



INDUSTRIAL TRAINING REPORT

DATE:
6 January 2024

PROPOSED BY:
SYAMIMI WARDAH BINTI

SURAT KEBENARAN

Tarikh : 24/1/25

Kepada :

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Yang Benar


Nama Pegawai :

Jawatan : SITI AISHAH BINTI ABD GANI
No. Tel. : ASST. MANAGER
No. Faks : MEDICAL RECORD DEPARTMENT
PUTRA SPECIALIST HOSPITAL (MELAKA) SDN BHD

Cop jabatan/organisasi:

PART 1: PRELIMINARY PAGES

EXECUTIVE SUMMARY

This internship reflection post discusses my 24-week Industrial Training (MGT666) internship at Putra Specialist Hospital, Melaka, from August 12, 2024, to January 24, 2025. This internship gives students hands-on instruction to complete employer-assigned tasks and obtain real-world experience. I hope to improve my practical skills, communication, and task completion with this chance.

The report will start with Putra Specialist Hospital Melaka's background, vision, mission, organisational structure, and goods and services. I will also discuss my medical record trainee experience under Encik Fikri and assisting EMR professionals like Encik Syukery and Cik Diyanah. Furthermore, Puan Siti Aishah Binti Abd Gani Assistant Manager in Medical Records Department, mentored me during my internship. This program will equip me for professional life with its skills and perspectives.

This report's second section will analyse the company's strengths, opportunity, weaknesses, and threats. This study will examine departmental issues and provide ways to strengthen, minimise, capitalise, and handle threats. The report will finish with documentation of my Medical Record Trainee participation and assignments performed.

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ACKNOWLEDGEMENT

To begin, I would want to express my gratitude and thanks to the Creator of all things for providing us with the strength that we needed. It is because of His grace that I was finally able to complete making my internship report. The completion of this task would not have been possible without the steadfast support and direction of a number of individuals, and I would want to use this opportunity to convey my most sincere appreciation to each and every one of them.

Firstly, I would like to take this opportunity to show my gratitude to Putra Specialist Hospital (Melaka) Sdn. Bhd. for providing me with the opportunity to become a member of their team. In addition, I would like to express deep appreciation to Puan Siti Ashah Binti Abd Gani, who serves as the Assistant Manager of the Medical Record department and is also my supervisor, for providing me with crucial advice and direction. In addition, I would like to express my gratitude to all of my coworkers in the MR department and the EMR department, including Mr. Muhammad Fikri bin Saleh, Mr. Muhammad Syukery bin Adnan, Mrs. Nur Diyanah binti Husin, and Mrs. Zetty Sheryleda binti Razali, for their kind hospitality and support throughout my internship. It was a delight to collaborate with a group of people who were both brilliant and helpful.

Following that, I would like to express my deepest gratitude to Puan Afzan Sahilla Binti Mohd Amir Hamzah, who is not only my professor but also my academic adviser. It is because of her priceless input and her unflinching support that I was able to maintain my motivation and consistently deliver my best work. Next, I would like to use this opportunity to extend my heartfelt appreciation to each and every expert who assisted me in the process of gathering material for my report.

In conclusion, we would like to express our gratitude to our families and friends for the support and encouragement they have provided. We were able to triumph over the challenges we faced and rejoice in our achievements with their assistance. They were essential to our success in achieving this goal.

PART 2: STUDENT'S PROFILE

2.1 STUDENT'S PROFILE



SYAMIMI WARDAH BINTI ALI



PROFILE SUMMARY

Positive and active Office Systems Management student looking for an internship to utilize my specialist expertise. I want to be helpful and inspiring, capable of working in a team, and eager to learn as I commit myself to making a good addition to the organization. My internship will begin on 12 August 2024.

WORK EXPERIENCE

Medical Record Department Internship, Putra Specialist Hospital (Melaka) Sdn. Bhd.
August 2024 - January 2025

- Carefully labelled important documents for simple access, then simplified the production of patient folders by eliminating non-essential items such as extra notes and staples.
- Improved digital accessibility by digitized patient folders using scanning technologies, guaranteeing effective and safe electronic preservation of medical documents.
- Make sure that patient records are filed correctly after they are scanned, keeping the collection organized and regular so that records could be found quickly.

SACHA BRAND (PARKSON SQUARE ONE, BATU PAHAT) | Promoter (Part time)

April 2022 - July 2022

- Organized and maintained critical records to guarantee seamless operation.
- Provided exceptional service by understanding the needs of consumers and future purchasers while developing long-term relationships.
- Managed recurring orders to ensure product availability.
- Developed a loyal consumer base via proactive contact and follow-up.

Freelancer

- Created professional and compelling logos that were adapted to the company's branding requirements, therefore improving its visual identity.

EDUCATION

BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

Universiti Teknologi MARA (UiTM) Kampus Bandaraya Melaka

2022 - Present

- CGPA 3.15

DIPLOMA IN OFFICE MANAGEMENT AND TECHNOLOGY

University Technology Mara, Kampus Alor Gajah.

2020 - 2022

- CGPA 3.55

SKILLS

LANGUAGE

- Proficient in Malay and English in both writing and verbal.

TECHNICAL SKILL

- Microsoft Office - Word, PowerPoint, Excel - Expert
- Canva - Expert

SOFT SKILL

- Active Learner
- Teamwork
- Willingness to learn
- Communication

ACHIEVEMENT AND INVOLVEMENT

ACHIEVEMENT

- Dean's Award for Semester 2.3.4 and 5 in Diploma

OTHER PARTICIPATION AND INVOLVEMENT

- Bureau of Multimedia for The Beginner's Guide Program 2023
- Bureau of Multimedia for Vibe2Recycle Program 2023
- MIIEX 2024 - UiTM Bandaraya Melaka

REFERENCES

Puan Afzan Sahilla Binti Mohd Amir Hamzah
Lecturer
Faculty of Business and Management
Universiti Teknologi MARA (UiTM)
Cawangan Melaka Kampus Alor Gajah

Puan Siti Aishah Binti Abd Gani
Assistant Senior Manager
Medical Record Department
Putra Specialist Hospital Melaka Sdn Bhd

PART 3: COMPANY'S PROFILE

3.1 COMPANY BACKGROUND



Both government and commercial sectors in Melaka are building several hospitals as the need for health services rises. Putra Specialist Hospital is one of the reputable Melaka hospitals. Originally Southern Hospital, Putra Specialist Hospital Melaka opened doors in 1995. Furthermore, Putra have been recognised with ISO 9001:2015 Quality Management System, which offers interdisciplinary expert medical treatments, this private hospital Among the seniors, 5 consists of 42 Resident Specialists and 28 Visiting Specialist, thereby representing an emblem of medical practitioners in Melaka.

Hospitals often work around the clock for emergencies and accident-related situations. The administrative department runs from 8:30 am to 5:00 pm. Different staff members have different working hours which clinical staff members work in shifts while non-clinical staff members follow regular office hours. Presently, the workforce count of Putra Specialist Hospital has expanded to about 600, covering both clinical workers with medical experience and non-clinical employees. Within Putra Specialist Hospital, there are six levels or departments for the wards, namely wards 6, 7, 8, 9, 10, and 12. The first two floors are dedicated for parking, while level 3 includes the doctor consultation clinic and medical records department. Level 4 has physiotherapy, haemodialysis, and a health screening centre. Level 5 comprises the operating theatre, ICU, and Cath lab. Finally, on level 11, you can find all the administrative or non-clinical personnel offices. This contains the Human Resources department, Admin department, CEO's office, Head of Admin's office, Head of Operations office, Finance and Accounts department, IT department, Facility and Engineering department, Credit Control, and Quality Assurance department.

3.2 VISION, MISSION, OBJECTIVES & CORE VALUES

3.2.1 Vision (Putra Specialist Hospital Melaka)

- To Be an Excellent Health Care Service Provider.

3.2.2 Mission (Putra Specialist Hospital Melaka)

- To Deliver Quality Health Care Services to Our Customers Through Excellent Customer Service and Technological Advancement.

3.2.3 Objectives (Putra Specialist Hospital Melaka)

- Ensure that our products, services, system, structure and work mechanisms are able to maintain high quality standards that meet the needs and expectations of our customers.
- Ensure that our working environment is of a high standard of safety and comforts.
- Ensure that our employees will have the right-thinking qualities and actions, to meet developed world standard.
- Emphasize a high level of professionalism, efficiency, tactful, honest and truthful.

3.2.4 Goals (Putra Specialist Hospital Melaka)

- To continuous growth and keep our commitment to excellent care and advancing for the benefit of our community.

3.3 DEPARTMENT ORGANIZATIONAL CHART

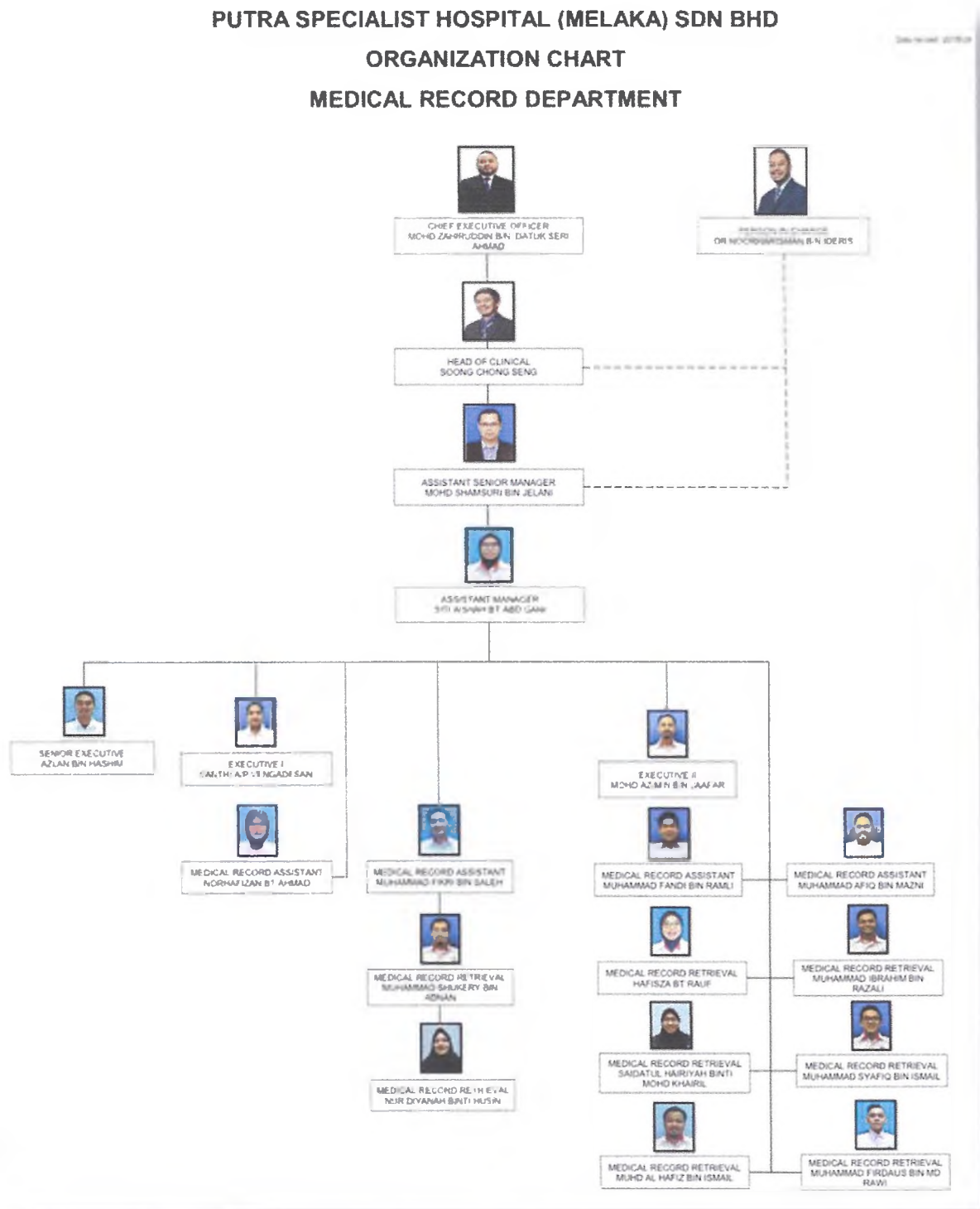


Figure 1: Medical Records Department Organizational Chart

3.4 SERVICE PROVIDED

Putra Specialist Hospital Melaka distinguishes itself as a premier healthcare institution in the region, providing an extensive range of medical treatments across many specialities.

Patients derive advantages from:

- **Emergency and Acute Care:** Prompt and reactive accident and emergency services, guaranteeing rapid medical intervention in crucial circumstances.
- **Medical Expertise:** Comprehensive medical services including consultations, treatment of prevalent ailments, and continuous medical care.
- **Surgical Excellence:** Sophisticated surgical procedures executed by adept professionals, guaranteeing accuracy and patient-cantered care.
- **Specialised Healthcare:** Customised services in obstetrics and gynaecology, paediatrics, orthopaedics, cardiology, neurology, cancer, and further specialised disciplines.
- **Diagnostic Precision:** Cutting-edge radiology and imaging technologies for precise diagnosis and treatment planning.
- **Rehabilitative Support:** Extensive physiotherapy treatments designed to restore mobility, alleviate pain, and facilitate recovery.
- **Dental and Pharmacy Services:** Cohesive dental treatment and on-site pharmaceutical services provide simple access to prescriptions.
- **Preventive Health:** Health screening packages aimed at identifying early indicators of illness and fostering proactive health management.
- **Patient-Centred Care:** Specialised clinics and individualised treatment regimens designed to address the distinct healthcare requirements of each patient.

Putra Specialist Hospital Melaka is dedicated to exceptional healthcare provision, emphasising patient welfare via empathetic care, cutting-edge medical technologies, and a cadre of seasoned healthcare experts. Patients may rely on Putra Specialist Hospital Melaka for comprehensive and compassionate healthcare services, whether for emergencies, normal care, or specialised treatment.

PART 4: TRAINING'S REFLECTION

4.1 Duration

In order for me to fulfil the necessities for my degree, I was required to finish an industrial training program during the semester that I was in my last year of university. Beginning on August 12, 2024, and ending on January 24, 2025, I was given the opportunity to participate in an internship at Putra Specialist Hospital in Melaka, Malaysia, as part of the Industrial Training course (MGT666). The internship lasted for a total of twenty-four weeks. In order to fulfil the requirements of my employment, I was expected to be present at the workplace from 8:30 a.m. to 5:00 p.m., Monday through Friday, with a shorter session on Saturdays from 8:30 a.m. to 12:30 p.m. Additionally, it was necessary for me to maintain my presence on Saturdays.

4.2 Details

4.2.1 Listing and Collecting the Folders

Before we start working today, the staff will go to the main Medical Records (MR) department and collect discharge folders from there. Folders for TCAs, folders for outpatients (OP), new folders, folders for 2020, and folder staff are all included in this category. After that, we will review the listing that we created the day before, making use of the Medical Record Numbers (MRNs) that are associated with these files. Once the MRNs that we checked in the listing have been validated, we will enter them into Excel. Following that, we will deliver the original listing to the EMR unit, while the version that is based on Excel will serve as the reference for the primary department. The reason we offer this method is because patients may come back for TCA or checkups and require identification of their files, which have been transferred to the electronic medical record (EMR) unit. They have the ability to request that the EMR unit return their folder, and if they enquire about receiving it, we will send it to them.

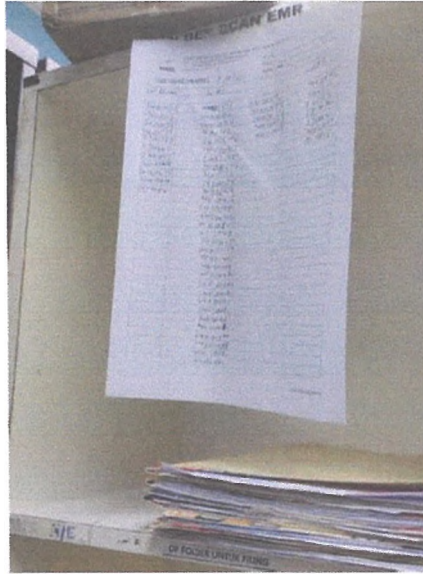


Figure 2: Example of Listing MRN's

4.2.2 Sorting Documents in Medical Record Folder

After taking the folder to the EMR unit, it will first be placed in the sorting area before scanning begins. Two staff members will be assigned to sort the folders: one will sort the general folders, while the other will sort the TCA folders. The purpose of sorting the documents is to enhance the efficiency of the process prior to sending them to the scanner. The individual in charge must categorise them based on document types, including outpatient documents, inpatient documents, imaging transcripts, medication transcripts, pathology tests, medical reports, and other relevant documents such as insurance billing and payment receipts. It is essential to eliminate all staples, paper clips, or stickers from the documents and to affix a label on sections of the document that contain images, along with any other items that might interfere with the scanner. The medication transcripts and imaging transcripts should be organised chronologically, from the earliest to the most recent, and placed on the front page of the document.



4.2.3 Scanning Documents

The folder that was sorted by the team yesterday can be scanned today. The team scan will be split into two parts. The staff folder will be scanned in one area, and the outpatient (OP) and TCA folders will be scanned in another. The first thing the staff will do for the new folder is open a new folder on the computer and name it with the folder's MRN. Before the folder is checked again, the staff will figure out where it is so that it is not copied. After that, each paper will be scanned based on what kind it is. Once that's done, the document will be saved and given a name that includes the date, the doctor's name, and the name of the document. Once all the steps are done, the folder will be marked with the date it was scanned so there is no more misunderstanding.



4.2.4 Being a Runner

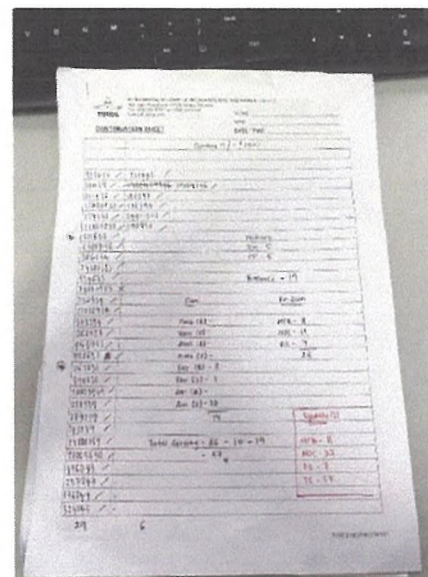
Once the folder has been requested by another individual or department, the "Runner" is the individual who is responsible for passing it on to the next person. Before anything else, the person making the request will look at the list of MRNs that have been generated in Excel. In the event that the number is located, they will get in touch with the EMR unit in order to secure the folder. After that, the staff of the electronic medical record will put in certain information, such as the MRN number, the details of the requester, the time, and the location, before sending it. After that, the 'Runner' will transport the folder to the location that was stated in the request.

4.2.5 Filling Folder

Once the scanning work is finished, we will organise the patient folders in accordance with the sequence of MRN numbers. This is implemented to streamline the filing process for the staff on the shelf. We will organise the folder in order from smallest to largest number and place it in the trolley before transporting it to the main department. The TCA folder will be filled by the permanent staff, while the outpatient folder and staff folder will be filled by us. The purpose of arranging folders according to the sequences is to simplify the filing process. Folders that have yet to undergo auditing will be categorised separately. Folders that are damaged and worn will be separated and replaced with new ones to ensure the quality of patient documents is upheld.

4.2.6 Updating Output in Excel

Upon finishing the scanning work, we will record the day's output in Excel. With Excel, we can analyse the KPI records and provide a report on the project's progress to the department head. Daily, we assess the overall sorting, scanning, and rescanning of folders and folder personnel. Updating these amounts allows us to pinpoint weaknesses and errors throughout the project. This enables the team to implement corrective measures as needed.



4.2.7 Auditing Medical Folder

The medical records, particularly in the inpatient section, require auditing as the documents within the folder do not adhere to the proper sequence. This issue usually arises with the Inpatient documents, which are utilised when patients are admitted to the hospital. To guarantee the proper order, particular listings need to be adhered to. These actions offer the benefit of simplifying the process for doctors to access the documents, when necessary, while also prolonging the durability of the folder.

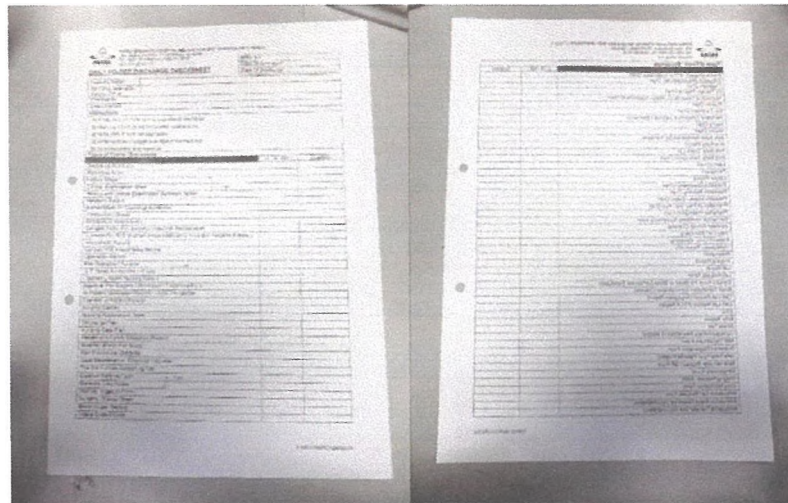


Figure 3: Example of Auditing Sheet

4.3 Gains

4.3.1 Understanding Record Management

As a trainee in records management, I was able to obtain a lot of useful experience there. Helping with patient records is part of my job description, and I do things like organise, scan, audit, file, and update folders. In order to keep the department running smoothly and keep papers intact, this activity is crucial.

Helping with patient records is part of my job description, and I do things like organise papers, scan them, audit them, file them, and replace old files. Preserving document integrity and ensuring the smooth running of the department depend on this activity. In addition, it facilitates the department's efficient and problem-free operation. Doctors, nurses, and other medical personnel may access patient records more easily as a result.

After that, top personnel also discuss certain crucial records management tasks. Volume file processing comes first. The goal of this procedure is to safeguard the folders and documents from harm. If the number of documents is more than the capacity of the folder (each folder can only hold up to three inches of paper), the staff will open a new file to keep the folder from becoming too heavy or torn, but the old file will still be kept in the medical records storage lot. Next, we have the file extension. Differentiating their usage, most hospitals will have folders of some kind. There are four distinct coloured folders in PSH. Patients from Indonesia are pink, outpatients are brown, regular patients or Malaysian citizens are blue, while staff who are patients are yellow.

In addition, I also got additional knowledge such as the right ways to dispose of files because they contain sensitive information. With management approval, Putra Specialist Hospital Melaka will delete patient records that are older than seven years. The workers at Putra Specialised Hospital Melaka will keep an eye on the disposal procedure to make sure no sensitive information gets out. As a further measure of reliability, we shall

record all process outcomes. Furthermore, I picked up some fundamental medical terminology and numerical record administration skills that are commonly utilised in the field of record management.

Each patient's file at Putra Specialist Hospital Melaka is assigned a unique number code called an MRN (Medical Record Number). This is due to the fact that it is the most user-friendly code type for filling folders and has a lower numerical limit than other code types. The folders will be organised on the shelves by their shelf numbers and the year they were published. Status, folder colour, and folder type were later used to identify the file system. As a result, both the patient folder and the workflow will be more organised.

4.3.2 Acknowledge the Function of System in Organization

Aside from that, throughout industrial training, I was taught how to operate a variety of systems linked to my job duties. I have studied several systems, including the Origin system, the International Classification of Disease-10 system, and the International Classification of Disease-11 system. Every system plays a distinct and vital role within the organisation. The Origin system serves to identify patient files, display payment balances, record the date of treatment received, and store personal information of patients or clients. This system has also been utilised by various departments with interconnected functions, including the business office department, the medical records department, and the registration department. Furthermore, the Origin system allows doctors to easily access all their digitally recorded notes, eliminating the need for physical documents that can be time-consuming to review.

The following discussion will focus on the ICD-10 and ICD-11 systems. ICD effortlessly takes the place of ICD-10, delivering unmatched accuracy and precision across all areas of health. Capture every clinical detail effortlessly and adopt contemporary health concepts that enhance outcomes universally. ICD-11 represents more than an upgrade; it signifies a transformation characterised by enhanced interoperability, seamlessly

integrating with contemporary digital systems to facilitate global data exchange. It effectively accelerates the process of obtaining quicker, more precise refunds and harnesses the capabilities of AI and advanced analytics. The International Classification of Diseases system is crafted to enhance global consistency in the collection, processing, classification, and mortality statistics. At PSHMSB, both methods are utilised for documenting doctors' diagnoses, and Putra Hospital stands out as one of the pioneering private hospitals to adopt ICD-11 in its practices.

4.3.3 Being A part of EMR Team

Since the very beginning, I was informed that I was to be a member of the EMR crew. The team is currently engaged in a project that involves the conversion of corporeal documents to electronic formats. The organization's objective is to digitise its work processes in order to achieve numerous advantages, including the reduction of lost folders, the simplification of patient folder usage, the reduction of patient waiting periods, and the reduction of management costs. Furthermore, they have assigned me the responsibility of assisting in the rescanning of the staff folder, which is expected to be completed by the end of 2024, and will commence in October.

In addition, I acquired a variety of skills, such as the ability to control the digitising machine, the method of organising medical documents, and the categories of medical documents that are recognised for use in hospitals. This work also equipped me with the ability to maintain focus and be more precise when managing documents. The importance of accuracy in the management of medical documents extends beyond administrative efficiency to include patient safety, legal compliance, continuity of care, and the advancement of medical knowledge and practice. Therefore, it has the potential to enhance the quality of service and encourage individuals to seek treatment at Putra Hospital.

Consequently, I acquired a wealth of knowledge and skills that are essential for an intern in the healthcare sector as a result of my involvement in this initiative. It guarantees the precision of patient documentation.

Trainees contribute to the establishment of trust with patients and the facilitation of effective communication among health care providers by perfecting the management of medical records in documentation. This enabled me to acquire the knowledge necessary to guarantee that medical information is effectively organised to facilitate the efficient access of physicians and other personnel. In conclusion, these abilities not only enhance professional proficiency but also contribute to the overall quality of healthcare delivery.

4.3.4 Improve Communication Skill and Social Skill

Furthermore, my communication and social skills were enhanced through my interactions with other employees during my internship. Throughout my industrial training at Putra Hospital, I encountered a diverse array of individuals from a variety of ethnicities, nationalities, and religions. Regardless of whether they were patients or employees, I greeted them with a smile. Furthermore, I will be tasked with the responsibility of answering enquiries from other departments at the counter. There, I acquired the necessary skills to effectively communicate information and respond enquiries, which is crucial for the immediate delivery of accurate information and appropriate solutions. This experience not only enhanced my communication abilities but also enabled me to establish strong relationships with counterparts from various departments.

Additionally, this department firmly advocates for the expression of staff and apprentices' opinions and ideas in response to challenges. Mr. Fikri, my supervisor, will conduct a morning briefing each morning prior to the commencement of work. During this briefing, he will provide an overview of the previous day's output. Subsequently, we are encouraged to share our perspectives and engage in a discussion regarding any issues that may have arisen. I discovered that communication is essential for resolving all issues that arise, and it is particularly crucial in the workplace.

PART 5: SWOT ANALYSIS

STRENGTH	WEAKNESS	OPPORTUNITY	THREATS
<ul style="list-style-type: none">Experienced Staff	<ul style="list-style-type: none">Lack of Equipment	<ul style="list-style-type: none">Advancement in EMR and Data Analysis	<ul style="list-style-type: none">Regulatory Changes
<ul style="list-style-type: none">Effective Work Procedures	<ul style="list-style-type: none">Challenges with Data Migration	<ul style="list-style-type: none">Healthcare Demand Growth	<ul style="list-style-type: none">Economic Uncertainty

During the internship, I have observed the workplace environment to analyse its strengths, weakness, opportunities, and threats. In the aforementioned SWOT analysis, I identified eight characteristics, including the department's experienced staff which can handle when there's a problem during working and effective work procedures as strengths. Moreover, the department's weaknesses include the lack of equipment which the software programs did not support with the existing equipment and the challenges with the data migration. However, it given the opportunity, which they may endeavour to implement advancement in EMR and data analysis and can improved data sharing across the department which can save more time and not depends on physical folder too much. Finally, there are the threats that posed by the cybersecurity threats such as firewalls and the regulatory changes from physical folder toward systems.

PART 6: DISCUSSION AND RECOMMENDATIONS

a) Strengths

1. Experienced Staff

As part of my research into the strengths, weaknesses, opportunities, and threats (SWOT) analysis for office management at the medical records department of Putra Specialist Hospital Melaka, I identified "experienced staff" as one of the strengths for the medical records department. The existence of personnel who possess the competence, knowledge, and talents necessary to effectively carry out their tasks in this industry is the reason for this accomplishment. When working in the field of medical records, they are tasked with the responsibility of managing the personal records of patients, which includes the obligation to maintain and, if required, distribute patient folders. Furthermore, their effectiveness in resolving issues, particularly those that are associated with the folder containing the patient's medical records, contributes to their ability to successfully conquer the issue.

For instance, it is their obligation to submit documents such as doctor's notes in ORIGIN. However, not all of the papers that are scanned are perfect for the doctor to view. This is due to the fact that some of the scanned notes have errors like as incorrect alignment or missing documents. It is for this reason that any papers that have errors will be rescanned and uploaded once again. This will ensure that there are no issues for medical professionals to view in the future. For instance, the article titled "Electronic Medical Records - The Good, the Bad, and the Ugly" examines how electronic health records (EHRs) increase the accuracy of information and help clinical decision making. The article also emphasises the significance of possessing experienced individuals in order to make successful use of these systems.

Furthermore, in order to address the issue of patient medical record folders being misplaced in the shop as a result of incorrect placement on the shelves or human error, the staff will utilise the ORIGIN system to monitor the movement of folders inside the hospital. A patient's name or identification number is all that is required to monitor a folder in the event that it is misplaced. It is possible for them to forecast the position of the folder by utilising their prior experience and expertise

when attending training. I would advise that in order to keep the medical records personnel as productive as possible, you should either provide them with a bonus or host a workshop on electronic medical records so that they may expand their knowledge of EMR-related topics. In addition, the research titled "Value of the Electronic Medical Record for Hospital Care" demonstrates that electronic health records (EHRs) enhance the quality, accuracy, and timeliness of patient information at the point of treatment. This highlights the need of having staff members who are knowledgeable in order to effectively operate these systems.

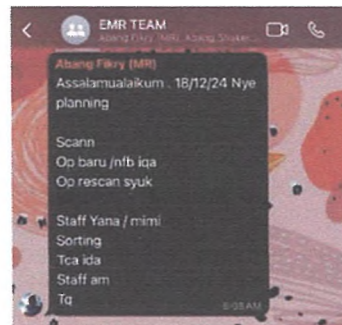
2. Effective Work Procedures

Recognising the implementation of excellent methods for job completion and operational management, this optimisation will make it simpler to meet deadlines and execute projects on time while maintaining a high level of production without sacrificing quality. To guarantee accuracy and efficiency, our team leader will split team members into three task categories: sorting, scanning, and uploading. Everyone has various tasks, and he delegated labour using the rooster approach every month. It will rotate weekly, with the exception of the team in charge of submitting papers to the system.

As a result, the task will be more efficient since it will take less time and involve fewer complications. Structured work practices, such as task rotation and clearly defined roles, have been demonstrated to improve efficiency and productivity in healthcare environments. According to research, job rotation can increase employee happiness and motivation, hence improving performance and organisational outcomes. To demonstrate, below is an example of the monthly schedule in the EMR department, which indicates that we will take turns weekly sorting and scanning, and then we will divide into two groups, one for creating the TCA folder and the other for folder staff. We have taken responsibility for the TCA and staff folder thus this way allows us to manage tasks at once.

Structured work practices, such as task rotation and clearly defined roles, have been demonstrated to improve efficiency and productivity in healthcare environments. According to research, job rotation can increase employee happiness and motivation, hence improving performance and organisational outcomes. In the

context of medical records administration, efficient workflow optimisation is essential. Research on clinical workflow efficiencies found that simplified processes reduce physician fatigue while increasing overall efficiency. Furthermore, using team documentation techniques has been demonstrated to increase efficiency in electronic health record (EHR) documentation. This method entails allocating particular tasks to team members, such as sorting, scanning, and uploading documents, to ensure precision and punctuality.



b) Weaknesses

Due to the passage of time, the Medical Records department has developed flaws in the equipment that they utilise, specifically the scanning machine. There is no longer any guarantee on the scanner that they use because it is more than three years old. Additionally, the electronic medical record (EMR) system continues to utilise Windows 10, which does not provide sufficient support for scanning equipment and results in incorrect alignment. Furthermore, there have been outages caused by scanners throughout the course of the past two months. Within the electronic medical record (EMR), there are two scanners that are troublesome and require repair by a specialist. The repair of the scanners may take longer than expected due to the fact that there are stages or processes that need to be completed. pursued in the management field. In addition, the scanning equipment that is now in use frequently experiences technical issues, such as the paper that is entered becoming caught inside, which results in disruptions while the scanning process is being utilised.

Because of the technical issues that occurred with the scanning machine, there have been delays in the processing of documents, which has caused operational delays. Additionally, these delays can have an impact on other departments that are dependent on prompt access to medical information, which might possibly have an impact on patient care. Additionally, rising expenses in more frequent maintenance and procedures that are inefficient can lead to a rise in operational costs and divert cash that could be utilised for system improvements or staff training. In addition, it leads to low morale among employees since employees struggle to execute their obligations with insufficient tools, which can demotivate staff. This is because employees are constantly confronted with technological obstacles. For example, research that was published in the Journal of the American Medical Informatics Association underlines the fact that problems with system access, setup, and software upgrades can cause delays in patient treatment and are associated to patient damage.

In order to find a solution to this issue, the administration at Hospital Specialist Hospital can make an investment in new machinery in order to enhance the scanning machine, by replacing antiquated systems with more up-to-date, effective scanners and operating systems that are compatible with one another in order to reduce the number of disruptions that occur while working. Furthermore, by replacing an older scanning machine to a newer one, it is possible to cut down on the amount of time spent dealing with issues that arise during the scanning process, while simultaneously lowering the amount of money spent on regular technical assistance. Additionally, a systematic analysis published in Frontiers in Public Health emphasises how medical equipment failure can compromise the efficacy of healthcare services and result in serious patient injuries. Healthcare institutions may solve technological problems, lessen operational disruptions, and improve patient safety by making an investment in new equipment.

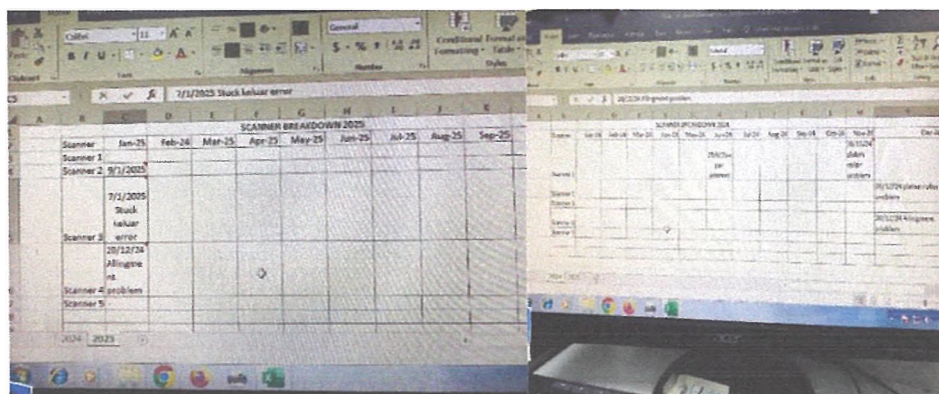


Figure 5: Report to Remarks which Scanner Breakdown

2. Challenges with Data Migration

Since 2021, Putra Specialist Hospital has been operating the electronic medical record (EMR) project for a period of three years. At the beginning of October 2024, they had just begun the process of transferring data with the IT specialists. They took all of the data that we had scanned and entered it into the system. The process of ensuring that data is transported to other applications, storage systems, or the cloud in a secure and successful manner is referred to as data migration. Although transferring data from one platform to another can be a dangerous and expensive endeavour, it also offers several advantages to the organisations who undertake it. As an illustration, organisations may boost their productivity and minimise their storage expenses in addition to modernising their apps and services.

The electronic medical record (EMR) has a number of shortcomings, one of which is data migration. During the migration process, it was discovered that a large number of patients MRN numbers were duplicated, which made it impossible for IT to upload the information into the system. In addition, during the process of data transfer, they discovered a number of problems with documents that had been scanned several years earlier. These problems included inaccurate scans and skewed alignments, which prevented the doctors from being able to examine the documents. Additionally, there were some documents that had been scanned but were entered into the patient's medical record incorrectly. Because of this, a great number of procedures are carried out in order to rectify all of the issues that transpire.

Therefore, in order to avoid this issue from occurring again when uploading, it is advised to scan the document correctly. Schreiber and Garber suggest that these issues can be mitigated by implementing robust data validation processes, assuring proper scanning techniques, and undertaking quality assurance checks throughout the migration process. These practices are essential for the optimisation of EMR systems' functionality and the preservation of data accuracy. This will ensure that the same error does not occur again. If there is a document that is skewed or blurry, it is also recommended that revisions or reediting be performed. In addition, with the intention of scanning papers, it is of utmost importance to adjust in order to ensure that no more documents are included in the folders or medical records of other patients.

c) Opportunities

1. Advancement in EMR and Data Analysis

The advancements in electronic medical records (EMR) and data analytics that make it possible for EMR systems to analyse patient data trends, monitor outcomes, and detect high-risk occurrences are among the opportunities that are accessible during the Go Live with EMR phase. In addition, the sole way for physicians to monitor patient data is through an information technology (IT) uploading system (ORIGIN), which makes it simpler for physicians to evaluate the patients they attend to. Because the name and date of admission are already kept in the system, physicians may also wish to see their patient's medical history within the system. This eliminates the need for them to manually look for the patient's folder.

The collection, storage, and use of patient information have all been altered as a result of developments in electronic medical record (EMR) systems. This enables healthcare practitioners to analyse patterns in patient data, such as recurring symptoms or trends in test findings, which are incorporated into modern electronic medical record systems, which feature extensive data analysis capabilities. Keep track of the treatment's outcomes over time and determine whether actions are successful. In addition, they are able to recognise individuals who are at a high risk, which enables appropriate preventative actions and personalised treatment programs to be developed. EMRs and data analytics have altered healthcare delivery by analysing patient data patterns, monitoring outcomes, and identifying

high-risk situations. A Journal of Medical Internet Research found that EMR systems can identify high-risk patients for bad outcomes, enabling faster interventions and increased patient safety. Physicians are able to more easily access patient records because to the integration of information technology systems like ORIGIN, which streamlines access to patient information.

I propose that the management conduct training for health care providers by providing training sessions for doctors and staff in order to maximise the potential of the new electronic medical record (EMR) and at the same time ensure the effective use of data analysis and system capabilities. This would allow the management to maintain the opportunities that are currently available

2. Healthcare Demand Growth

This electronic medical record (EMR) presents a number of opportunities, one of which is the expansion of the demand for healthcare services. The term "healthcare demand growth" refers to an increase in the demand for healthcare services that is brought about by a number of different sources. These variables also include changes in illness prevalence, demographic shifts, advancements in medical technology, and shifting patient expectations. The demand for healthcare services has greatly grown as a result of the demographics of the worldwide population, which are currently characterised by an ageing population and a rising prevalence of chronic illnesses. A greater number of individuals may be encouraged to seek treatment at this hospital as a result of developments in medical technology and an increased understanding of the many health care alternatives available.

In addition, it has the potential to have an effect on the electronic medical record (EMR), which has become an indispensable instrument for medical professionals due to the explosion in the number of patients who require effective data management solutions. By reducing administrative procedures and providing support for large-scale data processing, electronic medical records (EMRs) make it possible to quickly obtain patient histories. This helps to fulfil the rising need for efficient care. These advancements make it possible for health care clinicians to broaden their scope of practice and enhance the quality of treatment they give, especially in far-flung or underserved regions.

Management may take advantage of this increase in the demand for healthcare by concentrating more on patient-centred care. They can do this by using data from their electronic medical record (EMR) to provide personalised treatment plans and enhance patient satisfaction with the outcomes of their care. Due to the fact that the electronic medical record (EMR) stores a variety of patient information, such as medical history, allergy information, laboratory findings, imaging tests, and prescription data, this is the case. To provide one example, medical professionals now have rapid access to more comprehensive patient data, which enables them to devise individualised treatment plans that are suited to the specific health state and medical history of each individual patient. By improving data management and patient care, the adoption of electronic medical records (EMRs) has had a major impact on the rise in healthcare demand. The influence of EMR adoption on healthcare delivery is examined in new research published in the Journal of Medical Internet Research. It emphasises how these systems make it easier to identify high-risk patients and allow for prompt treatments, which improves patient safety and care outcomes.

d) Threats

1. Regulatory Changes

As a result of the fact that there are certain medical professionals who are unable to adjust to the present level of technological complexity, one of the problems that has to be addressed is the transfer from physical files to a full system. In addition, there are certain medical professionals who are resistant to the shift from physical files to a totally digital system. This is especially true for those who are accustomed to manual or paper-based recording. It is possible that this will result in inefficiency, delays, and inaccurate output during the period of transfer. The quality and speed of data input can also be made more difficult by it, which in turn increases the risk of mistakes occurring across the process as a whole.

For instance, medical personnel who are accustomed to writing by hand will run into difficulties while attempting to make effective use of the system. There are a number of obstacles to overcome while switching from paper-based to electronic medical records (EMRs), especially when it comes to medical professionals' technological adaption. Physician opposition is a major obstacle when

implementing new EMR systems, according to research published in the Journal of the American Medical Informatics Association. According to the research, resistance continues even after early adoption, which might make it more difficult to use EMRs effectively. As a result of their inability to adapt to the most recent technological advancements, individuals will find this transition to be challenging and uncomfortable.

The management has to organise extensive training programs for medical professionals in order to combat this danger. These programs might include organising seminars or practical training sessions that are specifically designed to meet the requirements of staff members who are not proficient with technology. Basic computer skills and tasks that are particular to electronic medical records (EMR) can also be included in the training. It might be difficult for medical personnel used to manual methods to switch from paper-based to electronic medical records (EMRs). One study that found variables linked to nurses' reluctance to use EMR systems was reported in BMC Medical Informatics and Decision Making. According to the study, offering role-specific training and ongoing assistance can greatly lower resistance and improve system acceptance. Recent research has highlighted the significance of thorough training programs catered to worker requirements in order to solve this.

2. Economic Uncertainty

Downturns in the economy or shifts in the affordability of medical treatment can have an impact on the number of patients and the stability of income. The term "economic instability" refers to circumstances in which uncertain economic conditions, such as a recession, high inflation, or unemployment, can also have an impact on the capacity of people and organisations to make financial decisions. Because of the high expense of therapy, this uncertainty can have an impact on the number of people who seek treatment in the health care industry. This is owing to the fact that patients may put off or completely steer clear of therapy due to financial restrictions.

As a result of this economic uncertainty, it may have repercussions for health care organisations. This is because a fall in the number of patients may result in a

decrease in the hospital's income, particularly if the organisation is dependent on patient payments or private insurance. It is possible that hospitals may experience an increase in the number of patients who are unable to pay their fees and an increase in the amount of bad debt.

To prevent these threats, during times of economic instability, management may increase the financial stability of health care organisations by developing strategies for financial resilience. This will help avert the threat that is being described. They have the ability to establish a reserve fund in order to deal with unexpected drops in revenue. In addition, it is possible to use cost control strategies such as optimising supply chain management in order to accomplish the reduction of waste. To deal with these kinds of money problems, healthcare organisations are putting more money into technology. Medical Economics released a study in 2022 that showed 45% of healthcare providers had increased their software investments over the past year. More were expected to increase their tech-related spending to ease cost concerns. These investments are mostly in tools for running healthcare processes that will make things run more smoothly and make staff more productive.

PART 7: CONCLUSION

The internship at Putra Specialist Hospital Melaka has been an amazing experience, giving me important insights into medical record management. Getting hands-on experience with tasks like organising, scanning, auditing, and keeping patient records has really improved my practical skills and deepened my understanding of electronic medical records (EMR) systems. By working with experienced professionals, I gained an understanding of how detailed record management is and how it directly affects healthcare delivery. This practical experience has helped me develop important soft skills, like communication and teamwork, which are crucial for succeeding in a work setting.

Additionally, the internship helped me identify and evaluate the department's strengths, weaknesses, opportunities, and threats. The strengths are having experienced staff and efficient work procedures, but there are challenges like outdated equipment and data migration issues that offer chances for improvement. Recent improvements in EMR technology and the increasing need for healthcare services highlight the opportunities for growth, while regulatory changes and economic uncertainties continue to pose significant challenges. Tackling these challenges and making the most of opportunities can really improve how efficiently things run and the quality of service provided.

This internship has really helped connect what I've learnt in class with how things work in the real world. It not only improved my technical skills but also enhanced my grasp of the ever-changing healthcare industry. This experience has really helped me get ready to contribute effectively to similar situations down the line. It also shows how important it is to keep learning and adapting in a field that's always changing.

PART 8: REFERENCES

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PART 9: APPENDICES



Figure 6: PSH Validate by MSQH's



Figure 7: PSH Main Website

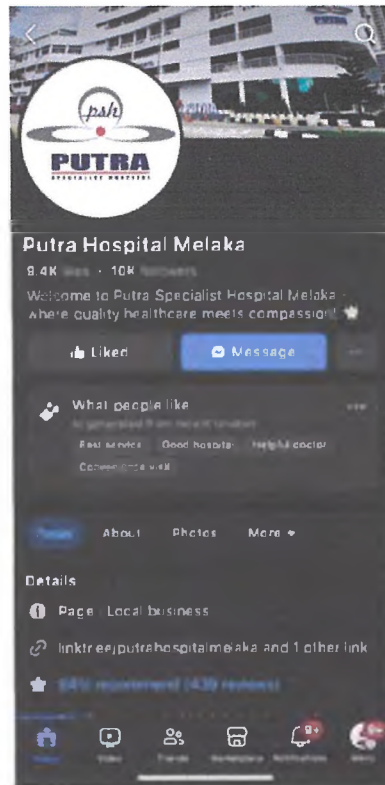


Figure 8: PSH Social Media



Figure 9: PSH Celebrating International Day

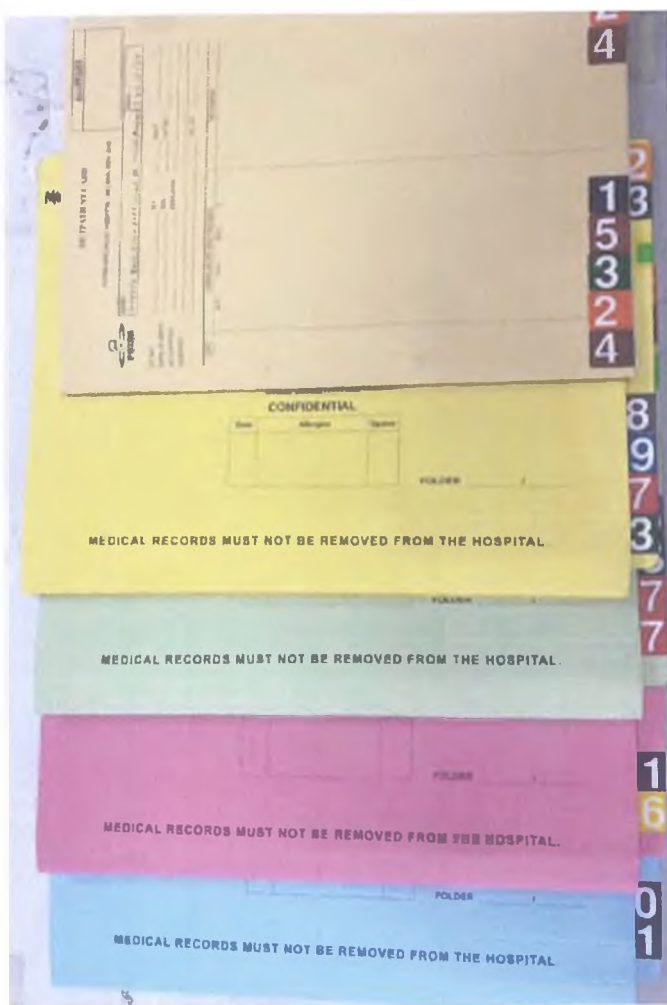


Figure 10: Example of Folder Patient's