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PATIENT EXPERIENCE CORNER



It is truly God's grace that we made it to the half mark of the year.

The months of May and June presented many holidays: the celebration of Eid, different red-lettered dates and of course school holidays.

While we are all excited about celebrating the special day and long holiday with our families

and friends, I would like to kindly remind everyone to stay cautious as having been vaccinated does not guarantee zero transmission.

Learning from last year's long holidays and what currently is happening in India, spike of COVID-19 cases in the coming weeks is bound to happen, especially now that complacency is among us. Although the government has issued a local travel restriction during the long holiday, compliance is not a given. Please ensure that complying to health protocols is non-negotiable. Getting a COVID-19 test before and after the long holiday could also save us some trouble.

I would also like to inform you that May was an exciting month for Siloam Hospitals as we kicked off Gotong Royong Vaccination on May 18, 2021. We are delighted to be trusted

as the official vaccinator and management of Sentra Vaksinasi KADIN (KADIN Vaccination Center).

We were delighted to have Mr. Erick Thohir, Minister of State-Owned Enterprise (BUMN), in the esteemed presence of Mr. Pahala N. Mansury, Vice Minister I of State-Owned Enterprise; Mr. Rosan Perkasa Roeslani, Chairman of KADIN Indonesia; Mr. Charles Honoris, Head of Commission IX of The House of Representatives of the Republic of Indonesia-Health Sector; Mr. Ahmad Riza Patria, Jakarta Capital City Vice Governor; Mr. John Riady, Chief Executive Officer of PT Lippo Karawaci Tbk and President Commissioner of PT Siloam International Hospitals Tbk; Mr. Darjoto Setyawan, President Director of PT Siloam International Hospitals Tbk; Ms. Shinta Widjaja Kamdani, Vice Chairman

of KADIN Indonesia; Mr. Kurnia Achmadin, President Director of PT Ariobimo Laguna Perkasa; dr. Grace Frelita, Chief Medical Officer of Siloam Hospitals Group present with us during the kick-off.

By the first week of June, we would have vaccinated more than 60 companies through Gotong Royong (VGR) and more than 115,000 people through the Government Vaccination Program (VPP). Please make sure that your company has been registered at KADIN to make sure you are on the list to get vaccination.

I would also like to let you know that we continue to improve the healthcare service for your convenience. Through our medical check-up (MCU) website at mcu.siloamhospitals.com and MySiloam mobile application, scheduling has never been easier. With 40

hospitals across Indonesia, our patients can also choose hospital units closest to their location. We are also able to bring the service to you through our homecare service.

These convenient services are made possible with our patients' experience as our number one priority. We believe that an excellent patient journey is a two-way-street blessing – for patients and us the provider. It is our joy when you and your loved ones can spend time together safely.

Alas, on behalf of Siloam Hospitals Group, I hope you continue to keep yourselves well and healthy. Please do not hesitate to reach out to any of us at Siloam Hospitals for all your health needs.

Amelia Hendra
Commercial Group Head of Patient Experience
Siloam Hospitals Group

GLOBAL UPDATE

IMPOSTOR AMONG US

It is safe to say that nowadays we are coexisting with COVID-19. We might not realize that the virus has after all infected our surroundings. Over the last few weeks, we have been made aware of many changes regarding the disease. The virus mutated, the symptoms changed, new testing methods emerged, more and more vaccines are being distributed.

Sadly, these days people have forgotten that COVID-19 still

exist among us, causing new outbreaks every now and then. We got too excited about getting an armor to survive this war -the very much wanted SARS-CoV-2 Vaccine, but we forgot that strict protocols, detection of the virus, and prompt isolation are our weapons to put this virus to bed.

We would like to kindly remind everyone that crisis is here once again. There are more than 14 million active cases on going

around the world, with 30% circulating in Asia. Daily new cases went up from as low as 317,000 per day in March to as high as 860,000 in May. Daily death cases spiked from 9,000 per day in March to 11,000 in the first week of June.

India and Malaysia have been hit very badly over the last few weeks. Indian healthcare sector is overwhelmed. Double masking has been advertised in Malaysia and United Kingdom.

Singaporean Government has started to reimpose tight safety measures, isolation, and travel permit.

It is paramount that we take action and start from our own selves, such as getting ourselves checked for COVID-19. Last but not least, getting ourselves vaccinated as soon as possible also plays important role on preventing further mutation of the SARS-CoV-2 Virus.

INDONESIA SITUATION UPDATE

Indonesian Government has put in tremendous support in order to speed up our country's vaccination coverage and economic recovery. As of June 2, more than 13 million people have gotten at least one dose of SARS-CoV-2. Indonesia has also kicked off corporate vaccination program with Gotong Royong Vaccination as of May 18. Kamar Dagang dan Industri (KADIN) Indonesia has partner with Siloam Hospitals to roll out Gotong Royong Vaccination Center at Senayan Park, South Jakarta.

While we are optimistic about the progress our country has achieved, there much work left to do. Vaccine shortage is a threat, community's fear on certain vaccine type is apparent, and adherence to health protocols are loosened. Weekly trend of new cases has also increased by 6%. It is our duty to help our country contain this pandemic by getting vaccinated as soon as possible. Siloam Hospitals is present to alleviate your fears and allow for a safe, comfortable vaccination service.

SILOAM UPDATE

GOTONG ROYONG VACCINATION IS UNDERWAY



Siloam Hospitals Group is always committed to support the government in speeding up vaccination programs, Gotong Royong (GR) Vaccination is no exception. As of May 18, we have started to provide Gotong Royong Vaccination for corporates in partnership

with KADIN Indonesia.

We are glad to inform you that Siloam Hospitals has been appointed as the first healthcare facility to carry out the GR vaccination at KADIN Indonesia's Vaccination Center. This program was inaugurated

on May 19, 2021 by government officials, particularly Minister of State-Owned Enterprise (BUMN), Chairman of KADIN Indonesia, and Head of Commission IX of The House of Representatives of the Republic of Indonesia-Health Sector, as well as Lippo

Group and Siloam Hospitals Leaders.

To date, we have vaccinated more than 2,000 employees under the Gotong Royong vaccination program. We are able to serve up to 500 persons per day at KADIN Indonesia's vaccination Center. We have allocated all the necessary measures and manpower to answer all your needs across 26 provinces in Indonesia.

Our effort in succeeding every vaccination is safe and up to standardized quality is made possible only by God's grace through all our dedicated staffs. We have recruited more people, stocked up on medical supplies, and continuously upgrade our infrastructure to fulfil all the necessary measures. We have also developed an online platform for Gotong Royong vaccination to support a more practical vaccination process. And with His guidance we are ready to serve you with our very best.

References

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Regional Corner

Since January 2021, nine Siloam

Hospitals units in East Java, Bali, Nusa Tenggara & Ambon area, working together with local health authorities, have been in full support to provide vaccination services for medical professionals, elderly, and public officers.

Our hospitals in Bali, Mataram & Labuan Bajo area, where tourism sector plays a big role in the community's economy, have also provided vaccination to tourism workers such as hoteliers, tour & travel workers;

in continuous preparation to reopen Indonesia back to international visitors.

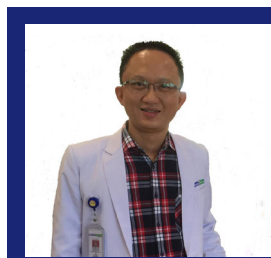
Our vaccination services are held according to Siloam Group COVID-19 vaccination guidelines to ensure quality and safety for our staffs, patients, and environment. We have the vaccination program enrolled at the hospital as well as public place, such as malls. We are encouraged that this vaccine program rollout has been showing positive value in decreasing the rate of infection in this region as well.

We have also done educative efforts to raise awareness about the vaccination program through webinars both to large audience and specifically to our

corporate & insurance clients, supported by our trusted internal medicine specialists.

All these efforts are done in the spirit of helping people understand the benefits of vaccination and alleviate their fears about getting one. We are also preparing our hospitals and staffs for the Gotong Royong Vaccination. We hope that through our tireless efforts, our country will achieve vaccination target, herd immunity, and eventually ending the COVID-19 pandemic faster.

Sally Danayani
Region III Head of Business Development
Siloam Hospitals Group



Our Expert

dr. Alvin Sangkereng, Sp.PD, FINASIM is an internal medicine specialist with more than 10 years of experience in the related field. He has a particular interest in endocrinology, especially Diabetes. He has

national as well as international certification to care for diabetes, particularly from International Diabetes Federation (IDF).

dr. Alvin Sangkereng, Sp.PD, FINASIM graduates from Universitas Hassanudin, Makassar, Indonesia. He also finishes his internal medicine residency from Universitas Hassanudin. dr. Alvin Sangkereng, Sp.PD, FINASIM is currently practicing at Siloam Hospitals Makassar. He is also a Fellow of the Indonesian Society of Internal Medicine (FINASIM) and member of Indonesian Association of Internal Medicine Specialists.

FEATURED THIS MONTH

RESUMING NORMAL ACTIVITIES AFTER RAMADAN AND LONG HOLIDAY

dr. Alvin Sangkereng, Sp.PD, FINASIM | Siloam Hospitals Makassar

Ramadan is very special for us Indonesians. During Ramadan, our activities and routines change; we wake up at dawn and we go several hours without food or drink. After a whole month of fasting, our bodies also need to readjust and go back to our usual routines.

Taking good care our health after long fasting and feasting for the celebrations is essential. Here are several things that we need to pay attention to stay fit and well after the celebrations and long holidays:

1. Hydration
2. Eating Habit
3. Physical Activities
4. Sleeping Habit
5. Staying Safe

Hydration

Many of us failed to drink enough fluid during the fasting month. Unlike food our bodies

are not able to store water and use them later for metabolism. While fasting, our kidneys need to put in extra work to conserve fluid by minimizing water loss as much as possible. People may experience mild dehydration while fasting, which leads to tiredness, dizziness, and headaches. It is necessary that we compensate for the loss of fluid and stay well hydrated. Drink at least 2 litres of water a day to restore body fluid. Mineral water is healthy and calorie-free.

Eating Habit

Eating a big portion at Iftar with many sweet beverages to reward ourselves after surviving the long fast are commonly done during Ramadan. However, if we keep up with this habit it will lead to obesity and high blood sugar. Limit intake of sugary food and beverages as well as oil and salt.

Eating small portions of well-balanced food which consists of 55%-65% carbohydrates, 30% fat, and 10%-20% protein is key. Complement with fruits and green veggies to keep it healthy.

Physical Activities

Exercises are often not done during fasting because lack of energy and energy, even more so during this pandemic, when wearing masks during exercise is a necessity. Let us start to exercise again to stay in shape. Most of us also consume high fat and high sugar food during Ramadan. It is crucial that we get back to our exercise routines to remedy the unhealthy diet last month. Start with taking a 30-minute walk per day. It is recommended that we do 90-minutes of moderate-intensity exercise or 150-minutes of light-intensity exercise per week to stay fit and reduce risks of diseases.

Sleeping Habit

Waking up for Suhoor at dawn and altered sleeping pattern can sometimes interrupt with our physiological sleep cycle. Studies have shown that during Ramadan, there is a shift in circadian pattern of body temperature and delay in the acrophase of the circadian rhythm (sleep cycle). Resuming a normal sleeping pattern after a month of altered sleep-wake cycle might be a challenge. Try sleeping one hour earlier until usual sleep hour is reached. Avoid taking caffeine 4 to 6 hours and have dinner 2 to 3 hours prior to sleeping are also beneficial. Our quality of sleep determines our wellness and metabolism. A good night sleep will do us many good.

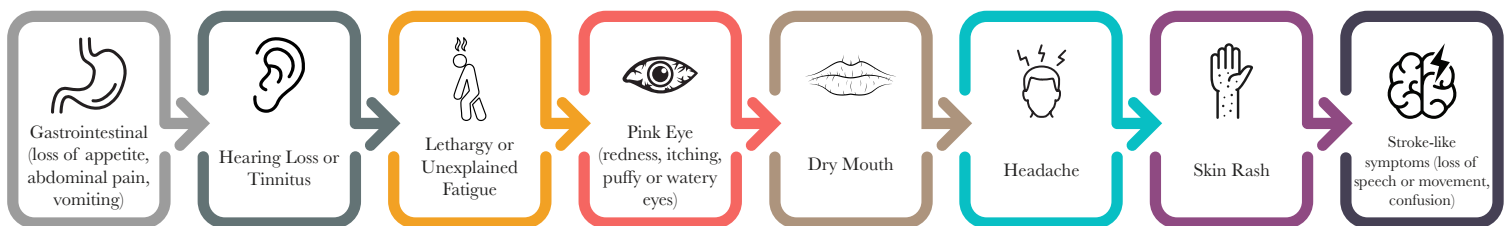
While fasting is a healthy activity, it also affects our health in several ways. Many of us may consume too much or too

little nutrition during the last month. Some may experience weight loss, while others may have an increased blood glucose and cholesterol level. Getting a simple check on our blood sugar and cholesterol level after a month-long celebration is beneficial.

Staying Safe

Lastly, do not forget to keep ourselves and families safe. Doing a simple COVID-19 Screening to make sure that our loved ones are after the long holidays will save us from potential harm. With the new strain of virus circulating around us, there have been some new symptoms of COVID-19. Fever and cough are no longer the main symptoms to prompt a COVID-19 screening (Figure 1). Let us get back to the usual routines even stronger!

Figure 1. New Symptoms of COVID-19 to watch out for*



*) Classic signs and symptoms of COVID-19 may still be present (cough, fever, shortness of breath, loss of smell or taste, muscle soreness)

Source: Desai S. Covid-19 second wave: New symptoms to watch out for. Times India. 2021

NURSE STORY

Dedicated Caretakers

Other than Ramadan, we also celebrated International Nurse Day last month. We would like to appreciate Siloam Hospitals nurses for serving wholeheartedly with SayaSIAP spirit to deliver the best care and experience for our patients.

Ns. Diana Afriyani, an intensive care nurse at Siloam Hospital Dhirga Surya, Medan never cease to find joy in all the things she does as a caretaker despite having to fast. "Every day is priceless, everything I do in my service is a source of joy. Ramadan makes my profession even more rewarding, the goodness it brings manifolds," she said.

Ns. Diana Afriyani | Intensive Care Nurse Siloam Hospitals Dhirga Surya

Ns. Wiki Windari, S.Kep, a wound care nurse at Siloam Hospitals Dhirga Surya, Medan also shares the same sentiment. "Ramadan makes me cherish my work even more. I am blessed that I can work and worship healthily this month. Caring for my patients becomes very rewarding. I am thankful that my work enables me to do many good for others," she said.

Ns. Wiki Windari, S.Kep | Wound Care Nurse Siloam Hospitals Dhirga Surya



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