

Patient Handbook

For patients, their families, and caregivers



Content

1.0	Hospital Directory	3
2.0	Message	4-5
3.0	Vision & Mission	6
4.0	Patients' Rights & Responsibilities	7-9
	4.1 Grievance Process Flow	10
5.0	Personal Data Protection Statement	11-15
6.0	Visiting Hours	16
7.0	Halal Certificate	17
8.0	Admission and Discharge Guide	18-20
9.0	Patient Services	21-26
	9.1 Patient Accommodation	27-32
	9.2 Inpatient Meals	33-34
10.0	Your Health and Safety	35
	10.1 In Case of Pain	36
	10.2 International Patient Safety Goals	37
	10.3 Infection Control	38-42
	10.4 Isolation Practices	43-44
11.0	Safety, Security & Emergency Guidelines	45-49
12.0	Medical Record	50-52
13.0	Retail Outlets & Amenities	53-56
	13.1 TV Guide	57-58
	13.2 Carpark Arrangements	59-60



1.0 Hospital Directory

Level 12	- ICT Department - Laboratory - Seminar Rooms	- Administrative Office - Surau
Level 11	Future Expansion	
Level 10	- Ward 10A - Ward 10B	Ward 10C
Level 9	- Ward 9A - Ward 9B	Ward 9C
Level 8	- Ward 8A - Delivery Suites - Nursery	- NICU - Central Sterile Supply Department (CSSD)
Level 7	- Catheterization Laboratory - Operating Theatres (OT) - Intensive Care Unit (ICU)	- High Dependency Unit (HDU) - Surgical Day Ward
Level 6	- Consultation Suites - Dialysis - Endoscopy - Chemotherapy Day Ward	- Health Screening - Pharmacy - Breastfeeding Room
Level 5	- Consultation Suites - Rehabilitation - Pharmacy - Breastfeeding Room	- O'Briens - Surau - Future Expansion
Level CP4	Carpark	
Level CP3	Carpark	
Level CP2	- Carpark - Reserved Parking spaces for Pregnant Ladies	- Reserved Parking spaces for Dialysis Patients - Carpark Management Office
Level CP1	Carpark	EV Car Charging Stations
Level G	- Admission & Registration - Accident & Emergency (A&E) - Pharmacy at Accident & Emergency (A&E) - Radiology - Customer Service & International Patient Centre	- ATM 7-Eleven - Coffee Bean & Tea Leaf - Petal2u Florist
Level LG 1	- Cafeteria - Kitchen - Pharmacy & Pharmacy Store - Housekeeping - Mortuary	- Logistics & Warehousing - Mail Room - Procurement - Surau
Level LG 2	- Medical Records - Building Services Department	- Biomedical Engineering - Carpark

2.0 Message

Dear Guest,

Welcome to Sunway Medical Centre Damansara

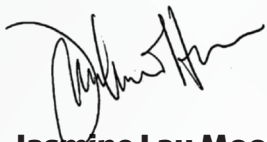
On behalf of Sunway Medical Centre Damansara (SMCD), it is our pleasure to warmly welcome you.

We are committed to ensuring you feel safe, respected, and well cared for throughout your time with us. Our dedicated team of specialists, nurses, and healthcare professionals work together to deliver high-quality care with spirit of excellence, following international safety standards across all services.

At the heart of everything we do is a simple promise: to treat every patient with compassion, humility, respect and empathy we would wish for our own families. We believe healing goes beyond medical treatment; it means ensuring you feel heard, comfortable, and supported throughout your entire journey with us. We care for individuals and families at every stage of life—from the young to the elderly—making your well-being and peace of mind our top priorities.

We are truly honoured that you have chosen us as your partner in health. Our goal is to make your experience at SMCD reassuring, empowering, and supportive every step of the way. We look forward to caring for you and your family, and to helping you achieve a healthier, brighter future.

Warmest Regards,



Jasmine Lau Mooi Hun

Chief Executive Officer,
Sunway Medical Centre Damansara

2.0 Message

The **Patient Handbook** is designed to serve as a comprehensive guide for patients and their families at **Sunway Medical Centre Damansara (SMCD)**. It aims to provide essential information about the hospital's services, facilities, and care processes, ensuring a safe, comfortable, and informed healthcare experience.

1. Inform and Educate Patients

- Offer clear guidance on the hospital's departments, clinical services, and specialized units, including outpatient, inpatient, critical care, ambulatory, maternity, and support services.
- Explain available facilities, including diagnostic services, pharmacies, cafeterias, and patient support amenities, to enhance convenience and accessibility.
- Provide practical information on hospital procedures, visiting policies, appointments, and administrative processes to facilitate a smooth patient journey.

2. Promote Effective Communication

- Encourage open and transparent communication between patients, families, and healthcare providers.
- Inform patients of their rights and responsibilities, empowering them to actively participate in their care and make informed decisions.
- Guide patients on how to seek assistance, provide feedback, or raise concerns to ensure timely and effective resolution.

3. Support Patient Safety and Well-Being

- Reinforce hospital standards for patient safety, including infection prevention, safe medication administration, and fall prevention.
- Introduce initiatives such as the International Patient Safety Goals (IPSG) and the Baby-Friendly Hospital Initiative (BFHI) for maternity and neonatal care.
- Provide guidance on nutrition, comfort, emotional support, and other aspects of holistic care that contribute to patient recovery and well-being.

4. Facilitate a Positive and Comfortable Experience

- Ensure patients and families are aware of the resources and support available to enhance comfort during their stay.
- Promote understanding of hospital policies and practices, creating a sense of confidence, trust, and reassurance.
- Encourage collaboration between patients, families, and the healthcare team to achieve optimal health outcomes.

The Patient Handbook is intended to be a practical reference that empowers patients with knowledge, fosters effective communication, and ensures a safe, comfortable, and patient-centered experience at SMCD. By familiarizing themselves with this handbook, patients and their families can actively engage in their healthcare journey with confidence and peace of mind.

3.0 Vision & Mission

Vision

To be one of the leading private medical centres in the ASEAN region.

Mission

"Service with a **SMILE**"

S - Satisfactory return to stakeholders

M - Modern, comprehensive and safe facility and environment

I - Inspired, engaged and driven teams

L - Leading-edge clinical practices and technologies

E - Exceed customers' expectations

Corporate Values

Compassion

We are always sensitive to our patients' needs

Humility

We believe in being humble, polite and respectful

Excellence

We strive for excellence and take pride in all that we do

Respect

We respect every individual and are always professional in our conduct and behaviour

Integrity

We believe in doing the right thing at all times

4.0 Patients' Rights & Responsibilities

You have the right to:

Access to Care.

- Every patient has the right to access safe, respectful and competent healthcare and treatment regardless of age, sex, ethnic origin, religion, political affiliation, economic status and social class.

Respect and Dignity.

- Be treated with dignity.
- The healthcare workers will respect the patient's personal, religious or cultural preferences throughout the care, till the end of the patient's life.

Privacy and Confidentiality.

- All relevant patient information will be handled carefully to ensure privacy and confidentiality.
- Expect that any discussion or consultation involving his / her case will be conducted discreetly and that individuals not involved in direct care, will not be present without the permission of the patient.

Personal Safety and Security.

- The patient has the right to expect reasonable safety in hospital practices and the environment.

Identity.

- To know the identity and professional status of individuals providing service to him / her.

Information.

- Before commencement of treatment, a patient has the right to a clear explanation of the proposed treatment including the planned procedure / intervention and common complications that may arise.
 - Know the various options available for alternative treatment.
 - Know the uses and the anticipated effects of the drugs you are being given.
 - Be given information about diagnostic test and investigations conducted and have the results explained to him / her.

Communication.

- Be given all information about the service, the treatment options which are available in a language / format you can understand. Translation services will be provided where possible.

Consent.

- Consent to, or refuse / withhold / withdraw treatment, procedure, experimental care, research projects, and life support based on an informed decision.
- Involve you and the family member (if desired / applicable) or the people you want to in decision making and consent to treatment in your healthcare.

4.0 Patients' Rights & Responsibilities

You have the right to:

Consultation.

- The patient has the right to consult any consultant / specialist. The patient also can get a second opinion at any time without fear of compromise to his / her care within the hospital.

Pain Management.

- Receive appropriate assessment and management of pain and respectful compassionate care at the end of life.

Transfer and Continuity of Care.

- Have the continuity of care including the planning of your healthcare before discharge.

Hospital Charges.

- To know the information on the estimated charges before treatment and the actual fees incurred.
- Regardless of the source of payment for his/her care, the patient has the right to request and receive an itemised and detailed explanation of his/her finalised bill for services rendered in the hospital.

Organ Donation.

- Have your organ donation wishes known and honored, if possible refer to Feedback and Grievances. To redress grievances in a timely manner.

Feedback & Grievances.

- Every patient has the right to enquire for information and provide feedback on the care or service provided to the Head of Department concerned or the Customer Service Department.

Medical Report.

- A medical report to be available when requested, with either by the patient or a third person on the patient's written permission and consent. Fees will be charged for the report.

4.0 Patients' Rights & Responsibilities

You have the responsibility to:

Information Disclosure.

The patient / guardian with legal responsibilities shall provide accurate and complete health information to the best of his/her ability about his/her health, any medication taken, including over-the-counter products and dietary supplements, and any allergies.

Financial Responsibility.

The patient / guardian with legal responsibilities shall inform the private healthcare facility of his / her ability to pay for the services to be rendered.

Advice Adherence.

The patient has the responsibility to follow the doctor's advice and treatment, keep appointments and inform the doctor or the hospital if he / she is unable to do so.

Personal Conducts.

While in the clinic or hospital, the patient must conduct himself / herself so as not to interfere with the well-being or rights of other patients or healthcare professionals and maintain confidentiality of staff and other patients by not taking cell phone pictures or audio/video recordings.

Rules Observance.

The patient is responsible for following hospital rules and be considerate in languages and behaviors.

Organ Donation.

The patient shall inform the healthcare provider if he / she is a registered organ donor.

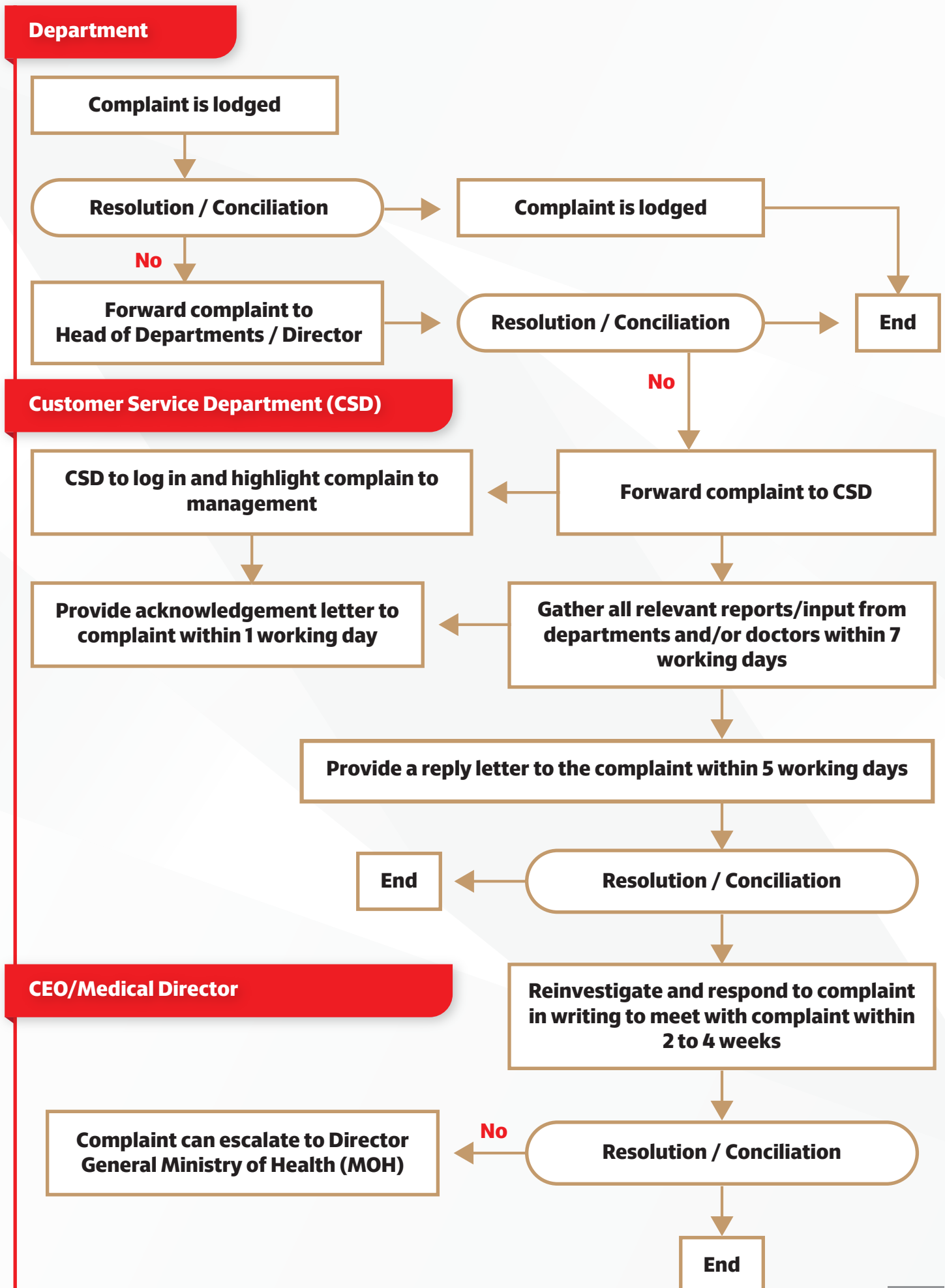
Decision Responsibility.

The patient shall accept all the consequences of his / her own informed decisions.

Spiritual and Religious Belief.

The patient may inform the healthcare professionals should they need religious or spiritual support.

4.1 Grievance Process Flow



5.0 Personal Data Protection Statement

Sunway Medical Centre Damansara (SMCD) respects and is committed to the protection of your personal information and your privacy. This Personal Data Protection Notice explains how we collect and handle your personal information in accordance with the Malaysian Personal Data Protection Act 2010. Please note that SMCD may amend this Personal Data Protection Notice at any time without prior notice and will notify you of any such amendment via our website or by email.

1. Personal information

1.1 *Type of personal information*

Personal information means any information which relates to you and which was collected or provided to SMCD for the purposes stated in Section 2 below. Your personal information may include your name, NRIC number, contact details, financial and banking account details, medical history and information, CCTV/ security recordings and location tracking information.

1.2 *Source of personal information*

- i. Patient or potential patient/customer: SMCD collects your personal information directly from you or indirectly from your legal representatives (family members, next of kin), agents (e.g. medical tourism agents) and/or employer when you, your legal representatives, agents and/or employers who send us completed enquiry, application and/or registration forms via various means, including online and physical hardcopies at public venues or in our premises. Your personal information may also be collected from cookies through the use of our website.
- ii. Independent consultants or potential independent consultants: SMCD collects your personal information directly from you or indirectly from headhunters when you and/or our headhunters send us completed enquiry and/ or application forms or curriculum vitae via various means, including online and physical hardcopies. Your personal information may also be collected from cookies through the use of our website.
- iii. Vendor, supplier or service provider: SMCD collects your personal information directly from you or indirectly from your employer or credit reference agencies when tendering for projects, when you send us completed enquiry and/or credit application forms via various means, including online and physical hardcopies. Your personal information may also be collected from cookies through the use of our website.

1.3 *Obligatory personal information*

All information requested for in the relevant forms is obligatory to be provided by you unless stated otherwise.

Should you fail to provide the obligatory information, we would be unable to process your request and/or provide you with relevant services.

2. Purposes of collecting and further processing (including disclosing) your personal information

For patients or potential patients/customers, independent consultants, potential independent consultants, vendors, suppliers or service providers: Your personal information is collected and

5.0 Personal Data Protection Statement

further processed by SMCD as required or permitted by law and to give effect to your requested commercial transaction, including the following:

- to process your requested medical services;
- to facilitate your participation in any contests or events;
- to administer and communicate with you in relation to our services and/or events;
- to facilitate your medical practice within SMCD, including sharing your personal data with other independent consultants within SMCD for purposes of peer review;
- to administer and communicate with you in relation to your medical practice; to process your credit account application;
- to assess your credit worthiness;
- to administer and give effect to your commercial transaction (tender award, contract for service, consignment agreement);
- to process any payments relevant to you; for insurance purposes;
- to operate our premises in a manner which is physically safe, secure and befitting of health and safety requirements;
- for internal investigations, audit or security purposes;
- to conduct internal statistical analysis and analysis of patient case studies;
- to comply with SMCD's legal and regulatory obligations in the conduct of its business;
- to comply with SMCD's legal and regulatory obligations in the conduct of its business; to contact you regarding products, services, upcoming events, promotions, advertising, marketing and commercial materials which we may feel interest you;
- to comply with SMCD's legal and regulatory obligations in the conduct of its business; to ensure that the content from our website is presented in the most effective manner for your and for your computer and/or device; and
- to comply with SMCD's legal and regulatory obligations in the conduct of its business; for SMCD's internal records management.

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

3. Disclosure of personal information

3.1 *Entities within Sunway Group of Companies*

Your personal information provided to us may be processed by entities (in or outside of Malaysia) within the Sunway Education Group and Sunway Group of Companies (including related companies, subsidiaries, holding companies, associated companies and outsourcing partners), especially when you are an employee of any company within the Sunway Education Group or Sunway Group of Companies.

Sunway Medical Centre Damansara will ensure that:

- i. access to your personal information is restricted to staff who are contractually required to process your personal information in accordance with their respective job requirements; and
- ii. only necessary information is released to the relevant employees.

5.0 Personal Data Protection Statement

3.2 *Classes of third parties*

Your personal information may be disclosed to relevant third parties (in or outside of Malaysia) as required under law, pursuant to the relevant contractual relationship (for example, where we appoint third party service providers) or for the purposes stated in Section 2 above (or directly related to those purposes).

In the event of a potential, proposed or actual sale of business, disposal, acquisition, merger or re-organisation ("Transaction"), your personal information may be required to be disclosed or transferred to a third party as a result of the Transaction. You hereby acknowledge that such disclosure and transfer may occur and permit SMCD to release your personal information to the other party and its advisers/representatives.

For patients or potential patients/customers, independent consultants, potential independent consultants, vendors, suppliers or service providers. Your personal information may be disclosed to the following classes of third parties:

The Ministry of Health or any other statutory or non-statutory authorities or bodies having authority or jurisdiction established by the MOH and other relevant government departments or agencies;

Our independent consultants and specialists within SMCD;

Third party private healthcare institutions or government healthcare institutions;

In the case of pre-employment health screenings, to the patient's employer/prospective employer;

Third parties appointed by us to provide services to us or on our behalf (such as auditors, lawyers, company secretary, printing companies, consignment vendors, contractors, conference/ event organisers, other advisers, and insurance companies);

The respective foreign embassies of foreign patients who received treatment in SMCD; and

Law enforcement agencies, including the local police.

4. Websites

4.1 *Links to other sites*

Links to other sites is provided for your convenience and information. These sites may have their own privacy statement in place, which we recommend you review if you visit any linked websites. We are not responsible for the content on the linked sites or any use of the site.

5.0 Personal Data Protection Statement

4.2 *Location enabled products or applications*

Location enabled products or applications transmit your location information to us. We do not use the information sent or provided other than to provide the service you request. Location enable features are opt-in and you have control over your participation and can turn these services off at any time or uninstall them.

Some mobile applications will utilize Google Analytics (or similar tool) to help us better serve you through improved products, services, and revisions to the mobile applications. This collected information will not identify you to us. It may, however, let us know anonymously, which services and features you are using the most within the application, as well as device type and hardware features, country and language of download.

4.3 *Cookies*

A cookie may be used in the processing of your information. A cookie is a text file placed into the memory of your computer and/or device by our computers. A copy of this text file is sent by your computer and/or device whenever it communicates with our server. We use cookies to identify you. We may also collect the following information during your visit to our website and/or the fully qualified domain name from which you accessed our site, or alternatively, your IP address:

- i. the date and time you accessed each page on our web site;
- ii. the URL of any webpage from which you accessed our site (the referrer); and
- iii. the web browser that you are using and the pages you accessed.

Some web pages may require you to provide a limited amount of personal information in order to enjoy certain services on our websites (system login credentials, email address and contact, etc.). This personal information will only be used for its intended purposes only, i.e. to respond to your message or deliver the requested services.

5. Right to access and correct personal information

You have the right to access and correct your personal information held by us (subject always to certain exemptions). We will make every endeavor to ensure your personal information is accurate and up to date therefore we ask that if there are changes to your information you should notify us directly.

If you would like to access or correct your personal information, please contact SMCD Customer Service Department or email your enquiry to the contact details in Item 6 below.

5.0 Personal Data Protection Statement

6. Limiting the processing of personal information, further enquiries and complaints

If:

you would like to obtain further information on how to limit the processing of your personal information;

you have any further query; or

you would like to make a complaint in respect of your personal information, you may contact:

Whatsapp : +60 19-215 9112

Email : smcd-cs@sunway.com.my

7. Conflict

In the event of any conflict between this English language Personal Data Protection Notice and its corresponding Bahasa Malaysia Personal Data Protection Notice, the terms in this the English language Notice shall prevail.

6.0 Visiting Hours

At Sunway Medical Centre Damansara, we value the support of family members and loved ones, as they play an important role in the recovery and well-being of our patients. To maintain a safe, healing, and restful environment, the following visiting hours and guidelines apply:

- **General Wards:** 9:00 AM – 9:00 PM
- **Paediatric Wards:** 9:00 AM – 9:00 PM
- **Maternity Wards:** 9:00 AM – 9:00 PM
- **ICU / HDU (Intensive Care Unit / High Dependency Unit):**
 - 12:00 PM – 2:00 PM
 - 6:00 PM – 8:00 PM
 - A maximum of two (2) visitors per patient are allowed at any one time.
 - Additional visitors are kindly requested to wait in the designated waiting area and take turns to enter.

Important Visitor Guidelines

- For infection control and patient safety, **children under the age of 12 years are not encouraged to visit** the wards.
- To minimize the risk of infection transmission, visitors are advised not to enter isolation rooms to visit patients.
- Please **limit the number of visitors at the bedside** to ensure the comfort of patients and allow our healthcare team to carry out clinical care smoothly.
- All visitors are requested to **practice good hand hygiene** before and after visiting, and to refrain from visiting if experiencing symptoms such as fever, cough, or flu.
- Please **check with the Nursing Team before providing any food or drink to patients**, as some patients may be **Fasting** or on a **special diet** as part of their treatment plan.
- To maintain a healing environment, visitors are advised to **keep noise levels low** and place mobile phones on silent mode.
- Visiting outside of the scheduled hours may be permitted only under special circumstances and must be approved by the Nurse-in-Charge or Ward Manager.

We sincerely appreciate the cooperation and understanding of all visitors in following these guidelines. Together, we can create a safe, supportive, and restful environment for our patients.

7.0 Halal Certification



JAKIM HALAL CERTIFICATION

Our objective is to continually improve the effectiveness of the Halal Management System to satisfy the needs of our valued customers. In achieving our objective, we shall focus on:

H : HYGIENE

We shall ensure staff personal hygiene; clothing and work practices are appropriate.

A : ACCOUNTABILITY

We are accountable for a clean environment and safety of the meals / foods produced.

L : LEADER

We aim to be the leader in providing safe food to our customers.

A : ACCURACY

Accurate and fast response shall be rendered to our customers.

L : LAWFUL

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

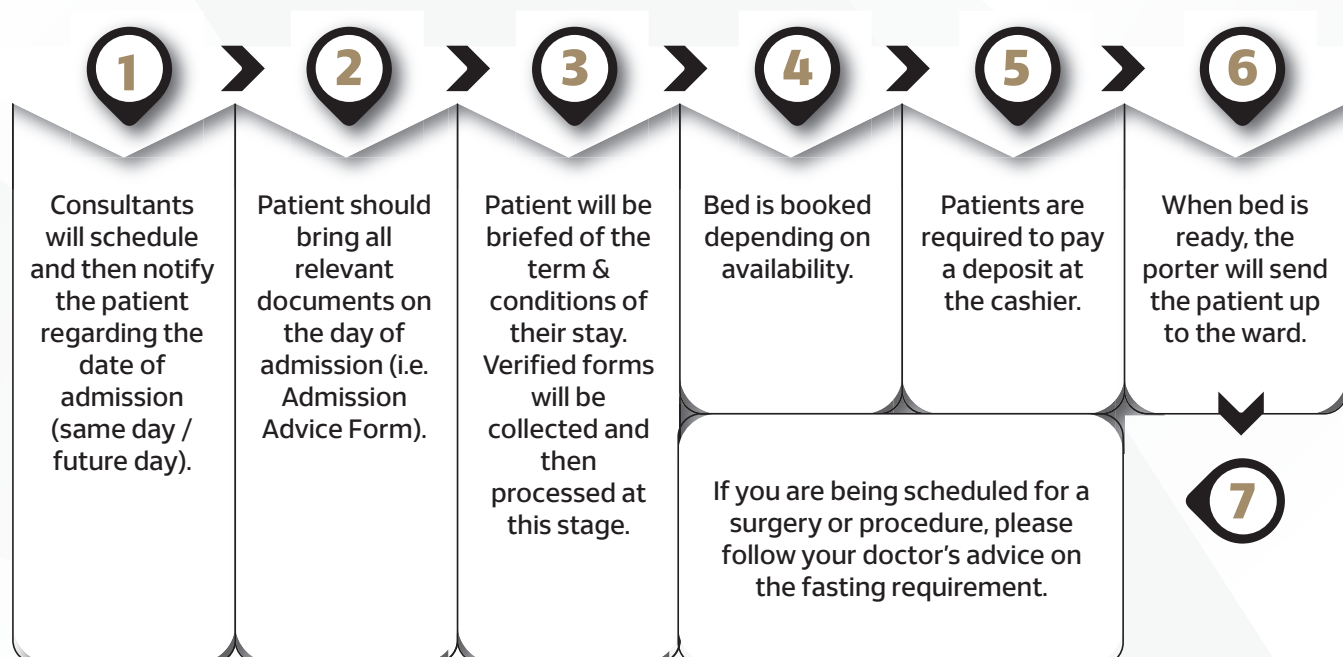
8.0 Admission and Discharge Guide

We strive to make your hospital stay as comfortable as possible. Please have a look at the guidelines provided here.

Admission/Discharge Counters Operation Hour

Ground Floor		Accident & Emergency	
Admission	Monday - Sunday: 7.00 am - 7.00 pm Including Public Holiday	Admission	24 Hours Including Public Holiday
Discharge	Monday - Sunday: 7.00 am - 7.00 pm After 7.00 pm at Accident & Emergency Department Cashier counter.	Discharge	24 Hours Including Public Holiday

ADMISSION PROCESS FLOW



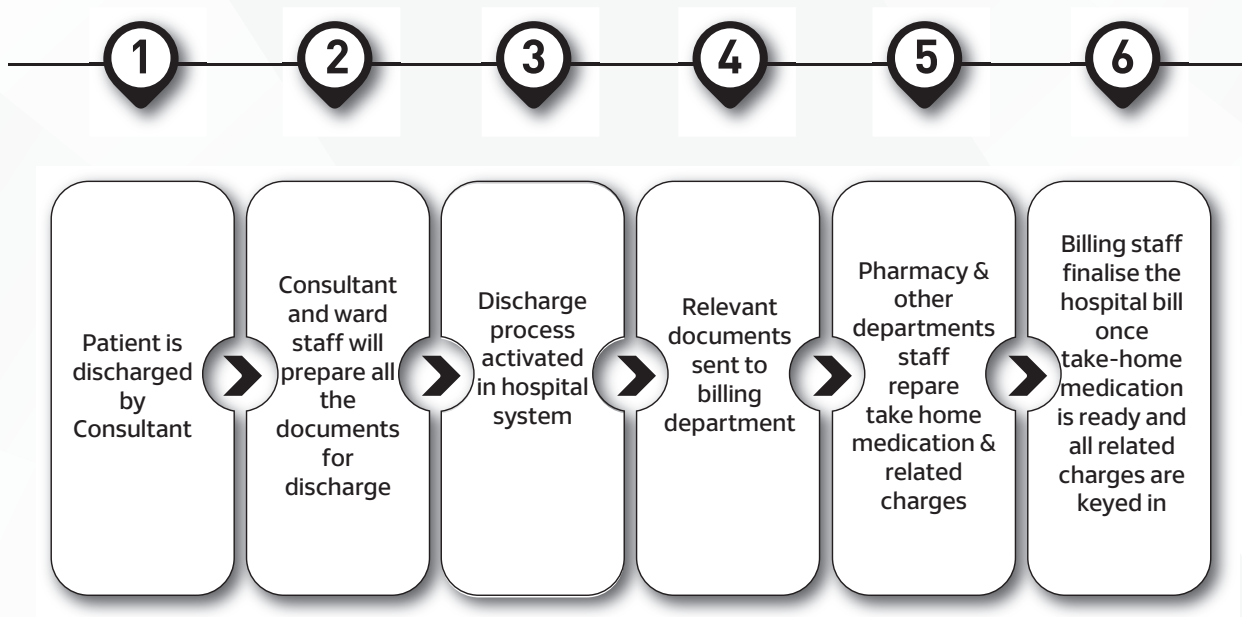
Documents needed	Deposit	Rooms	Insurance / Company Guarantee Letter
- Admission Advice Form - Insurance Admission Form - Identification: For both patient & guarantor [MyKad Malaysian or Passport only]	Self-Pay Patients: Amount varies with type of treatment.	- Pre-booking of rooms is not accepted and room types are subject to availability. - Check with your insurance company what type of rooms you are entitled to.	Based on our data, it takes an average of 3 hours for initial Guarantee Letters to be approved.

8.0 Admission and Discharge Guide

Documents needed	Deposit	Rooms	Insurance / Company Guarantee Letter
- SMCD Appointment Card - Deposit - Any Guarantee Letter or Insurance Card you already possess.	Patients with Guarantee Letter: A deposit of RM500 will be collected upon discharge.	Check with your insurance company if there is any co-payment if you wish to request for a room upgrade.	This average time estimation may can vary, depending on the complexity of the assessment of your insurance coverage.

Patients who wish to return home / leave the premise etc. while waiting to be admitted are required to get consent from their respective consultant. Please inform the admission team to obtain necessary approvals.

DISCHARGE PROCESS WORK FLOW



Self-paying patients	Patients under Insurance / Company Guarantee Letter	Check out time	Discharge after 4pm
The final bill will be ready approximately 1 – 2 hours from the time discharge process is activated.	It may require a minimum of 3 hours to obtain the Final Guarantee Letter from the Insurer / Third Party Administrator.	Check out time is 12pm. Discharge after 12pm will incur additional half day room charges.	For discharge after 4pm, full day room charges will be imposed.

8.0 Admission and Discharge Guide

A deposit of RM500.00 is required for patients wishing to leave the hospital before receiving the final Guarantee Letter.

Call-bell

Call-bell services in the ward are not chargeable. Please call for assistance.

Smoking

Smoking is prohibited in the hospital compound.

Valuables

In the interest of safety, we request that you do not bring any valuables into the hospital. Please keep all your valuables in the safe box provided in your cupboard. Sunway Medical Centre Damansara does not accept responsibility for loss or damage to personal properties.

Electrical

Own electrical items are strictly not allowed in the hospital. Hair dryer is available upon request.

STEP 1	Patient is discharged by Consultant.
STEP 2	Consultant and ward staff will prepare all the documents for discharge.
STEP 3	Discharge process activated in hospital system.
STEP 4	Relevant documents sent to billing department.
STEP 5	Pharmacy & other departments staff prepare take home medication & related charges.
STEP 6	Billing staff finalise the hospital bill once take-home medication is ready and all related charges are keyed in.

9.0 Patient Services

Medical & Surgical (Adults)

Medical & Surgical (Adults)

Useful Information

- All rooms are equipped with:
 - TV
 - Sofa bed (available in Single and Premier rooms)
 - Bathroom
 - Nurses call-bell system
- Companions are not allowed in double-bedded units unless specifically indicated with the approval of Sister-in-Charge.
- Please advise the hospital of any special dietary preference unless specifically ordered by our Doctor / Dietitian during your admission.
- Kindly inform the ward nurses if you need to leave the ward at any time during your stay.

Things To Bring Upon Admission

- Admission Advice Slip
- Identity Card or Passport
- SMCD appointment card

Items that Might be Useful for Personal Usage During Your Stay:

- Extra toiletries (including soap, shampoo, shaver, shaving foam, towels, etc.)
- A pair of slippers (non-slip)
- Night attire / dressing gown / light & comfortable clothing (e.g. track pants, shorts, t-shirt)
- Reading materials
- For Maternity Patients - 1 set of baby's clothing

You are Encouraged to Bring In:

- Relevant previous X-rays, scans and reports
- Medication that you are currently taking

Upon Discharge and Check Out

- Discharge after 12.00 pm: Additional half-day room charge
- Discharge after 4.00 pm: Full day room charge
- Once your doctor considers you fit to be discharged from the hospital,
- Our ward staff will keep you informed of the necessary arrangements.
- We will schedule your follow up appointment with the respective doctor.

9.0 Patient Services

- Once your bill is ready. You will be directed to settle the bill at the ward discharge counter or Discharge Counter. Medication will be dispensed to you (if any).
- Self-pay payment can be made to any of the following modes:
 - Cash
 - Cheque
 - Online Transfer
 - Cash Deposit

Please allow one to two hours for final billing once your doctor confirms discharge. While lunch is not routinely provided on your final day, we are happy to arrange a meal upon request. We kindly ask for your cooperation in vacating the room once the bill is settled so we can prepare for incoming patients. If you wish to leave before insurance clearance is finalised, you may secure your account with a credit card voucher or settle the current amount; any overpayments will be promptly refunded. We appreciate your kind understanding.

Cash Refund

- Amounts received in excess of the total bill will be refunded. The refund will be either in cash, online transfer or credit card depending on the initial mode of payment. Any refund during Sunday, State Holiday or Public Holidays will be done on the next working day.

Cash available on:

- Monday to Friday - 9.00 am to 5.00 pm
- Saturday – 9am to 1pm
- Sunday & Public Holiday – Not available

Surgical Daycare

Useful Information

- The suitability for a patient to undergo day surgery will be evaluated by a doctor before the date of a day surgery is given to the patient.
- The level of care for day surgery is similar to the level of care of major surgery.
- Patient will enter the Day Care Unit on a particular day and may be discharged on the same day.

Precaution Steps

- In the interest of safety, please do not bring or keep valuables with you during your stay in Sunway Medical Centre Damansara. Only locker is available without charge. In the event that you require this complimentary service, please check with the ward nurse for assistance. Sunway Medical Centre Damansara however will not be responsible for any loss or damage to your property or personal belongings whilst on our premises and in the safe deposit box.
- Children are advised to stay at home where practically possible.
- Have a responsible adult to accompany you home after the procedure.
- Please check with your doctor for pre-procedure / fasting for children and adults.

9.0 Patient Services

On Day of Admission to Surgical Daycare Ward

- Please bring along the following:
 - List of medication you are taking, inform Doctor / Nurses of any of your allergy
 - Your Identity Card / Passport
 - Your appointment card
 - our insurance card / Guarantee Letter
 - Set of clothes to change and go home.
- It is possible that you will be admitted as an in-patient for further observation. Your doctor will discuss this matter with you.
- Availability of bed is on a "first-come, first-served" basis. You will be given the choice to be admitted to another ward with an available bed. The charges may vary. Kindly consult our Registration / Business Office staff for clarification.

Operating Hours

- Monday to Friday: 7.00 am – 6.00 pm
- Saturday: 7.00 am – 1.00 pm

Refreshment

- Upon approval from your doctor, you may take light refreshment after your procedure.

Medication

- Daycare patients will receive their medications through our bedside discharge service. After payment is confirmed, your prescriptions will be delivered directly to you by our pharmacy staff.

Upon Discharge and Check Out

- It is essential that someone accompanies you home if you have received any sedation.
- You should NOT
 - Drive a motor vehicle
 - Operate machinery
 - Consume alcoholic drinks
 - Make any major decision-making process
 - Care for children without responsible help
 - The effect of the test and medications should wear off the next day and you will be able to resume normal activities.
 - You may resume your normal diet unless otherwise instructed by your doctor.
 - If you develop any side effects or are in doubt, we advise you to come seek doctor's advice.
 - If you experience any severe pain, bleeding, fever after the surgical procedure, you must immediately contact Sunway Medical Centre Damansara.

9.0 Patient Services

Paediatrics

Useful Information

- The paediatric ward consists of suite, deluxe, single and double-bedded units. All rooms are equipped with:
 - TV
 - Bathroom
 - Sofa bed (available in Single and Premier rooms)
 - Nurses call-bell system
- One adult is encouraged to be with the Paediatric patient (below 12 years old) at all times during their stay in the hospital. Presence of a parent / guardian will help to provide emotional support to the child and help in reducing the child's anxiety. Only a female companion is allowed in double-bedded or four-bedded units.
- Please advise the hospital of any special dietary needs unless specifically ordered by our Doctor / Dietician during your admission.
- Toddler cots are available for children below four years of age.
- Parents must always inform the ward nurses whenever they need to leave the ward with or without the patient.

Upon Discharge and Check Out

- Once the paediatrician considers your child fit to be discharged from the hospital, our ward staff will keep you informed of the necessary arrangements.
- We will schedule your child's follow up appointment with the respective doctor.
- Once your child's bill is ready, you will be directed to settle the bills at the Discharge Counter. Medication will be dispensed to you (if any).

Items that Might be Useful for the Paediatric Patient

- Parents / guardians are encouraged to bring some personal items for the child during the hospital stay, e.g.:
 - Favourite toys
 - Clothings
 - Blanket / Pillow
 - Toiletries

9.0 Patient Services

Maternity

Useful Information

- All rooms are equipped with:
 - TV
 - Bathroom
 - Nurses call-bell system
- Companions are not allowed in double-bedded units unless specifically indicated with the approval of Sister-in-Charge. Only a female companion is allowed.
- Please advise the hospital of any special dietary preference unless specifically ordered by our Doctor / Dietitian during your admission.
- Kindly inform the ward nurses if you need to leave the ward at any time during your stay.

During Hospitalisation

Mother

- When you are admitted for delivery in the Labour Room, a bed in the Maternity Ward will also be allocated to you. Both room charges will be accorded to you simultaneously. Only husbands are allowed to accompany you in the Labour Room.
- Room types are subject to availability.
- There are various ways of pain management that you may request from your healthcare provider:
 - Relaxation and breathing exercises
 - Pain relieving drugs (Pethidine injection or by Entonox gas)
 - Epidural block
- You will be observed in the Labour Room for at least one hour after delivery, before you are sent to the Maternity Ward. Your baby will be with you after delivery in the Labour Room to initiate breastfeeding and bonding if baby's condition permits.

Baby

- Your baby will be sent to the Nursery for his or her further care after initiation of breastfeeding in Labour Room.
- Breastfeeding and rooming-in with your baby is encouraged. Please let the Nursery staff know if you wish to room-in with your baby or if you need any assistance.
- Only uniformed nurses are allowed to send the baby back to nursery.
- The Paediatrician will check on your baby every day and whenever necessary.
- Vaccinations are strongly recommended. It will be given by trained nursing staff upon your consent. All vaccines used are safe and effective and in accordance with the Ministry of Health's recommendation.
- Sunway Medical Centre Damansara adopts the policy of Universal Newborn Hearing Screening. It is a hearing test for your baby. This will be done by an audiologist or a certified audio technician during hospitalisation. An additional nominal charge will be imposed.

9.0 Patient Services

Upon Discharge and Check Out

- Once your doctor considers you fit to be discharged from the hospital, our ward staff will keep you informed of the necessary arrangements.
- The Paediatrician will examine your baby to ensure he or she is fit to go back with you.
- We will schedule your post-natal and baby's follow up appointment with the respective doctor.
- Once your bill and your baby's bill are ready, you will be directed to settle the bills at the Discharge Counter. Medication will be dispensed to you (if any).
- Before leaving the ward, you will be advised on birth registration, care of your baby and subsequent vaccination by our trained staff.
- Our Security Guard at the ward will remove the triband from you and your baby before you leave.

What to Bring on Admission

Mother:

- Appointment Card / Doctor's Letter of Admission
- Own clothes
- Nursing brassiere
- Toiletries
- Non-slip foot wear

Baby:

- 2 set of baby's clothes
- Baby wrapper
- Baby's booties and mittens

9.1 Patient Accommodation

At Sunway Medical Centre Damansara, your comfort, privacy, and well-being are at the heart of everything we do. We recognize that being in the hospital can be a stressful time, which is why our inpatient rooms are thoughtfully designed to offer more than medical care – they are calming spaces where you and your loved ones can feel safe, supported, and at ease.

- Every room is furnished with a private ensuite bathroom, complete with:
 - Shampoo
 - Hair Conditioner
 - Body Wash
 - For Twin-Bedded Rooms, the ensuite bathroom is conveniently shared between both patients.
- To further enhance your stay, each room is equipped with essential amenities to ensure comfort and convenience:
 - An adjustable hospital bed for optimal rest and recovery
 - A nurse call system for immediate medical assistance
 - Complimentary high-speed Wi-Fi to help you stay connected with family, friends, and work
 - Access to our in-room dining service, offering a variety of nutritious and appetizing meals prepared with care

Our goal is to create an environment that supports healing – combining high-quality clinical care with the comfort of a welcoming, home-like space.

9.1 Patient Accommodation

Elite Suite

The **Elite Suite** represents the pinnacle of comfort and exclusivity at our hospital – designed for discerning patients who seek the finest in space, privacy, and personalised care. With its expansive layout, refined interiors, and thoughtful amenities, the Elite Room offers the atmosphere of a luxury residence within a world-class medical facility.

The Elite Room provides a serene and distinguished environment, seamlessly blending the warmth of hospitality with the precision of exceptional medical care. It is the most luxurious accommodation option in our facility – perfect for those who value comfort, discretion, and an uncompromising standard of care.

Room Features:

- Generously sized suite offering exceptional space and privacy
- Elegantly furnished living area ideal for rest and family visits
- Dedicated study corner for reading, writing, or work needs
- Mini kitchen and dining area for added convenience
- Two televisions – one in the bedroom and one in the living area
- Fridge and microwave for food and beverage storage
- Coffee machine with complimentary capsules for a fresh brew anytime
- Sofa bed and lounge chair to comfortably accommodate guests
- Hot and cold water dispenser for convenient access to drinking water at any time

Ensuite Bathroom Amenities:

- Hair dryer
- Comfortable slippers
- Plush bathrobe
- Bath towels, hand towels, and face towels
- Premium shampoo, conditioner, and body wash
- Luxury toiletry set: dental kit, shower cap, comb, sanitary bag, and vanity kit
- Complimentary exclusive gift box prepared especially for our Elite guests



Connectivity:

- Complimentary high-speed Wi-Fi throughout the suite.



9.1 Patient Accommodation

VIP Suite

Our **VIP Suite** offers the ultimate hospital stay experience — combining the comfort of a luxury hotel with the care of a world-class medical centre. It is ideal for patients and families who value space, privacy, and exclusive amenities.

Room Features:

- Spacious living area designed for relaxation and family visits
- Study area for quiet reading or work needs
- Mini kitchen and dining space for added convenience
- Two televisions – one in the bedroom, one in the living room
- Fridge and microwave for food and beverage storage
- Coffee machine with complimentary capsules for a fresh brew anytime
- Sofa bed and sofa chair to comfortably accommodate visitors

Ensuite bathroom amenities:

- Hair dryer
- Comfortable slippers
- Plush bathrobe
- Bath towels, hand towels, and face towels
- Premium shampoo, hair conditioner, and body wash
- Luxury toiletry set: dental kit, shower cap, comb, sanitary bag, vanity kit
- Complimentary gift box as a special touch for our VIP guests

Connectivity:

- Complimentary high-speed Wi-Fi throughout the suite



9.1 Patient Accommodation

Premier Room

The **Premier Single Suite** offers a stylish balance of comfort and modern convenience, perfect for patients who wish to enjoy privacy with premium touches.

Room Features:

- TV for entertainment
- Mini bar fridge
- Hair dryer
- Table lamp for reading comfort
- Coffee machine with complimentary capsules
- Sofa chair/bed for visiting family or friends

Ensuite bathroom amenities:

- Shampoo
- Hair conditioner
- Body wash

Connectivity:

- Complimentary high-speed Wi-Fi



9.1 Patient Accommodation

Deluxe Single

The **Deluxe Single Room** provides a warm and comfortable setting, ideal for patients who prefer privacy in a cosy environment.

Room features:

- TV for entertainment
- Mini bar fridge
- Table lamp
- Sofa chair/bed for visitors

Ensuite bathroom amenities:

- Shampoo
- Hair conditioner
- Body wash

Connectivity:

- Complimentary high-speed Wi-Fi



Standard Single

Our **Standard Single Room** is a simple yet practical choice, offering all the essentials for a comfortable and restful stay.

Room features:

- TV for entertainment
- Sofa chair/bed for visitors

Ensuite bathroom amenities:

- Shampoo
- Hair conditioner
- Body wash

Connectivity:

- Complimentary high-speed Wi-Fi



9.1 Patient Accommodation

Twin-Bedded Room

The **Twin-Bedded Room** is a shared accommodation option for patients who do not mind companionship during their stay. It provides comfort at an affordable rate while maintaining a welcoming atmosphere.

Room features:

- Two patient beds
- TV for entertainment

Bathroom:

- Shared bathroom facilities

Connectivity:

- Complimentary high-speed Wi-Fi



9.2 Inpatient Meals

At **Sunway Medical Centre Damansara**, we believe that food plays an essential role in your healing journey. Beyond nourishment, every meal brings comfort, joy, and care — helping you recover in both body and spirit. Our inpatient dining experience is thoughtfully crafted to provide balanced nutrition, a wide variety of choices, and delicious flavours throughout your stay.

Our Menus

To cater to different needs and preferences, we offer **four distinctive menus**, each **reviewed by our Dietitians** and **specially curated by our Chefs**:

- **Regular Menu**
A wholesome selection of balanced meals suitable for most patients.
- **Maternity Menu**
Nutritious meals designed to support mothers before and after delivery, with beverages tailored to maternity care.
- **Therapeutic Menu**
Specialized diets crafted to meet specific medical requirements, such as diabetic-friendly, low-salt, or heart-healthy options.
- **Kids Menu**
Colourful, tasty, and healthy meals created to encourage good eating habits among our younger patients.

To keep your dining experience fresh and enjoyable, our menu is designed on a **7-day cycle**, meaning that **meals differ daily throughout the week**. This ensures variety while maintaining nutritional balance.

We also take pride in offering a **diverse culinary experience** — from comforting local favourites and traditional delicacies to nourishing international and Western-inspired dishes.

Meal Serving Times

Meals are freshly prepared and served at these times daily:

- **Breakfast: 8:00 am – 9:00 am**
- **Lunch: 12:00 pm – 1:00 pm**
- **Afternoon Tea: 3:00 pm – 3:30 pm**
- **Dinner: 6:00 pm – 7:00 pm**
- **Night Tea: 8:00 pm – 8:30 pm**



9.2 Inpatient Meals

Menu Selection

Menus are distributed **one day in advance**, allowing you to select your preferred choices for the next day.

- **Breakfast (select one option from each category):**
 - 6 choices available
 - Beverages:
 - Regular / Maternity / Therapeutic – 8 choices
 - Kids – 6 choices
- **Lunch (select one option from each category):**
 - 2 soups available
 - 2 salads available
 - 5 main courses available
 - 2 desserts available
 - Beverages:
 - Regular / Therapeutic – 3 choices
 - Maternity / Kids – 2 choices
- **Dinner (select one option from each category):**
 - 2 soups available
 - 2 salads available
 - 5 main courses choices available
 - 2 desserts available
 - Beverages:
 - Regular / Therapeutic – 3 choices
 - Maternity / Kids – 2 choices
- **Afternoon Tea & Night Tea**
 - Fixed menus served daily at scheduled times.

Designed for Your Well-Being

Every dish we serve is a result of collaboration between our Dietitians and Culinary Team. We carefully balance:

Nutrition – Meals that support healing, energy, and overall wellness.

Taste – Flavours that are appetizing, familiar, and comforting.

Presentation – Dishes plated with care to brighten your dining experience.

At **Sunway Medical Centre Damansara**, we believe that good food is good medicine. Our goal is to make each meal a meaningful part of your recovery – nourishing your body, uplifting your spirit, and supporting a smoother healing journey.

10.0 Your Health and Safety

Medication Safety

Medical & Surgical (Adults)

While you're in the hospital, your medicines might change. Learning about the new ones your doctor has prescribed for you is very important to your recovery.

During your first day in the hospital, we will ask you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins and herbal supplements you are taking. Please do not take any of your own medication unless permitted and prescribed by the doctor and it fulfils the hospital criteria. Also, we need to know about any allergies or bad reactions you may have to medicines, foods or supplements.

During your admission, please take your medication promptly when served. Ask your healthcare team the following questions:



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

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



- Are there side effects? What should I do if I experience them?

Checking of Personal Details

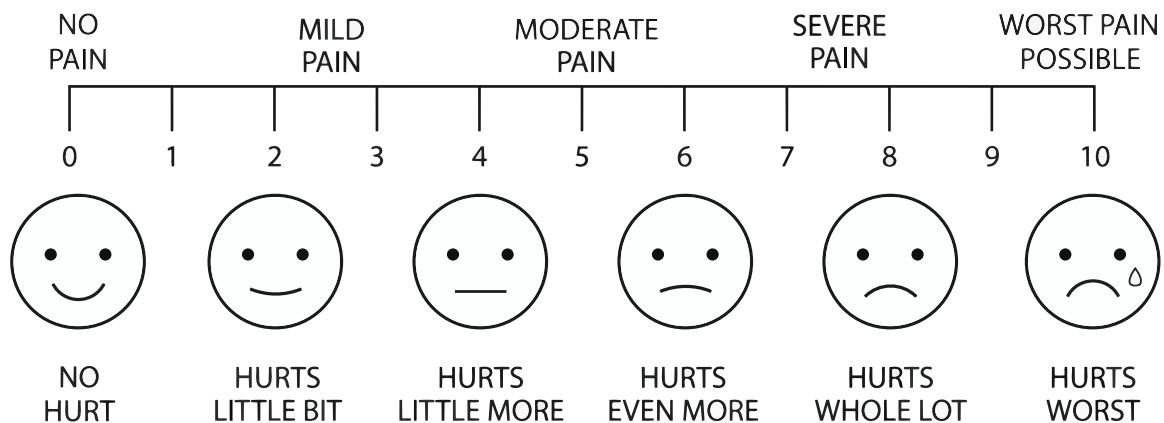
Nurses and other healthcare providers are required to confirm your identity such as name and date of birth before they proceed to attend to you. This may happen multiple times during your admission. These measures serve as a "double check" for your safety.

ARE YOU IN PAIN?

Your comfort matters. Tell us how you feel so we can help you faster.

PLEASE PRESS THE NURSE CALL BELL IN YOUR ROOM

PAIN MEASUREMENT SCALE



10.2 International Patient safety goals

Keeping Patient Safe

The International Patient Safety Goals (IPSGs) were developed by the Joint Commission International (JCI) to help healthcare organizations focus on specific areas that significantly impact patient safety. These goals are designed to improve the quality of care and reduce the risk of harm to patients.

Goal 1 – Identify Patients Correctly

Doctors, nurses and healthcare workers will ask you to state your full name and date of birth before deliver treatment and care to you. This is to ensure correct treatment and care is delivered to you.

Goal 2 – Improve Effective Communication

Doctors, nurses and healthcare workers will request you to repeat information that informed to you or repeat demonstration of care being taught to you. This is to ensure clear, accurate and timely information between healthcare professionals and patient.

Goal 3 – Improve the Safety of Medications

Our doctors and nurses will confirm your allergy status and inform you about the type of medication before it is administered. You are required to inform to them if you are taking own/ over-the-counter medication. This is to prevent medication error.

Goal 4 – Ensure Safe Surgery

Your doctor will discuss the surgery with you, obtain your consent, and, if necessary, mark the area of your body where the surgery will be performed. To keep you safe, nurses will follow a checklist to confirm the right patient, the right procedure, and the right surgical site.

Goal 5 – Reduce the Risk of Healthcare-Associated Infections

Healthcare workers, patients, and visitors should practice proper hand hygiene to stop the spread of germs that cause infections.

Goal 6 – Reduce the Risk of Patient Harm Resulting from Falls

To reduce the risk of harm from falls, patients should actively engage with the care team by requesting assistance through the call bell, adhering to the use of anti-skid footwear and ambulatory assistive devices, and maintaining environmental awareness to ensure a secure healing journey.

10.3 Infection Control

Stay Safe, Stay Healthy!



Clean Hands



Cover Your Cough



Wear Your Mask

Clean Hands Save Lives

Your hands are your best defense against germs!

What's Your Role as a Patient?

- **Speak Up Bravely** – Remind doctors and nurses to clean their hands before caring for you.
- **Protect Your Visitors** – Ask family & friends to clean hands before and after visiting you.
- **Be Your Own Hero** – Wash or sanitize your hands often to keep yourself safe.

Why Clean Your Hands?

- Stop the spread of infections
- Reduce harmful bacteria on your hands
- Keep you, your family, and the community healthy

When Should You Clean Your Hands?

Anytime your hands could pick up or spread germs!

Here are the **Top 8 Golden Moments**:

1. Before & after eating
2. Before preparing food
3. Before & after visiting patients
4. After using the toilet
5. After changing diapers for babies or adults
6. After throwing rubbish
7. After touching animals
8. After coughing or sneezing

Quick Tips for Effective Hand Hygiene:

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS ONLY WHEN VISIBLY SOILED



Duration of the entire procedure: **20-30 seconds**

1a

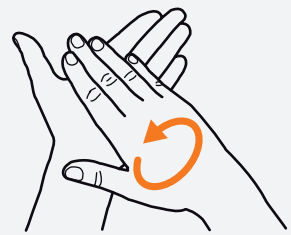


Apply a palmful of the product in a cupped hand, covering all surfaces;

1b

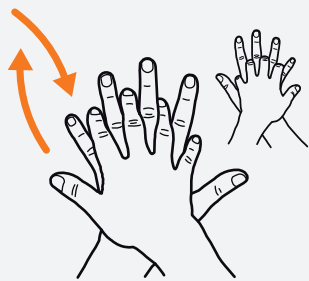


2



Rub hands palm to palm;

3



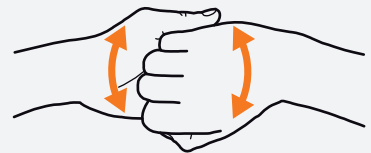
Right palm over left dorsum with interlaced fingers and vice versa;

4



Palm to palm with fingers interlaced;

5



Backs of fingers to opposing palms with fingers interlocked;

6



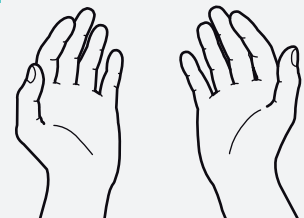
Rotational rubbing of left thumb clasped in right palm and vice versa;

7



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

8



Once dry, your hands are safe.

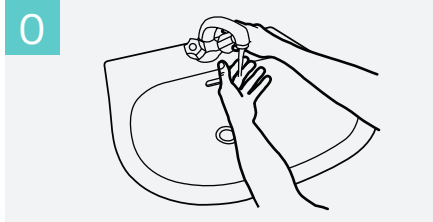
Quick Tips for Effective Hand Hygiene:

How to Handwash?

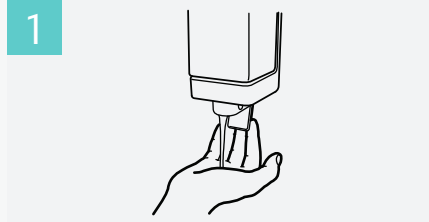
WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



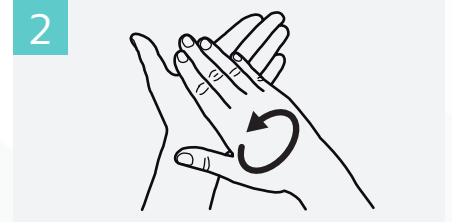
Duration of the entire procedure: **40-60 seconds**



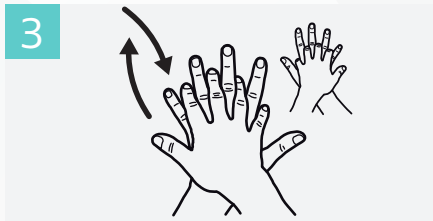
Wet hands with water;



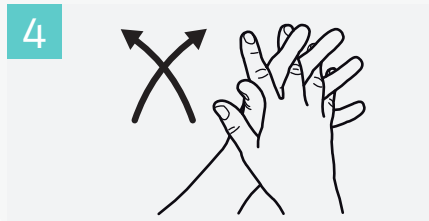
Apply enough soap to cover all hand surfaces;



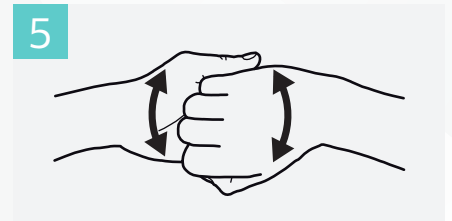
Rub hands palm to palm;



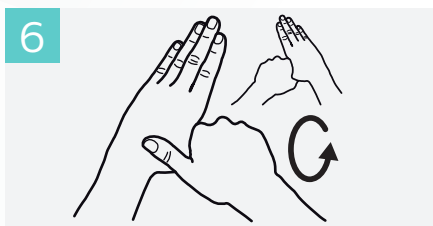
Right palm over left dorsum with interlaced fingers and vice versa;



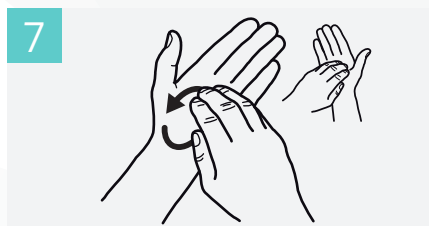
Palm to palm with fingers interlaced;



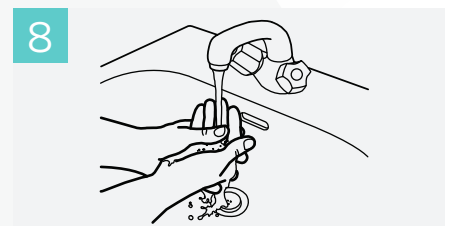
Backs of fingers to opposing palms with fingers interlocked;



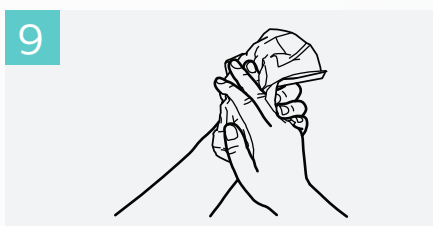
Rotational rubbing of left thumb clasped in right palm and vice versa;



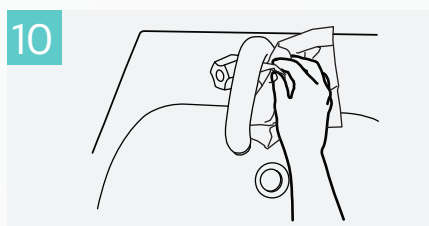
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



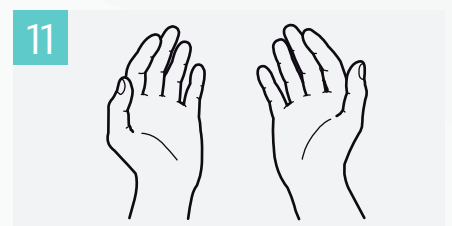
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.

10.3 Infection Control

Cough Etiquette = Protecting Others



Wear a mask.



Use tissue or a handkerchief to cover your mouth and nose.



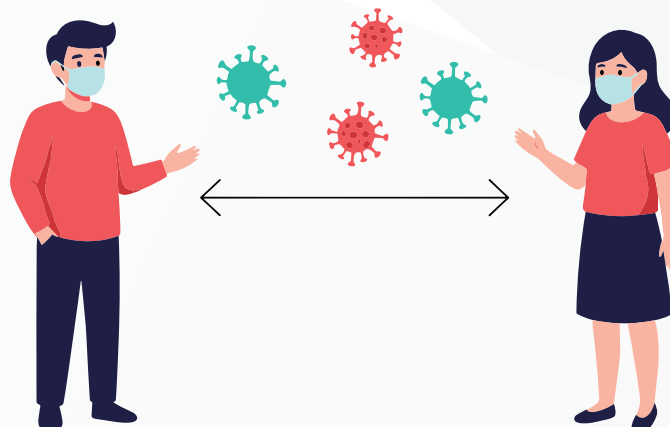
Use your sleeve to cover your mouth and nose.



Dispose used tissues immediately into a bin.



Wash or sanitize your hands right after.



Smart Mask Use

HOW TO WEAR A MEDICAL MASK SAFELY

Do's →



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask



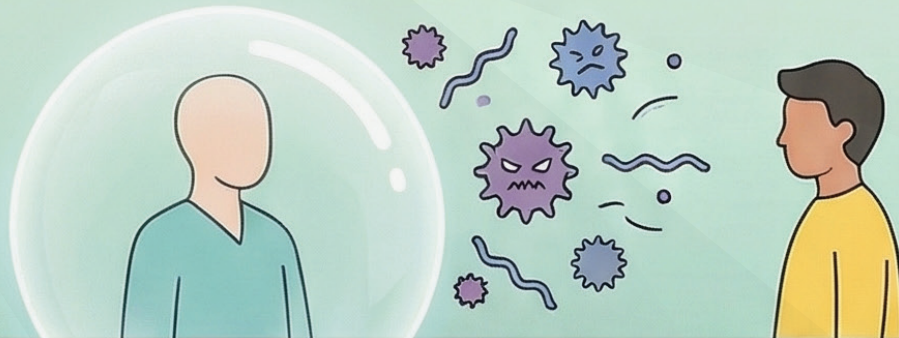
Wash your hands before touching the mask



Inspect the mask for tears or holes

- Always wear a mask in crowded places, or if you feel unwell.
- Make sure it covers your nose, mouth, and chin – no gaps!
- Do not touch the front of your mask while wearing it.
- Change your mask if it's wet, dirty, or after 4–6 hours.
- Dispose of single-use masks safely in a covered bin.

Hospital Isolation: Protecting Patients, Protecting You



Isolation means separating a sick person to **prevent the spread of infection**. It is a **proactive measure** for various infectious diseases of varying severity to keep the rest of the hospital population safe.

The Three Types of Isolation

Contact Isolation



Prevents spread via direct physical contact.



Common for infections like MRSA, HFMD, or diarrheal illnesses.



Requires specific PPE (gloves, gown).

Droplet Isolation



Protects against coughs and sneezes.



Essential for managing viruses like influenza and COVID-19 that travel through larger respiratory droplets.



Requires wearing a mask within proximity.

Airborne Isolation



Blocks tiny particles that stay in the air.



Required for highly contagious diseases like Tuberculosis (TB) and Measles that can be inhaled.



Requires wearing an N95 or higher-level respirator.

10.4 Isolation Practices

What to Expect in the Hospital



Expect single-room placement and clear isolation signage.



These signs alert everyone to follow specific protocols before entering.



Healthcare staff will always wear required PPE.



This may include masks, gloves, or gowns depending on the type of isolation required.

Visitor Guidelines



Approved Visitors Only, usually restricted to close family members.



Unwell visitors are strictly prohibited to avoid introducing illness.



Visitors must wear PPE and perform hand hygiene. This is the most effective way to protect themselves and the patient.

Why Compliance Matters



Protecting Vulnerable Groups

Children, the elderly, and the immunocompromised are at the highest risk. These groups have weaker immune responses and are more likely to face serious complications from infections.



A Safer Hospital for Everyone

Compliance prevents outbreaks and supports faster recovery. Staying responsible ensures a safe environment for healthcare workers and all patients within the facility.

11.0 Safety, Security & Emergency Guidelines

General Hospital Safety Tips

At our hospital, the safety, comfort, and well-being of patients, visitors, and staff are our highest priority. We are committed to maintaining a safe, secure, and healing environment at all times. To support this, we kindly ask you to familiarize yourself with the following important safety guidelines during your stay.

Fire Safety & Evacuation

The hospital is equipped with a comprehensive fire safety system, including fire alarms, sprinklers, smoke detectors, extinguishers, and trained emergency response personnel.

In the event of a fire or fire alarm:

- Remain calm and do not panic.
- Follow the instructions of hospital staff, Security Officers, or the Incident Commander on duty.
- Do not use lifts during an evacuation; instead, use the nearest staircase exit.
- Patients requiring special assistance will be supported and safely evacuated by designated staff and Security Officers.
- Familiarize yourself with the emergency exit routes and floor maps displayed throughout the hospital.
- Report immediately to hospital staff if you notice smoke, fire, or any fire hazard.
- The use of personal extension cords or unauthorized electrical devices is strictly prohibited, as they may pose fire risks.

Fire Assembly Points

In the event of an evacuation, please proceed to the designated Fire Assembly Points:

- At the junction of Persiaran Surian and Jalan PJU 5/1.
- Near the Driving Range, at the exit of the multistorey carpark.

Both assembly points are clearly marked on the hospital's evacuation map. Please remain there until the Incident Commander or emergency authorities issue official clearance to return.

EVACUATION ASSEMBLY POINT



11.0 Safety, Security & Emergency Guidelines

General Safety Guidelines

To ensure a safe and comfortable environment for everyone:

- Always keep your personal belongings, such as wallets, mobile phones, and handbags, with you or secured in the bedside locker.
- Please lock away all valuables in the bedside locker provided in your room. If you require assistance in operating the locker, kindly approach our Nurse Counter staff.
- Avoid bringing large amounts of cash or valuables to the hospital.
- Wear your hospital identification band at all times for accurate patient identification.
- Please follow all hospital safety signs and instructions. Use lifts and staircases carefully, and do not enter areas marked for staff or restricted use.
- Report any unsafe condition (e.g., wet floors, faulty equipment) to the nearest staff member immediately.

Security Services (24/7)

Your safety and peace of mind are our highest priority. To provide a safe and secure environment for patients, visitors, and staff, the hospital has established a comprehensive security framework supported by both Security Officers and Auxiliary Police.

- **Professional Security Team**

Our Security Officers and Auxiliary Police are trained in hospital safety protocols, emergency response, and public engagement. Their dual presence ensures strong x protection both inside the hospital and in surrounding areas.

- **Round-the-Clock Protection**

Security services operate 24/7, with personnel stationed at entrances, wards, and high-risk areas to monitor movement, assist patients and visitors, and deter potential risks.

- **Patrols & Surveillance**

Regular foot and vehicle patrols are carried out across the hospital grounds, supported by an extensive CCTV monitoring system for rapid detection and response.

- **Visitor & Contractor Management**

All visitors, vendors, and contractors must register at designated entry points. Access control, visitor passes, and verification checks are enforced to safeguard patient privacy and hospital assets.

- **Immediate Assistance**

If you require urgent security assistance, please contact the Nurse Counter or the hospital main line. A Security Officer or Auxiliary Police Officer will be dispatched immediately.

11.0 Safety, Security & Emergency Guidelines

Lost & Found

The Security Department manages a structured Lost & Found Service to ensure accountability and transparency:

- **Reporting Lost Items**

If you misplace an item, please inform the Nurse Counter or Security Department promptly. A report will be filed, and our officers will assist in tracing the item.

- **Handling of Found Items**

All found items are recorded in the Lost & Found Register and securely stored in the Security Control Room under the custody of the Security Officers and Auxiliary Police. Each item is tagged with the date, time, and location it was recovered.

- **Claiming Your Property**

Proof of ownership and valid identification may be required before an item is released. Nurse Counter staff may also assist in verifying patient-owned belongings.

- **Unclaimed Items**

Items that remain unclaimed after the stipulated holding period will be disposed of or donated in accordance with hospital policy.

- * **Reminder:** While our Security Officers and Auxiliary Police are always ready to assist, the hospital cannot be held responsible for personal belongings left unattended. Please store valuables in the bedside locker provided or keep them with family members.

Smoke-Free Policy

To maintain a safe, healthy, and healing environment, our hospital is a completely Smoke-Free Facility. This applies to all patients, visitors, staff, and contractors, and covers both indoor and outdoor areas within the hospital compound.

What This Means

- Smoking is strictly prohibited in all areas, including wards, corridors, waiting areas, lifts, staircases, carparks, and landscaped grounds.
- The use of tobacco products, e-cigarettes, vaping devices, and heated tobacco products is not permitted anywhere on hospital premises.
- This rule applies 24 hours a day, 7 days a week, without exception.

Why This Matters

- Protects vulnerable patients (children, expectant mothers, elderly, and those with respiratory or heart conditions) from harmful second-hand smoke.
- Supports faster recovery in a clean and healing environment.
- Reduces fire risks within healthcare facilities.
- Ensures compliance with national health and safety regulations.

11.0 Safety, Security & Emergency Guidelines

Legal Compliance

We fully adhere to the regulations set out by the Ministry of Health, the Food and Tobacco Act, the Occupational Safety & Health Act, and the Factory & Machinery Act to ensure all hospital premises remain 100% smoke-free.

Cooperation & Enforcement

We kindly ask for your cooperation. Security Officers and staff are authorized to remind anyone observed smoking. Continued refusal to comply may result in further action as outlined by hospital policy and public health regulations.

Our Commitment to You

By maintaining a smoke-free hospital, we aim to:

- Safeguard the health and safety of all patients, visitors, and staff.
- Provide a clean, safe, and healing environment.
- Foster a supportive environment for recovery and well-being.

Thank you for helping us keep our hospital safe and smoke-free.

Medical Record Department

Sunway Medical Centre Damansara's Medical Records Department (MRD) provides service for the request of:

- Completion of insurance form / SOCSO / EPF
- Written medical reports
- Investigative reports

Patients' written consent is compulsory for the release of medical information. For patients under 18 years of age, or has a mental incapacity to consent for the release of information, or is deceased, consent is required from the parents / guardian / next-of-kin / legal representative.

How do I apply for a Medical Report?

You may apply for your Medical Report using one of the following methods:

- Applying at the Medical Record Department Counter (LG 2)
- Applying via email: smcd-mrd@sunway.com.my
- Applying via mail to: **Medical Record Department**
Pusat Perubatan Sunway Damansara
No. 2, Jalan PJU 5/1a,
Kota Damansara, PJU 5,
47810 Petaling Jaya,
Selangor Darul Ehsan, Malaysia

What are the documents required?

In order to process your request, we will require the documents listed below. If you wish to request through email, you may attach the completed documents and email to smcd-mrd@sunway.com.my.

- Completed Release Form (must include signature of the patient as proof of consent and authorization)
- Photocopy ID of patient (NRIC or Passport)
- Photocopy ID of requestor (NRIC or Passport), if the requestor is not the patient
- Where applicable: Formal Application Letter – i.e. Query Letter / Claim Form from Insurance Company, Lawyer Letter, SOCSO form, etc.

How can I contact the Medical Records Department?

You may contact our MRD personnel at:

Phone: 03-8966 9191 (Ext 78133) (During Operating Hours)

Email : smcd-mrd@sunway.com.my

Medical Record Department

How long does it take to get my Medical Report?

Standard Medical Reports and Insurance Claims should be ready for collection 2-4 weeks from the time all required documents and payment are received. There are cases where requests may take longer than the stipulated completion period.

- Causes of delays in prompt processing include:
- Unavailability of doctors (e.g. away on leave)
- Patients having upcoming clinic appointments
- Patients are still admitted/ hospitalised
- Patients have multiple reports requested from several doctors
- Doctor's limited number of sessions at Sunway Medical Centre (e.g. only two sessions per week)
- Doctors are visiting doctors without clinic sessions at Sunway Medical Centre Damansara

Specialist Medical Reports and Workmen Compensation cases may require longer processing time (approximately 30 working days) as a review at the Specialist Outpatient Clinic may be required after the patient has been discharged or an open date given from clinic review.

Requests for investigation reports will be completed in 3-5 working days from receipt of request.

How much is the Medical Report fee?

The fee schedule for the completion of Medical Reports is as per the table below, subject to change from time to time. There may be additional charges imposed on the report, and you will be notified. Any additional fee will be collected from you upon report completion.

Request Type	Fees (starting from)
Simple Insurance Form/SOCSO/EPF (Completed by Medical Officer – A&E Doctor) Provides brief information on the final diagnosis, procedure conducted and the consultation dates.	RM 50
Simple Insurance Form/SOCSO/EPF (Completed by Specialist) Provides brief information on the final diagnosis, procedure conducted and the consultation dates.	RM 70
Details Insurance Form/SOCSO/EPF (Completed by Specialist) Provides more detailed information on the diagnosis, procedure conducted, the medical conditions and/or treatment given.	RM 105
Medical Report - Simple (Written Medical Report by Medical Officer– A&E Doctor)	RM 100
Medical Report - Simple (Written Medical Report by Specialist)	RM 105 - RM 175

12.0 Medical Record

Medical Record Department

Request Type	Fees (starting from)
Medical Report for Lawyer (Simple) (Written Medical Report by Specialist)	RM 175
Medical Report for Lawyer (Intermediate) (Written Medical Report by Specialist)	RM 275
Medical Report for Lawyer (Complex) (Written Medical Report by the Specialist that provides a specific opinion or prognosis)	RM 530
Medical Report for Police (Request by the Police Officer only)	F.O.C
Photocopy of Medical Certificate/Lab Result/Radiology Report/others	RM 0.50 per copy
Processing Fee	RM 25

** Subject to change. Additional charges will be borne by the patient if further tests such as x-ray or laboratory procedures are required for the completion of the medical reports.

What is the mode of payment?

Payment can be made through any of the following:

- Cash
- Credit/Debit Card
- Online Payment

How will I receive the Completed Medical Report?

Upon completion of your report, we will contact you to inform you. Depending on your preferred method of release, you may:

1. Collect the report from the MRD counter:

- ID verification (NRIC or Passport) is required before collection
- Original receipt to be produced at point of collection
- If collecting on behalf of the requestor, an authorization letter signed by the patient is required

2. Receive the report via email:

- We will email the report to the email address provided in the Release Form
- The file will be encrypted with a password for security

3. Receive the report via mail:

- Report will be couriered to the address provided in the Release Form
- There will be applicable charges for mailing services

Retail Outlets & Amenities

At Sunway Medical Centre Damansara, we believe that healing and comfort extend beyond medical treatment. To support the well-being of our patients, visitors, and staff, we provide a variety of retail outlets and essential amenities within the hospital. These facilities are thoughtfully designed and conveniently located to ensure that your time with us is as comfortable, practical, and stress-free as possible.

Whether you are looking for a fresh meal, a warm cup of coffee, everyday essentials, a quiet place for prayer, or a private space to breastfeed, our outlets and amenities are here to serve you.

SunMed Café

- **Operating Hours:**

- Monday – Friday: 7:00 AM – 5:00 PM
- Saturday: 7:00 AM – 1:00 PM
- Sunday & Public Holidays: Closed

- **Location:** Lower Ground Floor 1

- **What to Expect:**

SunMed Café is our in-house dining space offering a warm and friendly environment. The café serves a variety of local favorites and international dishes, along with light snacks, sandwiches, and beverages. It is the perfect place to enjoy a simple breakfast before appointments, a quick lunch during visiting hours, or a tea break in between. With its comfortable seating and convenient location, SunMed Café provides a relaxing spot for patients and visitors alike.

Coffee Bean & Tea Leaf (CBTL)

- **Operating Hours:**

- Monday – Saturday: 8:00 AM – 8:00 PM
- Sunday & Public Holidays: 9:00 AM – 6:00 PM

- **Location:** Ground Floor

- **What to Expect:**

For those who enjoy specialty coffee and tea, CBTL offers a wide selection of freshly brewed beverages, alongside sandwiches, pastries, and sweet treats. Whether you are waiting for a loved one, taking a short break, or looking for a cozy corner to unwind, CBTL is a familiar favorite that provides comfort and quality with every visit.

Retail Outlets & Amenities**7-Eleven**

- **Operating Hours:**
 - Open 24 hours daily, including Public Holidays
- **Location:** Ground Floor
- **What to Expect:**

Our 24-hour convenience store ensures that essential items are always within reach. From snacks, drinks, and ready-to-eat meals to toiletries, over-the-counter basics, and personal care products, 7-Eleven provides round-the-clock accessibility. This is especially helpful for visitors staying late, patients' family members on standby, or staff who may need quick essentials at any time of day or night.

Petals2U Florist

- **Operating Hours:**
 - Monday – Saturday: 9:00 AM – 8:00 PM
 - Sunday: 9:00 AM – 5:00 PM
 - Public Holidays: Closed
- **Location:** Ground Floor
- **What to Expect:**

Nothing brightens a hospital room quite like fresh flowers. Petals2U Florist offers beautifully arranged bouquets, floral gifts, and thoughtful tokens to bring comfort, encouragement, and cheer to patients. Whether you wish to surprise a loved one with a vibrant bouquet or select a simple arrangement to show you care, Petals2U provides quality florals and friendly service conveniently within the hospital.

Retail Outlets & Amenities

O'Briens Irish Sandwich Café

- **Operating Hours:**

- Monday, Tuesday, Thursday, Friday & Saturday: 8:00 AM – 5:00 PM
- Wednesday: 8:00 AM – 9:00 PM
- Sunday & Public Holidays: Closed

- **Location:** Level 5

- **What to Expect:**

Situated close to the Outpatient and Rehabilitation services, O'Briens provides a healthy and wholesome dining option for patients, visitors, and staff. The menu features gourmet sandwiches, wraps, salads, and freshly blended smoothies – making it a perfect choice for those seeking nutritious yet tasty meals. Its convenient location makes it especially accessible for outpatients attending clinics or therapy sessions, as well as family members accompanying them.

Surau (Prayer Rooms)

At Sunway Medical Centre Damansara, we recognize the importance of providing spiritual support as part of holistic care. Our surau facilities are designed to be clean, accessible, and comfortable for patients, visitors, and staff who wish to perform their prayers.

- LG1 (Lower Ground Floor 1): Located on the same floor as the SunMed Café, making it easy to find for patients and visitors accessing food and beverage outlets.
- Level 5 (Outpatient Floor): Strategically placed near outpatient clinics for ease of access.

Both prayer rooms are equipped with dedicated ablution (wudhu') areas, prayer mats, and gender-segregated spaces, ensuring a respectful and conducive environment for worship.

Breastfeeding Rooms

We understand the needs of nursing mothers and are committed to creating a supportive and private environment for them. Our breastfeeding rooms provide a safe and hygienic space where mothers can breastfeed or express milk comfortably during their hospital visits.

- Level 5 (Outpatient Area): Conveniently located near the outpatient clinics, providing easy access for mothers attending consultations.
- Level 6 (Outpatient Area): Another well-positioned breastfeeding facility within the outpatient clinics, ensuring added convenience for mothers across different consultation levels.

Each breastfeeding room is equipped with comfortable seating, privacy screens, electrical sockets, and basic amenities to ensure convenience and peace of mind for mothers and their babies.

Retail Outlets & Amenities**Maybank ATM**

For added convenience, a Maybank Automated Teller Machine (ATM) is available at the Ground Floor. This 24-hour service allows patients, visitors, and staff to carry out essential banking needs without leaving the hospital premises.

Services include:

- Cash withdrawals
- Balance inquiries
- Fund transfers (via ATM card)
- Other basic banking services

Having the ATM within the hospital ensures **seamless access to cash and financial services** whenever needed, especially during extended hospital stays or emergencies.

13.1 TV Guide

In-Room Entertainment

To enhance your stay with us, **Sunway Medical Centre Damansara** is pleased to provide a wide selection of local and international television channels for your comfort and entertainment.

Your in-room television is equipped with a variety of channels to suit different preferences, including news, lifestyle, movies, sports, and children's programming. Whether you are looking to stay informed, enjoy your favorite shows, relax with a movie, or keep your children entertained, there is something available for everyone.

The remote control has been programmed for ease of use, and all listed channels can be accessed directly from your television.

We hope these entertainment options bring you comfort and help make your stay with **Sunway Medical Centre Damansara** a more pleasant and relaxing experience.

TV Channels Available

No	Channel No	Channel Name	Category
1	513  ALJAZEERA	Al-Jazeera English	News & Information
2	501 	Astro Awani	
3	101 	TV1	
4	102 	TV2	
5	103 	TV3	
6	104 	Astro Ria	Entertainment & Variety
7	105 	Astro Citra	
8	333 	Astro Hua Hee Dai	
9	203 	Astro Vellithirai	
10	211 	Sun TV	
11	701 	AXN	

13.1 TV Guide

In-Room Entertainment

No	Channel No	Channel Name	Category
12	309 	Celestial Movies	Movies
13	411 	HBO	
14	554 	BBC Earth	Documentary & Lifestyle
15	551 	Global Trekker	
16	555 	History	
17	707 	TLC	
18	709 	Asian Food Network	
19	616 	Nicklelodeon	Kids & Family
20	617 	Nick Jr.	
21	814 	Astro Football	Sports
22	826 	W-Sport	

13.2 Carpark Arrangements

Carpark Arrangement

At **Sunway Medical Centre Damansara (SMCD)**, we prioritize patient and visitor convenience by providing a **multi-level carpark system with structured rates, reserved facilities, and supportive services**. This section outlines all parking-related information for your reference.

1. General Information

- Carpark Levels: Level 1 (CP1) to Level 4 (CP4).
- Lift Access:
 - Please note there is no direct lift access from the carpark to patient wards or outpatient clinics.
 - All visitors must exit at the Ground Floor (G Floor) and transfer to the appropriate hospital lift to access clinical or ward areas.
- Operating Hours: 24 hours, daily.
- Security: Monitored by trained security personnel and CCTV surveillance.
- Safety & Security Features:
 - CCTV Surveillance 24/7 – All carpark levels are continuously monitored to enhance safety.
 - Panic Buttons – Installed at strategic locations across the carpark to enable quick alerts to our security team in case of emergency.
 - Patrolling Security Personnel – On-duty to ensure a safe environment for all users.

2. Parking Rates

- Public Rates
 - First 3 hours: RM 3.00
 - Subsequent hours: RM 1.00 per hour
 - Daily maximum: RM 10.00 per day
- Flat Rate Coupons
 - Special parking privileges are extended to inpatients and dialysis patients.
 - For Inpatients
 - Flat rate: RM 5.00 per day
 - Valid from admission until discharge
 - Cut-off time: 6:00 AM daily
 - Coupon entitlement: One (1) coupon per admission
 - Validation point: Customer Service Counter (Ground Floor) or Carpark Management Office (CP2)
 - Terms:
 - Lost coupons cannot be replaced.
 - Normal public rate applies if coupon is lost.
 - Non-transferable and non-exchangeable for cash.

13.2 Carpark Arrangements

Carpark Arrangement

- For Dialysis Patients
 - Flat rate: RM 3.00 per entry
 - Coupon entitlement: One (1) coupon per visit
 - Validation point: Customer Service Counter (Ground Floor) or Carpark Management Office (CP2)
- Terms:
 - Lost coupons cannot be replaced.
 - Normal public rate applies if coupon is lost.
 - Non-transferable and non-exchangeable for cash.

- Coupon Validation Timing & Points

Customers, guests, or patients must present reusable coupons together with their Credit / Debit / Touch 'n Go (TnGo) card at the designated validation points depending on timing:

- Carpark Management Office (CP2) – Operational Hours:
 - Mon–Fri: 7:00 AM – 10:00 PM
 - Sat / Sun / Public Holidays: 7:00 AM – 8:00 PM
 - Customer Service Counter (Ground Floor): 8:30 AM – 5:30 PM
 - Registration Counter (Ground Floor) at Emergency Department: 5:30 PM – 7:00 AM

3. Reserved Parking Facilities

- Dedicated parking is available for specific groups:
 - Expectant Mothers: Reserved bays at CP2.
 - Dialysis Patients: Reserved bays at CP2
 - Persons with Disabilities (OKU): Designated lots located across CP1–CP4.
 - Electric Vehicle (EV) Charging Bays: Located at CP1.

4. Valet Parking Services

- Service Provider: Outsourced (GL Parking)
 - Rate: RM 15.00 per entry
 - Payment: Directly to valet staff
 - Service Point: Hospital main entrance

5. Safety & Security Guidelines

To ensure a safe parking experience:

- Always lock your vehicle and keep valuables out of sight.
- In case of emergency, request assistance from security or the Carpark Management Office.
- The hospital and Carpark Management Office shall not be held liable for loss or damage to personal belongings left in vehicles.

6. Assistance & Enquiries

For enquiries, lost ticket matters, or urgent assistance, please contact:

- Carpark Management Office (CP2)
- Hotline: 019-204 8171

SUNWAY MEDICAL CENTRE DAMANSARA SDN BHD

No. 2, Jalan PJU 5/1A,
Kota Damansara, PJU 5,
47810 Petaling Jaya,
Selangor Darul Ehsan, Malaysia.

 +603-8966 9191

 +603-8966 4153 (24 hours)

 +6019-216 8825

 smcd-ge@sunway.com.my

Operating Hours:

Monday - Friday : 8.30 am - 5.00 pm

Saturday : 8.30 am - 1.00 pm

Sundays &

Public Holidays : Closed

Find us on:

     **SUNWAYMEDICALCENTREDAMANSARA**

 sunwaymedicaldamansara.com.my