



NEPTUE JOSEPH

MEDICAL RECORDS / HEALTH INFO. MANAGEMENT PROFESSIONAL

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WORK EXPERIENCE:

- | | |
|--|-----------------------------|
| 1. Manager- Health Information Management | Jun 5, 2022 – Till date |
| 2. Health Information Management Systems Developer | Oct 9, 2020 – Jun 3, 2022 |
| 3. Acting Health Information (Medical Record) Manager | Oct 1, 2018 – Oct 8, 2020 |
| 4. Senior Medical Records Officer | Jan 1, 2016 – Sep 30, 2018 |
| 5. Medical Records Officer | Jul 16, 2013 – Dec 31, 2015 |
| 6. Medical Records Officer | Aug 19, 2008 – Jun 6, 2013 |
| 7. Medical Coder | Jul 24, 2007 – Jul 23, 2008 |
| 8. Medical Records Officer | Dec 15, 2004 – Jul 6, 2007 |
| 9. Medical Records Executive | May 23, 2002 – Dec 7, 2004 |

POSITION WISE JOB DESCRIPTIONS

**MANAGER- HEALTH
INFORMATION
MANAGEMENT**
Jun 2022 – Till date

Health Assurance
Hospitals- DHAMAN
Kuwait

- Develop strategic objectives & KPIs as per the Direct Manager directions in line with DHAMAN's overall approved strategy to achieve primary goals, in addition to setting individual objectives where applicable.
- Aim at achieving the operating results of Health Information Management and ensure that the appropriate measures are in place to achieve targeted objectives, reduce risk and make accurate decisions.
- Develop the annual budget and ensure all employees are working within the assigned budget by setting the required targets and responsibilities.
- Monitor and control the expenditures against the approved budget and reconcile budget variances to ensure on-target performance against budgets.
- Develop the Health Information Management's policies and procedures in line with DHAMAN's standards, Kuwait's laws and regulations, and ensure proper implementation of the same.
- Maintain specific and necessary controls to ensure confidentiality of patient information and records and strictly adherence of the HIM staff to the Health Information Management's policies.
- Ensure proper implementation of HIM procedures, guidelines, and standards by the HIM staff in order to complete the medical records accurately and appropriately.
- Maintain an appropriate turn-around time for coding, transcription and release of information and ensure the quality of medical records by verifying their completeness, accuracy, and proper entry into computer systems for analysis, retrieval, and reporting.
- Manage and process of destroying outdated records on a periodic basis following clearly defined procedures for retention and destruction.
- Lead coding audits as necessary and conduct site visits on a regular basis to hospitals / PHCs to ensure that HIM staff is abiding to the Health Information Management and Joint Commission standards.
- Develop protocols and procedures to transfer a copy of patient record to another facility outside DHAMAN and ensure that appropriate requests and authorizations are complete.
- Interact with the Head of departments/ sections within the PHCs/hospitals when necessary to ensure the quality and completeness of patient medical records.
- Stay abreast of regulatory requirements, coding and reimbursement changes and maintain regulatory requirements including related to HIMS and, as appropriate.

- Perform any other duties related to the job as assigned by the direct manager.
- Identify the manpower requirements and coordinate with the HR department regarding the recruitment activities to ensure hiring a highly professional and knowledgeable workforce.
- Conduct annual performance appraisal for subordinates and recommend salary increments and promotions accordingly.
- Identify the training needs of employees and ensure training and development initiatives are successfully delivered and provide feedback to the direct manager.
- Delegate responsibilities and assign tasks to subordinates to facilitate performing different tasks and work-related activities.
- Manage subordinates' attendance and leaves to ensure complying with DHAMAN's attendance policy, as well as the availability of proper replacement during subordinates' leaves.
- Review reports prepared by subordinates and provide feedback, and recommendations accordingly.
- Prepare and present reports on department budget activity, problems/ incidents/ issues, expenditures, trends etc. and make recommendations.
- Prepare reports related to all activities related to the Health Information Management such as data analysis and statistics, disposition of medical records etc. and submit it to the Direct Manager.

**HEALTH INFORMATION
MANAGEMENT
SYSTEMS DEVELOPER**
Oct 2020 – Jun 2022

Freelance
Kerala, India

- **Developing robust applications/ fly-by-wire / Database programs in MySQL+PHP (web based) and Microsoft Access for the following**
- Blood Bank Inventory cum Donor Registry (MySQL)
- National Acute Stroke Registry (MySQL)
- Medical Records System (MySQL)
- Hazardous Materials Inventory System (MySQL)
- Informed Consent Form with Signature Pad (MySQL)
- Medical Record Reviews- JCI 6th Edition Open/ Closed Record Review (MySQL)
- Asset Management (MySQL)
- Customer feedback analysis & Tracking system (MySQL)
- Employee Health System (MySQL)
- Document Control (MySQL)
- Joint Commission International (JCI) and ISO Compliance tracking system
- Laboratory Request/ Specimen validation system
- Rehabilitation Inter-specialty Team Meeting Module
- Computerized Physician Order Entry (Neonatal ICU Management software)
- JCI Library of Measures (I-PC-01, I-PC-02, I-PC-05, I-NSC-4, I-NSC-5)
- Doctors Information Database
- Cardiac Surgery (CTVS) - Discharge Summary cum Operation Record Module
- Registration Module with Barcoded ID Card Generation
- Medical Records Archiving Module (For Scanning, Indexing & Retrieval of records)

**ACTING HEALTH
INFORMATION
(MEDICAL RECORDS)
MANAGER**
Oct 2018 - Oct 2020
Jerudong Park Medical
Centre,
Brunei Darussalam

*Promoted to the Post of
"MEDICAL RECORDS
MANAGER" w.e.f.
01/10/2020*

- Ensuring implementation and monitoring the compliance of all JPMC and Departmental policies and procedures.
- Preparation of department's Annual Business Plan, CAPEX Proposal, Staffing Budget.
- Statistical support to hospital QA, QPS & PCI Team in compiling the Hospital wide quality indicators.
- Develop and implement systems, procedures and standards for accurate compilation, analysis, and processing of diagnostic and procedure classifications.
- Devise and implement new systems of medical records maintenance and management including storage, retrieval, disposal, compilation, and analysis.
- Recommend, implement, and maintain policies and procedures for Medical Record Department including development of mechanisms for ensuring compliance.

- Assist in the development of Hospital policies and procedures relating to medical records.
- Plan and develop medical records standards to meet the mission and vision of the organization including related accrediting standards.
- Compile and report the daily bed census and Clinical Productivity MIS reports including verification of accuracy and reconciliation with inpatient records.
- Implement necessary actions to correct systemic, performance and functional deficiencies in Medical records.
- Mid-year and Annual Staff Performance Reviews.
- Implement teaching programs for staff development.
- Develop orientation programs for new staff.
- Recommend equipment and software to facilitate medical records activities.
- Compile various statistical reports as required by governmental agencies.
- Diagnosis & Procedure Coding & classification (ICD-10, ICD-10-AM & ICPM)
- Abstract and retrieve medical data used for evaluation, planning and research health related programs and medical investigations.
- Conduct medical record audits including Closed Record Review and its analysis.
- Member of JPMC Quality Council, Occupational Health & Safety Committee.

SENIOR MEDICAL RECORDS OFFICER

Jan 2016 - Sep 2018
 Jerudong Park Medical Centre • Jerudong Park, Brunei Darussalam

- **Oversee** and provide support for coding of inpatient separations using the current edition of ICD-10, ICD-10-PCS, ICPM.
- Prepare accurate and timely submissions of the organization's clinical data sets to Ministry of Health.
- Developing and assisting in maintaining patient database integrity and management
- Assist with departmental processes and procedures to ensure an optimal service.
- Maintain the standards for filing and storage of medical records.
- Archive medical records in accordance with the organizational requirements and National guidelines.
- Assist with software implementations and project management.
- Collect and produce MIS and statistics for interdepartmental and executive staff.
- Participate in quality assurance project work and quality improvement activities.
- Developing, compiling, analyzing, and reporting of departmental KPI's and Hospital-wide quality indicators.
- Maintaining Quality Indicator Dashboard.
- Provide leadership, direction, and support to the Health Information Services team
- Lead the development and maintenance of a robust clinical records management framework and system.
- Support digitization of clinical records
- Lead clinical documentation education.

MEDICAL RECORDS OFFICER

Jul 2013 - Dec 2015
 Jerudong Park Medical Centre, Jerudong Park, Brunei Darussalam

- **Coding** of inpatient separations using the current edition of ICD-10, ICD-10-PCS, ICPM
- Prepare accurate and timely submissions of the organization's clinical data sets to Ministry of Health.
- Developing and assisting in maintaining patient database integrity and management.
- Assist with departmental processes and procedures to ensure an optimal service.
- Maintain the standards for filing and storage of medical records.
- Conduct and coordinate the pruning and culling of inactive medical records.
- Assist with software implementations and project management.
- Collect and produce MIS and statistics for interdepartmental and executive staff.
- Participate in quality assurance project work and quality improvement activities.
- Maintaining Quality Indicator Dashboard.
- Support digitization of clinical records

MEDICAL RECORDS**OFFICER**

Aug 2008 - Jun 2013

Alchemist Hospitals
Limited (AHL) •
Panchkula, India

- MIS generation – Daily, Monthly, Quarterly, and annual hospital statistics
- Information Analysis (Deficiency Checking)
- Release of information (ROI)
- Conduct Closed & Open Record Audits
- NABH & Other Accreditation and/or Empanelment activities.
- Medico-legal case processing
- Diagnosis coding – ICD-10, & procedure classification with ICPM
- Managing the Filing / Retrieval of IP records
- Notification of Notifiable / communicable diseases
- Periodic notifications to Govt. agencies – PNDDT, Blood bank, MTPs, Deliveries, Immunizations, AFPs, Psychiatric cases and Ophthal cases.
- Protects the privacy of physicians, patients by ensuring the safekeeping of records.
- Forms designing & Standardization of Forms and formats
- Hospital Tariff Control & Updating (Administration of Back-office Module)
- Notification of Birth & Deaths
- Coordination of Medical document's printing
- Assist in training junior staff and functioning as a resource person.
- Performs daily and monthly Quality Assurance audits or as often as required.

MEDICAL CODER

Jul 2007 - Jul 2008

Saad Specialist
Hospital • Al-Khobar,
Saudi Arabia

- Collecting, classifying, coding, and reporting clinical data and ICD-9-CM/ ICD-10-AM and CPT coding of inpatient/outpatient/ER records
- Assist in training junior staff and functioning as a resource person.
- Tumor Registry Abstraction to access and abstract new cancer charts on patient diagnosed and/or treated at the hospital and outpatient facilities.
- Audits coded and abstracted In-patient, ER and OPD records with 100% accuracy, using a variety of coding conventions, and coding guidelines (ex: ICD-9 CM, ICD-10 AM, CPT- and HCPCS, DRG methodology)
- Participates in coding quality audits, and chart review as applicable.
- Prepares reports utilizing the coding system's report writer.
- Protects the privacy of both physicians and patients by ensuring the safekeeping of records.
- Performs daily and monthly Quality Assurance audits or as often as required.
- Provides training/education to new staff or as required.
- Utilizes the online computerized systems for Coding, Cancer Registry and Chart Deficiency Analysis system advise accordingly.

MEDICAL RECORDS**OFFICER**

Dec 2004 - Jul 2007

Tata Memorial Centre
• Mumbai

- Preparation of Monthly, Quarterly & Yearly Hospital Statistics
- Monitoring the daily Ward Census
- Data Analysis & preparation of indicators
- Medical record forms designing & control.
- Monitoring Medical Records printing & procurement
- Maintaining Medical record forms' inventory
 - Stationery Procurement
 - Storage & Issue
- Monitoring
 - Daily Registrations
 - Hospital Number allotment
 - Admissions & Discharges
 - Stationery Utilization
- Updating Operations Register
- Qualitative & Quantitative Deficiency Checking
- Preparation & maintenance of Health Information databases

MEDICAL RECORDS

EXECUTIVE

May 2002 - Dec 2004

Jehangir Hospital •

Pune, India

- **Qualitative and Quantitative Deficiency Checking of Medical Records.**
- Preparation of Monthly, Quarterly and Yearly Hospital Statistics.
- Operating the Health Information Management Software.
- Coding and Classification of Diseases & Procedures using ICD -10 and ICPM of WHO.
- Issuing of Birth / Death/ Treatment Certificates.
- Informing the Corporation on Births, Deaths, and other Notifying diseases.
- Insurance and Reimbursement Claim Processing.
- Effective Management of Space and Manpower.
- Intra/ Inter- Office Communication for Information/ Data sharing.
- Standardization of Medical Record Department Procedures.
- Policy and Procedure Development and Implementation.
- Preparation of Annual Operating Plans (A.O.P)
- Maintaining an Assembled, Deficiency checked, Indexed, Classified and Color-Coded Medical Record that meets the International Standard.
- Assisting the Mortality Audit Committee.
- Information handling and retrieval by keeping the Confidentiality of Medical Record
- Forms Designing & Control.
- Medico- Legal Case Handling.



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