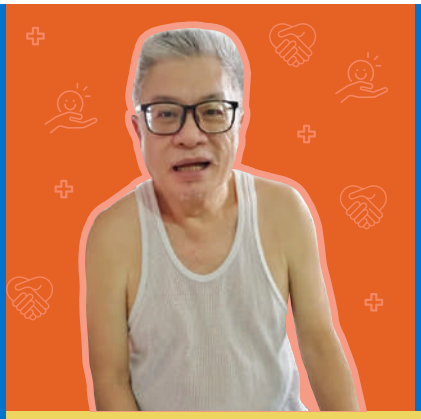
sata CommHealth

ISSUE 02

In The *Know*

Your Bi-Monthly Update on Everything SATA



“The Impact We Create for Our Beneficiaries”

Behind-the-Scenes with our Homecare Services team and how they meet the needs of our most vulnerable patients and their families.

“A Breath of Fresh Air:”

What the Pandemic Has Taught Us…

SEP 2022

SATA COMMHEALTH **CORPORATE NEWSLETTER**

Coming Together as One SATA CommHealth Family

After two long years of not meeting together as one SATA CommHealth family, it was fantastic to see everyone face to face at our 75th Anniversary Dinner on 13 August 2022. It was exhilarating, emotional, reflective and all together a memorable time for all our board of directors, employees and guests. Together with our guest of honour President Halimah Yacob, we celebrated our employees and 75 years of Caring for the Community as one SATA CommHealth family.

From left to right: *Board Member, A.Prof Themin Suwardy; CEO Kelvin Phua; President Halimah Yacob; Chairman Stanley Sia; and Board Member Dr. Edward Yang.*

Chairman Mr Stanley Sia showcasing an exhibit of 75 Years of SATA's history to President Halimah.

Employees and guests welcome President Halimah as she enters the ballroom.

Chairman Mr Stanley Sia addressing employees and guests with an opening speech.

President Halimah recognises SATA CommHealth's active role in Singapore's healthcare in her speech.

Bottom left to right: *Chairman Mr and Mrs Stanley Sia; President Halimah; CEO Dr Kelvin Phua.* ***Top left to right:*** *AIC Chairman, Dr Gerard Ee; COO Mr Tan Kee Guan; Medical Director Dr Cheryl Glenn; Board Member Dr Edward Yang and Mrs Yang; and A. Prof Themin Suwardy.*

Three long serving staff, Vithiya D/O Palaniappan (30 years), Khee Ew Chew (25 years) and Rogayah Bte Yacof (25 years) share a toast with President Halimah, CEO Dr Kelvin Phua and Chairman Stanley Sia on stage.

Board member, A. Prof Themin Suwardy presents the Best Medical Centre award to Jurong MC.

Employees and guests dancing along to the evening's entertainment.

Enjoying the company of colleagues after a long period of not being able to gather in a large group and celebrating our successes together.

Singing "Home" to commemorate National Day and finally coming together as one SATA family after a long two-year hiatus due to the pandemic.

Even our little ones enjoyed the NDP moment!

We are grateful to have had the privilege to serve the healthcare needs of the community in Singapore for over 75 years and we look forward to many more years of being

#HereToCare.

The Impact We Create for Our Beneficiaries

BTS Feature: *Behind-the-Scenes with our Homecare Services team and how they meet the needs of our most vulnerable patients and their families.*

MEET MR YONG 😊

Living in a one-room rental flat with his elderly mother, life had been rather difficult for **Mr Yong**. He's 61 years old this year and suffers from hyperlipidaemia, hypertension, and osteoarthritis. A while back, Mr Yong's condition took a toll for the worse when he was hospitalised for severe lung pneumonia, and he had to be intubated as he couldn't breathe on his own.

After Mr Yong was discharged from the hospital, he was homebound and was unable to help himself or his elderly mother. It was at this moment that staff from our Homecare services came to help Mr Yong. SATA CommHealth helped cover 80% of Mr Yong's medical bills through the SATA CommHealth Health Endowment Fund. This took the pressure off Mr Yong and helped him focus on his recovery with our senior staff nurse, Brian Khaw from our Homecare Services team.

Senior Staff Nurse Brian assisting a Homecare patient with her medication.

"When Mr Yong was discharged, he was independent, but he needed a lot of help with his medication; when to take them and which ones to take first. It is very heartening to see him support his elderly mum even though he is recovering too. He does the laundry and buys food for her. Sometimes he would ask me for assistance to translate letters that he receives from the mail from English into Mandarin, and I would happily help. I check his blood pressure as well, and I write a memo for Mr Yong to take to the doctor for his visit as he is unsure of what to tell the doctor. Helping Mr Yong with his recovery has been rewarding, as he has made good progress."

- Senior Staff Nurse Brian Khaw

Mr Yong doing the dishes independently

Speaking in Mandarin, Mr Yong shared:

"SATA nurse come to my house to pack medication every two weeks since 2019. Nurse Brian reminds me to take my medicine and he helps me to read my letters to help me understand it. I'm very satisfied with the help and services of the nurses from SATA. My lifestyle has changed a lot and it has helped me to find a new job.

I want to thank nurse Brian from Homecare services for coming to my house to pack medication for the past two years."

Mr Yong has been unemployed for many years until recently. He has found a job to help support himself and his elderly mother.

Homecare services was started in 2012 with the aim of improving the quality of life of needy and physically challenged individuals. The team also provide basic support and training to caregivers. At the heart of it, the services support early discharged patients who need nursing services at home and provides step-down care to reduce the re-admission of patients.

During COVID-19 circuit breaker (pandemic restrictions) in Singapore, some community services were halted. However, our Homecare team continued to support our beneficiaries with home medical; home nursing and home personal care; keeping them safe at home. This ensured our beneficiaries received medical treatment promptly. You can read more about our Homecare teams' services here.

"As a homecare nurse, we can see and do more as we visit patients in their homes,"

said Brian.

"We can ensure that they are safe and activate a case manager to offer additional assistance when we see the need, like Meals on Wheels for example. Also, some patients will share their stories with you, like Mr Yong, and you feel compelled to want to do more, and to offer your heart and communicate with them as you help them on their journey to recovery."

Homecare for Seniors: Your Help Matters, Give Generously Today

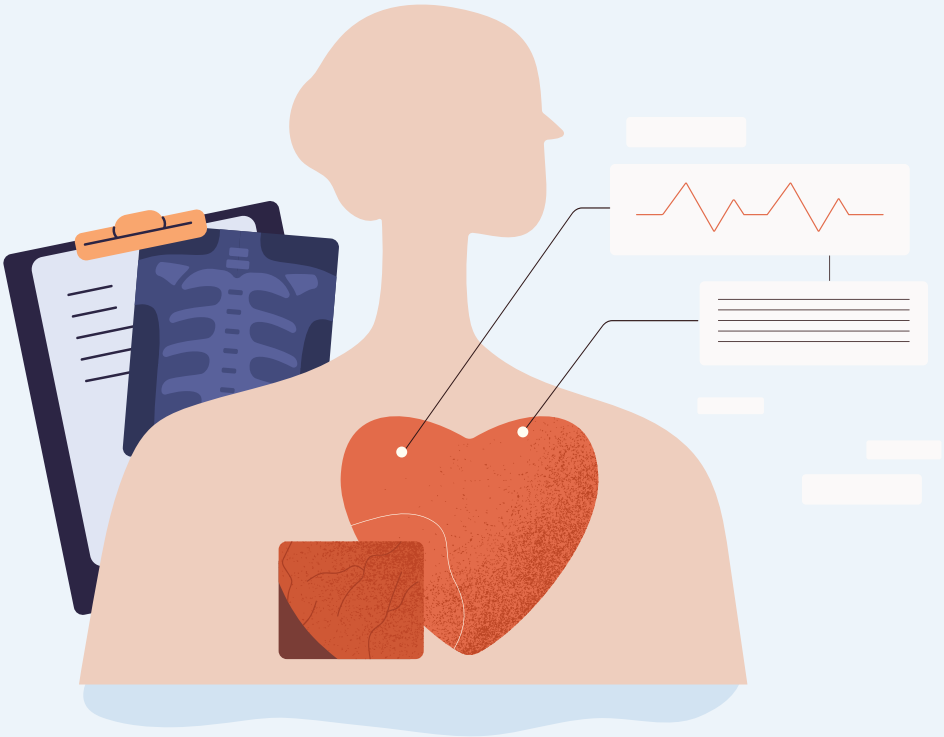
Homecare Services are increasingly vital necessities that provide care to patients as well as a respite for caregivers. It provides caregivers and their families a pillar of support for them to lean on in trying times, to stay resilient and to ensure a more sustainable manner of care for the needs of their ageing or physically challenged loved ones.

You can help our beneficiaries who are in dire need of financial support by donating generously towards their care.

Scan the QR code to donate or visit this link: https://s.giving.sg/VIb1HUw

We thank you for your kind donation!

A Breath of Fresh Air: What the Pandemic Has Taught Us...



By now we'd have perfected the art of smiling with our eyes, but the sight of happy faces outdoors and in shopping malls is much welcomed after a two-year long hiatus! Coming in as an invisible threat at the close of 2019, it was only later that we began to understand what symptoms COVID-19 presented and how to manage its wrath. If there's one thing we learned from this ordeal, it's that we need to have greater vigilance on our health and wellbeing.

Some chronic illnesses and diseases are similar; they don't produce visible warning signs from the onset. Take exercise for example; a strenuous workout can leave us breathless when we exert ourselves and chest discomfort may seem normal (due to the intense cardio session we promised our past self to do so we can get in shape), but it may be our body's way of indicating an underlying cardiac disorder.

From this example, it's important to understand that illnesses do not appear overnight. They can come about because of neglect or not understanding how to ensure a healthy lifestyle. The good news is that you can leave out the guess work by going for a health screening and consultation with a medical professional.

Early detection through health screenings can help alert you to illnesses that you may not be aware of and empower you to be better prepared to tackle them from the onset.

When Was Your Last Health Screening?

SATA CommHealth offers a range of health screening packages based on your needs. For more information on our packages and pricing, please send us an email at corporate@sata.com.sg and we will gladly assist you.

Take charge of your health and get a health screening today!

Flag Day

Our Flag Day was on 7 September 2022 and our staff and volunteers, donning SATA blue, appealed to members of the public across Singapore for donations to help our seniors and the vulnerable we serve.

Why do we ask for donations?

SATA CommHealth is a healthcare charity. We serve the community through Homecare Services, Doctors-On-Wheels, Day Rehabilitation Centres and a Community Hub at Fernvale to help seniors and the vulnerable in the community. We offer subsidised services for eligible seniors and your generous donations will go towards facilitating these services and subsidies.

You can help seniors in need by scanning the QR code to donate or visit this link: https://s.giving.sg/QeuAx5F