At the heart of healthcare

SMC is aimed at helping patients with better healthcare by stepping up to speed with developments

With the guiding philosophy of “One Day, One Stop, One Centre”, SMC places a strong emphasis on providing comprehensive and complete assistance and treatment can be done at one place in one visit.

Aligning itself with Singapore’s “Smart Nation” initiative, SMC has been adapting to the cutting-edge technology and improving the patient’s experience.

MS Lim, SMC’s Managing Director, says the SMART program has a high foreign client demographics, SMC is not only adapting to the cultural differences of clients of various nationalities.

The culture of each foreign patient is different,” Ms Lim. “We need to understand our patients’ culture in order to better serve their needs. How a Chinese patient thinks versus how a Vietnamese patient thinks is very different.”

Hence, SMC has also realised the importance of having a strong understanding of different cultures enabling them to customise services to better appeal to these clients.

At SMC, the management team members are not necessarily doctors or those with a medical or clinical background – an approach Ms Lim says “can help provide different perspectives.” The firm gives a clear alignment of responsibilities between the management and the doctors, enabling doctors to focus on delivering treatments and ensuring the well-being of patients.