

Norminda Mambuay Lidangan

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Objectives:

To enhance my working capacities, professional skills, business efficiencies and to serve my organization in best possible way with sheer determination and commitment

Summary of Qualifications:

- Facility Management and Safety team member on 2021 CBAHI re-accreditation resulting excellent performance of FMS team and Safety Management department.
- Facility Management and Safety team member on 2019 JCI accreditation resulting excellent performance of FMS team and Safety Management department.
- Facility Management and Safety team member on 2018 CBAHI accreditation resulting excellent performance of FMS team and Safety Management department.
- Assisting Leadership team leader on 2018 CBAHI accreditation resulting excellent performance.
- Currently team member in preparation for Facility Management and Safety JCI accreditation.
- Three years of experience in Health Information Management as Health Information Technician.
- Two years of experience in Medical Administration as medical secretary and responsible for the secretarial support necessary for the efficient running of the Medical Administration.
- Four years of experience in Alhada Military Hospital as Medical ward clerk and responsible for the support necessary for the efficient running of the department. Perform clerical duties by collecting, compiling and maintaining records in the unit.

Skills:

- Windows XP, MS Word, PowerPoint, Microsoft Office Outlook, Internet Explorer, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Professional Experiences:

February 5, 2017 up to present - Administrative Assistant

Safety & Risk Management Department

MNGHA – Al - Imam Abdurrahman Bin Faisal Hospital, DAMMAM - K.S.A.

Basic Function:

Within the mission, vision, and value of the Saudi Arabian National Guard – Health Affairs, to provide comprehensive secretarial and administrative support to the department, ensures that all administrative operations are maintained in accordance with hospital/departmental policies and procedures.

Areas and Responsibility:

1. Logging incoming and outgoing mails for easy tracking records; re-route mails whenever is needed.
2. Process TRAs of NGHA Departments.
3. Prepares and types a variety of correspondences as required by the department.
4. Provides photocopy service where necessary.
5. Responsible for delivering urgent correspondences within and outside department, whenever is needed.
6. Provides secretarial support for Immediate Superior.
7. Attends and take minutes of the meeting as required by the department.
8. Provides coverage for other staff members of NGHA Departments, whenever is required.
9. Prepares requisitions of office supplies, equipment maintenance and follows-up request for support service departments (i.e. Audiovisual, Property Management, Laundry, etc.) whenever is required.
10. Assists the Immediate Superior in related finance report preparations whenever is needed.
11. Maintain confidentiality at all times.
12. Willing to be assigned to shift work and overtime, during week or at weekends.
13. Gather all hospital statistics data and encode it in ----
14. Gather mortality report and make report for review by specialist and submitted to main office.
15. Performs other job related duties, as assigned.

January 22, 2014 up to February 2, 2017 - Health Information Technician

Health Information Management Department

NGHA – Prince Mohammad Bin Abdulaziz Hospital – Madinah K.S.A

Basic Function:

Within the mission, vision and values of Saudi Arabian National Guard – Health Affairs under general supervision file and retrieve clinical records for all patients when needed. Maintain consistency and accuracy of filing, storage and retrieval of documents/files in the permanent clinical record filing area.

Main areas of responsibility:

1. Maintains established departmental policies and procedures, objectives, quality improvement programs, safety, environmental and infection control standards and accreditation standards.
2. Analyses clinical records for completeness according to Medical Staff Bylaws, Rules and Regulations of the Medical Staff, accreditation standards, Medical Records Committee and hospital policy.
3. Pull incomplete records for physicians.
4. Prepares and distributes delinquent record notification.
5. Prepares records for EOC and professional leaves.
6. Maintains productivity standards on daily basis.
7. Participates in educational programs and in-service meetings.
8. Provides coverage in Assembly as required.
9. Provides coverage in Assembly or Incomplete Records as required.
10. Accurately file clinical records for patient care in a systematic method that allows easy retrieval.
11. Conduct records retrieval in a terminal digit order using QCPR system.
12. Establish clinical record folders for new patients ensuring they are labelled and filed correctly.
13. Process computer data from patient index and allocate medical record numbers to lose report.
14. Scan patients' records/documents to the QCPR system.
15. Ensure complete updating of medical records charts through bar code labels.
16. Perform general administrative tasks such as responding to telephone inquiries and provide assistance to authorized personnel utilizing existing policy guidelines while responding to inquiries.
17. Maintain strict confidentiality and prevent unauthorized access to patient information at all times. Follow established guidelines for clinical record release.

18. Log, review, sign and submit daily records intake. Complete, process and maintain applicable paperwork and records.
19. Maintain various records and documentation for the department both manually and using computer systems.
20. Adhere to accreditation standards for clinical records.
21. Perform other job related duties as required.

May 11, 2011 up to May 10, 2013 - Medical Secretary

Medical Administration

Prince Sultan Armed Forces Hospital – Madinah K.S.A

Job Summary:

Responsible for the secretarial support necessary for the efficient running of the Medical Administration.

Duties and Responsibilities:

1. Schedule and confirm patient diagnostic appointments, surgeries and medical consultations.
2. Compile and record medical charts, reports, and correspondence, using computer.
3. Great visitors ascertain purpose of visit, and direct them to appropriate staff.
4. Operate office equipment such as voice mail messaging systems, and use word processing, spreadsheet, PowerPoint and other software applications to prepare reports, minutes of meeting, schedule of duty rota, official correspondence etc.
5. Take minutes of meeting and transcribe in a minutes of meeting format.
6. Remind the chairman and committee members for schedule of meeting.
7. Responsible for administrative work, meeting schedule, minutes of meeting, memos and others reports relating to medical administration.
8. Maintains confidentiality at all times.
9. Establishes implements and maintains the correspondence record and filing systems within the department.
10. Update and maintains Doctors Database to make necessary adjustment whenever a copy of arrival report received, renewal of contract, resignation, termination, end of contract, personnel change request form (PCR) for promotion, salary increase, change in position, etc.
11. Answer telephone in accordance with instructed telephone courtesy.
12. Encoding medical reports and referral for committees.

13. Prepares monthly schedule for all medical department.
14. Serves as receptionist in screening visitors and telephone calls.
15. Prioritizes the administrative work load and assign to the appropriate personnel for follow-up.
16. Keeps planner and reminds Medical Director of meeting.
17. Ensure adequate supply of stationery and forms to the Medical Administration.
18. Assist with preparation of monthly reports.
19. Teach and participate in the quality activities program.
20. Performs other applicable tasks and duties assigned within the realm if her knowledge, skill and abilities.

November 11, 2006 up to November 11, 2010 - Medical Ward Clerk (Emergency Room / Out Patient Department)

Prince Sultan Hospital – Alhada and Taif Military Hospital

Job Summary:

Responsible for the support necessary for the efficient running of the department. Perform clerical duties by collecting, compiling and maintaining records in the unit.

Duties and Responsibilities:

1. Responsible for the organizing, typing distribution, maintenance and safekeeping of all correspondence, reports, minutes and records relating to the department.
2. Maintains confidentiality at all times.
3. Establishes implements and maintains the correspondence records and filing system within the department.
4. Performs general clerical duties as assigned.
5. Answer telephone in accordance with instructed telephone courtesy.
6. Collects and distribute interdepartmental mail.
7. Retrieves and deliver medical records to / from appropriate areas according to established procedures.
8. Performs messenger duties as required.
9. Collect statistics and reports for review by supervisor.
10. Collect daily, weekly and monthly statistical reports.

11. Prepares various forms for review by professional nurse.
12. Photocopies document, reports and other appropriate written materials.
13. Enter information into computer.
14. Files data of non-confidential nature in accordance with unit filing system.
15. Participates in maintaining unit specific inventories.
16. Make Doctor's schedule and staff schedule.
17. Updates Doctor's on call list and staff directory.
18. Performs other tasks and duties within the realm of his/her knowledge, skills and abilities.

April 2005 up to February 2006 - Office Clerk

Department of Public Work and Highway (DPWH)
Marawi City, Mindanao Philippines

June 2003 up to March 2005 - Staff

Jamiatul Philippines Al-Islamia
Balo-I Lanao Del Norte, Mindanao Philippines

December 2000 up to September 2001 - Staff Volunteer

Tabang Mindanao (Non – government organization)
Marawi City, Mindanao Philippines

January 2008 up to June 2000 - Medical Secretary

Dr. Ali Lidangan Mackno Clinic
Iligan City, Mindanao Philippines

Educational Background:

College: Mindanao State University
Course: Bachelor of Science in Community Development
Year Graduated: April 2, 2003
Address: Marawi City, Mindanao Philippines

Training/Seminars/Courses:

- **Facility Management & Safety Lecture (yearly requirements for staff)**
Held on March 25, 2018, at National Guard Health Affairs-Dammam
- **Personal Protection Equipment (PPE)**
Held on February 24, 2015, at Prince Mohammad Bin Abdulaziz Hospital – Madinah Al Munawarah
- **Fire and Safety Training**
Held on November 11, 2014, at Fire Department - Prince Mohammad Bin Abdulaziz Hospital – Madinah Al Munawarah
- **Infection Control Policy**
Held on March 22, 2010, at Community centre – Al Hada Armed Forces Hospital
- **Environmental Health & Safety (Fire and Safety)**
Held on July 13, 2008, at Prince Sultan Military Hospital
- **Introduction to Total Quality Management (TQM) in HealthCare**
Held on April 9, 2008, at Prince Sultan Military Hospital

References to be requested