

SHAMINE @ SHAMINE DEVI D/O ARUMUGAM

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MEDICAL RECORDS MANAGER

Medical records managers are accountable for securing and maintaining electronic medical records of the medical facilities or medical record department. Over 10 years of experience working as a reliable Medical Records Manager who overseeing personnel of the entire department, supervising and guiding employees, implementing department policies, conducting job interviews, hiring and training staff, and handling fiscal operations like budget planning and authorizing expenditures. Proficient at identifying and retrieving patient medical records, reconciling discrepancies reviewing documents, and coordinating with doctors to provide proper records. Specialize in producing reports on hospital statistics and demographics. Moreover, the background of nursing skills and medical terminology has made it easy to understand records management.

STRENGTHS

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|-----------------------------|----------------------------------|-------------------------|
| - Leadership skills | - Departmental Budget | - Healthcare Regulation |
| - Internal HSE Auditor | - Human Capital Management | Compliance |
| - Internal Quality Auditor | - Disciplinary Management | - Policies Improvement |
| - ICD Coding 10 | - Grievance Handling | - Departmental budget |
| - Medical Record Management | - Handling Third Parties | - Government Liaison |
| -Office Administration | Insurance for report application | - Process Enhancements |
| -Database Management | -Time Management | |

CAREER HIGHLIGHTS

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- Monitored quality improvement activities in the areas of medical records analysis, incomplete charts, and transcription and filing accuracy.
 - Ensuring, Improving, and promoting Occupational Health (Industrial Hygiene) Activities to comply with EHS Risk Management Strategies and EHS activities in achieving EHS Goals and Objectives.
 - Responsible for the coordination and management of the Department.
 - As a Medical Records Manager shall be responsible for the day-to-day management of Medical Records department staff as well as planning, managing, and developing the Medical Records department to ensure execution and maintenance of the efficiency of the record management system.
 - Warehouse management on price reduction.
 - Responsible for the overall management of the department, ensuring patient confidentiality is maintained strictly at all times and the patient's records are managed in accordance with the laws and regulations determined by the Private Healthcare & Facilities Services Act, 2006.
 - Preparation of documentation and implementation of any program towards the accreditation of MSQH and any other quality systems accreditation or quality improvement projects

WORKING EXPERIENCE

Assunta Hospital.

• March 2018 – Present

Manager of Medical Records

• Management of the Medical Records Department

- Maintain the safe custody, secrecy, and confidentiality of medical records.
- Maintain the system of collection, compilation, analysis, and presentation of morbidity and mortality statistics and health data on services provided by the hospital.
- Maintain and check the documentation to ensure completeness, proper chronological arrangement, continuation of healthcare, and treatment upon receiving the case notes of the discharged patients.
- Maintain the culling and archiving process of inactive records as to where and when the stipulated retention period has been met and exceeded.
- Manage the application processes of medical reports written by patients, next of kin, insurance companies or agents, lawyer firms, or any other authorized government bodies.
- Establish policies and implement procedures to ensure all departmental workflow, work processes, and forms used were scrutinized conformance and compliance with the Hospital CENTRAL POLICY and Departmental P&P.
- Ensure ALL notifications, and registries required by MOH and its agencies were been followed and adhered to.
- Plan annual Budget for departmental including all procurement CAPEX and fixed assets, staff headcount, training, and maintenance.
- Develop a system for data collecting, restructuring, and analyzing hospital performances and statistical health data for submission to Management and MOH.
- Ensure and check the classification of diseases and classification of procedure coding of patient discharge were using ICD 10th and ICD-9CM published by WHO which certified by MOH.
- Ensure the department is keeping a copy of Central Policy (CP) and Policy & Procedure (P&) which has been adhered to in all the daily operational processes.
- Ensure the department is achieving all the set targets of KPI (Key Performance Index), QAI (Quality Assurance Indicator), and MAI (Measurement, Analysis, and Improvement) and display each of the reports in the departmental notice board.
- Solve any issues that arise in the daily work processes as where and when the need is raised.
- Represent the department to attend the HOD Meeting, Divisional Meeting, QCC Meeting, and QIT Meeting, upon notified by the Chief of Medical Services Officer and/or any other relevant meeting

B. Management of Medical Records Staff

- Conduct a new employee checklist/ induction to familiarize new employees with the Dos and Don'ts of the department.
- Ensure all staff are communicated and understood with all updates of the most current P&P.
- Plan staff roster to ensure sufficient staff with adequate skills to cater for efficient and uninterrupted services.
- Ensure the prompt execution and submission of appraisals for confirmation and fixed-term contracts.
- Participate actively in staff's annual appraisal reviews and propose recommendations for promotion for submission to the CMO.

- Manage and monitor staff of their daily work schedule, overtime tasks, leave applications, and medical attention including all staff OT claims and allowances.
- Conduct an accepted regular departmental meeting with all staff and discuss to resolve all matters arise during the meeting.
- Provide counseling and issue Request for Information (RFI) in relation to staff malpractices, wrongdoings, and misconducts.
- Maintain effective communication and rapport with other departments across the Hospital.
- Participate in recruitment, conduct interviews together with HR personnel, and recommend for hire to fill vacant positions.
- Conduct orientation and provide training to staff based on job requirements and monitor staff competency in general duties and functions
- Review staff competency skills and maintain staff competency records.
- Improve technical knowledge and workflow by reviewing, and getting know-how by attending conferences, seminars, and workshops related to perioperative practices and personal development.
- As a secretary of the committee, be responsible for discussing with the MEDICAL RECORDS COMMITTEE Chairperson before scheduling the meeting, sending memos, taking minutes accordingly, and submitting to the Hospital PIC (Person In-Charge).

Sri Kota Specialist Medical Center

• October 2015 – March 2018

Assistant Manager of Medical Records

- To take a leading role in the administration and operations of the Medical Records Department.
- Ensure patient confidentiality is maintained at all times and the policy on access to the patient's records is strictly adhered to.
- To plan and establish a comprehensive medical records system that provides for safe custody, quick retrieval, and proper control of the movement of all medical records in the Hospital.
- To take charge of the integration of the inpatient and outpatient medical records.
- To ensure compliance on completeness of the medical records by the Medical Staff, Nursing, and Allied Health Professionals.
- To head the Chart Review Team in the auditing of the medical records to monitor compliance and implement actions for improvement.
- To complement/support the Assistant Manager (Document Management) during his/her absence to ensure the smooth running of the document management and scanning process.
- To provide a medical records support service to all wards and departments and 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 undertake the processing of insurance claims, medical report requests, etc.
- To be in accordance with legislation, arrange for the registration of all births and deaths.
- To compile, at intervals to be determined, statistical data to include, inter alia, admissions, deaths, discharges, occupancy levels, operations/procedures done, deliveries, etc.
- To prepare and submit monthly statistical data to the 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 of MSQH and any other quality systems accreditation or quality improvement projects
- To prepare the department's annual budget and ensure that goals and objectives are attained.

- To manage the department P & L and ensure growth and expenses are controlled and maintained.
- 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 manage and plan the annual leave rosters for department staff to ensure an even distribution of leave throughout the year.
- You are responsible for being engaged in the Department and Hospital quality indicators.
- To undertake any other duties, responsibilities, and assignments which may be delegated from time to time in an efficient and responsible manner.

Aluminium Company of Malaysia Sdn Bhd
Healthcare Assistant Manager

• May 2013 – September 2015

- Analysis of health services trends for program design.
- Directing the health unit with the formation of Nursing Policy and procedure development.
- Advice to management on annual medical checkups and license renewal for specialization field.
- Health and Safety Committees and their Occupational Health representation
- Assist on CHRA Assessment every 5 years once.
- Monthly Medication Indent (Chronic and Acute)
- Medical Health surveillance based on NIOSH requirement
- Conducting Yearly Audiogram
- The establishment and maintenance of good working relationships of all departments within any organization.
- Workplace visits/inspections
- Managing resources (budget, personnel)
- Negotiation of contracts, vendors, etc.
- Management of information systems with cost data
- Worker's compensation such as medical board out and SOCO claims
- Compliance with regulations example: DOSH standards for Hearing Conservation
- Blood-borne pathogens notification to management and DOSH example: J.E., AIDS
- Record keeping on staff investigation reports and personal records
- Treatment for Emergencies routine, rehabilitation, and resettlement.
- Prevention for injury and illness. Health supervision and screening, immunization, counseling, environmental control, communications, and disaster planning.
- Labor Ministry liaison
- Food hygiene at the cafeteria

The Educational Role

- Hazards communication
- Health Promotion
- Health and hygiene related to the workplace
- First aid training
- Wellness initiatives to control and reduce personal risk factors and reduce personal risk factors and improve health.
- Employee assistance program development
- Fitness for duty program.

Columbia Asia Bukit Rimau Hospital
Multidiscipline Staff Nurse

• January 2011 – April 2013

- Responsible for carrying out the high standard of nursing care and treatment of patients during shifts.
- Receive shift reports of the patient details and condition and render care appropriately.
- Visit every patient, assess the condition, and implement a nursing care plan to achieve satisfactory clinical outcomes.
- Take and document the vital signs of the patient and inform the relevant Doctor of any abnormalities.
- Responsible for collection of specimens when ordered, ensuring correct labeling.
- Follow the consultant for rounds and assist by giving relevant information as regards nursing observations made on the patient. Assist the consultant in procedures.
- Ensure the consultant's order is carried out before the end of each shift.
- Administer medication to patients according to standard operation procedure.
- Carry out dressing using strict aseptic techniques as per policy and procedure.
- Treat all patients with consideration and courtesy with respect for culture and religion.
- Supervise the cleanliness of assigned areas or the ward
- Check DDA and controlled drugs, emergency trolley, and portable oxygen for each shift.
- Ensure that all items used for the patients inclusive of medications, and surgical supplies are daily recorded and charged
- Carry out inventory on surgical items and equipment for each week
- Maintain patient safety by taking prevention measures against accidents and incidents
- Take personal responsibility for own professional development
- Performed other related duties as assigned.
- Responsible for reporting to the Charge Nurse or Supervisor of any incidents.

Kelana Jaya Medical Centre
Staff Nurse

• April 2009 – Dec 2010

- Responsible for carrying out the high standard of nursing care and treatment of patients during shifts.
- Receive shift reports of the patient details and condition and render care appropriately.
- Visit every patient, assess the condition, and implement a nursing care plan to achieve satisfactory clinical outcomes.
- Take and document the vital signs of the patient and inform the relevant Doctor of any abnormalities.
- Responsible for collection of specimens when ordered, ensuring correct labeling.
- Follow the consultant for rounds and assist by giving relevant information as regards to nursing observations made on the patient. Assist the consultant in procedures.
- Ensure the consultant's order is carried out before the end of each shift.
- Administer medication to patients according to standard operation procedure.
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EDUCATION&AFFILIATION

Professional Diploma in Nursing, MAHSA University College (2006 - 2009)

Bachelor of Healthcare Management, Edmonton University (2011- 2013)

Master of Business Administration, University of Wales Trinity Saint David (2019 – 2022)

PROFESSIONAL DEVELOPMENT

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| 1. Malaysian Society for Quality in Health (MSQH) 5th Edition Hospital Accreditation Programme & Standards (2018). | 5. ICD 11 Coding Certification (Basic) |
| 2. ICD 10 Coding Certification (Intermediate) | 6. ICD 11 coding certification (Mortality) |
| 3. Records Management Certification | 7. Medico Legal in Medical Records |
| 4. ISO 9002 Hospital Accreditation Programme & Standards | |

TOOLS

MS Word | MS Excel | MS PowerPoint | MS Outlook |

AVAILABILITY

3 months from the date of resignation notice

REFERRAL

Dr. Lourdes Dava Raj
PIC of Assunta Hospital.
Tel. no.: 012-727 7407

Dr. Selvi Thavamoorthy
Medical Director of Sri Kota Specialist Medical Centre
Tel. no.: 012-665 0749