NOR HASLINDA ZULKEFFLI

MEDICAL RECORD EXECUTIVE

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OBJECTIVE

Highly-professional and talented Medical Records Executive with a solid experience in collecting and validating patient data as well as handling and maintaining medical records in a licensed health-care facility. Adept at ensuring compliance with healthcare regulations, improving records management systems, and optimizing departmental workflows to enhance patient care and administrative efficiency. Seeking to leverage expertise in health information management, team leadership, and data security to contribute to company mission of delivering high-quality healthcare services. Certified in ICD-10 Coding with knowledge of anatomy, physiology and medical terminology.

EXPERIENCE

KMI KELANA JAYA MEDICAL CENTRE - *MEDICAL RECORD EXECUTIVE*

FEB 2024 - PRESENT

Responsible for the efficient and effective management of patient health records in compliance with healthcare regulations, policies, and standards.

- Lead and manage the daily operations of the medical records department, overseeing a team responsible for accurate and efficient documentation, storage, and retrieval of patient health records.
- To maintain smooth deliverance of medical records to clinics and wards and statistical data according to the policies and procedures of Medical Record's department.
- To ensure patient's medical casae notes are arrance in orderly manner according to its medical records' number.
- To ensure that notes are in accordance with the ICD10 abbreviations.
- To ensure coding and indexing of records in a timely manner.
- Ensure sufficient storage space and retention exercise carries out regularly.
- Submission of monthly eReports to MOH and statistics report to Management as requested.
- To ensure ant occurrence of infections diseases treated in the Hospital are reported according to the requirement of MOH.
- To ensure that standard forms from Ministry of Health is available within the department.
- To ensure all medical reports are repeerted in stipulated time.
- Ensure safety and privacy of medical records including release of patient information

to authorizes parties.
- To ensure conformance to all policies and procedures of ISO9001:2015.

SUNWAY MEDICAL CENTRE - *MEDICAL RECORD ASSISTANT*

JUNE 2018 - FEB 2024

Ensure all discharge patient diagnoses and procedures from the health care providers transform into alphanumeric codes (ICD-10) coding, to accurately describe the diagnosis and the procedures performed. Ensure the confidentiality of information is always maintained.

- Assign codes to diagnoses and procedures, using ICD-10 (International Classification of Disease) for diagnosis and MOH procedure dataset and enter into the Health Information System (HIS) in a timely manner.
- Ensure codes are accurate and sequenced correctly in accordance with the regulations. Comply with all legal requirements regarding coding procedures and practices.
- Ensure timely notification of Communicable and Non- Communicable diseases to the Ministry of Health to undertake immediate preventive actions to curb the spread of the disease to the community and to comply with MOH and Legislative Requirement.
- Maintain continuity of work operations and achievement of set targets and contribute to process enhancement of the MRD.
- Monitor and maintain daily targets to maintain smooth operation and reduce occurrence of backlogs.
- Typing medical reports.
- Adhere to SOPs and policies related to medical records and health information services in conformance to legal, regulatory and statutory requirements and accreditation standards.
- Responsible for maintaining a high standard of security and confidentiality of patient information.
- Responsible for being involved in and contributing to all quality improvement activities of the department and the hospital.

GLENEAGLES KUALA LUMPUR- *CUSTOMER SERVICE ASSISTANT*

NOVEMBER 2017 - APRIL 2018

Ensure all customers' bills and receipts are well prepared before patient discharge from hospital.

- Maintain financial records carefully and precisely, entering accurate information into forms and spreadsheets and making calculations based on previous and upcoming transactions, ensuring written communication is clear
- Interact with clients, relaying information, answering inquiries and providing clear explanations on a daily basis, remaining professional and respectful at all times.
- Take action to satisfy angry clients, resolving issues quickly and tactfully and putting negotiation techniques into practice.
- Make the necessary calculations to compute bills and charges, providing this information for clients via email or mailed bills and maintaining working knowledge of bills to answer any questions clients have.
- Complete administrative responsibilities, filling out forms correctly and quickly and submitting them at the end of each working day.
- Guide clients through transactions carefully and intentionally, making all aspects as clear as possible and being understanding of any miscommunications.
- Follow special instructions from management staff quickly and precisely, fulfilling side projects as instructed.

EDUCATION

UNIVERSITI TEKNOLOGI MARA, PUNCAK PERDANA

BACHELOR OF INFORMATION SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT (2019 - 2024)

KPJ HEALTHCARE UNIVERSITY COLLEGE, NILAI

DIPLOMA IN HEALTH INFORMATION MANAGEMENT (2014 - 2017)

SMK TUANKU ABDUL RAHMAN GEMAS. NEGERI SEMBILAN

SIJIL PELAJARAN MALAYSIA (2013)

AWARDS AND CERTIFICATION

- Internation Classification of Diseases (ICD-11) for Beginners (2024)
- Introduction Course on International Classification of Disease 11th Revision (ICD-11) (2024)
- Pilot Implementation of DRG/ CASEMIX System: Invitation to Workshop II - Coding & Diagnosis Procedures (2021)
- Basic Life Support AHA 2015 for Allied Healthcare Provider (2019)
- Service Standards Program (2018)
- Casemix System Management II (2017)
- Casemix System Management I (2016)
- Procedure Coding for Casemix System II (2016)
- Diagnosis Coding in Casemix System II (2016)
- Procedure Coding in Casemix System I (2015)
- Diagnosis Coding in Casemix System I (2015)
- Basic Procedure Coding in Casemix System (2015)
- Basic Diagnosis Coding Process in Casemix System (2015)
- Introduction to Casemix and Basis of Coding Process (2015)

CONTACT AND REFERENCE

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