



YEARS OF DEDICATED PASSION



Gleneagles Hospital
KUALA LUMPUR

A VERY WARM WELCOME!

Since we opened our doors to all Malaysians in 1996, Gleneagles Hospital Kuala Lumpur has evolved into more than just a hospital building, but beyond.

Built on foundations of excellence and care, the achievements and status of Gleneagles Hospital Kuala Lumpur do not merely stem from an individual effort, but from a team of dedicated and passionate healthcare practitioners. Together, we shared laughter and smiles, tears of joy and sadness, and countless memories with unforgettable people.

With this, we compiled this memoir book filled with treasured moments, showcasing the milestone journey built together by our caring and passionate team. Let's take a journey down memory lane to the humble beginnings we started together with our cherished past and present staff, our loyal patients, and those who have made our 25 years possible. Thank you for being a part of our 25 years of dedicated passion in providing excellent healthcare services.

As you flip through this book, join us in this extraordinary journey together.

Sincerely,

Gleneagles Hospital Kuala Lumpur





OUR MEMORABLE JOURNEY IN MILESTONES

1996



Start of operations at Gleneagles Hospital Kuala Lumpur on 1st Aug 1996.

1997



Official opening of Gleneagles Hospital Kuala Lumpur by former Prime Minister, YAB Tun Dr Mahathir Mohamad on 17th Dec 1997.

1998

The 1st hospital in Kuala Lumpur to received HALAL certification by the Jabatan Agama Islam WP.

1999

Opening of the Executive Screening Centre on 24th May 1999.



Official launching of the Oncology Centre on 12th Aug 1999.

*Photos sourced from Gleneagles Hospital Kuala Lumpur's photo library archive.
All visuals used are for illustration purposes only.

2000

Introduction of Concierge Services in August 2000.

2001

Introduction of Butler Services in Gleneagles Hospital Kuala Lumpur suite rooms.

2002



Launching of the Diabetes Care Centre on 20th April 2002.



2003



Our 1st Malaysian Society for Quality in Health (MSQH) accreditation.

2004

Commission of the Multi-Slice CT (MSCT) scanner on 2nd June 2004.

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2006



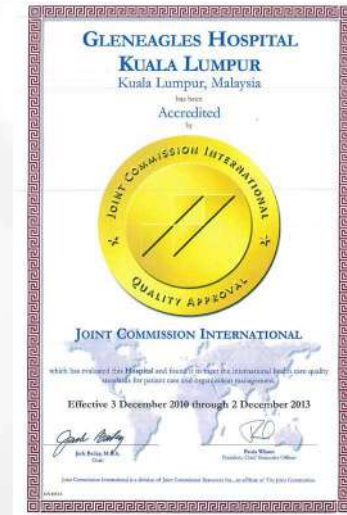
Official launch of the Vascular Interventional Radiology Suite & MRI scanner on 23rd Nov 2006.

2007



Winner of the Trusted Brand (Gold) Award in the Hospital category from Reader's Digest, as voted by consumers.

2010



- Our 1st Joint Commission International (JCI) accreditation.
- Elite Member of the Malaysia Healthcare Travel Council (MHTC).

2011



Voted by consumers as the winner of the Trusted Brand (Gold) Award by Reader's Digest.

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2012



Official launch of the 3-Tesla MRI scanner on 13th Sept 2012.

2014



1st Gamma Knife patient treated by Gamma Knife Radiosurgery at Gleneagles Hospital Kuala Lumpur.



1st Malaysian hospital to win International Hospital of the Year at the IMTJ Medical Travel Awards.

2015



IMTJ Medical Travel Award - Excellence in Customer Service



Awarded Brand Excellence in Healthcare (Hospital category) at the BrandLaureate Special Edition World Awards 2015.

2016



Expansion of Services - The first hospital building in Malaysia to be built according to the Gold Green Building Index (GBI) standards with an additional 327 beds.

IMTJ Medical Travel Awards for International Hospital of the Year – Highly Commended.

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2018



Introduction of the innovative Da Vinci Robotic Assisted Surgery in Gleneagles Hospital Kuala Lumpur.

Implementation of the IMOS (Inpatient Meal Order System).



IMTJ Medical Travel Awards for International Hospital of The Year – Winner.



IMTJ Medical Travel Awards for Excellence in Customer Service – Highly Commended.

2019



Appointed as the preferred hospital in Malaysia by the World Health Organisation (WHO).



Global Health and Travel – Best Urology Service Provider in Asia Pacific.



Global Health and Travel – Health Screening Provider in Asia Pacific.

2020

1st private hospital in Malaysia to introduce the MRI Fusion Biopsy (for prostate treatment).

Upgrade of the Gamma Knife Perfexion to the Gamma Knife ICON.



Global Health and Travel – Bariatric Service Provider in Asia Pacific.



2021



Opening of Gleneagles Hospital Kuala Lumpur's Heart Specialist Clinic.

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**DID YOU
KNOW?**

01

More than **25,000** diagnostic and intervention cases (including paediatric ones) have been handled by our dedicated doctors and nurses over the years at our **Cardiac Catheterisation Lab.**



An inside look of the Cardiac Catheterisation Lab set-up.

02

We've had **more than 100,000 visits** at our **Oncology Centre** since **1996**.



Launching of the Oncology Centre with former Malaysian Health Minister, Dato' Chua Jui Meng and the 1st CEO of Gleneagles Hospital Kuala Lumpur, Puan Sri Dr, Wong Hee Ong.

03

More than **450 patients** ranging from 7 to 90 years old have undergone the **Gamma Knife Radiosurgery** Treatment at Gleneagles Hospital Kuala Lumpur since 2014.



Gamma Knife Radiosurgery is a non-invasive neurosurgical procedure using powerful doses of radiation to treat brain tumors and other brain lesions.

04

With the help of innovative technology, our doctors and nurses have handled **more than 500 cases using robotic procedures** since 2018.



A look at the DaVinci Robotic Surgical System, one of the minimally invasive procedures available at Gleneagles Hospital Kuala Lumpur since 2018.

05

Gleneagles Hospital Kuala Lumpur is proudly appointed as **the preferred hospital in Malaysia** by the World Health Organization (WHO) since April 2019.



Current CEO of Gleneagles Hospital Kuala Lumpur, Ms Hoo Ling Lee and team hosting a hospital tour for the WHO Delegation in 2019.

06

In 2014, we became the **1st Malaysian hospital to win International Hospital of the Year** at the IMTJ Medical Travel Awards.



Gleneagles Hospital Kuala Lumpur receiving their IMTJ Award at the IMTJ Awards Ceremony in Dubai, March 2014.



OUR PIONEERS

*All quotes and stories are based on the individual's submissions.



Dr. Anand Bhupalan

“

To be part of Gleneagles is to be a part of a family that cares for one another and tries to help each other.

”

Dr. Anand Bhupalan

*Consultant Gastroenterology,
Since 1996.*



My earliest and happiest memory of Gleneagles Hospital Kuala Lumpur was when it first started in 1996. Our CEO at the time, Puan Sri Dr. Wong H. O., was instrumental in getting a group of doctors to join and work together to build up the hospital.

We worked cohesively as a group of doctors, dedicated to working very hard and to providing excellent healthcare. Slowly, but surely, Gleneagles grew to become a premier hospital in the Klang Valley.

The passion for patient care has always been driven by every Gleneagles staff; the doctors and nurses, the backroom staff, cleaners, guards, and all those who may not be seen but are integral to the hospital. And we'll continue to work in synergy to enhance the provision of medical care at Gleneagles.



Dr. Chee Chee Pin

“

I am honoured to be one of the pioneers of Gamma Knife surgery at Gleneagles Hospital Kuala Lumpur, being the golden standard of radiosurgery, and the first in the country.

”

Dr. Chee Chee Pin

*Consultant Neurosurgeon,
Since 1996.*



What drives me to pursue my medical passion is the wish to treat the many neurosurgical conditions and restore the good health of these patients in our community. In addition, the gratefulness of many patients who recovered from their illness enhances my desire to go the extra mile.

With this, I am pleased to be a pioneer consultant at Gleneagles Hospital Kuala Lumpur. As a member of this esteemed hospital for 25 years, I'm able to care for patients with the help of Gleneagles' quality of infrastructure and operational systems, the efficiency of the staff members, and the quality of treatment and care by my fellow doctors here.



Dato` Dr. Ghandhiraj Somasundram

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The idea of allowing doctors to own their own clinics in Gleneagles has instilled a strong sense of commitment and obligation amongst the doctors to the development of the Hospital.

//

Dato` Dr Ghandhiraj Somasundram

*Consultant Cardiothoracic and Thoracic Surgeon,
Since 1996.*

I commenced my practise in Gleneagles Hospital Kuala Lumpur in October 1996 after being credentialed. I was excited to be a part of the hospital's journey and envisaged offering cardiothoracic surgical services in the most advanced manner to patients locally and regionally.

As one of the pioneer cardiothoracic surgeons in this Hospital and together with my fellow surgical colleagues, we started the cardiothoracic surgical program by selecting instruments, training the surgical assistants, perfusionists, and intensive care staff to treat our patients.

After 25 years and countless memorable operations, I still enjoy the social and professional camaraderie amongst the wonderful colleagues that I have at Gleneagles. This is supplemented by a hard-working CEO and an amazing management team that keeps the magic of Gleneagles alive until today.





Dr. Ravi Chandran

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I'm very proud to have played a significant role in developing this hospital into a nationally and internationally recognized centre of excellence.

//

Dr. Ravi Chandran

*Consultant Obstetrics and Gynaecology,
Since 1996.*



I belong to a small band of pioneer doctors who started our clinics in Gleneagles Hospital Kuala Lumpur about a month before the hospital was ready to accept inpatients. From 1996 until now, I'm proud to be a member of the great team at Gleneagles.

What constantly drove me to pursue this was an inherent desire to continually improve women's healthcare. Being able to ensure a good outcome for the mother and baby, and to also be a part of the memorable journey of pregnancy and childbirth gives me great joy in what I do.



Lim Shih Chang

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There is honour and privilege in being able to provide care for patients in a significant and life-changing way and that is what makes it all worthwhile.

//

Lim Shih Chang

*Laboratory Manager, Quality Manager,
and Deputy Laboratory Director,
Since 1996.*



In the ever-changing healthcare industry, a new test, analyser, procedure, and such are developed and introduced to us continuously at Gleneagles Hospital Kuala Lumpur. This dynamic field of healthcare is incorporated with life-long learning, which leads to a meaningful career.

I have spent about a third of my working life at Gleneagles Hospital Kuala Lumpur. With this came opportunities for growth and career development and after 25 years, I am very grateful to be able to achieve beyond what I had expected of myself.



Mashita Binti Che Inun

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Being a part of the Gleneagles Hospital Kuala Lumpur team means being appreciated and respected for all our efforts and ideas, working together to strive for excellence.

//

Mashita Binti Che Inun

*Assistant Nurse Manager,
ICU/CCU,
Since 1996.*



Joining Gleneagles Intan College of Nursing in 1992, my interest in nursing grew throughout my study and clinical posting. After qualifying in 1996, I began working in the Intensive and Critical Care Unit and I've never left since then.

Being a part of Gleneagles Hospital Kuala Lumpur team means a lot to me as I notice the hospital genuinely cares for all their staff. Our efforts and ideas are appreciated and respected here with the team always supporting its staff's growth and development.

I hope I can continue to provide my service, knowledge, and experience in this hospital until my retirement days.



Noor Hayati Ali

“

At Gleneagles Hospital
Kuala Lumpur, we work
as a team, work with
integrity, and take any
challenges along the way.

”

Noor Hayati Ali

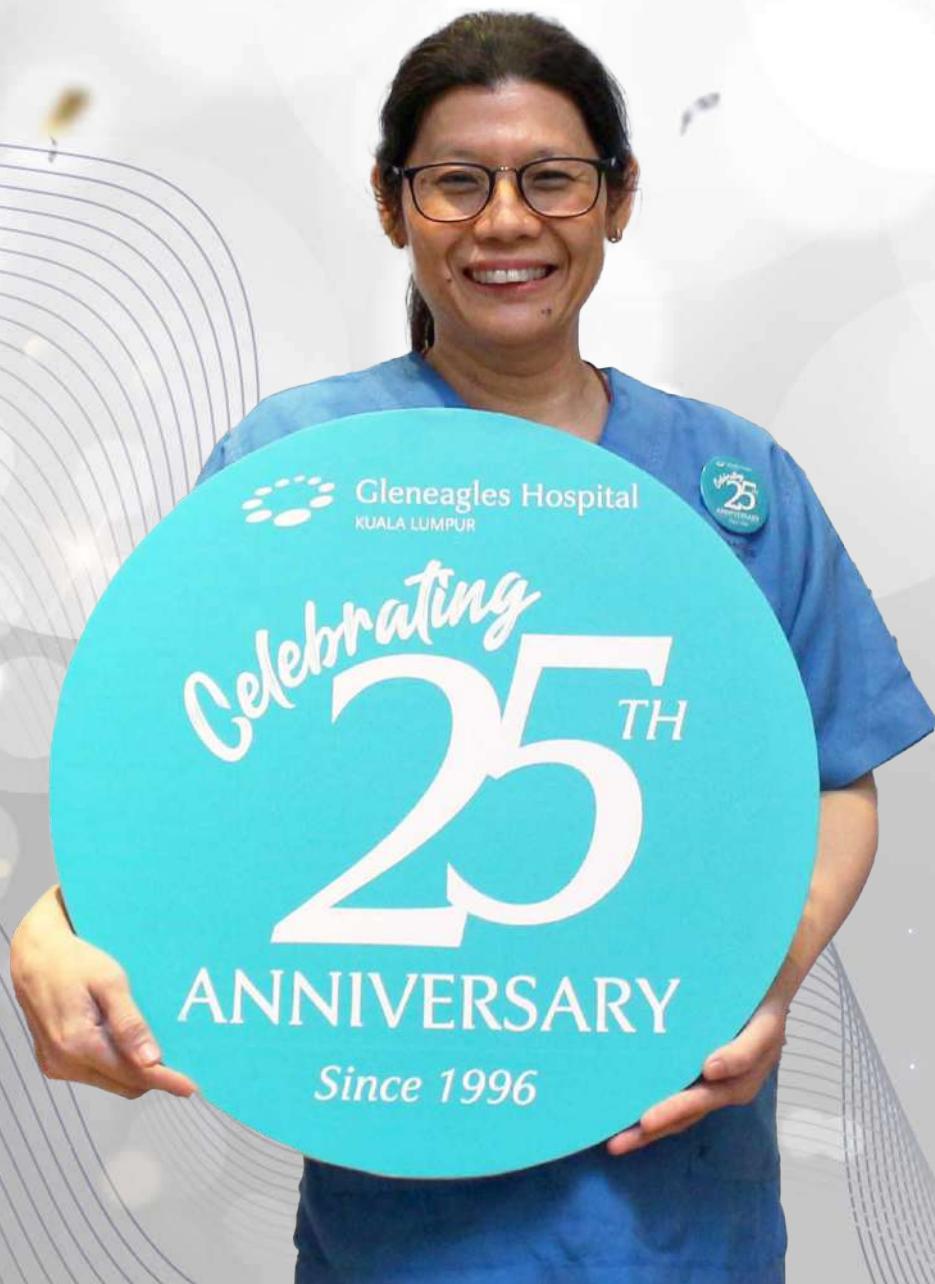
*Manager of the Cardiac
Catheterization Laboratory,
Since 1997.*



I am so proud and happy to be part of the Gleneagles Hospital Kuala Lumpur team as I was "born" in Gleneagles. When I was studying, Gleneagles helped to sponsor my studies in Nursing and the CEO then, Puan Sri Dr. Wong H. O., was the first interviewer I encountered in 1993.

I remembered when we started, it was a challenging experience since we had a limited number of nurses. We had to work night shifts with only two nurses, yet we managed well. Starting as a nurse and now as the manager of the Cardiac Laboratory department, there's been many memories made during my time in Gleneagles.

Working in this friendly environment and safe atmosphere, I'm glad to see all of us working together to deliver excellent services to patients. We work as a team, work with integrity, and take any challenges that come our way.



Yong Yoke Chin

“

We are passionate about what we do in the healthcare industry. We want to make a difference in people's wellness.

”

Yong Yoke Chin

*Assistance Nurse Manager,
Operating Theatre,
Since 1996.*



Nursing is a unique field that allows you to enjoy the reward of serving people while growing professionally and personally. It brings obstacles and opportunities that continually challenge you to be the best you can be.

It is truly a privilege to be part of Gleneagles Hospital Kuala Lumpur as a nurse. I take pride in being a part of this team that's passionate about what they do. We care deeply about our patient's well-being and want to deliver high-quality care to them.

I'm glad I can make a difference in patients' lives daily and do something challenging routinely over these 25 years at Gleneagles.

To the smiles, passion, and hearts that kept our legacy going.



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ENRICHING & TOUCHING LIVES

SINCERELY US

Gleneagles Hospital Kuala Lumpur is a collective commitment of all of our Community Service programmes. Our efforts are focused on various projects which aim to build and maintain a better relationship with the community.



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A Heart For A Heart (AHAH)

Gleneagles Hospital Kuala Lumpur's AHAH charity programme offers medical intervention to children from low-income families who face congenital heart diseases at zero cost.

When it was first launched in 1996 (in collaboration with The New Straits Times), we aimed to support at least 10 children a year. Since then, the AHAH programme has benefitted **more than 1,400 children** for the past 25 years.

Projects and initiatives include:

- a. The "Embrace the Gift of Life" Charity Project – Organized in conjunction with Shangri-La Hotel, Kuala Lumpur, donations from this charity funded 11 children's life-saving heart surgeries in 2019.
- b. Your Heart, Our Rhythm – 12 recovered beneficiaries from the AHAH programme were treated to a special day out at Sunway Lagoon Wildlife Park in 2019.



GlenFestive Relief Programme

The GlenFestive Relief Programme caters to the less fortunate during festive seasons so they may join in the celebrations. Among the initiatives started through GlenFestive includes:

- a. Sponsor A Family for Deepavali - Aimed to help lower-income families prepare for the light festival with cash tokens and grocery supplies.
- b. Chinese New Year Tea Parties - Reaches out to celebrate with senior citizens in old-folks homes.
- c. Sponsor A Kid for Eid – Sponsors lower-income children with new baju Raya so they can dress up from head to toe for the festive season.

Women To Women Wellbeing Tea Talk

This programme was launched in March 2011. With the presence of women health specialists and professionals from different fields, the Tea Talk sessions act as a channel for women to gain emotional support and share experiences.

Held in a cosy setting and within a small group, members were encouraged to open up and discuss the issues they face with specialists who are ready to help and provide advice.





GlenKid School Campaign

Inaugurated in 2012, the GlenKid School Campaign is a series of campaigns catered towards school children which aims to educate them on healthcare and to cultivate a love for healthy habits at a young age.

Programmes include:

- a. GlenKid School Holiday Programme – Held on a yearly basis, children from ages 7 to 12 can participate and enjoy a full-day of fun educational activities.
- b. GlenFarm – Little ones are given the fun opportunity to visit local farms and learn about caring for nature.
- c. Family First Aid Programme – Families spent quality time together over the weekend at Gleneagles Hospital Kuala Lumpur to learn about first aid and home safety.



GlenBuddy Programme

GlenBuddy Programme is a platform for Gleneagles' employees to lend a helping hand to the community. Working with non-governmental organizations, the Gleneagles Hospital Kuala Lumpur team has organized multiple programmes to reach out to those in need:

- Staff visitation to Tasputra PERKIM, home for special needs children.
- Blood Donation Day – In collaboration with the National Blood Bank Centre, Gleneagles organizes blood donation campaigns three to four times per year to raise the awareness of the importance of donating blood.
- International Nurses Day Charity 2019 – Gleneagles' nurses spent a day educating the children of Rumah Anak Yatim Qaseh Ibu on first aid and hygiene.



Celebrating
25TH

ANNIVERSARY

Since 1996

Our journey in healthcare continues
with every single step as we reach
new heights together once more.



Gleneagles Hospital
KUALA LUMPUR