

WHERE PATIENT EXPERIENCE MATTERS

Ramsay Sime Darby Health Care acquires Manipal Hospital Klang, now known as Bukit Tinggi Medical Centre

KLANG residents may have long been surrounded by reputable medical institutions, but with leading healthcare provider Ramsay Sime Darby Health Care (RSDH) recently acquiring Manipal Hospital Klang (MHK), residents now have more options for top class treatment by an international healthcare group.

The reputable medical institute, now renamed Bukit Tinggi Medical Centre (BTMC), strives to continue building on its strong connection with the local community while excelling in premiere medical care.

Newly appointed BTMC chief executive officer (CEO) Jasmine Lau says, “The legacy carries on from MHK to BTMC.

“Being a part of the international RSDH brand not only highlights Klang as a global destination for medical tourism, but also sets BTMC as a prominent hospital in Klang for locals and patients from neighbouring states.”

Lau, who has extensive experience in healthcare, explains that the acquisition is a win-win for both RSDH and BTMC.

“The acquisition unlocks more value operationally by expanding our reach to deliver RSDH’s distinctive brand of award-winning healthcare, whereas BTMC will be at the foreground to becoming a world-renowned hospital.

“With RSDH being internationally accredited and globally acclaimed, especially in Hong Kong and Indonesia, we are hoping to see more international patients engage with the services and specialties exclusive to BTMC,” she adds.

Welcome change and improvements

Being part of the RSDH family also provides opportunities to leverage on the expertise of other RSDH hospitals, such as additional services, specialties and equipment.

As part of the acquisition and in light of the global demand shift for more online services, BTMC will undergo a revamp, which includes a five-year plan to digitalise medical records and results.

Besides that, BTMC got the ball rolling for the inauguration of a variety of niche specialties such as oncology, palliative care, diabetic care and dialysis treatment.

Living up to the RSDH brand also means matching the quality and services of its counterparts. Among the changes are the appointment of more staff and specialists, acquisition of new equipment and the renovation of BTMC’s sixth floor to be an all-inclusive consultation centre.

Devoted to a philosophy of ‘People Caring for People’

Under new ownership, BTMC will remain focused on delivering quality and affordable healthcare, as well as organising corporate social responsibility (CSR) events within local communities.

Lau says, “As a conscientious healthcare provider, we continuously engage with the community and conduct regular health screenings to create awareness and foster preventive healthcare management.”

With the pandemic still at hand and schools back in session, BTMC has planned to safeguard students, parents and teachers alike.

As most children are unvaccinated, the risk of contracting the coronavirus as well as other diseases is on the rise. To combat this, BTMC will be providing basic health screenings and services from time to time for those in need.

On top of the already unforgiving pandemic, Klangites were faced with devastating floods in December that resulted in tens of thousands of people having to evacuate their homes.

“BTMC offered patients and staff alike to use the hospital as a shelter as we provided toiletries and other necessities. We also made donations to the Sri Muda community members that were badly affected.

“Although small, our contributions made a difference in the lives of many and know-



Patient experience takes precedence at Bukit Tinggi Medical Centre.



Lau, BTMC’s newly appointed CEO, has extensive experience in healthcare.



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BTMC assures you can trust in its quality of healthcare.

ing that we lend a helping hand to the best of our ability brought a sense of achievement in our hearts,” she shares.

With a deep-seated passion for the medi-

cal field and a belief in always delivering exceptional care, compassion and excellent service to every patient, Lau is grateful to be leading a hospital filled with compassionate

Maintaining mental health to better serve patients

WITH the spread of the pandemic, the constant advice to stay indoors has taken a toll on mental health.

Working in the medical field can also put a lot of strain on medical practitioners. For those on the frontline of battling Covid-19, psychological distress is not uncommon. Other challenges include battling depression and managing stress, anxiety, anger, insomnia, and post-traumatic stress disorder.

Unfortunately, the importance of mental health is often disregarded, especially in Asian countries.

Lau shares how counselling and psychiatric services are helpful for those struggling with depression and stress.

It is for this reason every staff at the medical centre is provided consultation with an onboard psychiatrist to help maintain morale and assess the mental health of frontliners.

“With the flood and the pandemic, mental health care is important. I believe that to care for others, we need to be mentally and physically healthy,” Lau stresses.

team members.

She recounts a heart-warming incident that took place during the December floods in Klang, sharing, “One of our ICU nurses had the misfortune of having her car stuck, but instead of prioritising herself and her belongings, she rushed to work to be of aid to the emergency care patients.

Seeing the incredible commitment she, as well as the other staff, have towards caring for BTMC patients places a strong emphasis on the standard of humanity, we at BTMC strive to uphold.”

“With our determined spirit along with the resources and infrastructure an organisation of this size can provide, we strive to not only be an acclaimed medical centre in Malaysia, but across the region, while keeping our motto of ‘People Caring for People’ close to our hearts,” she adds.

For more information, call 03-3884 3884.

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