



HEALTH INFORMATION MANAGEMENT SERVICES

(ENGLISH VERSION)

REQUESTING FOR MEDICAL REPORT

INSURANCE CLAIM FORM

Q : Where do I get this form?

A : The form can be obtain from your insurance company or agent.

Q : When do I submit the form?

A : The form can be submitted after discharge from the ward or after your clinic appointment.

Q : Where do I submit the form?

A : The form can be submit to Health Information Management Service at Ground Floor KPJ Kajang

Q : Where can I collect the report?

A : The report can be collected at Health Information Management Department after payment has been made at the Cashier counter during office hour.

Q : Can I request the claim for my late of family?

A : Only the close immediate family can submit a claim, and consent from the immediate family is necessary if they send a representative.

ATTENDING PHYSICIAN STATEMENT (APS)/Questionnaire.

Q : What is APS or Questionnaire?

A : APS is a form by the insurance company to obtain medical information of a patient who is planning to purchase or renew an insurance policy

Q : Do I need to give my consent for the report to be release to the insurance company?

A : Yes, you need to fill up the consent for Release of Medical Information (Medical Record) form. The form can be obtained from the Health Information Management Service.

Q : Can the insurance agent request and collect the report on my behalf?

A : Yes, you must authorize the agent in the Consent for Release of Medical Information (Medical report) form to collect on behalf.

Q : Can I request the report for my late of family?

A : Only the close immediate family can request the report, and consent from the immediate family is necessary if they send a representative.

EPF CLAIM

Q : How do I apply for this claim?

A : You need to obtain the necessary form(s) from EPF office or download it from the EPF website and submit the form to us along with your request.

Q : Can other family members (wife, children and siblings) request the EPF claim on my behalf?

A : Yes, but you need to authorise them in the Consent for Release of Medical Information (Medical report) form to make the request.

Q : Can I request the EPF claim for my late of family?

A : Only the close immediate family can request the claim, and consent from the immediate family is necessary if they send a representative.

SOCOSO REPORT

You are advised to liaise with the SOCSO office pertaining to the type of withdrawal and fill in the correct and necessary form(s) for the application.

MEDICAL REPORT:

FREQUENTLY ASKED QUESTIONS (FAQ)

Q : Where do I submit the form?

A : The form can be submitted to Health Information Management Service at Ground floor KPJ Kajang.

Q : Where can I collect the Medical report?

A : The medical report can be collect at Health Information Management Service after payment has been made at the cashier.

Q : Is there a charge for the medical report?

A : It is normal for a reasonable fee to be charged for the Medical report. The quantum of fees charged for a medical report may vary according to the type, details and length of the report.

Q : Can I request for a copy of investigation results?

A : Yes, request of a copy of the investigation results with minimal charges per pieces will be charged.

Q : How I will know my medical report is ready for collection?

A : You will be notify via phone and SMS. Kindly please provide your contact detail to our staff.

Q : How do I contact the Health Information Management Service?

A : You can reach us at +609-87692999 ext 8012/8016/2963 or email to hims.kjsh@kpjkajang.com.

Q : Can I ask someone to collect the report on my behalf?

A : Yes, but please indicate this in the Consent for Release of Medical Information (Medical report) form or provide the person with an authorisation letter.

Q : Can I request the report for my late of family?

A : Only the close immediate family can request the report, and consent from the immediate family is necessary if they send a representative.

Q : Can KPJ Kajang post my report to my insurance company/SOSCSO/EPF?

A : Yes, but please indicate this in the Consent for Release of Medical Information (Medical report) form when you fill in the form. There will be a postage charge for that courier.

Q : How do I cancel a requested medical report?

A : You may call us to cancel your request.

Q : How long does it take to prepare the requested report?

A : The report will be processed when all the required documents are complete and will take 14 -28days of working days.

******Gentle Reminder!!!!**

You may not able to cancel the request if the doctor has already prepared the medical report.