

Renaissance

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Major Phase of 2024

Mr Yong Yih Ming
Chief Operating Officer, IHH Healthcare Singapore
Chief Executive Officer, Mount Elizabeth Hospital

Project
Renaissance
Newsletter

Dear Colleagues

In the last edition, I updated on the impending major works at our Mount Elizabeth Medical Centre (MEMC) Drop-off Point, Mount Elizabeth Hospital (MEH) Wards (Levels 6, 7, 8, 9 and 10), MEH Main Lobby and MEH Level 1 Back-of-House Zone. All of these will commence between June to July 2024 and will take between six to ten months to complete. By the end of this phase, about 90% of the major works would be completed.

For this edition, I will be updating on the following:

1. Temporary Swing Spaces
2. IHH Healthcare Chairman Visit
3. ParkwayLife REIT Chairman and Board Visit
4. MEMC Drop-Off Point Renovation Circulation Plans

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Temporary Swing Spaces

SWING SPACE

During Project Renaissance, many temporary swing spaces have been created.

With the hoarding of our Main Lobby, our Admissions Office and Cashier services have been temporarily relocated to the new swing space on Level 2, where Parkway Cancer Centre (PCC) was previously located.

Admissions and Cashiering will continue to operate from this swing space until the Main Lobby renovation is completed.



Counter & Waiting Area



Cashier



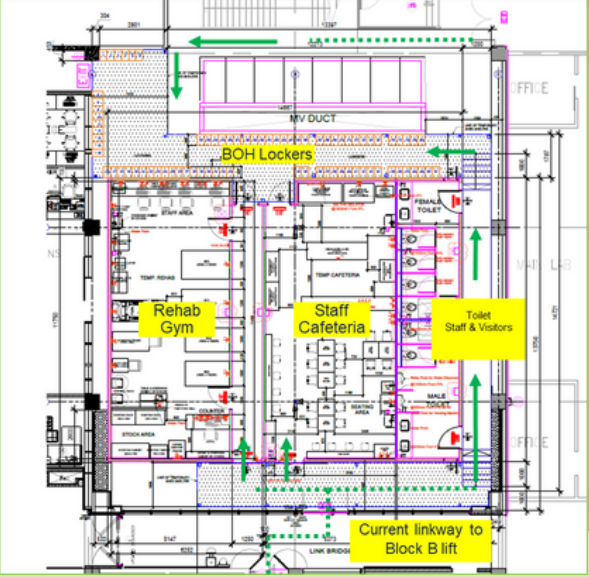
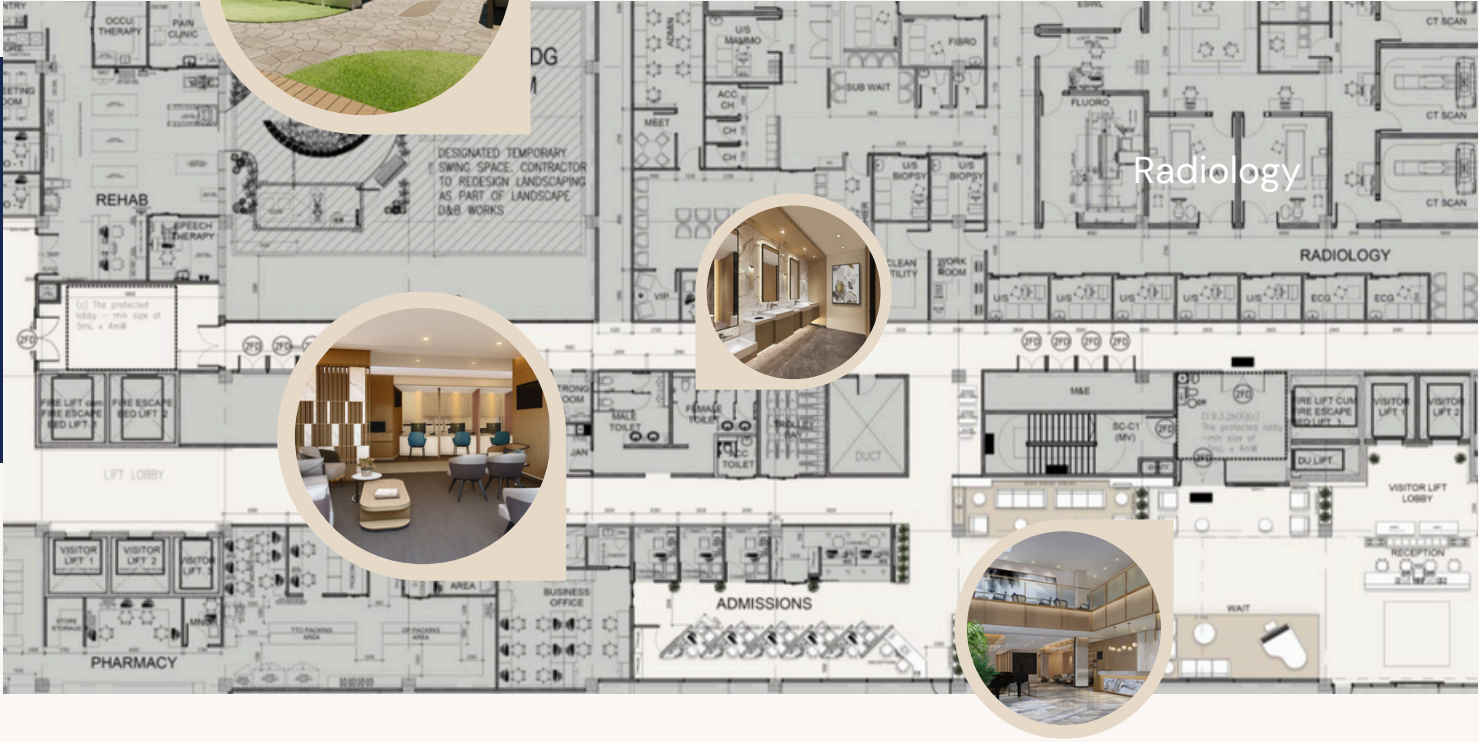
Entrance



Office



This swing space will then be converted to our future Inpatient Rehabilitation Department, which will be the optimal location for therapeutic recovery as therapy can also be done at our Level 2 Garden.



The Level 2 Garden has been temporarily repurposed as a swing space to accommodate a series of functions including Rehabilitation Department, Food & Beverages services, Pharmacy and some staff and storage functions.



- Expected Readiness
(Late June – Early July 2024)
- Staff Cafeteria
 - Back of House Staff Lockers to relocate from L1
 - Rehab Gym to relocate from Ward 8
 - Temporary Toilets for Staff & Visitors
 - Pharmacy in future phase

FUTURE

*(Proposed Layout)
Rehabilitation Garden for an enhanced healing environment.*



Radiology Ultrasound Department & Reporting Office

In preparation for the future Radiology Complex on Level 2 of Mount Elizabeth Hospital, the temporary Ultrasound Department and administrative space for reporting have been set up at Level 2 (in between the current Radiation Oncology and old Radiology Department) as of 3 June 2024.

This space will be integrated with the future Radiology Complex in end 2025 when we would have a fully integrated and efficient Radiology Department.



Ultrasound Rooms



Office



Mount Elizabeth
A leading healthcare institution in Singapore
and in the region, Mount Elizabeth Hospital
is renowned for its comprehensive range of
medical care and depth of clinical expertise.

Rejuvenating a trusted & sustainable
multi-generation healthcare institution
in the heart of the city

VISITS

APRIL 2024



ParkwayLife REIT

The MEH team hosted the ParkwayLife REIT Chairman Mr Ho Kian Guan, Board of Directors and Senior Management for an update and orientation tour of Project R. They were given an overall brief on the project phases and business continuity plans and shown completed assets and upcoming sites during the visit.

We thank the REIT Board for the guidance, support and investment. The camaraderie onsite daily has been critical in moving the project forward phase by phase since the pre-planning stages in 2021.

VISITS

MAY 2024



IHH Healthcare Chairman

The MEH team was delighted to host our former IHH Healthcare Chairman Tan Sri Mohammed Azlan bin Hashim and new Group CEO Dr Prem Kumar Nair for an update visit on Project R on 10 May 2024 since their last visit in September 2023.

They were shown the completed and near completed assets, including temporary swing spaces to ensure business continuity, and how spaces have been rationalised and reconfigured to meet future patient and operating needs. They also experienced the reimagined duplex housing of our Huggs Coffee cafe and its cozy lounge. Additionally, they explored worksites for the upcoming phases.

The team provided a preview of projects from the SMART Hospital initiative, showcasing the deployment of Artificial Intelligence (AI), Augmented Reality (AR), digital content, updated clinical technologies and robots to enhance patient experience and safety, redesigned workflows and improved clinical outcomes. The visit concluded at IHH Healthcare Singapore's first hospital-based Ambulatory Care Centre at The Heeren which is part of the Mount Elizabeth Campus at Orchard Road.



We thank our former Chairman and new Group CEO for their time, support and encouragement to the team!





Mount Elizabeth
It's Possible

Part II
MEDICAL CENTRE
DROP-OFF POINT
(planned for July 2024
through March 2025)



MEMC DROP OFF - PART II

Renovation Circulation Plans

In the last edition, I had shown how the hoarding plans would be phased throughout the renovation period (from July 2024 to March 2025). I will be updating the temporary circulation and drop-off plans for pedestrian and vehicular movements here.



Mitigation

- Demarcate temporary drop-off areas.
- Strictly no loading, unloading, or parking at the drop-off point.
- Deploy Traffic Marshall
- Relocate handicap parking spaces.
- Create 3 lanes.
- Add new zebra crossing.
- Relocate shuttle bus to Jalan Elok.



FOR VISITORS

MEMC

DROP-OFF & PICK UP AREA

VEHICULAR CIRCULATION

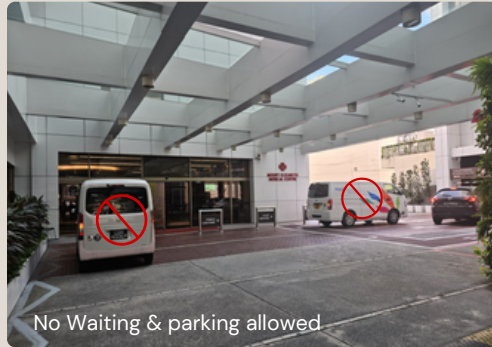


Drop Off point

Following the closure of the MEMC drop-off point, the new designated location for vehicle drop-off is accessible via Mount Elizabeth Road, leading to Car Park A. It is imperative to emphasize that parking and vehicle waiting at this drop-off point are strictly prohibited to prevent any disruptions for all individuals accessing the Medical Centre.



Enter from Car Park A



No Waiting & parking allowed

BUS SERVICE

DROP-OFF & PICK UP AREA

FREE SHUTTLE SERVICES

Bus service schedule will remain unchanged. However, we will be substituting the current bus with a 13-seater vehicle. The assigned waiting area is located behind the UCC isolation area and in front of the Radiation Oncology department.



New bus type



View from inside MEH



View from Jalan Elok

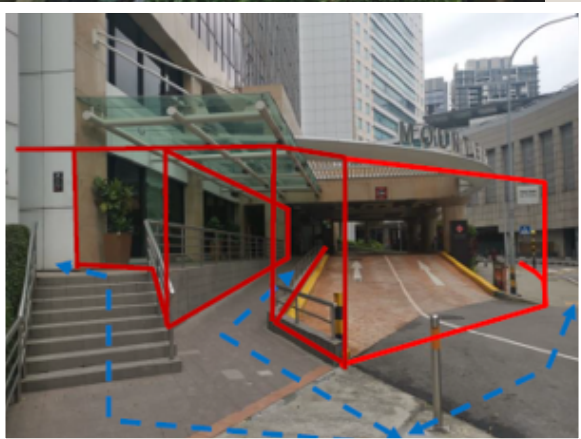


Drop-off & Pick up area for Shuttle Bus Service



**MEDICAL CENTRE
DROP-OFF POINT
RENOVATION CIRCULATION
PLANS**

(planned for July 2024 through March 2025)



For Renovation at Medical Centre, work hours are scheduled from **4:00pm to 10:00pm**

Noise levels are to be maintained at a maximum of 75 decibels between 4:00pm and 7:00pm, and reduced to 65 decibels from 7:00pm to 10:00pm, in accordance with the NEA guidelines. There will be no noisy activities between 10:00pm and 7:00am

FOR VISITORS

MEMC

The structural demolition work is scheduled to begin in July 2024. Upon the conclusion of this extensive structural phase, a single drop-off lane will be accessible at the existing drop-off area from **7:00am to 3:00pm**

We will strive to reduce and mitigate the lack of accessibility and noise disruptions as much as possible during this entire phase. We seek your continued patience and understanding and would also adjust along the way for improvement along the way.