



Roslina Sazali

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Experience

16 years of total experience

2022 – Current

Head of Health Information Management Services

Damansara Specialist Hospital 2| Kuala Lumpur, Malaysia

Industry	Healthcare / Medical
Specialization	Healthcare - Nurse/Medical Support & Assistant
Role	Management
Position Level	Manager

- To take a leading role in the administration and operations of the Health Information Management Services.
- Safeguard all the information contained in the medical records against loss, destruction or unauthorized access and use.
- Ensure patient confidentiality is maintained at all times and the policy on access to the patients' records is strictly adhered to.
- Plan and establish a comprehensive medical records system which provide for the safe custody, quick retrieval and proper control on the movement of all medical records in the Hospital.
- To encode diagnosis on discharged inpatients using ICD-10.
- To provide a medical record support service to all wards and departments and to outside agencies and medical users.
- To manage and administer the day-to-day activities including the supervision and training of all staff members and ensuring the demands of the hospital and its users are met.
- To be part of the chart review team to perform periodical chart reviews to ensure compliance in documentation in accordance to accreditation standards.
- To compile, at intervals to be determined, statistical data to include admissions, deaths, discharges, occupancy levels, operations/procedures done, deliveries etc.
- To assist / prepare and submit statistical data to Ministry of Health and any other reporting requirements internally or externally as requested.

- To support the Hospital Administration in the preparation, documentation and implementation of any program towards the accreditation MSQH and any other quality systems accreditation.
- Be responsible for the recruitment, training and supervision of HIMS personnel under the umbrella of KPJ Hospital.
- To maintain a harmonious and good working relationship within the unit, all medical staff, clinical and non-clinical staff.
- To undertake and provide assistance in medical audit programs as required.
- To undertake and conduct the Health Information Management Services Committee Meeting by Quarterly.
- You are responsible to be engaged in the Services and Hospital quality indicators.
- To undertake any other duties, responsibilities and assignments which may delegated from time to time in an efficient and responsible manner.

2018 - 2022

Medical Records Manager

Gleneagles Hospital Kuala Lumpur Ampang | Kuala Lumpur, Malaysia

Industry	Healthcare / Medical
Specialization	Healthcare - Nurse/Medical Support & Assistant
Role	Management
Position Level	Manager

- Managing the Medical Records department.
- To ensure the Electronic Document Management System is performed accordingly. To ensure the patient's file are scanned and uploaded in the system followed the timeline.
- To ensure the electronic records are maintaining in confidential privacy and security manner.
- Conducting internal audit for JCI and MSQH.
- Conducting patient chart review.
- Managing the mortality data and update in the MAQ database.
- Managing the medico legal folders.
- Conducting yearly budget for department.
- To ensure the management of hospital forms are managing and prepared well. To ensure the diagnosis being coded in the system according to ICD 10. standard.
- Handling the SMRP system on reporting to MOH by monthly basis.
- Be a part of the team and champion for new IHH HIS that organized by IHH healthcare group.
- To ensure the requisition of medical report for insurance claim are proper manage within the stipulated time.
- Provide all data that required by hospital monthly and yearly basis.
- To assist stock take for non-medical department. To review the outsource contract which is related to hospital needs by dealing with IHH legal team in order to ensure the contract or agreement is follow the hospital terms and service.
- Managing the departmental meeting and prepared the minutes meeting.
- Conducting the yearly improvement quality project for the department.
- Adhoc task assigned by the Superior.

2017 - 2018

Health Information Manager

Regency Specialist Hospital Sdn Bhd | Johor, Malaysia

Industry	Healthcare / Medical
Specialization	Healthcare - Nurse/Medical Support & Assistant
Role	Management
Position Level	Manager

- Monitor and supervise daily task as well preparing in monthly submission of MOH E-reporting and business performance target / key performance indicator.
- Monitoring the preparation of medical report for Insurance Claim/Socso/KWSP/ Court Case / Others to ensure follow the stipulated time.
- Identify training needs, coach, supervise and motivate staff in daily operation. Evaluate staff through appraisal, monitor duty roster, conduct job interviews, conduct induction and training of new and existing staff and consultants on process related.
- Planning for yearly training needed for staff and conducting internal training for staff.
- Develops, measures and monitor the department's operational performance metrics inclusive standard indicators, overtime costs, vacancies and turnover rates.
- Maintain a good document tracking system and monitors on completeness of medical records.
- Monitoring all the notification of disease and any related notification, which needed by Health District Office.
- Establish Health Information Department in Regency Hospital, including racking method and department layout.
- Establish the departmental policy and SOP followed the MSQH and ISO 9001:2015 requirement.
- Lead Internal audit in monthly basis.
- Appointed as an Internal Auditor for ISO 9001:2015 and Malaysia Society Quality Health (MSQH).
- Appointed as Health Records Sub-committee secretary in every quarterly to discuss any related issue.
- To deal with customer's/patient for requisition of any Health Data.
- Communicate with customer/patient face to face or via email, telephone or fax, and provide customer with the right kind of assistance.
- Responds to and resolves customer / patient issues to ensure effective and efficient customer/patient services .
- Liaise with Project Manager to ensure all the planning of development project related follow accordingly.

The Project

- Kaizen project on completion of medical reports ready in 2 weeks December 2017.
- Kaizen project on requisition of document through online system by April 2018.
- Designing storage layout, capacity planning and space planning on the secondary storage (Off-site storage).
- Inpatient Health Record (E-IMR) project in December 2017.

2014 - 2017

Medical Records Assistant Manager

Sunway Medical Centre Berhad

Industry	Healthcare / Medical
Specialization	Healthcare - Nurse/Medical Support & Assistant
Role	Management
Position Level	Senior Executive

- Get involve in the planning development in the health information department..Lead Form Committee for any new form created from all department and assigned as document controller..
- Lead scanning team and to ensure the document scanned is uploaded to DMS.
- Assigned as team leader for planning development and logistics division.
- Assigned as a member in Medical Records Sub-Committee Meeting.
- Secretary for departmental meeting.
- Committee of implementation of digital medical records.
- Committee in monthly Patient Health Information Internal Auditor.
- Guide by Quality Assurance department to conduct root cause analysis (RCA) for department improvement.
- Submission of monthly report and data statistics.
- In charge for training development of the staff.
- Lead yearly department activities such as culling and disposal of health records and other's department document.

2012 - 2014

Medical Records Assistant Manager

Nilai Medical Centre (formerly known Aurelius Hospita) | Negeri Sembilan, Malaysia

Industry	Healthcare / Medical
Specialization	Healthcare - Nurse/Medical Support & Assistant
Role	Management
Position Level	Senior Executive

- In charge of Health Info Department.
- In charge on e-Reporting (MOH)
- In charge in medical report for GL / Insurance Claim.
- In charge with Infection Control Nurse (ICN) for handling Communicable Disease Notification
- In charge in handling Cancer Disease Notification
- Establish Health Info Department in NMC Hospital, including racking method and department layout.
- Establish the departmental policy and SOP for ISO 9001:2008 and SIRIM
- Monitor and supervise daily task (receiving, sending, sorting) as well preparing report required by management, Ministry of Health, Ministry of Tourism and Malaysia Health Tourism Council.
- Conducting training for New Staff Joined (Hospital Orientation Program)
- Managing duty roster.
- Assist Quality Assurance (QA)Department in completeness of document
- Assigned as Document Controller for all department
- Act as a Internal Auditor for Hospital Internal Audit
- To deal with customer's/patient requests of any Health Data.
- Demonstrate strong interpersonal, communication and negotiation skills
- Communicate with customer/patient face to face or via email, telephone or fax, and provide customer with the right kind of assistance.
- Responds to and resolves customer issues to ensure effective and efficient customer/patient services
- To be as a steering committee in developing of MSQH accreditation standard.
- In charge in planning and developing archive storage for inactive document for hospital.

- In charge in planning and developing document scanning for electronic medical records(EMR).

2011 - 2012

Medical Records Executive

Taman Desa Medical Centre (KMI Healthcare Sdn Bhd)

Industry	Healthcare / Medical
Specialization	Healthcare - Nurse/Medical Support & Assistant
Role	Management
Position Level	Senior Executive

- In charge of Medical Record Department.
- In charge on e Reporting (MOH).
- In charge of medical report for GL / Insurance Claim.
- Establish Medical Record Department in TDMC required by management
- Preparing departmental policy and SOP for ISO 9001:2008
- Monitoring daily task (receiving, sending, sorting) as well preparing monthly report required by management / Ministry of Health.
- Participate in Marketing and Hospital Event to promote our service to Patient.
- Lead of Departmental Transformation Team for established Customer Experience Program.
- Member Group of Customer Experience Transformation Team (Promotional News & Event) for established communication board.

2008 - 2011

Customer Service cum Health Information Executive

The Tun Hussein Onn National Eye Hospital

Industry	Healthcare / Medical
Specialization	Healthcare - Nurse/Medical Support & Assistant
Role	Management
Position Level	Junior Executive

- In charge of Health Information and Customer Service Department
- In charge on e-Reporting (MOH)
- Establish Medical Record Department in THONEH including racking method and department layout.
- Establish and setting new the departmental policy and SOP for ISO 9001:2008
- Monitor and supervise daily task (receiving, sending, sorting) as well preparing report required by management, Ministry of Health, Ministry of Tourism and Malaysia Health Tourism Council.
- Participate in Patient Relation and Hospital Event as guidance and promoting our service to Patient.
- Conducting training for New Staff Joined (Hospital Orientation Program).
- In charge of duty roster
- Provide information to patient / relative / guess as well as inquiries and handling customer complaint.
- Monitoring of filing patient folders, culling and disposition of folders
- Participate in regular checking, review and reconciliation of credit control measures to ensure validity of management reporting of Key Performance Indicators.
- Maintain strong relationships with the health insurance companies for the follow up of overdue payment
- Collaborate with team members to facilitate the delivery of effective billing services and follow-up to all customers to promote account reconciliation.

Education

2008

University of Technology MARA

bachelor's degree in information science

Major
Grade

Records Management
Grade B/2nd Class Upper

2006

University of Technology MARA

Diploma in information management

Major
Grade

Information Management
Grade B/2nd Class Upper

Skills

Advanced

ICD Coding, Leadership And Interpersonal Skills, Presentation, public relation, Customer Service, Negotiation, Communication, Time management, Critical Thinking

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
Bahasa Malaysia	10	10
English	8	8
Arabic	2	5

Additional Info

Preferred Work Location Kuala Lumpur, Selangor, anywhere in Malaysia

Other Information

CAREER OBJECTIVE:

To be a managerial position in the field of Management.

ADDITIONAL SKILLS:

- * Exposure to Design, Development and Implementation ISO 9001 - 2008 (Quality Management System) , MSQH and ACHS
- * Exposure to Joint Commission International (JCI)
- * Exposure to Risk Management and Quality Job Task
- * Presentation skills
- * Negotiation skills
- * Data search
- * Certified Internal Auditor
- * Ability to handle multiple demands.

COURSES / TRAINING ATTENDED:

- * ICD 11 organized by IHH and KKM
- *Service quality: Minitab Essentials I and II
- *Basic Financial for Non finance Manager
- *Kaizen Training
- *Customer Service Communication
- * Employees Disciplinary Issue
- * ISO 9001:2008 Awareness
- * ISO 9001: 2015 Internal Auditor
- *JCI 7th edition Internal Auditor
- * Malaysia Society Quality Health (MSQH)
- * Joint Commission International (JCI)
- * ICD 10 organized by KKM
- * Customer Experience Program Service - Department Transformation Team
- * Delivering Service Excellence for customer service
- * Business Improvement Program Step 1 of 2 Customer Service Development
- * Hazard Identification, Risk Assessment and Control (HIRAC) Training 2014

PERSONAL STRENGTHS:

- * Good Leadership
- * Good team player
- * Sense of Responsibility
- * Creative
- * Good skills in communication / interpersonal to all level
- * Good public relation etiquettes

About Me

Gender	Female
Age	39 years
Address	Kuala Lumpur, Malaysia
Nationality	Malaysia
Permanent Resident	Malaysia

Current Salary: RM7,790.00

Expected Salary: RM10,000.00(Nego)