

# Medinfo

## 2013



MAA MEDICARE  
Kidney Charity Fund

## NGO that touches the hearts of many

LET me start by saying thank you. These words may be small to some but carries a big meaning.

This letter concerns Harpal Kaur, an Indian citizen married to a Malaysian with End Stage Renal Disease (ESRD).

Coming from a very poor family, she has been moving from centre to centre seeking affordable treatment.

Her husband, being a part-time employee, works three jobs to support his wife and two lovely daughters and is still unable to cope with the monthly treatment cost of the dialysis.

Unable to obtain funding and being turned down for treatment at many NGOs, I finally called the person in-charge of MAA Medicare Kidney Charity Fund.

She assured me that she would personally look into her plight and within the same week Harpal was given all the high quality care.

Funding was instantly provided that assisted them in their treatment.

A home visit by the centre staff, touched not only her, but all of us.

Besides this, other equal privileges were extended to her, including transportation to and from the centre, food rations, blood tests etc.

This only shows that patients are treated equally in this excellent NGO centre.

This has touched her along with her family and that led me to write this letter to personally thank the board of trustees and management of MAA-Medicare.

It is a true NGO which goes beyond race, religion and citizenship in treating every patient with dignity.

We wish there were more centres like this in Malaysia to make this country a better place.

My friends and I have decided to continue to support you as we have seen, during our recent visit, how some NGOs walk the talk and do their best with public funding.

MUPINDRA SINGH  
Kuala Lumpur

THE STAR 18th Nov 2013

## Priority approval for dialysis patients

I REFER to the article "Dialysis patients in dire straits" (The Star, Nov 7) which revealed that the Health Ministry (MOH) had issues with the subsidy of the RM50 to deserving patients.

Many NGO-run centres were affected as poor patients they cared for waited too long for subsidies and thus the patients were either burdened with the cost (although treatment cost was lower than the private centres) or, as in the case of MAA Medicare, we provided the subsidy via various channels until the MOH approved these patients subsidy.

The MOH should be applauded for taking on the burden of spending millions to subsidise these patients for their treatment and EPO injections for many years. Thus one can only assume that this is a temporary hiccup with the MOH.

The Health director-general Datuk Dr Noor Hisham Abdullah clearly stated that the MOH would not stop the subsidy to these thousands of deserving patients.

Meanwhile, Prime Minister Datuk Seri Najib Tun Razak had announced additional support for Continuous Ambulatory Peritoneal Dialysis (CAPD) treatment, as an option for patients to do dialysis at home. He further stressed that the delay in approval was also due to two main issues: incomplete forms submitted and that some centres were not licensed.

I suggest that NGO-run centres be proactive and not just sit back and wait for these approvals but keep in constant contact with the relevant departments as we had 15 patients' subsidy approved two months ago, while 37 are still on the waiting list for approvals.

Hence I doubt it is fair to say that subsidies were not approved since 2011.

I would also like to suggest that all incomplete forms be returned soonest, and a deadline be given for resubmission.

The MOH should allow the NGOs to play an active role and highlight the critically deserving among their own pool of patients on the waiting list to enable "priority approval".

Meanwhile, NGOs should not turn away poor patients who seek treatment simply because the MOH had delayed approving subsidies.

After all this was the main reason NGO centres were established - to help the poor Malaysians. Let's all do our part.

ALIYAH KAREN  
Senior VP  
MAA Medicare Kidney Charity Fund

## Dialysis subsidy drying up

Thousands face health risk as govt funding is not approved



**Saving lives:** The Fo Yi-NK Dialysis Centre in George Town, Penang. There is an estimated 5,000 new kidney patients each year requiring haemodialysis.

**KUALA LUMPUR:** Thousands of kidney patients are facing a tough time as the Health Ministry has not approved subsidies for haemodialysis treatment thus far this year. Some are reported to have waited for as long as three years for the nod.

The number of approvals for the RM600 monthly subsidy began to decrease in 2011, and became minimal from mid-2012.

NGO-run haemodialysis centres said they were told by the Health Ministry to source for funds elsewhere as it was focusing on new patients.

They also said that some patients had waited for the subsidy approval for as long as three years, instead of the usual one to three months.

In Malaysia, the poor receive heavily subsidised dialysis treatment but due to the shortage of government-run centres many turned to those managed by non-profit NGOs.

Through these NGO-run centres

they could apply for RM600 dialysis subsidy (RM50 per dialysis) per month and free injections.

A random check revealed that the National Kidney Foundation had 200 patients still waiting for subsidy, 50 patients in St John's Pt Selangor in Klang, 40 in dialysis centres run by a religious body that declined to be named, 22 at Pontian Rotary Haemodialysis Centre, and five patients in KL Lions Renal Centre.

The actual number of the affected poor was not known but it could be in the thousands going by the estimated 5,000 new kidney patients diagnosed with end-stage kidney failure each year in the last three years.

Patients affected appear to be from NGO haemodialysis centres as those in private and government dialysis centres did not have to deal with subsidy applications.

According to the National Kidney

Foundation, treatment for a patient who undergoes haemodialysis at an NGO or a private clinic costs between RM150 and RM250 per session.

The Malaysian Registry of Dialysis and Transplants said that as many as 7,088 (26.9%) end-stage renal failure patients had haemodialysis treatment at NGO centres out of 26,404 patients receiving dialysis treatment last year.

The remaining 13,159 patients (49.8%) sought treatment at private dialysis centres and 6,157 patients (23.3%) at public facilities under the Health Ministry, university hospitals and Defence Ministry hospitals.

A name who declined to be named said that Muslims had less issues with getting the subsidy as they could apply for aid from the *Bathamil* or *zakat* foundation.

Some NGO haemodialysis centres were not happy that the Government had pushed patients to them with-

What does a kidney patient pay for treatment

**RM250** Average cost per dialysis

**RM38** Average subsidy by NGO

**RM50** Subsidy by Government

**RM162** Amount paid by patient (with government subsidy)

**RM212** Amount paid by patient (minus government subsidy)

Cost for patients needing 3 treatments a week

**RM2,756** Without government subsidy

**RM2,106** With government subsidy

**RM650** Additional cost to patient

7,088 end-stage renal failure patients treated at NGO centres in 2012

not providing the needed subsidy.

The halt in subsidy was also depleting the rolling fund of the centres since some NGOs help to pay for their patients' dialysis treatments, a dialysis centre manager said.

"If they make it difficult for patients to get the subsidy, they should just get the patients to do it at government dialysis centres," she said, adding that such centres were limited.



# MESSAGE

Dear Friend,

2013 has been a challenging yet fruitful year for us. The front page clearly shows that over 5,000 new patients are diagnosed with kidney problems each year. The average cost of dialysis is RM250 and poor patients at NGO-run centres are subsidized with RM50 by the Government. Our patients pay RM60 per treatment, leaving us to shoulder the heavy burden of providing the remaining cost of treatment to over 800 patients.

70% of our patients are on single-use dialysers and we have extended FREE pick-up services to needy and disabled patients in the Klang Valley and Butterworth. Our nurses and secretariat team have made numerous visits to homes of patients to ascertain deserving cases, whereby further assistance such as groceries, books, clothes, furniture and medical aid is extended to needy patients, who simply can't afford the basic necessity at times.

At MAA Medicare, we don't just want to keep our patients alive with basic treatments. We want them to LIVE!, knowing that there is an extended family out here, who cares for them. Hence, we go beyond our daily task and celebrate their birthdays, fathers' and mothers' day, festive seasons and organise outings for them and their school-going children. What greater reward, than to see them smile and happy when they come to their second 'home' for treatment; 3 times a week and stay on for 4-5 hours each visit?

With your donations, support and care, all this had been made possible. Please note, that we have relocated our 2 older centres; Teluk Intan (70 patients) and Butterworth, Prai (54 patients) to new, bigger and well equipped centres costing us RM2million. We have expanded another floor at Kuching, Sarawak, with the assistance of our partners Chia Har Khor Moral Uplifting Society (CHKMUS), bearing half the renovation and equipment cost. While we subsidized RM2.54 million in year 2012 (next page) we have exceeded this amount of subsidy in 2013.

Please read through the next few pages. They are not just photos, but pleasant memories we share with you. We would like you to know that you may not be part of these pictures, but indirectly **YOU** have played significant role in keeping them alive and well.

Thank you for believing in us and giving us the opportunity to do more each day, month and year.

*'AliyahKaren and the team at Medicare*

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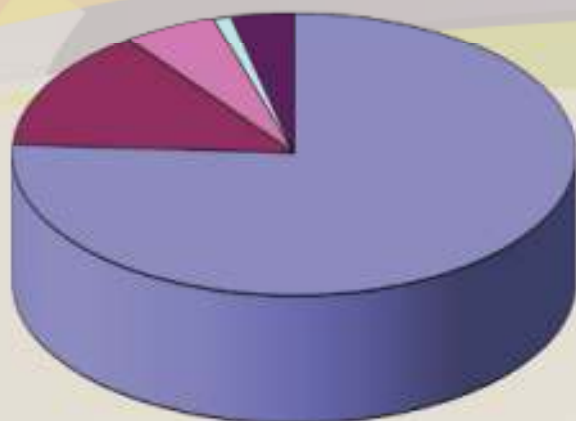
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# SUBSIDIES @ 2012 - RM2,554,213



Bloodtest RM356,435 (14%)

Nephrologist Fee RM138,105 (5%)

Patients' Welfare RM92,520 (4%)

Kids @ Medicare RM26,513 (1%)

Dialysis Treatment RM1,940,640 (76%)



• Subsidies used to support all the above activities and medical programmes



# ACTIVITIES & EVENTS - Machines & Equipments Donated

1)



2)



3)



## Machines donated by :

1. Amcorp Properties Berhad ( 1 unit )
2. SP Setia Foundations ( 2 units )
3. Global Minerals (Sarawak) Sdn Bhd ( 1 unit )

- In memory of Tan Hong Teck & Lum Shock Ying (1unit)
- MR K.H.NG ( HDF 1 unit )
- KB Rotary (2 units )
- PERKESO ( 8 units )



- In memory of Alphonse, Cecilia, Mary & Gerald Neto (JB1 - 1 unit)





# ACTIVITIES & EVENTS - Machines & Equipments Donated

4)



5)



6)



Medical equipments, van and television sets donated by:

- 4. Jazzercise Malaysia
- 5. CHEMSTATION ASIA
- 6. MAAKL Mutual Berhad & MAA Takaful Berhad

- A wheelchair donated by Ms Lee Chooi Kum





# ACTIVITIES & EVENTS - Fundraising



• Jazzercise ( nationwide )

• Roche Childrens' walk 2013 ( KL )



• Dress down day ( nationwide )

• Bowling for Charity ( KL )



• "Charity" detergent ( Butterworth )



• Bags made from Bicarb bottles ( KK )



# ACTIVITIES & EVENTS - Patients' welfare fund



- New wheelchair donated to patient (Teluk Intan )



- Diet talk ( Jalan Sg Besi )



- CNY celebration ( Kuching )

- Best compliant patients (Kajang & Jalan Ipoh)





# ACTIVITIES & EVENTS - Patients' welfare fund



• Home visits



• Hospital visits



• Groceries / medical items for patients



• Birthday, fathers' day, mothers' day celebration for patients



# ACTIVITIES & EVENTS



• "Happy Together" (Johor Bahru)



• Kids@medicare (Kota Kinabalu)



• Visit Petrosains & Aquaria KLCC (Klang Valley centres)



• Motivational & excellence seminars for PMR and SPM candidates (Kota Bharu & Kuching)



• Earth Day drawing contest (Bercham)

• Berjaya Hill Resort outing (Mentakab)



# WE HAVE MOVED....

- Butterworth Centre - May 2013



- Teluk Intan Centre - November 2013



- Expansion - another floor @ Kuching

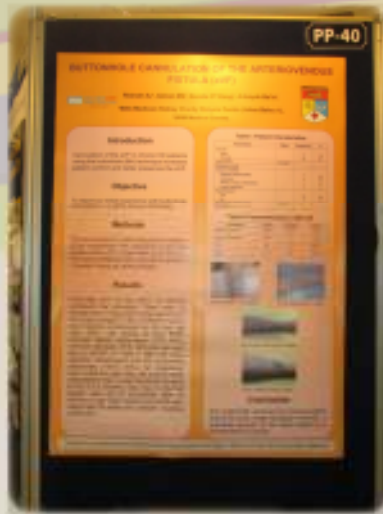








# TRAINING AND DEVELOPMENT



- Malaysian Society of Nephrology ( MSN ) @ Johor - Our first paper displayed on " button hole ".



- " Special Task Nurses "



- Dialyser talk by Omni-med marketing

- EPO nurse



- Infection Control Training



- MIRCERA Talk by Roche ( Kajang )



- CME Training (JB)



# TRAINING AND DEVELOPMENT



• Leadership Training (JB1)

• CPR Training (Kota Kinabalu)



• Admin Assistant Training

• Study visit by JB Lions



• Medical Executive Training



# TRAINING AND DEVELOPMENT



- Klang Valley & Mentakab Staff Meeting

- Medicare Club Family Day



- Human Resource Training

- Theory & Practical for HDF Machine (Jalan Ipoh)



- Team Building At Bukit Kinding Resort (Bercham, Teluk Intan & Butterworth)



# TRAINING AND DEVELOPMENT



• Team Building At Permai Reinforest Resort (Kuching)



• APU students visit



• Microsoft Tech Day 2013



• Management Training



• MIRCERA Talk by Roche (Ipoh)



• Water Champion Training by Fresenius



**We believe in constantly improving ourselves and our services. If you'd like to offer any training services, workshops or talks, which would benefit our medical and secretariat staff, please contact us. We would be thankful.**

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