



MOHD AZLI HARUN

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I have experiancel have 17 years of expertise in health information management, document management, quality management, and internal auditing. Ascertain that the company complies with all legislative and accreditation standards set forth by Malaysian law.



EXPERIENCE

Address:

A-16-13
Dpines Condominium
Jalan Pandan Bersih,
Taman Nirwana
68000 Ampang
Selangor



EDUCATION

Pursuing MBA (Business
Analytic)
University Tun Abdul
Razak
Kuala Lumpur
Mar 2024-Feb 2025

BSc. (Hons) In
Information
Management
University Technology
MAR
Nov 2002 - Oct 2004

Diploma In Information
Management
University Technology
MAR
Dec 1999 - Oct 2002

Expected Salary:
RM15.000 negotiable

Company : **IHH Healthcare Malaysia**

Year : **April 2017 till present**

Position : **Deputy Manager, Medical Affairs and Quality**



- Plans, monitors and supervises all 16 hospitals document control, medical records, medical affairs compliance, operational activities in the most effective and efficient manner and ensures that the patient records are maintained and managed in compliance with current government regulations and accreditation standards.
- Quality Management: Identify, coordinate and monitor implementation of quality and process improvement initiatives with key stakeholders to improve processes and ensure patient safety and compliance to all standards/accreditations.
- Medical Affairs: Monitor the Medical and Dental Advisory Committee (MDAC) and MDAC's sub-committees carries out its advisory role and conduct meetings as stipulated in the bylaws.
- Adheres to all policies and procedures in relation to information confidentiality, record integrity and custody.
- Subject Matter Expert (SME) for Medical Records, including compliance with Ministry of Health regulations related to Pusat Informatik Kesihatan.
- Develop and update the QA policies and procedures for the department, as necessary
- Ensure that the systems, work processes and operations of the department comply with the requirement of the ISO Quality Management System and Malaysian Hospital Accreditation Program.
- Acquire knowledge of current trends and developments in patient safety, medical affairs, quality and apply the knowledge to improve and enhance medical affairs and quality services.

Company : **Parkcity Medical Centre**

Year : **Nov 2012 - Apr 2017**

Position : **Unit Head, Health Information Management**



- Oversees all other electronic medical record related activities such as diagnosis and procedural classification (coding), medical report processing, medical secretarial and transcription services.



Company : **Parkcity Medical Centre**

Year : **Nov 2012 – Apr 2017**

Position : **Unit Head, Health Information Management**



ParkCity
Medical Centre

Continuation:

- Develops short- and long-term digital health records and health information management plan for the hospital in line with the key business objectives and long term master plan of the hospital.
- Ensures that all statutory reports / returns required under the PHFSR (2006) and Disease
- Prepares reviews and monitors the department's operational budget to ensure the expenses are within the limits of the relevant financial budgets, at the same time recommending improvement opportunities for appropriate action.
- Prepare and monitor the department's capital budget, ensuring all evaluations are performed, tender protocols are followed, and new equipment is properly assessed.
- Review and develop quality improvement plans and processes to maintain a high standard of service delivery.
- Ensure patient records are delivered promptly and subordinates are aligned with the hospital's mission in performing their duties.
- Periodically review customer satisfaction data to enhance work processes and implement a customer-friendly delivery system to meet management targets.
- Ensure timely and effective handling of customer complaints by conducting thorough investigations and providing prompt feedback.
- Manage the department's human resources, including recruitment, orientation, training, performance evaluations, and duty assignments.
- Conduct disciplinary counseling and recommend termination if necessary.
- Ensure the department is staffed with competent personnel to deliver high-quality services that meet customer expectations.
- Hold quarterly departmental meetings to review operational, staffing, and quality assurance issues, and discuss the implementation of new policies, regulations, or activities.
- Lead the department in all hospital quality management initiatives (ISO 9001, MSQH, JCI, and other quality indicators) and ensure continuous system monitoring.
- Formulate and review policies and procedures for the department.

Company : **Auelius Hospital Nilai**

Year : **Oct 2010 – Nov 2012**

Position : **Medical Records Management Manager cum Document Controller**



- Prepare and monitor the department's capital budget, ensuring all evaluations are conducted, tender protocols are followed, and new equipment is properly assessed.
- Review and develop quality improvement plans and processes to maintain high service standards.
- Ensure patient records are delivered promptly to requesters while guiding subordinates to align with the hospital's mission.
- Periodically review customer satisfaction data to enhance work processes and implement a customer-friendly delivery system to meet management targets.
- Design internal forms for hospital use.
- Set up and implement a Records and Document Management System.
- Organize and direct MRD activities by developing, interpreting, and updating services, policies, and standard practices to ensure continuous, safe, accurate, timely, and cost-effective service.
- Monitor and follow up on medical reports/insurance requests, ensuring requests are accompanied by proper consent letters.
- Oversee daily operations to meet or exceed productivity and service standards as defined by management, in line with departmental goals.
- Liaise with and establish effective communication with related governmental and non-governmental agencies.



EXPERIENCE



Company : **Thomson Hospital**

Year : **Apr 2007 – Apr 2010**

Position : **Manager, Medical Records Management & Document Controller**



Continuation:

- Develop and implement manual and/or computerized system for the systematic filing and prompt retrieval and medical records and x-ray films
- proper tracking of the movement of medical records and the collection, compilation and reporting of statistical data on services provided by the hospital
- Plan, develop, implement, organize and manage the activities and functions of the Medical Reports Department
- Establish policies and implement procedures to ensure that the retention of medical records and other types of records maintained by the department complies with statutory requirements
- Interview, hire and appraise the performance of his/her subordinates
- Conduct regular staff meeting to disseminate information, to discuss and solve work-related problems and to find ways to improve the department
- Provide training to his/her subordinate staff in medical records management, ICD Coding, compilation of statistical reports, etc. and carry out competence checks as and when required
- Responsible for the preparation of capital expenditure and operating budget for the Medical Records Department
- Ensure that inventory of equipment and furniture in the department is properly maintained.

Company : **The Tun Hussein Onn National Eye Hospital**

Year : **Feb 2006 – Apr 2007**

Position : **Head of Front Office and Health Records**



- Prepares and monitors the department's capital budget, ensuring that all appropriate evaluations are performed, tender protocols are adhered to, and new equipment is evaluated.
- Reviews and formulates quality improvement plans and processes to ensure a high standard of services is delivered at all times.
- Ensures patients' records are delivered to requesters promptly and timely. Simultaneously, ensures that subordinate staff are guided to perform their duties in line with the hospital's mission.
- Reviews Customer Satisfaction data periodically to enhance work processes and implement a customer-friendly delivery system to achieve targets set by management.
- Designs internal forms for the hospital.
- Sets up and implements Records and Document Management Systems.
- Organizes and directs activities of the MRD by developing, interpreting, and updating services, policies, and standard practices to ensure continuous, safe, accurate, timely, and cost-effective service delivery.
- Accountable for daily operations to meet or exceed productivity/service standards as defined by management in line with department or section goals.
- Liaises with and establishes effective communication with related agencies, both governmental and non-governmental.
- Organizes and directs activities of the MRD by developing, interpreting, and updating services, policies, and standard practices to ensure continuous, safe, accurate, timely, and cost-effective service delivery.
- Manages the front office operations to ensure smooth, efficient, and courteous service to all patients and visitors.
- Monitors front office staff performance and ensures adherence to hospital policies and customer service standards.
- Implements and monitors front office training programs to enhance staff skills and maintain a high level of service. Coordinates with other departments to resolve front office-related issues and ensure seamless patient experience



EXPERIENCE



Company : **Pantai Hospital Batu Pahat**

Year : **Apr 2005 – Feb 2006**

Position : **Head, Medical Records**



Continuation:

- Develop and implement a manual or computerized system for systematic filing and prompt retrieval of medical records and X-ray films.
- Ensure proper tracking of the movement of medical records and accurate collection, compilation, and reporting of statistical data on hospital services.
- Plan, develop, implement, organize, and manage the activities and functions of the Medical Records Department.
- Establish policies and implement procedures to ensure compliance with statutory requirements for the retention of medical and other records.
- Interview, hire, and evaluate the performance of department subordinates.
- Conduct regular staff meetings to disseminate information, address work-related issues, and explore ways to improve departmental operations.
- Provide training for subordinate staff in medical records management, ICD coding, statistical report compilation, and perform competence checks as needed.
- Prepare the capital expenditure and operating budget for the Medical Records Department
- Ensure that inventory of equipment and furniture in the department is properly maintained.



PERSONAL TREATS

- Systematic person, plan well, enjoy meeting people, able to work under pressure, self motivated, willing to work on shift and eager to learn something new and able to multitask well.



EXPERTISE

- Quality Management
- Data Management
- Document Control
- Records Management
- Internal Audit
- Medical Coding



SKILLS

- MS PowerPoint
- MS Excel
- MS Word
- Graphics
- Analysis
- Microsoft Access



REFERENCE

Ms Munirah Aisha Haniffa
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Medical Affairs & Quality
IHH Healthcare Malaysia
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