



For two decades my team and I have assisted thousands of kidney patients and their families, with YOUR help, generous contributions and support.

I have so many stories to tell you about our patients, that I can literally write a book! But for now, I'd like to share with you a truly inspirational encounter I had with one of our patients, Sia Kok Seng. He is currently on dialysis at our Kuching dialysis centre, three times a week.

He suffered a stroke on his birthday 4 years ago. A day he simply couldn't forget. Last year both his kidneys failed and he was referred to us in May 2016, as he was in need of financial help.

As he hobbled in on a walking aid to see me, he was excited to talk and said, *"I wore my best shirt to see you"*. He remembered all dates, which were relevant; when he had a stroke, when he was diagnosed with kidney failure, when he first started dialysis in the previous centre and when he first started at Medicare. When I praised him on his fantastic memory, his response was *"my right side is paralyzed, my kidneys are gone and my eyesight is failing. If my memory also goes, cannot lah!"*

I asked about his family and living expenses. Although he lived alone, he assured me he was coping and occasionally received some financial support from his son and brother. He smiled and said *"No one dies if they don't eat for a day or two. If I have money I eat and if I don't have, I don't eat and it's ok."* I held back my tears.

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While on dialysis I could hear him constantly chatting with our nurses and other patients. When he came to greet me goodbye, he asked if I wanted to visit his home for tea. His enthusiasm and positive spirit was truly inspiring and I was determined to do more for patients like him. **To help them live, not just survive.**

On that day, Kok Seng and 3 other patients were placed under our PWF (*patients welfare fund*) program for additional subsidies and assistance. They needed help and I couldn't turn a blind eye, especially when they wanted to live.

We cannot stop or cut down any subsidies because of the current economic situation in Malaysia. Patients don't quite understand the impact of the GST or the weakening of the ringgit, which has led to a 20% price increase on our medical products and disposables.

Our expenditure has increased by RM1 million, the past 20 months. Our patients continued to appeal for assistance as their daily living expenses of simple necessities like food and transportation cost have doubled!

This worried us, as we had undertaken an additional responsibility – to establish the first cardiac diagnostic and treatment centre in Asia, costing us RM15 million.

Hence in January 2016, we conducted a financial survey on each of our 820 kidney patients to ensure subsidies were given to the deserving patients and additional assistance such as monthly groceries, FREE transportation, injections and treatments were extended to those who could barely make ends meet. The survey revealed that 633 patients were in need of highly subsidized treatments and assistance, of which 107 patients, like Kok Seng were classified as 'extremely in need' and were placed under our PWF program.

We decided to march forward and stay positive throughout these trying times. I am glad to announce that major renovation work have started on the MAA Medicare Cardiac Diagnostic and Treatment centre, which would be able to help ease the burden of patients, who have heart ailments and cannot afford the exorbitant cost in private hospitals, nor wait in line for treatment at the Government hospitals.

With your support, the Foundation is committed to assist Malaysians who suffer from kidney failure and heart ailments. Please donate generously as we are in need of funds. Our plans are long term and our mission is simple - '*helping patients stay alive*'. Please help us fulfill our plans and be part of our mission today.

Stay healthy and I thank you in advance for your contribution.



Dato' 'Aliyah Karen & the team at MAA Medicare.

P.S. Please pass this letter to a friend if you have recently donated to us. *TO!*

