

## JOTS FROM THE MANAGEMENT



Welcome 2011! In a true Malaysia fashion, the start of the New Year sees celebrations and festivities of multi racial / ethnicity origins; which include the Chinese New Year, Maulidur Rasul, Thaipusam and Sikh New Year, Nanakshahi to name a few major ones.

With the same gusto, our new year's resolutions at CompuMed is to continue improving our Customer Service Excellence, our member headcounts and steadfastly committed to make our "GREAT" team culture the only way we look forward to a more exciting and rewarding year. Let us all pray the God Almighty will bless our efforts.

To the newcomers, I would like to welcome all aboard and get on with CompuMed's "GREAT" way of customer servicing and conducting business. Whilst to the rest of us, let's lead the way by example and rise to our motto of "To Strive Above Self".

**Zolkefli Bin Muhamad**  
Executive Director



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## Organ Donation

Compiled by Sharmila



Every day, fifteen people die (or one person dies every 1 hour and 45 minutes) due to the shortage of transplantable organs; and every 18 minutes a new name is added to the transplant waiting list. Even with the advance technology, there are scenarios where one can only survive if they are given a new organ to live on. But how many of us are a donor? How many of us actually know about organ donations?

Organ donation is the removal of the tissues of the human body from a person who has recently died, or from a living donor, for the purpose of transplanting. Organs and tissues are removed in a surgical procedure. People of all ages may be organ and tissue donors. At the time of death the organ, tissue, or eye recovery agency will make a determination, based on the person's medical and social history, of which organs/tissues are suitable for transplantation. (Source: Wikipedia.com)

Experts say that the organs from one donor can save or help as many as 50 people. Still many of us have so many questions running in our heads about the pro and cons of donating our organs. Below are a few questions and answers on organ donation that may help you.

Q: Who can be a donor?

A: Anyone can sign up. If you are below 18, you will need parental/guardian consent.

Q: What are the organs and tissues that can be donated?

A: Kidneys, heart, liver, lungs and pancreas are the organs that can be donated, and the tissues are eyes, bone, skin and heart valves.

Q: What if I change my mind?

A: If at any point you decide against donating your organs and tissues, inform your family and return your donor card.

Q: How can I become a donor?

A: Complete a donor pledge form and forward it to the National Transplant Resource Centre. You will receive a registration card from the centre. (Inform your family that you are an organ and tissue donor).

*If I only had a heart*



**Be an organ donor**

Live & Then Give  
University Chapter

## Going Green at Work: Top Tips – Planet Green

Compiled by Chong Hui Ling

Going green relates to the pursuit of knowledge that can lead to environmentally friendly and ecologically responsible decisions and lifestyles, which can help protect the environment and sustain its natural resources for current and future generations

Looking for some easy ways to go green and help save the environment? This site explores information and *ideas for going green*, including tips, sustainable alternatives, products and current, related news items.

### 1. More Work, Less Energy

Nowadays, computer is the central tool at work. Optimizing the energy setting for computers and other devices can be more than a modest energy saver. Set computers to energy-saving settings and make sure to shut them down when you leave for the day. By plugging hardware into a power strip with an on/off switch (or a smart power strip), the whole desktop setup can be turned off at once (make sure to power down inkjet printers before killing the power. They need to seal their cartridges). Printers, scanners, and other peripherals that are only used occasionally can be unplugged until they're needed. Please turn off the lights in spaces that are unoccupied.

### 2. Digitize

It does seem a bit strange that in the "digital age", we still consume enormous amounts of mashed up, bleached tree pulp, most of which gets used once or twice and then tossed or recycled. The greenest paper is no paper at all, so keep things digital and dematerialized whenever possible. The more you do online, the less paper that you need. Keep files on computers instead of in file cabinets (this also makes it easier to make offsite backup copies or take them with you when you move to a new office). Review documents onscreen rather than printing them out. Send emails instead of paper letters.

### 3. Don't Be a Paper Pusher

When buying printer paper, look for recycled paper with a high percentage of post-consumer content and the minimum of chlorine bleaching. Even recycled paper gobbles up a great deal of energy, water, and chemical resources in its processing (toxic pulp slurry is the paper recycling industry's dirty secret). When using the real stuff, print on both sides of the page when appropriate and use misprints as notepaper. Try to choose printers and photocopiers that do double-sided printing. If your office ships packages, reuse boxes and use shredded waste paper as packing material.

### 4. Greening the Commute

American workers spend an average of 47 hours per year commuting through rush hour traffic and this add up to 3.7 billion hours and 23 billion gallons of gas wasted in traffic each year. We can ease some of this strain by carpooling, taking public transit, biking, walking, or a creative combination thereof. If there's no good way to phase out your car, consider getting a hybrid, electric vehicle, motorcycle, scooter, or using a car sharing service like Flexcar or Zipcar. Some employers are even giving a bonus to bike and carpool commuters and special perks to hybrid drivers. For those who think bike riding is for kids and tattooed couriers, consider a high-tech folding bike or an electrically assisted one.

### 5. Green Sleeves

You might be amazed how sharp work clothes from thrift stores

can look. If you buy new, get clothes made with organic or recycled fibers. Avoid clothes that need to be dry cleaned, and if they so demand it, seek out your local "green" dry cleaner.



### 6. Work From Home

Instant messaging, video conferencing, and other innovative workflow tools make effective telecommuting a reality. If you can telecommute, hold phone conferences, take online classes, or otherwise work from home, give it a try. It'll save you the time you would have spent on the trip as well as sparing the air. As a bonus, you get to work in your pajamas. Also, consider the possibility of working four ten-hour days instead of five eight-hour days (a consolidated workweek), cutting the energy and time spent on commuting by 20% and giving you some lovely three-day weekends.

### 7. Use Green Materials

Some paper use can't be avoided, so use recycled paper and envelopes that have been processed and colored using eco-friendly methods. Pens and pencils can also be made of recycled materials, refillable pens and markers are preferable to disposable ones. Use biodegradable soaps and recycled paper or cloth towels in the bathroom and kitchen, and provide biodegradable cleaners for the custodial staff. Buy in bulk so that shipping and packaging waste are reduced, as well as reuse the shipping boxes. Recycling printer cartridges is often free, and recycled replacements are cheaper than new ones.

### 8. Redesign the Workspace

Greening the space in which you work has almost limitless possibilities. Start with good furniture, good lighting, and good air. Furniture can be manufactured from recycled materials as well as recyclable. Herman-Miller and Steelcase are two groundbreaking companies that have adopted the Cradle-to-Cradle protocol for many of their office chairs. Incandescent bulbs can be replaced with compact fluorescents and there is an ever-growing selection of high-end LED desk lamps that use minuscule amounts of energy. Not only is natural daylight a free source of lighting for the office, it has been proven to improve worker productivity and satisfaction (as well as boost sales in retail settings). Workspace air quality is also crucial. Good ventilation and low-VOC paints and materials (such as furniture and carpet) will keep employees healthy.

### 9. Lunch Time

Bring lunch to work in reusable container is likely the greenest (and healthiest) way to eat at work. Getting delivery and takeout almost inevitably ends with a miniature mountain of packaging waste. But if you do order delivery, join coworkers in placing a large order (more efficient than many separate ones). Also, bring in a reusable plate, utensils, and napkins. If you do go out for lunch, try biking or walking instead of driving.



**PLEASE SAVE THE PLANET!!!**

## Pre-Diabetes

Compiled by Dr Kamalesh

While many people know about diabetes and the seriousness of the disease, they may be less familiar with a condition called pre-diabetes. Before people develop type 2 diabetes, they almost always have pre-diabetes.

In diabetes, the body does not produce or properly use insulin, a hormone made by the pancreas. The body uses insulin to maintain normal blood glucose levels (glucose is the main sugar the body makes from food). Insulin converts sugar, starches and other food into energy the body uses every day. There are two main types of diabetes:

- In type 1 diabetes, which affects about 10 percent of Americans diagnosed with diabetes, the body is unable to produce insulin.
- In type 2 diabetes, the cells of the body are resistant to insulin, primarily because of obesity. The pancreas produces more insulin, but it is not enough to overcome the resistance, resulting in elevated blood sugar levels.

In addition, gestational diabetes affects about 4 percent of pregnant women who have never had diabetes before but who have high blood sugar levels during pregnancy.

According to the American Diabetes Association, an estimated 57 million people in the United States have pre-diabetes, in addition to the 23.6 million with diabetes.

"Pre-diabetes is a condition that occurs when a person's blood glucose

levels are higher than normal but not high enough for a diagnosis of type 2 diabetes," said Bradley Javorsky, MD, Medical College of Wisconsin endocrinologist at the Froedtert & The Medical College of Wisconsin Endocrinology Center.

"We care about pre-diabetes because people with it have an increased risk of developing cardiovascular disease and a much higher risk of developing diabetes. If a person with pre-diabetes does nothing to lower their blood glucose level, they have a much higher risk of developing diabetes within five to 10 years. Once that happens, it sets into motion a lifetime of living with and managing the disease."

The symptoms of diabetes include frequent urination, excessive thirst, extreme hunger, unusual weight loss, fatigue, irritability and blurry vision. People who have pre-diabetes, however, usually don't have symptoms.

"To determine if a patient has pre-diabetes or diabetes, we measure a fasting plasma glucose (FPG) or perform an oral glucose tolerance test (OGTT)," Dr. Javorsky said.

With the FPG test, a fasting blood glucose level between 100 and 125 mg/dl signals pre-diabetes. A person with a fasting blood glucose level of 126 mg/dl (Mg/dl = milligrams per deciliter (one-tenth of a liter)) or higher has diabetes.

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## About

...Series 6

(Source: /iso9001-2008awareness.blogspot.com)

### Internal Audit of Quality Management System

Conducting internal audit is a vital tool to assess organization's quality management system. The organization gets information in a planned way by conducting internal audit from a variety of sources. An internal audit is a tool to monitor and determine the health of the quality management system of the organization. For an organization, a properly conducted audit is beneficial and we need to conduct value added internal audit that is useful to the organization, auditee department, management representative and top management.

Clause 8.2.2 of ISO 9001:2008 Quality Management System (QMS) Standard deals with internal audit requirements. As per requirements of ISO 9001:2008 QMS Standard, an organization needs to conduct internal audit at planned intervals. An audit process should include the following aspects:

- Planning of internal audit – such as planning of audit schedule, assignment of auditors, auditee area, and scope of audit, status and importance of processes, results of previous audits.
- Examining and reviewing the quality management system documentation of the organization.
- Examining and reviewing other relevant information of

the organization, such as production reports, failure trends, customer complaints, customer survey reports etc.

- Examining and reviewing the quality management system procedures and processes by visiting the audit area spot, interviewing relevant personnel and looking to relevant processes.
- Reporting the internal audit results (including corrective action requests from auditors).
- Verifying corrective actions taken.

An organization should have a documented procedure for conducting internal audit that define and narrate the following aspects:

- Audit criteria
- Scope of the audit
- Frequency of audit
- Audit methods
- Responsibilities and requirements for planning and conducting internal audit
- Relevant audit records (including results of audit) to be established and maintained
- Reporting results of the audit

## Skin Care for Dry Skin

Compiled by Chung Paik San

Dry skin can be uncomfortable and unattractive. It often shows up as rough, red, and itchy patches in places of the body that show -- arms, hands, lower legs, ankles. But it's also common on the soles of the feet, thighs, and the abdomen.

Some dry skin is hereditary. Some comes with aging, as natural skin oils diminish. Some is caused by or can accompany medical conditions such as asthma or thyroid disease. But daily skin care habits such as washing with harsh soaps, using sanitizing or harsh cleansing agents, and scrubbing can also cause or worsen dry skin.

Since most dry skin is due to external causes, it responds well to external skin care treatment. Just making a few adjustments to your daily skin care routine can help. No matter what the cause, there are many things you can do to make dry skin smooth and supple.

### Dry Skin Care Strategies When You Wash

Treating dry skin is important because extensively dry skin can lead to dermatitis, a more severe inflammation of the skin. Try these tips for the bath or shower:

- **Skip long, hot showers.** Hot water strips oils from the skin faster than warm water. Long showers or baths actually result in dried out skin. Try to limit yourself to a single 5- or 10-minute warm shower or bath a day.
- **Use a gentle cleanser or shower gel with moisturizer.** Go for unscented, soap-free, or mild soap cleansers instead of harsh cleansers.
- **Moisturize while skin is moist.** Pat your skin with a towel after you shower or wash your face or hands, leaving it damp. Apply a moisturizer within three to five minutes of washing to lock moisture in your skin.

### Ingredients to Look for in a Moisturizer

It's not necessary to pay a fortune for a good, rich moisturizer. Read the label. Ingredients that may be helpful for dry skin include:

- **Ceramides.** Ceramides help the skin hold water and soothe dry skin. Synthetic ceramides may mimic the natural substances in the outermost layer of skin that help keep moisture in.
- **Hyaluronic acid.** Like ceramides, hyaluronic acid helps skin hold water.
- **Lanolin, mineral oil, and petroleum jelly.** These keep water in the skin that has been absorbed during bathing.
- **Dimethicone and glycerine.** These draw water to the skin and retain it there.

Be sure to apply sunscreen to areas of your body that are exposed to the sun during the day. Look for a sunscreen with an SPF of 15 or more.

### 5 Lifestyle Tips for Relieving Dry Skin

These strategies can also help make your skin supple and smooth:

- Plug in a humidifier at home to help keep skin hydrated when indoor air is dry during winter months.

- Wear cotton and other natural fibers. Wool, synthetics, or other fabrics can be scratchy and irritating.
- Drink plenty of water.
- Eat omega-3 foods. Essential fatty acids can help fortify the skin's natural oil-retaining barriers. Foods rich in omega-3 include cold-water fish (salmon, halibut, sardines), flax, walnuts, and safflower oil.

### Dry Skin: Signs of Dermatitis

Some flaking along with redness may be a sign of an underlying dermatitis. This includes:

- **Seborrheic dermatitis.** This type involves a red, scaly, dry-appearing itchy rash on various areas of the body, particularly those areas that contain many oil glands. Seborrheic dermatitis can occur as scaling on the scalp, eyebrows, and sides of the nose.
- **Allergic contact dermatitis.** This occurs when the skin comes into contact with a substance that causes an immune reaction, such as poison ivy. Allergic contact dermatitis of the hands often causes scaling on the fingers.
- **Atopic dermatitis.** Also known as eczema, this is a long-lasting type of dermatitis that often runs in families. It also may cause excessively dry, itchy skin.
- **Athlete's foot.** In many cases, athlete's foot, a fungal infection, shows up as dry flaking on the soles of the feet. Untreated, it can progress to skin inflammation and redness typical of dermatitis.

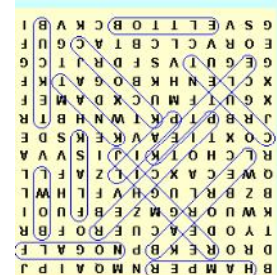


For itching or inflammation, apply a cool compress or a hydrocortisone cream on the area for a week. If these don't provide relief, talk to your doctor.

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In the OGTT test, a person's blood glucose level is measured after a fast and two hours after drinking a glucose-rich beverage. If the two-hour blood glucose level is between 140 and 199 mg/dl, the person has pre-diabetes. If the two-hour blood glucose level is at 200 mg/dl or higher, the person has diabetes.

"We're increasing our understanding of the risk of blood sugar levels to health down the road," Dr. Javorsky said. "We know that we can prevent diabetes by effectively managing pre-diabetes. Clinical trials in the last 10 years show that lifestyle changes and medication can significantly reduce the risk of developing type 2 diabetes among those with pre-diabetes. A 5 percent to 7 percent reduction in weight can lower the risk by 60 percent, and medications can lower the risk by 30 percent."

The American Diabetes Association's guidelines for the prevention/delay of type 2 diabetes are:

- Patients with impaired glucose tolerance (IGT) or impaired fasting glucose (IFG) should be referred to an effective ongoing support program for weight loss of 5 percent to 10 percent of body weight and increasing physical activity to at least 150 minutes per week of moderate activity such as walking.
- Follow-up counseling appears to be important for success.
- In addition to lifestyle counseling, metformin may be considered in those who are at very high risk for developing diabetes and who are obese and under 60 years of age.
- Monitoring for the development of diabetes in those with pre-diabetes should be performed every year.

The American Diabetes Association has identified several testing guidelines for pre-diabetes. Dr. Javorsky recommends talking to your primary care physician about your personal risk for pre-diabetes and diabetes and if your blood glucose level should be tested.

### Testing Guidelines

The American Diabetes Association (ADA) offers the following guidelines for testing for pre-diabetes and diabetes in patients without symptoms:

- Testing to detect pre-diabetes and type 2 diabetes in asymptomatic people should be considered in adults of any age who are overweight or obese (BMI  $\geq 25$  kg/m<sup>2</sup>) and who have one or more additional risk factors for diabetes). In those without these risk factors, testing should begin at age 45 years.
- If tests are normal, repeat testing should be carried out at least at three-year intervals.
- To test for pre-diabetes or diabetes, an FPG test or 2 hour OGTT (75-g glucose load) or both are appropriate.
- An OGTT may be considered in patients with impaired fasting glucose (IFG) to better define the risk of diabetes.
- In those identified with pre-diabetes, identify and, if appropriate, treat other cardiovascular disease (CVD) risk factors.



The ADA offers the following criteria for testing for pre-diabetes and diabetes in asymptomatic adult individuals:

Testing should be considered in all adults who are overweight or obese (BMI  $\geq 25$  kg/m<sup>2</sup>) and have additional risk factors:

- Physical inactivity
- First-degree relative with diabetes
- Members of a high-risk ethnic population (e.g., African-American, Latino, Native American, Asian American, Pacific Islander)
- Women who delivered a baby weighing 9 lbs or were diagnosed with gestational diabetes mellitus
- Hypertension or high blood pressure (140/90 mmHg or on therapy for hypertension)
- HDL cholesterol level 35 mg/dl and/or a triglyceride level 250 mg/dl
- Women with polycystic ovarian syndrome (PCOS)
- IGT or IFG on previous testing
- Other clinical conditions associated with insulin resistance, such as severe obesity or acanthosis nigricans (a dark discoloration of the skin related to obesity and high levels of insulin in the blood)
- History of cardiovascular disease

In the absence of the above criteria, testing for pre-diabetes and diabetes should begin at age 45 years. If results are normal, testing should be repeated at least at 3-year intervals, with consideration of more frequent testing.

### Resources

Small Stones, a health resource center of Froedtert & The Medical College of Wisconsin, offers the following resources pre-diabetes and diabetes:

- *Prediabetes Wake-Up Call* by Beth Ann Petro Roybal, MA
- *Prediabetes - What You Need to Know to Keep Diabetes Away* by Gretchen Becker
- *Know Your Numbers, Outlive Your Diabetes – 5 Essential Health Factors You Can Master to Enjoy a Long and Healthy Life* by Richard Jackson, MD, and Amy Tenderich
- *Type 2 Diabetes the First Year – An Essential Guide for the Newly Diagnosed* by Gretchen Becker
- *The Type 2 Diabetes Sourcebook* by David Drum and Terry Zierenberg, RN, CDE
- *American Medical Association Guide to Living with Diabetes*
- *What to Eat if You Have Diabetes* by Maureen Keane, MS, and Daniella Chace, MS
- *Fix It and Enjoy It Diabetic Cookbook* by Phyllis Pellman Good with the American Diabetes Association
- *Mix n' Match Meals in Minutes for People with Diabetes* by Linda Gassenheimer with the American Diabetes Association
- *Exercises for Diabetes* by Erin O'Driscoll, RN, MA
- *A Meditation to Help You Control Diabetes* by Belleruth Naparstek

## Effective Telephone Etiquettes

Compiled by Sharmila

Telephone is one of the most important tools in communication process today. And carrying out a business conversation to get desired results is an art. Therefore, it is essential that we know the basics of having good telephone etiquette. Below are some guidelines on making a effective phone call as well as receiving a phone call.

### Making a Phone Call

- Be an **attentive** listener; don't do other jobs at the same time
- Don't **interrupt** while the other person is speaking. Use common courtesy
- Always use a pleasant, congenial and friendly tone.
- If they have to be put on **hold**, ask if you can call them back rather than keep them waiting indefinitely on the line
- If they would like to **wait** on the line get back to them every 30 seconds to **update** them and give them another opportunity to be called back
- Always observe courtesies like "Hello, Please, Thank you and Good bye.

### Receiving a call

- Answer your phone **promptly** to save them having to ring again

- Greet the caller **pleasantly**. Don't be too busy to be nice
- Always observe courtesies like "Hello, Please, Thank you and Good bye.
- Use a pleasant, congenial and friendly tone.
- If you have **company**, let the caller know that you must be brief or that you will call back later
  - Take **messages** for others clearly and politely.
  - Be sure to **pass** on the message
  - Always **return** telephone calls and do so as soon as possible
  - If it is necessary to **transfer** the call, first TELL the caller that you are transferring the call and THEN do it
  - Let the caller be the one to **end** the call first
  - Remember to **farewell** the caller with, "Good bye" or something similar. Hang up the phone **gently**



## Tips for Eye Beauty, Vision Care and Eye Health Care

Compiled by Chung Paik San

Eyes are one of the most important organ in the human body and vision is one of the most wonderful gift. Nowadays many people are neglect the importance of eye care and do not pay proper attention towards eye care.

*Given below are some eye care tips for beautiful and attractive eyes.*

- Dip a cotton pad in a cup of water overnight. Strain this in the morning and add 1 cup of plain water to this. Splash the eyes with this water or wash them with the help of an eyecup.
- Dip a pad of cotton wool in rose water to which 2-3 drops of Castor oil is mixed. Place these soaked pads on the eyelids for 15-20 minutes. Eye burns and other problems will be reduced.
- Splash the eyes with a weak n very liter tea solution, thoroughly strained and cooled for 2 to 3 minutes.
- Place Cotton pads dipped in a cold tea solution for an hour on the eyelids for 10 to 15 minutes and relax.

*Dark Circles - Natural eye care, removing dark circles*

- Grate 3 pieces of cucumber and squeeze them through a muslin cloth and extract the juice. Dip cotton pads in this juice for 2 minutes and place on eyelids and darkened areas. Relax for 15 minutes for best results continue for 2 to 3 days.
- Take 1 teaspoon of Tomato pulp, 1 pinch of Turmeric powder, half teaspoon of lime juice and 1 teaspoon of gram flour. Make a paste of the above ingredients and apply gently on the eye lids and the darkened areas and let it remain for half an hour. Remove gently with moist cotton pads after half an hour. Repeat this for a week.



*Eye care instructions for people using computers and computer professionals*

Spending long hours in front of television or computer is part of peoples' life today. Especially if you are a computer professional, there is usually no escape from it. This causes many eyes and vision related problems in future. Here are some useful **eye care tips for computer users.**

- After every 20 to 30 minutes of work, look at a distant away object and blink several times. This will help in better focusing
- Blink frequently. People tend to reduce blink rate while working on computer. This can lead to dry eyes. Try to blink 12 to 15 times every minute.
- Exercise you eyes at frequent intervals. Eye exercise is simple. All you need to do is just blink several times, then close your eyes and role them in clockwise and anti clockwise direction. While doing this, inhale and exhale slowly and open your eyes slowly after doing this.
- Rub your palms against each other till them become warm. Cover your eyes with your warm palms for about a minute. Palming is another great way to relax and soothe your eyes.
- Splashing water on you face during breaks can keep you refreshed. This also helps in cooling your eyes.
- A few minutes of walk during breaks will refresh your body and mind. It is also good for your eyes as walking increases blood supply to your eyes.
- Fix an anti glare screen on to your monitor or use anti glare glass while working on computers. Also position the monitor and lights in such a manner that glare from the screen is minimum.

## Medical Investigation

By Dr .B.Anthony

### Clinical Scenario

A 40 year old Male presented to the emergency department with a complaint of chest pain of 2 hours duration . The pain woke him up from sleep. It was substernal and radiated to his left shoulder. The patient had vomited twice and is a diaphoretic. He has no history of coronary artery disease but has hypertension and hypercholesterolemia.

On arrival at Emergency unit :

- i. Oxygen concentration on air was 90% .
- ii. Blood pressure 100/70 MmHg.
- iii. pulse 60 per min.

**Electrocardiogram (ECG)** : ST elevation in anterior leads.

**Troponon T (Trop T)** : raised.

**Cardiac enzyme (CE)** : raised.

**Chest X-ray (CXR)** : Normal.

**ECHO; Ejection Fraction** :55 % with LVH.

**Coronary Angiography** : **There was a Stenosis > 70% of the diameter of the artery in the right anterior ascending coronary artery (RCA).**

**Treatment given on arrival at ER:**

1. 4 liters of Oxygen.
2. Iv morphine 2 mg stat.
3. Aspirin 300mg stat.
4. Nitroderm patch 5 microgram.
5. Atorvastatin 80mg stat.

### **Surgical intervention.**

(PTCA) percutaneous transluminal coronary angioplasty with drug eluding stent insitu

**Diagnosis: Acute Coronary syndrome.**

### **Conclusion :**

The medical based Evidence clearly shows that > 70 % of the diameter of the artery, as seen in the coronary angiography, correlates well with the most vulnerable sites of the plaque rupture and occlusion of the coronary artery. Leading to Acute coronary syndrome.



## Grace's Diary

When stepped out from the GP clinic, I immediately called my TPA to ask whether my gynaecologists' hospital is under their panelship. Only panel hospitals are accepting cashless admission. Although I am not too sure whether do I need to be admitted, I guess it saves me the hassle if I were to go to the hospital in their list.

I was waiting for my queue to see the specialist. Not too many patients at the waiting area but I have been waiting for my turn patiently for about 1.5 hour. At last, my name was called. I almost ran to the consultation room...

After the ultrasound examination, the doctor advised me to have the operation immediately as he found a 13cm haemorrhagic cyst near my ovary. He was worried that it would burst at any time and cause complications. Oh my God! How can it be?? I never felt uneasy and there was no symptom... I totally have no idea that the cyst was with me for the last 10 months...

After a long thought, I decided to go for the operation the next day. At least I would have time to prepare myself and adjust my emotion. It was so difficult... the passed weekend I was with my colleagues for the business planning and review session in Port Dickson, and later I was supposed to celebrate my hubby's birthday with my daughter. What a day for me!

After I have composed myself, I informed my HR on my condition and she helped me to arrange for my pre-planned admission with the TPA. At least, I have been assured that my admission shall be covered according to the policy terms and conditions...

To Be Continued

## Quotes...

Believe that life is worth living and your belief will help create the fact.

~ William James

A true friend never gets in your way unless you happen to be going down.

~ Arnold H. Glasow

## FIND THE WORDS

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 K W U O R G M Z E B F U O I  
 B Z B R L U G H V F L H W L  
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WORDS:

BARREL  
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 FLASK  
 HAMPER  
 JIGGER  
 KETTLE  
 PAIL  
 PITCHER  
 TANK



## About CompuMed

CompuMed was established in 1998 to provide business process outsourcing in healthcare administration and management to individuals and corporate organizations, and third party administration services to insurance companies.

At CompuMed, we provide a “one-stop integrated services center” to cater for our customers needs to acquire (or access) to health care attention and services which include primary, secondary and tertiary care. We provide inpatient services (admission & discharge), outpatient services (at GP and specialists centres), other allied services (dental, optical, maternity), claims administration, medical investigations and data management through our 24 hours call centre and homegrown proprietary information system.

In tandem with the rapid expansion of health industry and increasing demand of health management services nationwide, CompuMed has stationed its branch offices in Penang and Sabah to satisfy and meet the current needs and requirements of corporate clients and panel hospitals alike.

We pride ourselves with services rendered and in our endeavor to maintain delivery of standards by attaining the MSC Status Company in 2006 and the UKAS/DMS ISO 9001:2008 Certified Managed Care Organization in Health Scheme Benefits Manager and Third Party Administrator in 2005. CompuMed is also registered with both the Ministry of Health and Ministry of Finance of Malaysia.

### Our Solutions :

 <b>Access to Health Care &amp; Attention</b>	 <b>Medical Advisory Services</b>	 <b>Cost &amp; Risk Management</b>	 <b>BPO/SSO TPA &amp; Value Added Services</b>	 <b>Knowledge &amp; Information</b>
<ul style="list-style-type: none"> <li>✓ Panel GP clinics</li> <li>✓ HP &amp; SP centers</li> <li>✓ Other HC facilities</li> <li>✓ Cashless</li> <li>✓ Quality assured</li> <li>✓ Preferred customer Service</li> </ul>	<ul style="list-style-type: none"> <li>✓ Quality assurance &amp; benchmarking</li> <li>✓ Standard &amp; best practices</li> <li>✓ Case review</li> <li>✓ OSH advisory</li> <li>✓ Wellness &amp; preventive program</li> <li>✓ Medical advisory</li> </ul>	<ul style="list-style-type: none"> <li>✓ Cost containment</li> <li>✓ Comprehensive cost database</li> <li>✓ Information on industry average and benchmarking</li> <li>✓ Risk advisory</li> <li>✓ Gate keeping</li> </ul>	<ul style="list-style-type: none"> <li>✓ Membership registration &amp; benefit plan administration</li> <li>✓ Verification &amp; claim submission</li> <li>✓ Claims processing &amp; settlement</li> <li>✓ Get well bouquet</li> <li>✓ Preferred customer</li> </ul>	<ul style="list-style-type: none"> <li>✓ 24/7/35 Call Centre</li> <li>✓ CompSIS (CompuMed Smart Info Sys)</li> <li>✓ Standards &amp; best practices</li> <li>✓ MIS &amp; Reports</li> <li>✓ Education &amp; promotion</li> </ul>

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\*\*\*\*\*

**CompuMed Network**

**Head Office :**

Unit No. 50-03-13A, Level 3, Wisma UOA Damansara,  
No. 50, Jalan Dungun,  
Damansara Heights, 50490 Kuala Lumpur, Malaysia.

Tel: 603-2089 3888 Fax: 603-20931177

**Branch Office :**

89, 2nd Floor, Persiaran Bayan Indah, Bayan Bay,  
Sungai Nibong, 11900 Penang, Malaysia.

Tel: 604-616 6688 Fax: 604-644 1122 / 645 2999

Lot 5, 1st Floor, Block A, Hong Tong Centre, Jalan  
Penampang, 88500 Kota Kinabalu, Sabah, Malaysia.

Tel: 6088-723 833 Fax: 6088-717 388