



IIUM
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

**DAR AL-HIKMAH
LIBRARY**

Lesson Learnt Report

1	Title: IIUM Sejahtera Clinic Records Disposal Via Records Destruction
2	Background of the project: Records disposal project at IIUM Sejahtera Clinic (ISC) started in September 2013. The project involved the disposal of clinical records from Regalia Record Management, including: MC Books and patient's file. The disposal process began with record identification and document preparation, followed by continuous consultation with IIUM Library and Arkib Negara Malaysia After reviewing the application, Arkib Negara Malaysia officially approved the disposal of the records through the records destruction through the sale method on 19/01/2026 at Gateweld Sdn.Bhd.
3	What went well? 1. Complete preparation of disposal documents. 2. Good coordination among ISC staff and Library 3. Successful identification of records that had reached the required retention period (5–7 years).
4	What went wrong? 1. The disposal process involved a large volume of records. 2. Preparing the required documentation was time-consuming. 3. Not enough staff to handle the disposal. 4. Staff were unfamiliar with the disposal procedures and documentation requirements 5. The approval process took several months. 6. Coordination among multiple parties was required.
5	How has it been improved? 1. Developed a systematic filing and record review process. 2. Improved communication with the Records Management Unit. 3. Created a checklist to ensure all required documents were complete. 4. Better planning and scheduling for future disposal activities. 5. Increased staff awareness of records retention requirements.
6	Suggestion for improvement: 1. Assign dedicated administrative staff to coordinate and manage the records disposal process 2. Appoint an administrative staff member to oversee the disposal process and documentation. 3. Conduct records disposal on a regular schedule.

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| | <ol style="list-style-type: none">4. Provide regular training on records management and disposal procedure.5. Strengthen collaboration with the IIUM Library and Arkib Negara Malaysia. |
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Signature and stamp,

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