (KLIA) and Low Cost Carrier Terminal (LCCT)



## Accommodations

A large number of deluxe and moderately priced hotels are available to serve SDSJ patients before and after their hospital stays. Outpatients can also find comfortable and affordable long-term housing convenient to the medical center. Subang Jaya and Kuala Lumpur offer a wealth of exceptional options—from five-star Western-style hotels offering every possible amenity to reasonably priced apartments. Accommodations in Malaysia are surprisingly affordable. If you will be in town for several days, be sure to ask about additional discounts for SDSJ patients or for extended stays.

### Grand Dorsett Subang Hotel

Jalan SS12/1

Subang Jaya, Selangor, MALAYSIA 47500

Tel: +60 3 5031.6060

Email: [kl.reservations@granddorsett.com](mailto:kl.reservations@granddorsett.com)

Web: [granddorsett.com](http://granddorsett.com)

This five-star urban resort, located 35 minutes from Kuala Lumpur International Airport and 20 minutes from Kuala Lumpur's city center, offers 502 rooms and suites just next door to SDSJ. The hotel, which overlooks a scenic lake, provides free shuttle service to nearby shopping malls and the renowned Sunway Lagoon water theme park. It also boasts landscaped pools, an open-air Jacuzzi, and a fully equipped gym. Full broadband internet access and global satellite TV are available.

Deluxe rooms are furnished with one king-sized or two twin beds and a work desk. Junior suites, ideal for families, include a separate bedroom and living room as well as a pantry equipped with microwave and cutlery. Grand Dorsett Subang Hotel also offers a dozen executive suites with spacious living and dining areas; a separate bedroom appointed with a king-sized bed, walk-in wardrobe, and work area; and a marble-floored bathroom including a separate shower and bathtub for maximum relaxation.

### Holiday Villa Hotel and Suites Subang

9, Jalan SS 12/1, Darul Ehsan

Subang Jaya, Selangor, MALAYSIA 47500

Tel: +60 3 5633.8788

Email: [hvs@holidayvillasubang.com.my](mailto:hvs@holidayvillasubang.com.my)

Web: [holidayvillahotelsubang.com](http://holidayvillahotelsubang.com)

Located a mere 15 miles (about 24 kilometers) from Kuala Lumpur and within walking distance of SDSJ, Holiday Villa Hotel and Suites Subang sits on 6.8 acres (almost three hectares) of landscaped property. This five-star

resort epitomizes the best features of the thriving Subang Jaya district. The hotel offers 383 guest rooms, nine restaurants, 15 meeting rooms, three ballrooms, and a comprehensive range of sports and recreational facilities.

Holiday Villa's business center includes conference rooms, comfortable lounge areas, private computer rooms, a library, and secretarial services. Leisure options start with four pools and an open-air Jacuzzi, and continue with a recreation center offering badminton, squash, outdoor tennis, table tennis, exercise and fitness equipment, steam baths, a ten-lane bowling alley, snooker (pool), a children's playroom, and a piano room. The resort also houses the Amoras Relaxation Spa, which features traditional Balinese treatments amid a lush lakeside setting.

### **Summit Hotel Subang USJ**

Persiaran Kewajipan USJ 1

Subang Jaya, Selangor, MALAYSIA 47600

Tel: +60 3 8023.3000

Email: [reservation@summithotel.com.my](mailto:reservation@summithotel.com.my)

Web: [summithotelusj.com](http://summithotelusj.com)

Located in Subang Jaya, Summit Hotel Subang USJ is close to several tourist attractions and less than 20 minutes from Kuala Lumpur, Petaling Jaya, and Shah Alam. Its 332 guest rooms and suites are sensibly designed with cable TV, minibar, and internet access. The hotel features three restaurants and plenty of recreational opportunities including an outdoor pool, a gym, and spa services. Nearby retail centers offer bowling lanes, cinema, and a health and spa center.

## **History**

Malaysia's history has roots in many traditions including Buddhism, Hinduism, and, more recently, Islam. In the seventeenth century, Malaysia's rich trading opportunities drew the attention of European settlers and traders. First the Portuguese were drawn to the peninsula, and then came the Dutch, who ultimately ceded control to the British in the nineteenth century. After World War II, the territories of Peninsular Malaysia joined in 1948 to form the Federation of Malaya, which negotiated independence from Britain in 1957.

Today Malaysia is a constitutional monarchy, nominally headed by the Yang di-Pertuan Agong, customarily referred to as the king. Elected for five-year terms from among the nine sultans of the Peninsular states, the king is also the leader of the Islamic faith in Malaysia. Racial, cultural, and ethnic harmony defines the nation, with a population comprising Malays, Chinese, Indians, and numerous other ethnic groups.

Malaysia's economy has consistently ranked among the best in Asia for growth, and high levels of foreign and domestic investment have played significant roles as the economy has diversified and modernized. Once heavily

## **SUBANG AVENUE SERVICE APARTMENTS**

Located within a ten-minute walk from SDSJ, this small complex offers a one-bedroom studio as well as two units with three bedrooms each. These air-conditioned apartments provide convenient, affordable accommodations to SDSJ patients and their families. They are ideal for both short- and long-term stays. The reasonable per-day rates decrease with longer stays. Rates for the studio are US\$80 per day, while those for the larger units are US\$110 daily.

Amenities include TV, a kitchen suitable for basic meal preparations, washing machine and dryer, twice-weekly housekeeping services, and a gym, sauna, swimming pool, garden, and children's play area. Regularly scheduled shuttles run to SDSJ four times daily. Reservations can be made through SDSJ's International Patient Center.



## NEARBY SPAS FOR A RESTFUL RECOVERY

For tired, stressed, worried health travelers who need to unwind before undergoing surgery—or for those who'd like to recover in a tranquil environment complete with a bit of pampering—a Malaysian spa is the perfect destination. And the spa experience may do more than rest your mind and body; it may actually promote your healing process.



### Energy Day Spa Mont Kiara

Level 1, Damai Sari

2, Jalan Kiara, Mont Kiara Damai

Kuala Lumpur, MALAYSIA 50480

Tel: +60 3 6201.7833

Email: [info@energymindbodyspirit.com](mailto:info@energymindbodyspirit.com)

Web: [energymindbodyspirit.com](http://energymindbodyspirit.com)

This recently opened Energy Day Spa location has five treatment rooms, a couple's pavilion, balneotherapy (mineral-water treatment) and spa pedicure, steam room, rooftop rest-and-relax areas (one unisex and one for women only), separate women's and men's changing rooms, and a spa shop.

dependent on production of commodities such as rubber and tin, Malaysia now ranks among the world's largest exporters of semiconductor devices, electrical goods, and information and communication technology products.

The country is also home to tropical rainforests that are more than 130 million years old, with unique species of rare flora and fauna including rafflesia, the world's largest individual flower.

## Local Attractions

With Sime Darby Subang Jaya as your primary destination, your diagnosis, procedure, and recovery are justifiably most important. If your time and health permit, however, you may want to enjoy a few of nearby Kuala Lumpur's best-known attractions, including the landmark Petronas Twin Towers. The city's craft markets and upscale shopping boutiques are popular diversions. Chinatown still retains an old-world charm reminiscent of the 1960s, and the city is internationally known as a foodies' haven with gastronomic options ranging from gourmet to hawker fare. As at SDSJ, English is widely spoken in Kuala Lumpur.

**1 Utama Shopping Center.** Located in the exclusive Bandar Utama area, this gigantic retail complex—encompassing five million square feet (more than 464,000 square meters)—offers virtually every imaginable consumer product. Considered one of the Klang Valley's most successfully integrated malls, 1 Utama also houses a movie multiplex, entertainment center, food chains, coffee shops, and juice bars.

**CityPark at i-City, City of Digital Lights (Shah Alam).** Setting digital lighting against lush greenery, i-City is a major attraction for amateur and professional photographers. The park is an artistic showcase of celebrative sculptures, displays of Oriental lanterns, and glittering lights. Scores of digitally lit maple and pine trees make a colorful "forest." At one end of CityPark, visitors walking amidst cherry blossoms can spot LED peacocks and other forest creatures at a nearby pond.

**Desa Sri Hartamas.** This popular upscale area is rapidly establishing itself as the go-to spot for urbanites with plenty of disposable income. It caters to myriad interests; among the hotspots are SOULed OUT, Beehive Café, Smoothie and Juice Café, Movie Pool Bar, Finnegan's Irish Pub, El Nino Musictheque, and Pool Room Pub and Café. Desa Sri Hartamas also offers many restaurants serving Asian, Western, and continental cuisines.

**Malaysia Agricultural Park (Shah Alam).** Shah Alam is the only agro-forestry park in Southeast Asia. More than 3,200 acres (1,290 hectares) in size, the park includes a tropical jungle. Visitors can see agricultural and horticultural plots such as *padi* fields (rice paddies), fruit orchards, a spice



garden, and orchid nurseries. Outdoor recreation enthusiasts can enjoy camping, trekking, picnicking, cycling, and hiking facilities. Basic chalets are available for overnight stays.

**Resorts World Genting.** A family resort nestled at the peak of Genting Highlands, Resorts World Genting is one hour from Kuala Lumpur by car. Visitors can also reach the resort by the Genting Skyway, which is among the world's fastest gondola lifts and, at two miles (about three kilometers) in length, Southeast Asia's longest. The resort attracted 19.5 million visitors in 2009.

Resorts World Genting offers six hotels with 10,000 rooms as well as more than 50 amusement rides, 170 dining and shopping outlets, entertainment, business convention facilities, and Malaysia's only legal land-based casino. Known informally as the Las Vegas of Malaysia, the resort features the First World Hotel with 6,118 rooms, making it the world's largest hotel as immortalized in the *Guinness Book of World Records* and *Ripley's Believe It or Not*.

**Sunway Lagoon.** A water theme park like no other, Sunway Lagoon covers 80 acres (about 32 hectares) and can accommodate 70,000 visitors daily. Its marquee attractions include World of Adventure, Wild Wild West, and Waters of Africa. Resort accommodations include many of the amenities of a five-star hotel.

### One World Hotel and Spa

First Avenue, Bandar Utama City Center  
Petaling Jaya  
Selangor, MALAYSIA 47800  
Tel: +60 3 7681.1111  
Email: [reservations@oneworldhotel.com.my](mailto:reservations@oneworldhotel.com.my)  
Web: [oneworldhotel.com.my](http://oneworldhotel.com.my)

Located at One World Hotel, the Thann Sanctuary Spa offers a three-day package that includes two nights in a luxury room. Guests can receive a facial, manicure, reflexology treatment, or Indian head massage and unwind in a large pool, whirlpool bath, sauna, and eucalyptus steam room.

### S Spa

7-3, Jalan Solaris  
Solaris Mont Kiara  
Kuala Lumpur, MALAYSIA 50480  
Tel: +60 3 6203.0434  
Email: [enquiry@sspa.my](mailto:enquiry@sspa.my)  
Web: [sspa.my](http://sspa.my)

Using antioxidant-enriched natural products by Pevonia Botanica and Bioessentials for every treatment, S Spa's halcyon private rooms provide an exceptional ambience, a unique collection of melodies, and soothing rainfall showers. Treatments include an indoor waterfall shower and a chromotherapy Jacuzzi.



# INTERNATIONAL PATIENT RESOURCES

**WHATEVER YOUR HEALTH STATUS AND WHATEVER YOUR REASON FOR HEALTH TRAVEL**, the physicians, staff, and administrators of Sime Darby Medical Center Subang Jaya can meet your needs and exceed your expectations for top-quality healthcare. For international health travelers, SDSJ provides a one-stop service center for accessing specialist expertise and personalized patient care. The International Patient Center provides prompt responses to all queries and can assist patients with everything from scheduling appointments to arranging numerous medical concierge services.

*"I would like to sincerely thank the doctors, nurses, and ancillary staff, especially on Ward 5, for the care and attention given to my husband. We have been treated at all times with great love and attention to detail."*

—Margaret H., Perth, Australia



## CONTACT:

**Sime Darby Medical Center  
Subang Jaya**  
Selangor Darul Ehsan, MALAYSIA  
[simedarbyhealthcare.com](http://simedarbyhealthcare.com)  
[healthcare@simedarby.com](mailto:healthcare@simedarby.com)  
+60 3 5639.1666, International  
Patient Center  
+60 3 5639.1515, Appointment Line

**Patients Beyond Borders**  
Chapel Hill, North Carolina, US  
[patientsbeyondborders.com](http://patientsbeyondborders.com)  
[info@patientsbeyondborders.com](mailto:info@patientsbeyondborders.com)  
1 800 883.5740, US toll-free  
+1 919 924.0636, International

ISBN: 978-0-9843880-6-6

US\$9.95

UK£6.75

CAN\$10.25