



បន្ទីរវះកាត់កុមារ
Children's Surgical Centre



Welcome to CSC!

The Children's Surgical Centre (<https://csc.org/>) was founded by Dr. Jim Gollogly in 1998, and provides orthopedic, plastic and reconstructive, maxillofacial, ENT, and ophthalmic surgery to Cambodian children and adults. It is part of the Kien Khleang National Rehabilitation Centre. CSC is funded entirely through charitable donations and provides all care **free of charge**. On average, CSC provides over 25,000 consultations and performs over 4,000 surgeries each year.

CSC focuses on the development of sustainable surgical services for Cambodians, with training of local surgeons and health workers an integral part of our objectives. This is enabled through the teaching and supervision by Dr. Jim, long-term fellows, and intermittent visits of foreign surgeons from countries that include but are not limited to the US, the UK, France, Canada, Japan, Singapore, Hong Kong, and Australia.

This BBC documentary provides a good overview of CSC:
https://www.youtube.com/watch?v=wzbtGsY_IUk

The pathology you will see at CSC is different from what you may experience in more affluent settings, including chronic joint dislocations, necrotizing snake bites, advanced cataracts, and extensive cholesteatoma with fistula.

Make sure to also follow CSC on [Facebook](#), [Instagram](#), [Youtube](#) and [Twitter](#)!

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When We Are Open

Monday - Friday, 8:00 a.m. - 5:00 p.m. CSC has a week-long closure 3 times per year: Pchum Ben Holiday in September/October, Water Festival in Oct/November, and Khmer New Year in April. To find the exact dates of the hospital closure in relation to your trip, you can email info@csc.org or check our [website calendar](#). During these holidays, especially during Khmer New Year, much of Phnom Penh and Cambodia may shut down. You may wish to travel outside of Cambodia during this time - but remember that nearby Buddhist countries may be on holiday as well.

Floor Plan

Ground floor:

- 1 large operating room with 3 operating tables, and a separate smaller pediatric operating room with 1 table. Both rooms share a post-op/recovery room with 5 beds between them.
- Clinic/meeting room
- Large general surgical ward
- X-ray, dressing room, physiotherapy area

First floor:

- Ophthalmology clinics and operating room with 3 tables, and a separate smaller retina operating room with 1 table.
- 2 smaller surgical wards
- Speech and language therapy (for cleft lip and palate patients)
- Laboratory
- Staff toilets, showers, and lockers

Second floor:

- Main Office

- Changing rooms
- Inventory room
- Staff toilets, showers, and lockers
- Coffee station and fridge with access to purified water
- Conference room
- ENT clinic

Canteen:

- Separate building located behind CSC where a Khmer lunch typically costs between \$0.50-\$0.65 (or approximately 2,000 or 2,500 Khmer riel)

There is a monitored motorcycle parking area opposite CSC at a cost of \$0.25 per day (or \$2 per month). Please pay the guard manning the parking bay.



Medical Facilities

Downstairs we have 4 adult operating tables in an open theatre and 1 operating table in a separate pediatric theatre. Upstairs we have 4 ophthalmology tables. We use general, local, regional, and spinal anesthesia. We have plain X-rays and can perform basic blood tests such as hemoglobin levels on site. We also have audiology testing. Other blood tests, histopathology, or CT or MRI scans can be arranged off site. We try to minimize investigations as the costs have to be met from the hospital budget, but if a test is critical then the cost will be covered by the hospital, or by the patient if they can afford to pay. If in doubt speak to Dr. Jim about the test. It is also worth noting that we have access telemedicine online groups to a team of foreign doctors in each specialty we cover, for advice or a second opinion.

A Typical Day

The day starts at 8:00 a.m. sharp with a daily morning medical meeting in the clinic/meeting room on the ground floor. Dr. Jim, all nurses and doctors and any visitors are present for the morning meeting. The morning meeting contains: short power point presentations, an overview of each patient planned for an operation, reviews of post-op x-rays or surgical complications from the previous day. The meeting is followed with a ward round through the 3 wards. Once the ward round is finished, the surgical cases for the day begin on the ground floor, and the eye team heads upstairs to the busy clinic.

Language

The language for the morning meetings is English. All the doctors and most of the other medical staff speak English well. Almost none of our patients speak English, but the local staff can translate. Learning a few Khmer words and greeting with a *sampeah* (hands together in front of your chest) will always go down well with patients. It is not customary to shake hands in Cambodia.

Where to Eat

The 'CSC Kitchen' is where most of the hospital staff eat lunch each day. Lunch is 2000 riel (\$0.50) and usually consists of rice, soup, meat or vegetable dish, and fried egg. Purified water is also available. Staff take one hour for lunch sometime between 11:30 a.m. and 1:30 p.m.

Multiple food stalls are found in front of the hospital as well as visiting food carts that sell fresh fruit, boiled corn on the cob, coconuts, baguettes, noodles, and doughnuts at different times throughout the day. There is a lady in the courtyard who sells cold drinks, and a few coffee shops have recently opened along the main road just outside the compound.

Photos/Social Media

Please note that pictures of individual patients or clinical photographs cannot be shared on your social media accounts. When it comes to taking and sharing photos, please follow a similar protocol to how you would behave in your home country. We need to adhere to local and international standards of child protection, ethical, and privacy considerations, and while all patients sign a consent form for fundraising photographs, these are for CSC's use, and does not apply to visitors' personal accounts. If you take some great photos while at CSC, please share them with the current Stakeholder Relations Officer so we can use them in our marketing materials or social media posts. Also, if you would like to contribute to our quarterly newsletter, please let the office know. We would be happy to include writing about your time volunteering or working at CSC.

How to Prepare

PowerPoint Introduction (for medical students and visiting fellows)

During your first week at CSC you will be expected to introduce yourself to the staff with a short PowerPoint presentation in the morning medical meeting. Your PowerPoint talk only needs to be 5 minutes to tell the staff a bit about yourself: where you're from, your university/workplace, any hobbies you might have, what you're interested in medically, what you hope to gain from your time at CSC, etc. Be mindful of your audience. There is less need for text, just lots of pictures. Remember to speak slowly and clearly!

University Elective Paperwork (for medical students)

Your elective supervisor is Dr. Jim Gollogly. Should you need letters of confirmation, completion etc, please draft them yourself in a Word document, exactly as you want them signed by us and then send to info@csc.org for review and signature.

Vaccinations

Typhoid and Hepatitis A (+/- Rabies) vaccines are advised. You should not require anti-malarials unless you're planning to travel to rural/jungle areas (you shouldn't need malaria prophylaxis for Siem Reap and Sihanoukville). There is no dengue vaccine, so bring mosquito repellent.

--Medical registration is NOT required for visiting doctors to practice but you do need to send us your most up-to-date CV.



What to Bring to Cambodia

Visa - For students and visiting doctors, a 30-day tourist visa can be obtained for \$30 when you arrive at the airport, or at some land borders if you are coming from Thailand or Vietnam. Remember to bring a passport photo or else they will charge you \$2 extra. You can also get an e-visa beforehand. For students staying six weeks, you can easily renew your visa by leaving Cambodia and re-entering, or at an agency in the city. If you are a visiting fellow staying for 3 months or more, you can email info@csc.org and menglong@csc.org to organize your work visa. We will try to keep this document as up-to-date as we can, but please ensure you do some research on Visa requirements, as they are constantly changing.

Money - The U.S. dollar is the currency of choice in Cambodia. Cambodian riel is often given in change. 1 USD = 4000 KHR. ATMs here dispense USD and riel.

Phone - SIM cards and mobile data is very cheap and easy to get in Cambodia. We recommend buying from Smart (<https://www.smart.com.kh/>). There are many Smart shops in town. A prepaid SIM card along with 4GB of mobile data should only cost you \$10 and this can be easily topped up. You will need a passport to get a SIM card at most shops. Make sure your mobile phone is not locked to a particular provider if you are bringing it from abroad.

Printed copy of CV - For fellows needing to sign contracts with the hospital upon arrival.

Clothes - Cambodia is very hot and humid. Bring light clothes, preferably those which cover your shoulders and knees (requirement for entrance to the temples, pagodas, and palace). It is better to dress modestly in Cambodia. In the hospital, we wear scrubs. Formal clothing is not required at CSC for any reason.

What to Bring to the Hospital

Scrubs - It is best to bring your own, as well as a cap and face mask, as there are very few available at CSC.

Theatre shoes - Most people wear crocs or rubber theatre shoes. However, many of the local staff also wear flip-flops or sandals. Whatever you are most comfortable in!

Laptop - CSC has only a couple (very old and slow) laptops at the hospital, and it is more useful to

bring your own laptop to prepare presentations.

Portable surge protector - The electricity in Phnom Penh is not entirely reliable and you may wish to protect electronics like your computer.

Payment / Reimbursement

Our policy does not allow any payment of salary, travel, accommodation or other costs for visiting doctors and medical students, except for our long-term visiting fellows (6 months - 1 year). For our fellows, we will pay a salary and reimburse the cost of one economy class return flight to Cambodia and basic traveller's health insurance. CSC will set up a local Cambodian Commercial Bank account on your behalf for salary payments, but this can take a few weeks so please bring some money to cover the first few weeks. Your salary will be deposited directly into this local account on the 25th of each month.

Transportation from the Airport to the City

It is quite easy to get into Phnom Penh from the Phnom Penh International Airport (PNH). If you are a visiting surgeon and it is your first time making your way to our location, or if you are bringing a lot of baggage and medical supplies with you, we can arrange a pick up for you and transport to CSC or your hotel. Please let us know your plans (flight #, the number of people, etc) as soon as possible if you'd like us to pick you up.

Taxis are the fastest and easiest way, especially if you are carrying lots of expensive equipment. If you walk to the curb immediately after the arrivals hall, there will be a line of official taxis waiting. The official fee for a taxi into Phnom Penh is \$9-12 depending on which area of town you are headed to. You will be given a ticket that shows the price before you get into a taxi. There is no extra fee for additional passengers or baggage, traveling at night or rush hour.

Tuk-tuks are a cheaper alternative and cost approximately \$5-9. The drive is a bit longer than a taxi, however, it is a wonderful way to see Phnom Penh for the first time. Download PassApp and Grab on your mobile phone before arrival so you can easily enter in the destination, and the route and rate will then be calculated per kilometer. Rates from these apps are the cheapest, usually under \$5 for a two-seater.

Shuttles may be available to pick you up depending on whether or not your hotel offers this service. Be sure to make the arrangement with your hotel before arrival and send the hotel your flight information.

Where to Stay

For doctors staying for 1-2 weeks we recommend [Hotel Cara](#), next to Dr. Jim's house. Hotel Cara offers an airport shuttle service for \$12-15 depending on the time of day, which can be easily arranged with the hotel before arrival. With the CSC rate, we can reserve a room at Hotel Cara for \$28-30/night with breakfast included and you can take a tuk-tuk for around \$3. Let us know as soon as possible if we should reserve a room/rooms for you. Hotel Cara is also a good place for visiting fellows to stay for their first few days in Phnom Penh, while looking for an apartment. [High Sky Hotel](#), which is located right next to CSC, is about \$45/night with breakfast included and is another good option. Sometimes it is worth looking at internet booking sites (e.g. www.booking.com) as you may

be able to get even cheaper rates or rooms at other nearby hotels such as Plantation, White Mansion, Aquarius (although they are further from CSC and Dr Jim's House). These boutique hotels will be about \$80 per night on a discount hotel site, and have swimming pools, etc. We can also reserve rooms for visitors at a discount at [Raffles Hotel Le Royal](#) (starts at \$195 per night). While we can make the reservation at Cara or Raffles, the visitor is responsible for payment at check-out.

For fellows, and those visiting for 3-12 months, it is highly recommended that you wait to choose an apartment once you're in Phnom Penh. With the help of an agency, it is very easy to find an apartment in one day and move in the next day, or within a couple of days. You can do some searching ahead of time on [Elevated Realty](#) or [Phnom Penh Housing Facebook Group](#) for shared housing. Depending on the location and amenities, you can find a one bedroom apartment in Phnom Penh from anywhere between \$250 - \$1,500 a month plus you need to pay a deposit (most places require one month's rent as a deposit). For an easy CSC commute, it is recommended you find housing on the north side of Phnom Penh in the Wat Phnom, Riverside or Central Market areas, and we can get good deals for both short and long term stays at [Bellevue Serviced Apartments](#) near CSC. While many expats live south of Independence Monument in the BKK1 neighborhood, the commute to CSC could be 30 or many more minutes in traffic/bad rains, and tuk tuks to CSC are about \$3-4 one-way. The Russian Market and BKK2/BKK3 areas are far from CSC, and are not recommended.

For medical students we suggest staying in the Riverside or BKK1 area, which seem to be particularly attractive with foreigners and ex-pats alike. However, these areas have their pros and cons. BKK1 near Independence Monument is the most popular (but most expensive!) residential neighborhood for long-term foreigners (think Starbucks, Burger King, Domino's pizza, etc), however the traffic getting to and from CSC is getting worse and worse, and can take about 45 minutes getting home in the evening, and longer if it's during rainy periods with flooded roads. A tuk tuk from this area to CSC is about \$3-4 one-way, and therefore may not be the best choice for accommodation for a six week medical elective stay.

Costs of Living

Phnom Penh is an economically diverse capital city where you can get a meal for \$2 or \$50. There are guest houses with \$10 rooms and luxury hotels with rooms for \$200 a night. A one bedroom apartment can be \$200 to \$1,500 a month depending on amenities and location. To spend a weekend visiting Angkor Wat, you can take a \$15 bus, \$100 private car, or \$200 flight to Siem Reap. It is easy to accommodate a budget of any size in Phnom Penh, but your experience will certainly be more authentic if you seek out cheaper options.

The [Move to Cambodia](#) website and e-book is a great resource for expats and visitors who are seeking more information. Bus companies, airlines, guesthouses, grocery stores, gyms, museums, restaurants, travel agencies, and shops at every price around the country are regularly reviewed.

Chenda Polyclinic

[Chenda Polyclinic](#) (a private hospital) was established by Dr. Jim and Kanya (finance director) in 2005. CSC doctors and nurses work shifts in Chenda as a way to earn extra income. The clinic is open 24 hours a day, 7 days a week.

How to Reach CSC

CSC Building Address: Kien Khleang National Rehabilitation Center, Road 6A, Khan Russey Keo, Sangkat Chroy Changvar, Phnom Penh, Cambodia (Most Khmer people know us simply as “Kien Khleang” - the name of the compound we are in.

Driving Directions: Once in Phnom Penh, you will head north towards the Cambodia-Japan Bridge (*Chroy Changvar*). Once you cross the bridge, follow the road as it veers to the left for approximately 2 km. After the Tela gas station on the right side of the road, make a right turn into the Kien Khleang compound. CSC is the first building on the left after you pass a few food stalls and small shops. The office is located on the top floor. If you have any difficulty finding CSC, please call us at 023-43-02-02. If calling internationally, dial +855 23-43-02-02.

Here are written directions in Khmer to show your driver:

មជ្ឈមណ្ឌលជាតិស្គាល់ ទូរាពពលកម្មជនពិការ ភ្នំពេញ

ឃ្លាំង ផ្លូវជាតិលេខ៦ អាជ្ញាយុចង្វារ រាជធានីភ្នំពេញ

ទូរស័ព្ទលេខ: ០១០ ៤៣០២០២ ឬ ០១១ ៤៣០២០២

CSC Mailing Address: P.O. Box 1060, Phnom Penh, Cambodia

Important Phone Numbers

	In Cambodia	Outside of Cambodia
Dr. Jim	012 979 214	855 12 979 214
Kanya	012 710 789	855 12 710 789
Lindsay (SRO)	096 534 2064	855 96 534 2064
Office	010 43 02 02 011 43 02 02	855 10 430 202 855 11 430 202
Menglong	012 807 679	855 12 807 679
Yinna	017 600 345	855 17 600 345

Equipment and Supplies Donation Process

Prior to your trip, please investigate opportunities for equipment donation from your hospital and/or medical suppliers. They will typically provide you with an application or request form which can be completed by the staff at CSC. Depending on the size of equipment, you can either carry it with you to Cambodia and CSC can provide an explanatory letter to allow you through airport customs, or international shipping can be arranged. Logistics on donated supplies vary case by case so please inform us right away of any potential donations. Please contact info@csc.org for more information.

Getting Around Phnom Penh

Moto-dops are the cheapest and fastest way to get around the city if you are traveling alone. Make sure to bring a helmet from home or buy one here as the driver will not provide one for you. A trip to CSC should be between 2000 and 6000 riel. Agree on a price before you get on the motorcycle. Be prepared to direct the driver to your destination with hand signals or in Khmer. Note that motos are the least safe mode of transport, and CSC sees patients every day with debilitating moto accident injuries. Please also ensure your insurance would cover you, if something happened while you were on a motorbike, as most do not.

Tuk-tuks to CSC can be anywhere from \$2-5 depending on your starting point. Round trip to the Killing Fields should be around \$15. Tuk-tuks directly outside of hotels and main tourist attractions will always ask for a higher price than a tuk-tuk parked across the street or driving by. Agree on a price *before* you get into the tuk-tuk. Be prepared to direct the driver to your destination. There are a few ride-hailing apps that you can download that make it easy to get around such as PassApp Taxi and Grab. They are often cheaper than what you can bargain yourself with drivers, and have both tuk-tuk and car options.

When giving directions understand that drivers are often unfamiliar with street addresses, cardinal directions, and map reading. Before you head anywhere, look up the nearest market, pagoda, or monument to your destination and tell the driver to take you there. When you get close to that landmark, you can direct the driver to your exact destination.

Drivers should know how to get to the airport, riverside area, Independence Monument, Royal Palace, Wat Phnom, Russian Market, Central Market, Old Market, Kandal Market, Night Market, Olympic Stadium, Aeon Mall, and any pagoda/*wat* (temple) or *phsar* (market) in Phnom Penh.

Buying a moto is easy and if you are spending more than 3 months in Phnom Penh, it can save you the money and hassle of organizing daily tuk-tuks and moto-dops. David, the British mechanic who works on CSC's cars, can get you a good deal. At the end of your time in Cambodia you can sell the bike for close to your purchase price. Fuel will cost you around \$10-15 a month. Parking at CSC is \$2/month.

Riding a bicycle to CSC and around Phnom Penh can be strenuous, but cheaper and less stressful than negotiating with drivers. You can buy a basic bike here for around \$50 and there is a shower you can use at CSC if you want to rinse off after your morning commute. Be sure to purchase a bike lock and always lock it up to prevent it from being stolen. Don't forget to wear a helmet! If you decide to bring your own bike, there are decent bike repair shops in Phnom Penh with internationally sourced spare parts.

Other Ways to Contribute

If your hospital, medical school, or community is interested in supporting CSC they can easily make a USA tax deductible donation via [PayPal](#) or a bank transfer. In addition, a lot of our visitors use [Simply Giving](#), or [FirstGiving](#) to set up fundraising pages or to help their friends set up pages for challenge/charity events (marathons, swim races, etc). Let us know if you want help with this!

Also, if you or anyone you know works for a company with a corporate giving program, inquire about the application process and send any materials to info@csc.org and you can perhaps facilitate a new donor partnership for CSC! We are always looking for new funders as we receive no government funding and rely entirely on private donations.

Frequently Asked Questions from Med Students

- 1. May I put “internship” in the “type of contract” section of the form I have to fill out in order to get a student placement agreement from my school? Yes.**
- 2. Will there be any information sent or preparation needed?**

Other than this visitor guide, CSC will not be sending you additional information after you have been accepted for a placement. Students should prepare for their placement by reading our website, newsletters, watching our YouTube channel, etc. We also advise that students familiarize themselves with the current affairs and medical situation in Cambodia.
- 3. Can you fill out my Occupational Health Form required by my school?**

Please fill out as many questions as you can before sending the form to us. Most of the information is available on our website or through a Google search. We will confirm all information and sign as needed. We do not offer post-exposure prophylaxis medication. If you are worried about PEP, secure a supply from your school or local clinic before leaving for Cambodia. There is an SOS International Clinic in Phnom Penh, and their website is a good resource for you to find out which medications and care is available at an international standard.
- 4. Do I need specific medical volunteering insurance?**

All volunteers will be required to sign a waiver when they arrive in case any harm occurs while at CSC. We do recommend purchasing travel health insurance.
- 5. Who is my main point of contact during this process?**

Please contact the current Stakeholder Relations Officer if any additional information is needed at info@csc.org.
- 6. Does CSC offer Personal Protection Equipment like gloves, goggles and aprons? Yes.**
- 7. Will you provide an elective/supervisor Report at the end of my placement?**

Yes. Please provide the form or draft a letter of confirmation yourself to give to Dr. Gollogly at the end of your placement.
- 8. Can a reference letter be written for me by a doctor at CSC?**

Yes. Please draft this letter yourself and then send it to us.
- 9. Are there any additional requirements?**

Some students choose to blog about their experiences while here. We ask that any blogs written about CSC be also sent to us so we can promote them on our own social media channels. Students should adhere to the same child and patient privacy laws and guidelines that they adhere to while in their home country. If you wouldn't share it at home, please do not share it here.
- 10. What medical facilities are available in Phnom Penh?**

The Royal Phnom Penh is your best option if care is needed.

11. What will happen on my first day?

On your first day, please go up to the third floor office and the Stakeholder Relations Officer (SRO) will have you sign the information form, waiver, and take your picture for our records. From there you will change into scrubs and join the morning meeting. In most cases there will already be other medical students around to show you the ropes, but if not, the doctors will be happy to get you started.

12. Do I need travel insurance?

It is strongly advised you purchase medical insurance in case you need emergency medical treatment or need to be evacuated to Singapore or Bangkok where the medical facilities are far more advanced.

13. Is Cambodia, and more specifically Phnom Penh, safe?

The vast majority of people in Cambodia are warm and friendly and willing to help you if need be. Of course, Phnom Penh is a city of almost two million people and petty crime is common. Bag snatching is common and foreign women walking around at night with a large shoulder bag are the usual targets. Bags, cameras and phones can also be snatched from motos and tuk tuks, and this is usually gender indiscriminate. The use of common sense and not putting yourself in dangerous situations will go a long way in keeping you safe.

Driving in Cambodia is hectic, and fairly lawless. If you are traveling to different cities, it is advisable to take reputable bus companies such as Giant Ibis or Mekong Express. If you plan on riding or driving motos around, bring or buy a helmet and make sure your insurance will cover you.

14. What will the weather be like when I'm visiting?

July until November is the rainy season, where there will be rain nearly every day, ranging from moderate drizzle to downpour. November to February is considered the "best" months to visit Cambodia, as it is fairly cool with little rain. March through June will be very dry and very hot. Staying hydrated is very important during these months.