



## **INDUSTRIAL TRAINING REPORT**

**SEREMBAN SPECIALIST HOSPITAL  
LOT 6219&6220 JALAN TOMAN 1, KEMAYAN SQUARE 70200  
SEREMBAN, NEGERI SEMBILAN**

**PREPARED BY  
NORADAWIYAH YASMIN BT AMRAN  
2012575489**

**IM246 - BACHELOR OF SCIENCE (HONS.) RECORD  
MANAGEMENT**

**FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
SEGAMAT  
JOHOR**

**02 FEBRUARY 2015 – 30 JUNE 2015**

## Abstract

*All bachelor degree students are compulsory to undergo industrial training for five month as part of their curriculum to complete their 2 years course for the Bachelor of Information Science (Hons) Record Management. During five month period of training, student will be supervised by two supervisor that's from the faculty and one from the organization. For my industrial training, I have done it at KPJ Seremban Specialist Hospital. It is a private hospital, KPJ Seremban Specialist Hospital was established in year 2003. KPJ Seremban Specialist Hospital with one of the country's best health system provides patients with access to the most advanced technology and leading edge medicine available. I was assigned to the Medical Record department which my supervisor is Mr Shaharin Izhar Abd Rahman. I was assigned with various tasks that are very out of the ordinary and useful for my education, lots of new experiences that I have gain from the KPJ Seremban Specialist Hospital. I learnt lots of things from the department, including retrieval of the record, managing, transferring, handling, disposal project and etc. It was an excellence journey in undertaking the task that has been given to me because I can apply the skill and experience at other places after finish with the industrial training. Some of the process were repeated daily except for disposal and transferring the folders. Overall, it was an amazing experience to be in this department.*

**Keywords:** *Industrial training, hospital, retrieval, disposal, transferring, managing, education*

## ACKNOWLEDGEMENT



Alhamdulillah. Thanks to Allah SWT, whom with His willing giving me the opportunity to complete this research. To begin with, I would like to express my deepest thanks to my lecturer, Mr. Zul Azmi and other lecturers. The knowledge and support that they gave truly help the progression and smoothness of this industrial training report.

My special thanks to KPJ Seremban Specialist Hospital for giving me the opportunity to do the industrial training at the organization and especially my supervisor, Mr Shaharin Izhar b. Abd. Rahman and all the staffs of Medical Records Department for giving such an excellent cooperation, knowledge and experience to me for complete this industrial training.

Deepest thanks and appreciation to my parent, family, friends, and others for endless cooperation, encouragement, constructive suggestion and full of support for the report completion, from the beginning till the end.

Before I finish, I would like to thank to the Faculty of Information Management, University Teknologi Mara Campus Segamat, Johor for all the opportunities that I had experienced and the knowledge that I have learned.

## TABLE OF CONTENT

Title	Page
<b>Chapter 1: Introduction</b> 1.1 Background of the Organization 1.2 Organizational Structure	1-3
<b>Chapter 2: Organization Information</b> 2.1 Departmental Structure 2.2 Department Function	4-10
<b>Chapter 3: Industrial Training Activities</b> 3.1 Training Activities 3.2 Special Project 3.3 Description of Event/Project/Activity	11-32
<b>Chapter 4: Conclusion</b> 4.1 Application of Knowledge, Skills and Experience in undertaking the task (Knowledge Gained) 4.2 Lesson Learnt 4.3 Content 4.4 Suitability of Organization 4.5 Limitation and Recommendations	33-39
REFERENCES	40
APPENDICES	41-45

## LIST OF TABLES

TITLE	PAGE
Table 3.2.1.2 The estimation cost of the project	21
Table 3.2.1.3 Method of Project	22
Table 3.2.2.1 The total number of 2004 folder that has been disposed	23

## LIST OF FIGURES

TITLE	PAGE
Figure 1.2.1 Organization Chart of KPJ Seremban Specialist Hospital	3
Figure 2.1.3.1 Medical Record Services Organization Chart	4
Figure 2.2.4.1: Procedure of Disposal Records	9
Figure 3.1.1.1 HITS Interface	12
Figure 3.1.1.2 Request from HITS	12
Figure 3.1.1.3 Process of Patient's Folders Searching	13
Figure 3.1.1.4 Send Monitor is to check the previous request	14
Figure 3.1.1.5 Case Note Tracking	14
Figure 3.1.4.1 Example of Consent Form	17
Figure 3.1.5.1 ICD Description	18
Figure 3.1.5.2 Coding Staff	18
Figure 3.2.1.1 The Prototype of Stamping Holder Section	21
Figure 3.2.2.2 Process of Managing Records Before Disposal Process	24
Figure 3.2.2.3 Container for the folders	24
Figure 3.2.2.4 Example of Approval Letter	28
Figure 3.3.1.1 Case Notes Review	29
Figure 3.3.5.1 Hiking Event at Gunung Angsi	32
Figure 4.5.2.1 Paper Based Folders	38
Figure 4.5.2.2 Example of Plastic Folders	39

## LIST OF APPENDICES

TITLE	PAGE
Appendix 1: Medical Record Committee	41
Appendix 2: KPJ Seremban Objectives	41
Appendix 3: Patient's Charter	42
Appendix 4: IMS Policy	42
Appendix 5: Local Emergency Services	43
Appendix 6: Medical Record Folder	43
Appendix 7: Collector Bags	44
Appendix 8: Thick Folder Shelves	44
Appendix 9: Case Notes Review	45
Appendix 10: Sport and Recreation Hiking Event at Gunung Angsi	45