

Renaissance

Issue 18
August 2024



In Full Swing

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Chief Operating Officer, IHH Healthcare Singapore
Chief Executive Officer, Mount Elizabeth Hospital

Project
Renaissance
Newsletter

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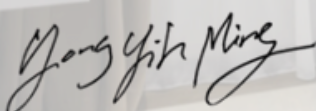
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Dear Colleagues

Project Renaissance is well on track after 20 months.

In this edition, I will provide updates on:

1. Our New Digital WayFinder – LizFinder
2. Official Visit by New IHH Healthcare – Chairman Tan Sri Dr Nik Norzrul Thani
3. Official Opening of Endoscopy Centre
4. Official Opening of Patient Lift Lobby A
5. Temporary Closure of Drop off at Medical Centre
6. Commencement of Construction of Sheltered Linkway



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Introducing our Innovative Mount Elizabeth Hospital Digital Wayfinder

DIGITAL

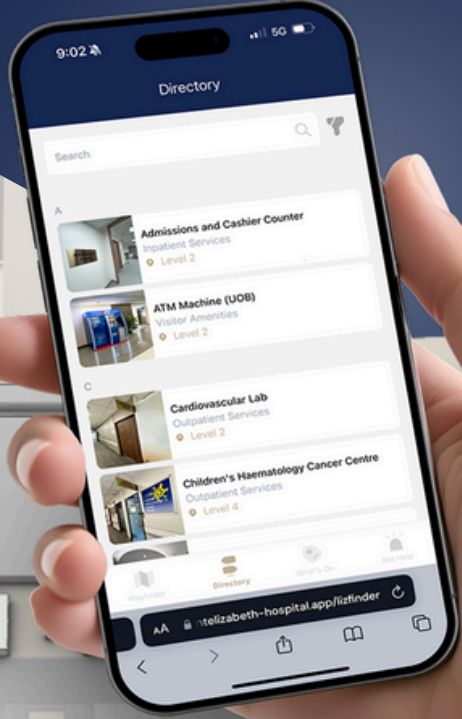
LizFinder

Need help finding your way?
Scan for directions.

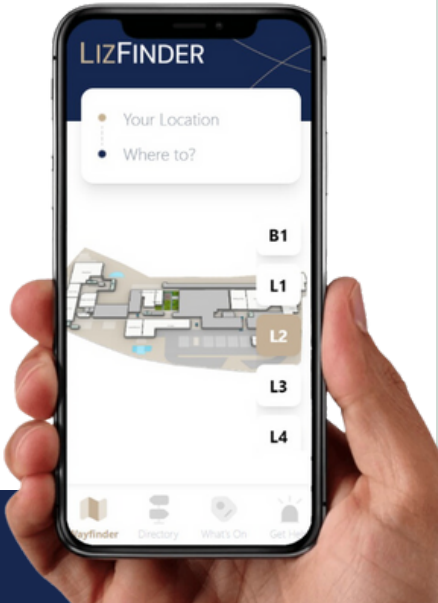


Mount Elizabeth
St. Ann's

It is with excitement that we introduce – LizFinder, our next digital initiative that will help our patients and visitors improve their wayfinding experience within the hospital on their personal mobile devices.



LIZFINDER



DIGITAL WAYFINDING WEBAPP

LizFinder is the solution to navigating the complexities within a healthcare facility compound (Outdoor + Indoor navigation). By providing an interactive map and directory,

- Users simply scan the Wayfinding webApp QR codes using their smartphones for instant access to detailed maps and navigation tools, directory information on key services and available amenities.
- The mobile interface is user-friendly, guarantees a smooth experience navigating Mount Elizabeth Hospital.
- Coverage extends to Mount Elizabeth Orchard Campus, including our Heeren, Paragon, and Lucky Plaza Units.



Find your Way with Ease

The Campus directory, include operating hours, & precise location. Some listings may include a website link for more information.

- Patients / Visitors can scan the QR code to access from any point
- QR codes are placed strategically throughout the Mount Elizabeth Orchard Campus.
- Waypoint pictures offer visual reference to aid in location identification.



- **Tap and Go:** Select your destination directly on the map for instant directions.
- **Floor-by-Floor Navigation:** Browse through different floor plans to find your way around complex buildings.
- **Customised Search:** Use the directory to find specific locations by name or category.



Improved User Experience



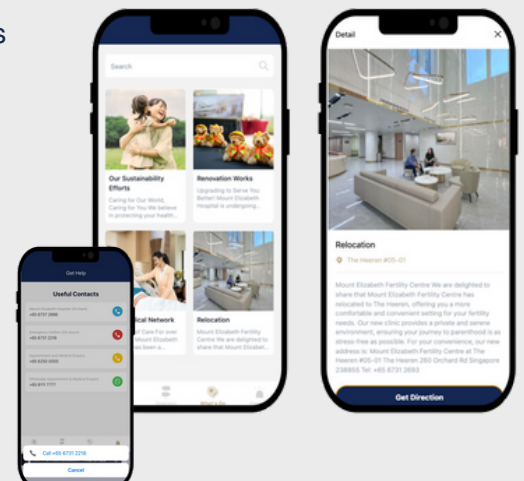
Access essential information

What's On Section:

- Stay informed with hospital news, updates and campaigns.
- Latest developments & milestones achieved.
- Ongoing health awareness campaigns, tenants' promotion.
- Information on any relocation, or changes in facility locations.

Get Help Section:

- Quick access to important numbers for emergencies, appointments and inquiries.



VISITS

JULY 2024



IHH Healthcare New Chairman

Mount Elizabeth Hospital welcomed our new IHH Healthcare Chairman Tan Sri Dr Nik Norzrul Thani for an introductory visit and brief on Project Renaissance.

It was our pleasure to have PLife REIT Chairman Mr Ho Kian Guan and CEO Mr Yong Yean Chau join us too.

Chairman Tan Sri Dr Nik Norzrul Thani and Chairman Mr Ho Kian Guan



New Clinical Laboratory through the Observation Panel



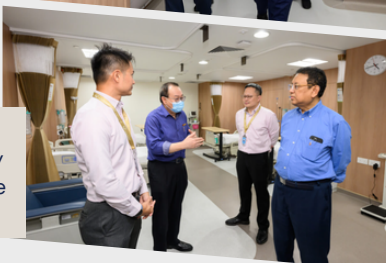
Introducing LizWorld



Newly Opened Endoscopy Centre



Our 1st Hospital-based Ambulatory Care Centre at The Heeren



Group Pictures with Team MEH

OFFICIAL OPENING CEREMONY



31 July 2024

NEW ENDOSCOPY CENTRE

Endoscopy Centre information:

Total



6 Processing Rooms

1 ERCP Suite



38 Recovery Rooms



3 Single Bedded



17 Double Bedded



1 Isolation (-) Room

On 31 July 2024, we officially opened our Endoscopy Centre.

With the seven endoscopy procedure rooms launched in December 2023, the Centre is now a full-fledged facility, complete with 38 recovery beds (up from 23) and an Admissions Office.

Our new centre is 123% larger and will serve the increasing endoscopic demands. It boasts robotic automation, including clean and dirty scope deliveries by robots and a StamiLift for easier bed transfers. The centre is equipped with modern patient monitoring systems and pendants to enhance patient care.

We thank our past and present Endoscopy Committee Chairpersons Dr Kieron Lim and Dr Ling Khoon Lin for their guidance to achieve these two milestones.



We thank Dr Ling Khoon Lin, Dr Teoh Tiong Ann, Dr Peter Chow & Sr Sally Lim for joining us to grace the occasion.



Endoscopy Team

"Endoscopy services are vital to the Hospital and volume has always remained high. With the new Centre, we are prepared to meet the increasing demand."



Blessing the Rooms

Official Opening Ceremony



31 July 2024

PATIENT LIFT LOBBY A



Also on 31 July 2024, we crossed another major milestone, with the completion of our new Patient Lift Lobby A. Our new lobby features a dedicated private corridor for patients and staff, leading directly into the new Endoscopy Centre and wards. Together with our bigger and faster lifts, our patients can now be transferred from place to place away from the public eye, and in a quicker and more comfortable manner.



In time to come, along with Patient Lift Lobby B that was launched in December 2023, the passageways between the hospital blocks will be connected for greater convenience and efficiency to our OTs, ICUs, Urgent Care Centre and Radiology Complex.



We thank our MCST Council Chairman Dr Cheong Tuck Hong and Secretary Dr AB John for their unwavering support and understanding to reach this milestone.



OPENING CEREMONY

TEMPORARY CLOSURE OF DROP OFF AT MEDICAL CENTRE

Start date: 1 September 2024



VEHICULAR CIRCULATION

As we commence renovations to upgrade the **Mount Elizabeth Medical Centre (MEMC) Drop-Off Point / Taxi Stand**, we would like to inform you of the following changes to vehicular access, with effect from **1 September 2024 (Till March 2025)**:

From Sep 2024:

Preparation work in Carpark – Removal, Remarketing & Painting for traffic diversion.

From Oct 2024:

Hoarding works begin.

One driveway lane designated for drop-offs.

Please use other available drop-off points.



From Nov 2024 – Dec 2024:

No Entry

The drop-off point closed.

Please use other available drop-off points.

From Jan 2025 onwards:

One driveway lane will be open from 7:00am to 3:00pm.

Outside of these hours, please use other available drop-off points.



ALTERNATIVE DROP-OFF & PICK UP AREA

1. Drop-Off between MEMC Block and Hospital Block B (after the Gantry)



Enter from Car Park A to MEMC



Medical Centre Drop-Off Area

2. Drop-Off at Hospital Lobby A, near the Urgent Care Centre



Enter to Hospital Lobby



Drop off point A & B

3. Drop-Off at Paragon Medical Centre and Lucky Plaza Apartment Block.



Paragon Taxi Stand

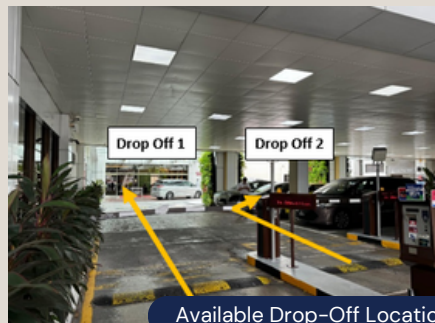


Drop off at Lucky Plaza Apartments

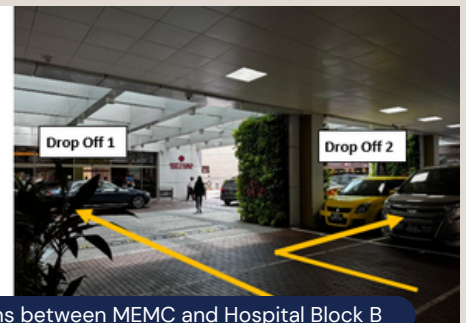
ADDITIONAL DROP-OFF & PICK UP AREA

Drop-Off Locations between MEMC and Hospital Block B

A new drop-off location will be created between the two green plant pillars, replacing the current six parking lots next to the handicapped lots. There are two available drop-off points (as depicted in the images) after the gantry, to help alleviate traffic congestion in this area.



Available Drop-Off Locations between MEMC and Hospital Block B

Lane Allocations for
Medical Centre
Drop-Off

Please note that waiting and parking will NOT be allowed at the drop-off areas to ensure smooth traffic flow. The carpark entrance to the hospital will remain, and additional traffic marshals will be deployed to guide drivers.



New Location of Shuttle Bus Pickup at Jalan Elok

FREE SHUTTLE SERVICES

Our shuttle bus services which will temporarily relocate to Jalan Elok area, near Radiation Oncology from **1 October 2024**.

To reach this location, proceed from Hospital Drop Off B (near CT Centre), head towards the Urgent Care Centre (UCC), and continue straight past the UCC. This change applies to both shuttle bus services plying the routes of Mount Elizabeth Novena Hospital and Gleneagles Hospital. Shuttle Bus Schedule will be shared.

SHELTERED LINKWAY

Construction will commence from end Aug 2024 and expected to complete by 2nd Quarter of 2025.

Time: 8am to 6pm

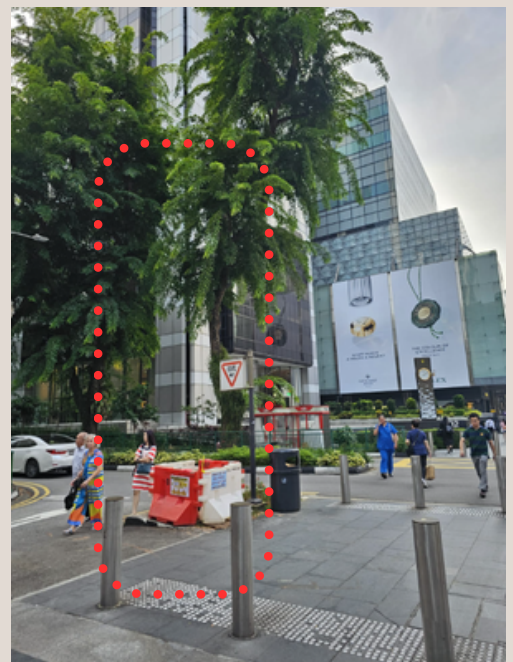
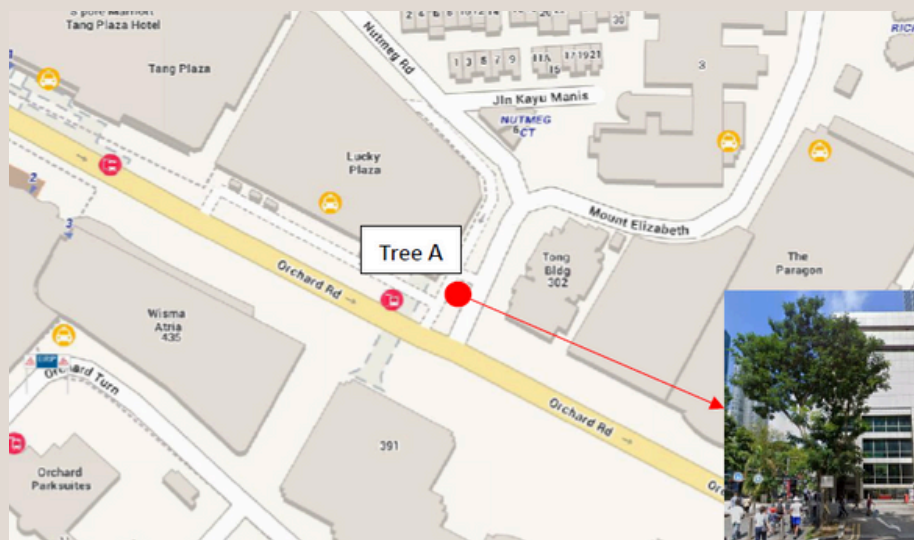
(excluding Sunday and Public Holidays)

From August 2024, the contractors appointed by Land Transport Authority (LTA) will commence the construction of the sheltered linkway to connect MEMC to Lucky Plaza.

LINKWAY - PART II



On 20 August 2024, as a part of this project, a tree [A] [refer below] at the intersection of Orchard Road & Mount Elizabeth Road (next to Lucky Plaza) was removed to accommodate the construction of new linkway.



Completed: Tree Felling Works along Mount Elizabeth Road