

SPECIAL FEATURE

OIC TODAY

Business &
Investment
Magazine

READERS OF TODAY LEADERS OF TOMORROW



**A MEDICAL CENTRE
BEYOND STANDARD**
PROVIDING COMPASSIONATE
AND HOLISTIC CARE

MIRANDA HARUMAL

CHIEF EXECUTIVE OFFICER OF ARA DAMANSARA MEDICAL CENTRE



www.aradamansaramedicalcentre.com



Ara Damansara Medical Centre

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MULTIMEDIA	Sayd Haque Md Saidur Rahman
PUBLISHER	NM-TRLA PUBLISHING (M) Sdn Bhd (440525-P)
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BACKGROUND AND INTRODUCTION

Ara Damansara Medical Centre (ADMC) is a 220-bed tertiary hospital (based on hospital licensed) with an array of specialties. With its convenient location, advanced technology and medical expertise in performing the latest breakthrough procedures, ADMC is your partner in healthcare in the region.

With its Centres of Excellence, the hospital aims to provide only the best quality healthcare services with good clinical outcomes.

Centres of Excellence

Heart, Brain, Spine & Joints

Services & Facilities

- 24 Hours Emergency Unit
- 220 Beds (Suites with private gardens & Superior Rooms)
- 35 Consultant Suites
- 5 Operating Theatres (Equipped with Image Guided System)
- 1 Cardiovascular Laboratory
 - Bi-Plane Angiography System
 - Electrophysiological System
 - Radio Frequency Ablation and Ablation Frontier Systems
 - 3-D Navigation Mapping System
- Vascular & Interventional Radiology Laboratory:
 - Advanced Neuro Interventional
 - Diagnostics
 - Therapeutic
 - Endo Vascular Interventional
- Imaging Modalities:
 - 3-Tesla MRI Scanner
 - Dual Source Flash CT Scanner (low dose)
 - Full Field Digital Mammography (Micro Dose)
- Comprehensive Diagnostics Unit:
 - Cardiopulmonary Studies
 - Neurology Studies
 - Sleep Laboratory
- Endoscopy & Day Care Unit
- Rehabilitation Unit
 - Audiology
 - Hydrotherapy
 - Occupational Therapy
 - Physiotherapy
 - Speech Therapy
 - Sports Rehabilitation
- Health Screening Unit
- Haemodialysis
- Pharmacy



Ara Damansara
Medical Centre

SPECIALISTS

Ara Damansara Medical Centre

Anaesthesiology & Critical Care

Dr Fadhli Suhaimi Abdul Sukur
 Dr Hari Krshnan a/I S. K. Puvaneswaran
 Dr Ling Kwong Ung
 Dr Thavaranjitham a/p Sandrasegaram
 Dr Wong Kang Kwong

Cardiology

Dr Ahmad Nizar b. Jamaluddin
 Dato' Setia Hj Dr Anuar b. Hj Masduki
 Dr Chua Seng Keong
 Dr Liew Chee Khoon
 Dr Loh Hoong Sheng
 Dr Mahmood Sabruddin bin Zulkifli
 Dr Rizmy Najme Khir
 Dr Zubin Othman b. Ibrahim

Cardiothoracic Surgery

Dr Taufiq Abdullah

Clinical & Interventional Radiology

Dr Ganeshwara Durai Rajalingam

Clinical Haematology

Dr Mohd Haris Fadzillah b. Abdul Rahman

Clinical Psychology, Adult

Ms Vizla Kumaresan

Clinical Psychology, Child

Dr Dhanya Pillai

Dermatology

Dr Azura Mohd Affandi
 Dr Tarita bt. Taib

Emergency Medicine

Dr Hilwani Kaharudin

Endocrinology

Dr Loh Vooi Lee
 Dr Wong Hui Chin

Gastroenterology

Dr Loong Yik Yee
 Dr Prabhjot Singh Sidhu
 Dr Rajesh Kumar a/I Paramasivam

Gen Surg-Colorectal

Dr Luqman b. Mazlan
 Dr Seenivasagam Theruvenkidan Pillai

Gen Surg-Upper GIT

Dr Pok Eng Hong

General Breast Oncoplastic & Endocrine Surgery

Dr Rafflis Ruzairee

General Surgery

Dr Geeverughese C.George
 Dr Lee Ching Hong
 Dr Nor Azlindah binti Mohd Zam

Gynaecology & Gynae Oncology

Dr Noor Azmi bin Mat Adenan

Infectious Disease Medicine

Dr Timothy William

Internal Medicine

Dr Ling Chie Kai

Nephrology & Internal Medicine

Dr Azreen Syazril Adnan
 Dr Tan Li Ping

Neurology

Dr Loh Pei Kee

Neurosurgery

Dr Benedict Marius Selladurai
 Dato' Dr Halili b. Rahmat
 Dato' Dr Jegan Thanabalan
 Dr N Ramesh a/I Narenthiranathan
 Dr Muruga Kumar

Obstetrics & Gynaecology

Dr Fauziah Jummaat
 Dato' Dr Mohammed Niraj Bin
 Mohammed Feisal

Ophthalmology

Dr Ainur Rahman b. Anuar
 Dr Nazila bt. Ahmad Azli

Ophthalmology & Strabismus

Dr Norazah Abdul Rahman

Oral Maxillofacial Surgery

Dr Sathesh Balasundaram

Orthopaedic Surgery

Dr Achdiat Mahpa Fansuri
 Dr Appasamy a/I Velu
 Dr Chooi Yue Seng
 Dr Gandhi Nathan Solayar
 Dato' Dr Lim Boon Ping
 Dr Ling How Tieng
 Dr Loke Yean Hwe
 Dr Shamsul Iskandar b. Hussein
 Dr Siow Yew Siong
 Dato' Dr Siva Kumar Ariaretnam
 Dr Tai Cheh Chin

Orthopaedic Surgery, Foot and Ankle

Dr Mohd Idham Hasan

Orthopaedic Surgery, Hand & Microsurgery

Dr Low Tze Hau
 Dr Ng Eng Seng

Otorhinolaryngology ENT

Dr Abdul Fattah Abdul Wahab
 Dr Mohd Hafiz bin Mohd Ali
 Dr Muthu Kumar
 Dr Shifa Zulkifli
 Dr Sushil Brito-Mutunayagam

Paediatric Neurology

Dr Wong Chee Piau

Paediatrics

Dr Choo Kok Kuan
 Dr Rakhee Yadav a/p Hematram Yadav

Psychiatry

Dr Nik Nasyrah Nek Mohamed
 Dr Wan Izwin Najla

Radiology

Dr Arvin Rajadurai
 Dr Chan Ruoh Shyuan

Reconstruction & Plastic Surgery

Dr A. Ananda Dorai
 Dato' Dr Kuladeva Retnam
 Dr Somasundaram a/I Sathappan
 Dr John Ranjit
 Dr Jagjeet Singh

Rehabilitation Medicine

Datin Paduka Dr. Tunku Nor Taayah
 bt. Tunku Zubir

Respiratory Medicine

Dr Goh Kee San

Rheumatology

Dr Aionon Mohd Mokhtar

Sports Medicine

Dr Arshad Puji

Urology

Dr Lee Boon Cheok
 Dr Siti Nur Masyithah Ma'arof



Ara Damansara
 Medical Centre

HOW TO GET THERE

The Hospital is located along the route to Skypark Subang Terminal and in the vicinity of the upscale residential neighbourhood of Ara Damansara and Saujana.



Ara Damansara
Medical Centre

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A MEDICAL CENTRE BEYOND STANDARD: PROVIDING COMPASSIONATE AND HOLISTIC CARE

AN INTERVIEW WITH

MIRANDA HARUMAL

CHIEF EXECUTIVE OFFICER OF ARA DAMANSARA MEDICAL CENTRE

I would like to welcome you and thank you on behalf of OIC Today for agreeing to our interview session. I want to hear some of your personal perspectives before we discuss the Medical Centre and your role in it. What makes you interested in the field of healthcare? What is your ambition in life?

It is a privilege for me to participate in this interview session with OIC Today. I have always been passionate about healthcare and it is fueled by the ambition to help and care for people, particularly ensuring that they receive the necessary medical services. This aspiration has been the driving force behind my career in the healthcare industry, which I have diligently served for the past 28 years.

I believe that working in the healthcare industry allows me to fulfill this dream of helping, nurturing and caring for people. I also aspire to make meaningful contributions to the community. Throughout my career, I have confronted novel challenges that have aided in my personal growth and development as a passionate healthcare professional.

The healthcare industry is immensely fulfilling and satisfying to me in numerous ways. Having worked in this industry for so long, I have been able to garner knowledge and evolve, which aligns with my lifelong aspirations. Resolving people's issues when they visit the hospital is the most crucial and rewarding aspect of my job, and my passion for this has led me to dedicate myself to this field for a long time.

Overcoming challenges is a true indication of your potential for growth. One of the most vital attributes that employers look for in new team members is a willingness to learn new skills. Demonstrating an enthusiastic approach towards acquiring knowledge through the adoption of emerging technologies and dedicating oneself to personal and professional growth are crucial elements for achieving success in one's career.

Can you tell us a little bit about the history and background of Ara Damansara Medical Centre (ADMC)? What was the founding vision of the Medical Centre?

Ara Damansara Medical Centre (ADMC) opened its doors for healthcare services in January 2012, inaugurated by HRH Sultan of Selangor, Sultan Sharafuddin Idris Shah Alhaj. It was the first standalone private facility in the region to specialize in heart, brain, spine, and joint-related ailments. The medical

centre aimed to set a new benchmark in healthcare services, with the ultimate vision of becoming a gold standard healthcare provider in the region. Over time, the hospital has grown to become a multi-disciplinary medical and surgical facility that offers a diverse range of specializations, reinforced by cutting-edge Imaging, Diagnostic, Interventional, and Rehabilitation facilities and services. Our continued success is a testament to our unwavering commitment to delivering exceptional healthcare experiences. At ADMC, we hold the belief that our people are the focal point of all our endeavors. Our purpose and values define who we are, and we comprehend that people perform their utmost when they feel appreciated and valued. As we confront the challenges posed by an evolving industry, marked with new technologies and expanding knowledge, our philosophy remains unchanged: "People caring for people."

What makes ADMC different from other Medical Centres in the region?

I firmly believe that ADMC is an exceptional and distinguished healthcare provider. It stands apart from other medical centres in the region due to its purposefully constructed infrastructure and design.

The hospital boasts an aesthetically designed building, complete with rooftop gardens and ward-flanking balconies, creating a tranquil environment for patient recuperation. The lobby atrium and outdoor living spaces for recreation further elevate the ambience, allowing patients the opportunity to reconnect with nature throughout their hospitalization. Nestled among lush greenery, the hospital exudes a serene and luxurious atmosphere that embodies a second home for patients. The hospital's design is tailored to meet the needs of patients and a dedicated medical team, ensuring a distinctive tertiary care experience, especially in areas that directly impact patient care. The hospital's architecture is also specifically designed to safeguard patient privacy and confidentiality.

How does the Medical Centre ensure exceptional care to international patients?

ADMC ensures exceptional care for both local and international patients through a comprehensive one-stop medical concierge service. For international patients, the medical centre provides aid in attending clinics and procedures, along with arranging transportation to and from the hospital. To ensure effective communication, skilled

medical translators or interpreters are also available upon request. The medical centre has developed a fully integrated hospital solution to optimize the patient's journey from arrival to assessment, admission, care, and discharge. This solution aims to eliminate uncertainties surrounding the care provided, allowing patients to focus on their recovery.

ADMC is affiliated with MHTC Elite Partners, which represents the most prestigious private healthcare institutions in the country. All Elite Partners are accredited by international healthcare accreditation agencies, such as the Joint Commission International (JCI) and the Malaysian Society for Quality in Health (MSQH). ADMC also plays an active role in promoting ongoing medical education by supporting medical conferences and symposiums, which provides an avenue for medical professionals to exchange their knowledge and expertise. By investing in ongoing excellence in all areas, ADMC strives to provide a holistic care experience to both local and international patients, while also showcasing warm Malaysian hospitality. This experience is further augmented by world-class facilities, leaving a positive impression on patients.

In summary, ADMC adopts a patient-centered approach towards delivering exceptional care to its patients, regardless of their origin. By offering a one-stop medical concierge service, fully integrated hospital solutions, and investing in ongoing medical education, ADMC strives to provide the finest care experience and ensure that patients feel welcomed and supported throughout their healing journey.

What steps does your hospital take to maintain its position as a world-class hospital, especially in the context of serving international clients? What kind of certification do you have?

To maintain our position as a world-class hospital, we strive to continuously enhance the quality of care we provide to our patients at ADMC. We take several measures to ensure that we remain a top-tier hospital in serving our international clients. We ensure exceptional care by obtaining international accreditations, such as Joint Commission International (JCI) accreditation. This signifies the international gold standard for ensuring the best healthcare practices in quality and patient safety. It assures that our hospital meets or exceeds the highest international standards for quality and patient safety.



Moreover, in 2021, ADMC obtained full four-year accreditation from the Malaysian Society for Quality in Health (MSQH). MSQH is dedicated to improving the quality of healthcare in the country through voluntary accreditation. The Malaysian Hospital Accreditation Standards aims to promote ongoing, systematic improvement in an organization's performance and the outcomes of care. MSQH accreditation ensures that we meet the highest standards in patient care, clinical governance, risk management, and continuous improvement. We make consistent investments in the latest technology and medical equipment. Our team of highly qualified and experienced medical professionals receive ongoing training to remain informed of the latest advancements in medical practice. To summarize, ADMC places significant emphasis on accreditation and continuous quality improvement, as demonstrated by our JCI and MSQH accreditations. We make investments in the latest technology, medical equipment, and provide ongoing training for our medical professionals to ensure that we remain a world-class hospital, particularly in serving our international clients.

Can you describe the range of exclusive medical services offered by the Medical Centre?

Miranda Harumal @ Nur Syahirah Abdullah: We offer specialized services in various fields such as cardiology,

neurology, oncology, gastroenterology, urology, nephrology, ophthalmology, obstetrics, gynecology, orthopedic, spine treatment, as well as 24-hrs Emergency and Trauma care.

Our cardiology department boasts advanced facilities for diagnostic and interventional procedures, including coronary angiograms and angioplasties. In the neurology department, we have a dedicated neurorehabilitation centre equipped with state-of-the-art technologies to provide optimal care to patients with neurological conditions.

Our gastroenterology department offers diagnostic and therapeutic procedures for a range of gastrointestinal conditions. The urology department has advanced facilities for urodynamic studies and minimally invasive surgeries for prostate and kidney-related conditions. As the demand for complete family care continues to increase, our future expansion plan includes comprehensive women and children's health services to complement our existing services.

Overall, we prioritize quality, safety, and patient satisfaction in providing a wide range of exclusive medical services to both local and international patients.

How does ADMC ensure the quality of the healthcare services provided? In other words, which quality assurance

authority certifies and evaluates the quality of service?

ADMC has implemented a quality management system to evaluate and monitor the quality of services provided, in addition to the accreditations from MSQH and JCI. The Quality and Patient Safety Department is responsible for maintaining the system and identifying areas for improvement.

Furthermore, we have a Patient Feedback System in place, which allows patients to share their experiences and provide feedback on the services provided. This feedback is taken into consideration during the evaluation process and helps us improve the overall patient experience.

We are committed to quality assurance and improvement, as demonstrated by our participation in medical conferences and continuing medical education programs. These initiatives keep our medical staff up-to-date with the latest medical advancements and best practices.

How has the COVID-19 pandemic affected your Medical Centre, and how has it responded to the crisis? What strategy did you use to thrive strongly in the post-pandemic time?

ADMC, like many other healthcare facilities, was affected by the COVID-19 pandemic. Nevertheless, we have taken several measures to prioritize



the safety and well-being of its patients and staff.

Strict infection prevention and control protocols have been implemented, including visitor screening, social distancing measures, and the provision of personal protective equipment to all staff members. We have also established dedicated COVID-19 wards and isolation units to manage infected patients and prevent the spread of the virus.

During the pandemic, ADMC actively supported the government's efforts to vaccinate the population. The hospital was recognized as the exclusive healthcare partner for the COVID-19 vaccination drive-thru for the people with disabilities community, receiving full support from the Malaysian government.

ADMC, along with other private hospitals, also served as COVID-19 vaccination centres for adults and children. As a result of these efforts, ADMC was awarded the – "Vaccination Delivery of the Year" award from Health Care Asia 2023 for pioneering in COVID-19 vaccination for People with Disabilities (PWDs) which we are proud of.

ADMC has maintained its commitment to prioritizing the safety and well-being of its patients and staff in the post-pandemic era. The hospital has organized additional community education programs to raise awareness about the importance of preventive measures and vaccinations. ADMC has also placed greater emphasis on partnerships and collaborations with other healthcare providers, government agencies, and community organizations to improve access to healthcare services and promote overall health and well-being.

How does the Medical Centre leverage technology to improve patient care and experience? Share with us some of the IT-based solutions or medical care you are providing.

ADMC utilizes electronic medical records (EMR) to maintain comprehensive and precise medical records of patients. This allows healthcare providers to access patients' medical histories, medications, and test results more easily leading to accurate diagnoses and personalized treatment plans. The EMR system also facilitates secure and rapid information sharing between healthcare providers, minimizing errors and enhancing overall patient care.

In addition, ADCM utilizes telemedicine technology to provide remote medical consultations and follow-up appointments, enabling patients to receive medical care from the comfort of their homes. This is especially beneficial for international patients who are unable to travel to the hospital for regular check-ups or follow-up appointments.

Moreover, ADCM employs cutting-edge medical equipment and technologies, including robotic-assisted surgery, to perform minimally invasive surgeries with greater precision and accuracy. This results in shorter hospital stays and faster recovery times for patients.

Can you discuss the role of your dedicated international care team in supporting international patients? Tell us more about your international clients and why they choose this Medical Centre.

International patients encounter particular challenges when seeking medical treatment in a foreign country. That is why ADCM has established a dedicated International Patient Liaison team to offer support and assistance throughout the process.

This team ensures that international patients can obtain information on medical treatments and procedures, and receive help with travel arrangements, accommodations, language barriers, currency exchange, and other logistical concerns. Patients and their families are guided through the entire process to ensure a smooth and stress-free experience.

ADMC is popular among international patients from various countries such as the UK, Australia, New Zealand, Japan, Korea, and India. Patients choose ADCM for its highly skilled and experienced medical team, which can perform complex procedures and treatments.

ADMC understands the significance of creating trust with potential international patients, which is why we maintain a strong digital presence. This includes having a well-designed and informative website, offering accessible free channels for questions and inquiries, maintaining active social media accounts, and fostering positive reviews, feedback, and ratings. High rankings on Google search engines are also critical for enhancing the hospital's visibility to potential patients.





External accreditations, such as JCI (Joint Commission International) and other recognized healthcare standards can also help establish trust with international patients. To sum up, ADMC's International Patient Liaison team and highly skilled medical team, along with a robust digital presence and recognized healthcare standards, make the hospital an appealing option for international patients looking for top-notch medical treatment in a foreign country.

How does ADMC encourage and support the ongoing training and development of its staff? What kind of expertise does your medical staff have?

Our medical staff comprises highly skilled and experienced professionals in their respective fields. Our team of medical practitioners is dedicated to delivering top-quality care to our patients, including doctors, nurses, pharmacists, lab technicians, and allied health professionals. Our doctors possess a diverse range of specialties, including internal medicine, cardiology, neurology, gastroenterology, orthopedics, and many others.

To ensure that our staff remains current with the latest healthcare advancements, we offer them a range of training and development opportunities. We encourage our staff to participate in conferences, workshops, and seminars both locally and internationally to improve their knowledge and skills. We also offer in-house training programmes that address a variety of subjects, including patient safety, infection control, and customer service. Furthermore, we have implemented e-learning modules that enable our employees to complete at their own convenience. These

modules encompass a variety of subjects, clinical competencies and interpersonal skills like communication and compassion.

At ADMC, we believe in allocating resources towards ongoing education and advancement of our workforce as it is crucial to delivering exceptional healthcare services to our patients. Our dedicated medical staff is resolute in their commitment to delivering top-notch care and treatment to our patients.

Can you please talk about any upcoming plans or developments for ADMC in the near future? What is the future plan, let's say in 5 years' time?

ADMC has intentions to expand its services to cater to a larger domestic and international patient base in the future.

ADMC also aims to continue utilizing technology to enhance patient care and their overall experience, such as employing artificial intelligence and data analytics to improve medical diagnosis and treatment. The incorporation of patient-centric technologies will enable patients to access their medical records and interact with healthcare providers more conveniently. ADMC envisions establishing itself as the preeminent healthcare provider in the region, in the next five years; distinguished for its outstanding medical proficiency, cutting-edge technology, and patient-centered care.

The hospital also aims to retain its reputation as a sustainability frontrunner, with an unyielding emphasis on reducing waste, preserving resources, and adopting more eco-friendly methodologies.



Reaching Out with **Comprehensive Care and Compassion**

You are not an injury. You're not an illness. You are a person with unique needs and that's why we are committed to healing the whole person throughout life. It's what we call comprehensive care – developed to meet the needs of each patient.

MEDICAL & SURGICAL SPECIALTIES

- ▶ **Anaesthesiology**
- ▶ **Cardiology**
- ▶ **Cardiothoracic Surgery**
- ▶ **Dermatology**
- ▶ **Endocrinology**
- ▶ **Gastroenterology & Hepatology**
- ▶ **General, Breast Oncoplastic and Endocrine Surgery**
- ▶ **Obstetrics & Gynaecology**
- ▶ **Gynaecology (Oncology)**
- ▶ **Internal Medicine**
- ▶ **Nephrology**
- ▶ **Neurosurgery**
- ▶ **Obstetrics & Gynaecology**
- ▶ **Ophthalmology**
- ▶ **Oral & Maxillofacial Surgery**
- ▶ **Otorhinolaryngology-ENT**
- ▶ **Orthopaedic Surgery & Sports Medicine**
- ▶ **Orthopaedic-Hand & Microsurgery**
- ▶ **Paediatrics** (General, Cardiology, ENT, Neurology, Ophthalmology)
- ▶ **Psychiatry**
- ▶ **Psychology-Clinical**
- ▶ **Radiology**
- ▶ **Reconstruction & Plastic Surgery**
- ▶ **Rehabilitation Medicine**
- ▶ **Respiratory Medicine**
- ▶ **Rheumatology**
- ▶ **Urology**

SERVICES & FACILITIES

- ▶ **24 Hours Emergency Unit**
- ▶ **220 Beds** (Suites with private garden & Superior Rooms)
- ▶ **35 Consultants Suites**
- ▶ **Cardiovascular Laboratory**
- ▶ **Comprehensive Diagnostic Unit**
- ▶ **Endoscopy & Day Care Unit**
- ▶ **Health Screening Unit**
- ▶ **Haemodialysis**
- ▶ **Imaging Modalities**
- ▶ **Pharmacy**
- ▶ **Rehabilitation Unit**
- ▶ **Vascular & Interventional Radiology Laboratory**