

SUHAIDA BINTI KASIM

Manager, Business Development, Marketing & Corporate Liaison.

Address Jalan Eco Grandeur 2/2J, Eco Grandeur, 42300
Bandar Puncak Alam, Selangor Darul Ehsan.

Phone +6011.3753.8933

Email aidagasem88@gmail.com

Nationality Malaysian

Total work Experience : 12 years in Healthcare Industry

01 PROFILE

Highly personable Healthcare Manager Professional in the medical field (Operation, Business Development & Marketing, Corporate Liaison) with over 10 years of experience. Loyal, great work ethic, highly motivated, team player and an excellent people person.

02 EDUCATION

Bsc (hons) Healthcare Science Management (2011)
Masterkil University Medical Health & Science, Malaysia (MOH scholarship)
Practical: KKM Hospital, Klang Valley & Chennai Hospital, India.

03 EMPLOYMENT HISTORY

June 2021 – Current Healthcare Advisor for Ambulatory Care Centre, GP Clinic & Specialist Clinics

June 2020 – June 2021 Manager Business Development, Marketing & Corporate Liaison at Mudah Healthcare Sdn Bhd.

- Work closely with other team members to propose high quality multi-channel solutions that exceed client expectations and financial targets.
- Prepare detailed proposals and budget estimates and manage client and procurement negotiations whilst maintaining profitable growth of the business responsible for proposing and maintaining budgets and ensuring that the facility runs efficiently within the budget's limits. Representing the clinic/management at board and investor meetings, as well as communicate with the clinic's medical staff, department heads and other subordinate staff.
- Involved with PPV clinic, Mobile on-site clinic for Covid-19 screening and Vaccination.
- To build and maintained good relationship TPA & Corporate Panel.
- To maintained good relationship with Malaysia Medical Council, Malaysia Dental Council, and National Specialist Register of Malaysia, ACADEMY OF MEDICINE MALAYSIA and Ministry of Health Malaysia.
- Responsible for the registration of all Qualitas owned clinics in accordance with MOH regulations.

July 2019 – May 2020 Manager of Clinical Operation & Corporate Liaison at Mudah Healthcare Sdn Bhd.

- In-charged for 14 clinics around Klang Valley & Sabah
- Develop and execute strategic operating plans and goals for assigned division
- Manage financial and revenue growth, operations and labor management, contract management, and clinical outcomes within the division

- Fulfill broad-reaching, strategic responsibility for the development and implementation of proactive programs, operational improvements, communications, and other division-specific general management responsibilities
- Maintain awareness and knowledge of competition; proactively assess related SWOT (division strengths, weaknesses, opportunities, and threats); analyze and implement effective responses
- Participate actively in joint venture business meetings as applicable
- Maintain a liaison relationship between the corporate office and field operations
- Maintain an open line of communication with the General Manager regarding the oversight of Field Operations.
- Develop and maintain effective relationships with physicians consistent with organization code of conduct and Compliance Commandments
- Build and maintain a team of knowledgeable, skilled teammates (including management) who function in compliance with all regulatory requirements and the mission and values
- Provide leadership to direct reports and strategic leadership to region
- Oversee and/or manage all teammate employment activity effectively and professionally including hiring, promoting, job performance, evaluations, compensation, teammate relations, disciplinary actions, and terminations

Aug 2015 – July 2019

Assistant Manager, Regulatory & Compliance Affairs, Medical Services at Qualitas Medical Group Sdn Bhd.

- Responsible for the registration of all Qualitas owned clinics in accordance with MOH regulations.
- Liaising with other Departments; Corporate Services and Human Resources regarding Service agreements for In-House /In-campus Clinics, and staffing issues.
- FOMEMA
- X-Ray license & machine, Autoclave
- Liaising with Corporate Services regarding Tenancy Agreement records
- In- charged of Affiliate Clinics/ Dental Clinics & Acquisition and Sale of Clinics.
- In-charged for Clinic license – 132 clinics & Doctors.
- Involved with Board of Pharmacy (Drug price, license, and registration product)
- In-charged the Doctor requirement – Doctor Interview, Doctors on – board & resignation, Doctor leave, On-call Doctor, OT & Incentive Doctor.
- In-charge for renovation clinic (inspection clinic with MOH), Floor plan clinic with MOH.
- To build and maintained good relationship with Malaysia Medical Council, Malaysia Dental Council, and National Specialist Register of Malaysia, ACADEMY OF MEDICINE MALAYSIA and Ministry of Health, Malaysia.

Aug 2012 – Aug 2015

Senior Executive, Operation & Medical Services at Sunway Medical Centre

- Administrative duties such as keeping inventory of medical equipment and supplies, setting staff schedules, updating, and maintaining patient records, and being an information resource for patients and healthcare workers.
- Financial duties such as ordering medical supplies; managing the revenue cycle; and overseeing patient billing, claims, and reimbursement.
- Managing the healthcare facility's policies and procedures, ensuring that best practices are followed, and resolving cases where the facility is out of compliance.
- Finding innovative ways to optimize the level of healthcare while also reducing the facility's costs.
- Developing departmental goals and objectives for workers to improve the patient experience.
- Recruiting, training, and supervising healthcare workers

- In-charged the Doctor requirement – Doctor Interview, Doctors on – board & resignation, Doctor leave, On-call Doctor, OT & Incentive Doctor.
- In-charge for renovation clinic (inspection clinic with MOH), Floor plan clinic with MOH.

Nov 2010 – Aug 2012
Centre.

Senior Executive, Clinical Operation & Corporate Liaison at Beverly Wilshire Medical

- In-charged of Registration & renewal license for Medical Centre, Clinic & Health Screening centre.
- In-charge for renovation clinic (inspection clinic with MOH), Floor plan clinic with MOH.
- Financial duties such as ordering medical supplies; managing the revenue cycle; and overseeing patient billing, claims, and reimbursement.
- Build & Maintain a strong network of healthcare providers (Hospitals, Clinics) to facilitate employee journeys as needed.
- Prospect and negotiate direct deals with healthcare facilities to expand the medical benefit.
- To coordinate work process with Nursing Department, Imaging Department, Laboratory Department, Sales & Marketing Department, Pharmacy, Specialist Clinics and others to ensure smooth flow of operation
- To ensure excellent customer experience
- Other tasks that is relevant to the operational flow

04 ACHIEVEMENT

- Successfully registered New Ambulatory Care Centre at Evesuite. Ara Damansara & Sunway Velocity Medical Centre, Primecare Medical Centre & Beverly Wilshire Medical Centre.
- Registered & New set up >30 private clinics including in-house clinics in Malaysia – In-charged Qualitas clinics & Dental clinics; Operation & licensing for 132 clinics & 140 Doctors.
- Best Employee of the year award 2018 & 2019

05 MISC

Availability

1 month notice

REFERENCE

Dr Ashwin Balasingam +6012.387 1274
Chief of Business Strategic Mudah Healthcare Sdn Bhd