

Embargoed till 27 February 2016, 11.00am

MEDIA RELEASE

NHG PARTNERS PARKWAY SHENTON SUCCESSFULLY FOR ANG MO KIO FAMILY MEDICINE CLINIC (AMK FMC) - NATIONAL HEALTHCARE GROUP HANDS OVER AMK FMC TO PARKWAY SHENTON

The **National Healthcare Group (NHG)** will hand over the management of its first Family Medicine Clinic (FMC) - the **Ang Mo Kio Family Medicine Clinic (AMK FMC)** - to a private General Practice (GP) operator – **Parkway Shenton** - with effect from 1 March 2016. The handover ceremony takes place on 27 February 2016, graced by Mrs Tan Ching Yee, Permanent Secretary, Ministry of Health (MOH).

Since the start of operations of AMK FMC on 18 April 2013, NHG has partnered Parkway Shenton to deliver a comprehensive range of treatments and services which includes common ailments, and chronic care diseases - such as asthma, depression, diabetes, hypertension, high cholesterol and stroke, in the community. Those who require long-term care because of their chronic illnesses comprise some 96% of patients attended to at AMK FMC. To-date¹, over 8,600 patients from NHGP's Ang Mo Kio Polyclinic have made the decision to receive health care at AMK FMC. Of these, more than 7,800 patients are already receiving care at the FMC.

Professor Philip Choo, Group Chief Executive Officer, NHG, said, "With our fast ageing population and the higher prevalence of chronic diseases, our public healthcare system would need to integrate and work with other care providers to ensure chronic diseases are well managed in the community and patients enjoy efficient, coordinated and accessible care. AMK FMC is one of NHG's successful efforts to transform primary care which is the bedrock for our whole healthcare system. We thank Parkway Shenton for being our partner in our journey to deliver healthcare that is effective, sustainable and built on strong relationships with patients and partners."

Strong Patient-Doctor Relationships

AMK FMC was set up, as part of **MOH's** Primary Care Master Plan, to explore new models of chronic disease management. Patients at the FMC are seen by

¹Data obtained as of 23 February 2016.

the same team of FPs and healthcare professionals. Doctors at AMK FMC have postgraduate Family Medicine training to manage chronic illnesses effectively. With familiarity of patients' medical history gained over time, the FPs will develop a more holistic understanding of each patient's healthcare needs and provide more person-centred care.

Veronica Allen, Chief Executive Officer, Parkway Shenton shares, "This successful partnership with NHG is strong recognition for Parkway Shenton's depth of expertise in chronic disease management, not just at AMK FMC, but at all our GP clinics island-wide. Through such partnerships, our large pool of family physicians, all well-qualified in family medicine and management of chronic diseases, will continue to value-add to Singapore's primary healthcare landscape by providing cost-effective and patient-centric care."

Adjunct Associate Professor Chong Phui-Nah, Executive Director, Ang Mo Kio Family Medicine Clinic and Chief Executive Officer, National Healthcare Group Polyclinics (NHGP), added, "A strong patient-doctor relationship at the heart of this FMC collaboration is essential in the management of patients' conditions. Our polyclinic patients who opt for care at AMK FMC are able to access comprehensive, continued, and person-centred care within their neighbourhood. AMK FMC will continue working with other members of NHG to care for the increasing number of patients who have chronic diseases."

Dr Tan See Leng, Group Chief Executive Officer and Managing Director, Parkway Pantai, said, "Parkway Pantai has been a strong supporter of public-private collaborations through our hospitals over the years. Today this collaboration has extended to GP services allowing us to further contribute our healthcare management expertise to the wider community. Taking over the running of AMK FMC is testament to Parkway Shenton's strength in delivering good clinical outcomes for patients in a cost-effective way."

AMK FMC is a multi-doctor practice supported by an on-site team of Nurses, Allied Health Professionals, and Diagnostics and Pharmacy professionals to deliver comprehensive team-based care, with a focus on chronic disease management. Patients visiting AMK FMC with Pioneer Generation (PG) and Community Health Assist Scheme (CHAS) cards will continue to receive subsidies, and eligible patients can also use their Medisave to defray out-of-pocket expenses.

More details are provided in the ANNEX - attached.

¹Data obtained as of 23 February 2016.

Media Contacts:

Ms Cindy Chew, Manager, Corporate Communications, NHGP

Email: Cindy_Sl_Chew@nhgp.com.sg, Mobile: 9247 2127, DID: 6496 6731

Ms Jessica Sasayiah, Senior Executive, Corporate Communications, NHGP

Email: Jessica_Sasayiah@nhgp.com.sg, Mobile: 9028 0125, DID: 6496 6735

Mr Matthew Loh, Manager, Group Corporate Communications, Parkway Pantai

Email: Matthew.loh@parkway.sg, Mobile: 9170 2541, DID: 6415 7815

ANNEX

QUICK FACTS ON ANG MO KIO FAMILY MEDICINE CLINIC (AMK FMC)

- Started operations on 18 April 2013, Thursday.
- Officially opened on 11 May 2013, Saturday by Mr Seng Han Thong, MP for AMK GRC.
- Ang Mo Kio Family Medicine Clinic is the first Family Medicine Clinic in Singapore to be handed over to a private General Practice.
- It is the first Family Medicine Clinic (FMC) by the National Healthcare Group to be handed over to a private General Practice, Parkway Shenton.
- With effect from 1 March 2016, Tuesday, Parkway Shenton will be taking over the management of Ang Mo Kio Family Medicine Clinic.
- Gross Floor Area: 330sqm

- AMK FMC offers a comprehensive range of treatments and services:
 - **Common Ailments**
We treat and manage a wide range of common conditions including: Common cold and flu, Aches and pains, Gastric discomfort, etc.

 - **Chronic Care**
The Community Health Assist Scheme (CHAS) covers the treatment of chronic diseases* such as:
 - Anxiety
 - Asthma
 - Benign Prostatic Hyperplasia
 - Bipolar Disorder
 - Chronic Obstructive Pulmonary Disease (COPD)
 - Dementia
 - Depression
 - Diabetes
 - Epilepsy
 - Hypertension or high blood pressure
 - Lipid disorders (e.g. high cholesterol)
 - Nephrosis/Nephritis
 - Osteoporosis
 - Osteoarthritis
 - Parkinson's Disease
 - Psoriasis
 - Rheumatoid Arthritis
 - Schizophrenia
 - Stroke

- *List of chronic diseases is based on MOH CHAS webpage

- The FMC's special interest is in managing chronic illnesses – including asthma, depression, diabetes, hypertension, high cholesterol and stroke in the community.

- **Diabetic Foot Screening (DFS)**
A trained nurse will do diabetic foot screening. Early identification and intervention will help prevent complications and reduce the risk of amputation.

- **Diabetic Retinal Photography (DRP)**
Diabetic Retinal Photography (DRP) screening is available to detect retinopathy and prevent blindness. The DRP screening is carried out by trained nurses.

- **Dietetic Services**

Dietitians provide nutrition therapy to patients with a variety of health conditions, and develop individual plans for the patient and family members/caregivers.

- **Treatment Procedures**

The various treatment procedures include nebulisation for acute asthma attacks, wound dressing and the removal of stitches.

- **Pharmacy Services**

Our pharmacists dispense and can help manage your medications, as well as provide advice on travel health needs, smoking cessation, anticoagulation therapy and other chronic conditions.

- **Laboratory Services**

Electrocardiogram, blood work and basic laboratory tests are performed by a trained medical technologist to provide doctors accurate and timely lab results for diagnosis.

- Eligible patients can also enjoy subsidies under the Community Health Assist Scheme, Pioneer Generation Package, at AMK FMC where applicable.



About Parkway Pantai Limited

Parkway Pantai Limited, part of IHH Healthcare Berhad, is one of the region's largest integrated private healthcare groups with a network of 31 hospitals and more than 6,000 licensed beds throughout Asia, including Singapore, Malaysia, India, China, Brunei and United Arab Emirates. By 2017, Parkway Pantai will have about 1,800 additional beds from opening two new hospitals and expanding capacity in its existing hospitals.

In Singapore, the Group operates a suite of Singapore's premier private hospitals: **Mount Elizabeth Novena Hospital, Mount Elizabeth Hospital, Gleneagles Hospital and Parkway East Hospital** - all accredited by Joint Commission International (JCI). It also owns **Parkway Shenton**, a large network of primary healthcare clinics and services, **ParkwayHealth Radiology, ParkwayHealth Laboratory** and **Parkway College**.

In Malaysia, the Group owns and operates ten **Pantai** Hospitals, four **Gleneagles** Hospitals and ancillary healthcare services including **Pantai Integrated Rehab** and **Pantai Premier Pathology**. Parkway Pantai Limited also operates more than 20 patient assistance centres across the globe, providing patients with seamless patient care and a one-stop referral source to its hospitals and services. For more information, please visit the website at www.parkwaypantai.com.



About National Healthcare Group

The National Healthcare Group (NHG) is a leader in public healthcare in Singapore, recognised at home and abroad for the quality of its medical expertise and facilities. Care is provided through an integrated network of nine primary healthcare polyclinics, acute care hospital, national specialty centres, and business divisions. Together they bring a rich legacy of medical expertise to our philosophy of patient-centric care.

NHG's vision of "Adding years of healthy life" is more than just about healing the sick. It encompasses the more difficult but infinitely more rewarding task of preventing illness and preserving health and quality of life. With some 13,000 staff, NHG aims to provide care that is patient-centric, accessible, seamless, comprehensive, appropriate and cost-effective.

As the Regional Health System (RHS) for Central Singapore, it is vital for NHG to partner and collaborate with other stakeholders, community advisors, volunteer welfare organisations and others in this Care Network together with our patients, their families and caregivers to deliver integrated healthcare services and programmes that help in Adding Years of Healthy Life to all concerned.

More information is available at: <http://www.nhg.com.sg>



About Parkway Shenton

Parkway Shenton is the leading primary healthcare provider in Singapore, with a network of over 1,000 clinics including panel general practitioner (GP) clinics, in-house clinics, health screening facilities and Accident & Emergency Departments/24-hour clinics that are conveniently located island-wide.

Committed to improving health and wellness, Parkway Shenton offers a comprehensive range of healthcare services to patients of all ages. Its team of family physicians is well-qualified in family medicine and management of chronic diseases, providing cost-effective and patient-centric care.

Parkway Shenton also operates six dedicated Executive Health Screeners which offer comprehensive health screening and wellness services that are customised to patients' demographics and profile.

Parkway Shenton is the primary care arm of Parkway Pantai, one of Asia's largest integrated private healthcare groups. Parkway Pantai is part of IHH Healthcare, the world's second largest healthcare group by market capitalisation, which operates close to 10,000 licensed beds across 49 hospitals in 9 countries worldwide.

For more information, please visit www.parkwayshenton.com.



National Healthcare Group

POLYCLINICS

About National Healthcare Group Polyclinics

National Healthcare Group Polyclinics (NHGP) forms the primary healthcare arm of the National Healthcare Group (NHG). Its nine polyclinics serve a significant proportion of the population in the central, northern and western parts of Singapore.

NHGP provides a comprehensive range of health services for the family, functioning as a one-stop health centre providing treatment for acute medical conditions, management of chronic diseases, women & child health services and dental care. The focus of NHGP's care is on health promotion and disease prevention, early and accurate diagnosis, disease management through physician led team-based care as well as enhancing the capability of Family Medicine through research and teaching.

Through the Family Medicine Academy and the NHG Family Medicine Residency Programme, NHGP plays an integral role in the delivery of primary care training at medical undergraduate and post-graduate levels.

NHGP has also been awarded the prestigious Joint Commission International (JCI) accreditation under the Primary Care Standards.

For information, please visit us at <https://www.nhgp.com.sg>