



GLADY HO
LEGAL ADVISOR

CUSTOMER STORY: Regency Specialist Hospital

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Founded in 2009, Regency Specialist Hospital ('Regency'), is a fast-growing private hospital in the south of Malaysia with 218-bed capacity serving around 170,000 patients annually. With more than 80 specialists and doctors, Regency has a strong focus on nursing and patient care, delivering excellent service through the three core values of 'Compassion, Competence and Collaboration', guiding them in everything that they do. Echoing Regency's tagline, 'Hands that treat, Hearts that heal' to better serve the community, Regency is currently constructing a new 10-storey hospital block, with potential to expand its capacity to 500 beds with additional clinical services, operating theatres, wards and medical suites.

Regency is a Malaysian Society for Quality in Health (MSQH) accredited hospital and an elite member of the Malaysian Healthcare Travel Council (MHTC). With its strong commitment on delivering excellent service and experiences to each patient, Regency has been granted Global Health Asia-Pacific Awards in 2020, and World Stroke Organisation Angels Awards - Platinum consecutively in the first and second quarters of 2021.

Apart from focusing on delivering the highest quality of clinical care, Regency has been granted 'Healthcare Asia Awards 2021 - Corporate Social Responsibility' for Regency's effort in going the extra mile to address critical shortages of blood and personal protective equipment, enabling children to continue learning from home with donated technology resources and creating the social network 'Bersama Johor' to aid small businesses in promoting their business amidst the Covid-19 disruptions.

THE LEGAL ADVISOR

Regency, and its sister hospital Mahkota Medical Centre, are part of Health Management International Pte Ltd ('HMI Group'), a growing regional private healthcare provider founded in 1998 in Singapore, with a presence in Malaysia, Indonesia and Singapore. The legal advisor of Regency plays a vital role in working closely with other subsidiary companies of HMI Group to ensure that HMI Group's interest is well protected and duly complies with the laws of the relevant jurisdictions.

Acting as the sole legal advisor in Regency, Gladys regularly provides actionable advice to Heads of Departments in hospital operational and administrative matters. She works closely with the commercial and operational teams to understand their needs, identify the core issues, analyse the potential risk of the transactions from a legal perspective and provide workable legal advice to smoothen the transaction and to close the deals in time. To further increase the

awareness of the medical practitioners, commercial and operational teams on contractual and potential medicolegal issues, she also conducts legal sharing sessions with the teams from time to time to educate them on the relevant legislation and regulatory compliance in the healthcare industry.

To ensure that legal support is always provided in a timely manner, Regency has incorporated legal technology into the day-to-day legal advisory and regulatory compliance processes. This is crucial in maximising the legal capabilities in a cost-effective manner yet without compromising the comprehensiveness and quality of legal support given to the business units in Regency.

ON DIGITAL TRANSFORMATION: WHERE ARE THEY NOW AND WHAT'S NEXT?

As the sole legal advisor in Regency, Gladys notes that it is crucial to have an effective and reliable legal technology solution to provide legal advice in a timely manner. It can be rather difficult to source the relevant legislation and case law from hard copies of books which may be outdated and time consuming.

Gladys pays close attention to directives and guidelines issued by the Malaysian Ministry of Health, to ensure that member of staff at Regency is equipped with the latest information and guidance on patient care from legal perspective, for instance, the management and preparation of medical records and medical reports. Medical reports are often the first point of reference should an inquiry arise, complete and concise reports allow for quicker resolution to the benefit of both the patient and the care provider. It is therefore imperative that every detail is well documented. Gladys has also observed that keeping doctors up-to-date with medicolegal information empowers them to provide the best quality of care with confidence, as they are aware of the rights of medical practitioners and patients when treating and managing patients.

As there are many elements to patient care, Gladys had no hesitation at all in her decision to adopt a legal tech solution as a digital database makes it easier to collect data, and to access expert opinions on changes to the law. As she is often approached by doctors and heads of departments with questions on unique circumstances, a complete legal library helps her provide advice with confidence.

WHY LEXIS ADVANCE®?

Glady chose Lexis Advance as the tool to support her role as legal advisor at Regency for its breadth of reliable databases, ranging from legislation and case law, to secondary materials and drafting precedents. Particularly, the contract precedents which are available in Microsoft Word format greatly expedite Glady's work in drafting agreements and allow her to be more focused on the key concerns of the various stakeholders and business units in closing a deal.

The wide range of material on Lexis Advance also helps her contextualise changes to the law, particularly the Annotated Statutes of Malaysia series, which provides in-depth section-by-section commentary on Malaysian legislation. This assists Glady in understanding changes to the law quickly and easily. Efficient and effective legal advice had also been provided to the heads of departments uninterruptedly throughout the pandemic, as Glady was able to rely on the digital materials on Lexis Advance. She also encourages individuals who have never used a legal technology solution to just give it a go as they will quickly learn that it is very easy to use.

AT A GLANCE

Regency Specialist Hospital continues to turn to

Lexis Advance® for 3 key reasons:

1. The **Search Term Map** feature provides a graphical view of search terms, differentiating each of the search terms by colour at the top of the documents. This allows users to navigate to a particular search term in the document without browsing through the entire document, making legal research a breeze.
2. The **CaseBase Signal**, a small colour-coded graphic, is an indication of the overall treatment of a case being cited by subsequent judgment. This gives us a quick understanding on whether a particular judgment has been discussed, followed or overruled by subsequent judges. In other words, it indicates whether such judgment remains good law that shall be considered in advising business units in Regency.
3. The **Folder** feature of Lexis Advance is useful to organise the research, precedents and notes based on the nature of the projects. This is an effective way for us to get back to our previous research on similar topic effectively and to be more focus on closing a deal/solving legal complications.

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