

**Dr. NG Ming Yung, Jocelyn**  
MBChB, MPH, DCH, FCHSM, FHKCHSE, AFHKCCM, MHKCR

Mobile: +65 8906 7899    Email: skyjng@gmail.com

**Singapore Permanent Resident**

**Work Experience**

---

**HealthDr Pte Ltd**

*Co-founder & Chief Medical Officer*

**Singapore**

*Dec 2020–Sep 2024*

- Developed HealthBot – AI Virtual Assistant for clinics and hospitals which help to engage and reply enquiries from customers, schedule / reschedule appointments and manage queue.
  - Use AI robot to manage work as a receptionist at the clinics/hospitals
  - Use AI robot to engage customers to get businesses and raise efficiency
  - Enable resources re-allocation to re-deploy staff to manage more complex work for high-touch operations that are more critical in healthcare
- Developed an AI-powered Business Intelligence chatbot for a healthcare insurance call center, improving staff training and operational efficiency.
- Designed and implemented a customer-facing AI chatbot for clinics and healthcare groups, enhancing patient engagement and streamlining communication.
- Anchored the product design and development, working with development team to drive mockup, MVP development

**MediOmni Limited**

*Co-founder & Medical Director*

**Singapore & Hong Kong**

*May 2019–Sep 2024*

- Consulting (market research, workflow & business analysis) to Private Equity firms, Startups and Fortune companies on healthcare operations and opportunities.
- Experience with business operation and management for healthcare in Asia.
- Develop businesses with organizations in Asia, focusing on health-tech & medical funding for the masses.
- Conducted health economic analyses and research for AI health-tech startups, supporting in fundraising and demonstrating value propositions.
- Conducted Strategic planning for business development with healthcare operators including GP, specialists and diagnostic laboratories

**The University of Hong Kong**

*Honorary Assistant Professor*

**Hong Kong**

*2017–2020*

- Teaching for Undergraduate and Postgraduate students at the Faculty of Medicine

**Raffles Medical**

*Physician Leader*

**Hong Kong**

*Nov 2018–Nov 2019*

- Provide leadership in clinical service & quality for city clinics under Raffles Medical Hong Kong with Profit & Loss targets
- Management of healthcare staff for city clinics on raising quality of corporate services
- Align corporate services with international standards of Quality and Safety
- Crisis (medico-legal) management – resolving/nipping medical malpractice in the bud and more importantly implementing preventive measures to curb/reduce such incidents
- Reviewed workflow processes and implemented several adjustments, leading to efficient case management especially during peak season
- Develop a pipeline of specialists for integrated healthcare

- Internal Controls - Setup protocol and SOP for medical staff on-boarding and management to lower turnover rate, as well as operational measures for safeguarding against unintentional malpractice
- Advisory to business development team leading to service line offerings that are in demand

### **Consulting – Healthcare & Medical Affairs**

**London, UK**

*Consultant, Healthcare Analytics*

*Jan 2018–Oct 2018*

- Completed consultation with over 10 international SMEs and Fortune 500 in the fields of healthcare, telemedicine, pharmaceutical and medical device.
- Consulted with several global Private Equity firms & investors that are keen to invest in Asia to help them conduct due diligence, finetune and identify high value business opportunities.
- Provided business intelligence and insights to assess market potential, viable go-to-market options, and growth strategy for clients in areas of *Epidemiology, Osteoporosis, Diabetic Total Care Management, Oncology and Preventive Health Screening*.
- Epidemiological studies on healthcare projects
- Subject matter expert in medical opinion and solutions, medicolegal, quality accreditation and medical Tourism.

### **Matilda International Hospital**

**Hong Kong**

*Chief Physician & Head of Executive Health Assessment Unit*

*Sep 2016–Dec 2017*

- Joined as Chief Physician and accomplished 2 major projects – the setup of a community clinic at Caine Road and heading the Executive Health Screening Unit being responsible for its profit and loss.
  - *Achievement: Managed a team of doctors and nurses to ensure quality assurance. Bridged the earlier gaps in workflow, resolved manpower allocation and cut down patients' waiting time by 20% which led to increased satisfaction.*
- Chief audit for doctors' reports to ensure consistency and due diligence are exercised.
- Supported marketing department to drive business development initiatives by providing insights of trending needs.
- Epidemiology of patient data for service improvement and continuous care.
- Organized medical education workshops to raise the knowledge and service quality of the staff, liaising with external specialists and organizations such as Medical Protection Society (MPS).
- *Key Project: Primary Care Conference 2017*

### **Changi General Hospital**

**Singapore**

*Associate Director (Clinical Quality)*

*Oct 2015–Jun 2016*

- Deputy to clinical director and led the CQ team of 12 comprising of managers and executives to manage clinical incidents, complaints and medicolegal cases.
- Crisis-managed several high touch cases whereby the customers were complaining and taking severe action against the hospital.
  - *Achievement: Organized the team swiftly to mediate the cases within 2 months.*
- Setup clear SOP for the reduction of recurrences of preventable events and to ensure safe and high-quality patient care is delivered.
- Led and provided guidance to CQ team to support in the cluster-wise accreditation by Joint International Commission (JCI) and successfully completed other accreditation projects relevant for quality and service.
- Epidemiology in the Quality of care for continuous improvement.
- Incident report vetting and review to ensure consistency and due diligence.

**The Chinese University of Hong Kong - The JC School of Public Health and Primary Care** **Hong Kong**  
*Clinical Professional Consultant* *Apr 2014–Jul 2015*  
[+ *Honorary Resident (Clinical) in Hospital Authority*]

- National data analysis and project management on reviewing the role of primary care and reduction in avoidable hospital admission
- Advisory to the government for public healthcare service advancement
- Commissioned Study on Quality of Healthcare for the Aging (The Chinese University of Hong Kong)
  - Project with the Food and Health Bureau of Hong Kong SAR government
  - National data analysis and due diligence on the aging population and reviewing healthcare services for the elderly
- Guest Speaker: Seminar on Learning from Hong Kong Hospital Corporation and Facility Autonomy in the Context of Health System Transformation - *Organized by World Health Organization (WHO) and Minister of Health of Malaysia (Dec 2014)*

**CHC – Group Medical Practice** **Hong Kong**  
*Medical Officer-in-charge* *2013–Mar 2014*

- Led clinical operation and health services collaborating with Hong Kong Baptist University.
- Organized health promotion, conducted medical consultations and health education programs with Hong Kong Baptist University
- Advisory of medical insurances for companies and institutes

**Hospital Authority** **Hong Kong**  
*Resident with Specialist Training in Radiology & Nuclear Medicine* *2009–2012*  
*Internship in Surgery, Medicine, Orthopedics, Pediatrics* *2008–2009*

## Academic Qualifications

---

**Business School, National University of Singapore** **Singapore**  
*PhD, Management and Organization* *Aug 2024 – Present*

- NUS Research Scholarship holder
- Research focus: Organizational Dynamics and Strategic Evolution of Artificial Intelligence in Healthcare

**University of Sydney** **Australia**  
*Diploma in Child Health (DCH)* *Feb 2017–Dec 2017*

**The University of Hong Kong** **Hong Kong**  
*Master of Public Health (Health Economics, Policy and Management)* *2013–2014*

- Distinctions in Public Health Law and Ethics, Epidemiology and Biostatistics
- **Research Thesis:**  
**Cost-benefit analysis of setting up 24-hour emergency clinics in Hong Kong public hospitals**  
(<https://hub.hku.hk/handle/10722/206910>)

**The Chinese University of Hong Kong (Faculty of Medicine)** **Hong Kong**  
*Bachelor of Medicine and Bachelor of Surgery (MBChB)* *Sep 2003–May 2008*

## Professional Qualifications

---

<i>Fellow</i> - Australasian College of Health Service Management	<i>Jul 2014–Present</i>
<i>Fellow</i> - Hong Kong College of Health Service Executives	<i>Jul 2014–Present</i>
<i>Associate Fellow</i> - Hong Kong College of Community Medicine	<i>Jun 2014–Present</i>
<i>Member</i> - Hong Kong College of Radiologists, Hong Kong Academy of Medicine Licence of Registration, The Medical Council of Hong Kong	<i>Oct 2010–Present</i> <i>Jul 2009–Present</i>