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Queenie Mak

Senior Healthcare Manager
ANZIIF, CIP



CONTACT

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SPECIALTIES

Casualty

ADDITIONAL EXPERTISE

Employees' Compensation Claims
Healthcare Management

EXPERIENCE

- 11 years, Crawford (Hong Kong) Limited, Senior Healthcare Manager
- 1 year, Universal HealthCare Management Limited, Healthcare Executive
- 3 years, Hospital Authority/Private Clinic/Elderly Home, Physiotherapist

NOTABLE ASSIGNMENTS

- Bridge Construction Company – Employees' Compensation Healthcare Management
- Construction Companies – Employees' Compensation Healthcare Management
- Lift downfall accident in Kwun Tong factory building, causing 29 injured employees
- Public Utilities, Employees' Compensation Healthcare Management
- Schools, Employees' Compensation Healthcare Management
- Worldwide Medical Devices Group – Hip Replacement Recall Program
- Singapore Workers Compensation case management

EDUCATION / TRAINING

- Oxford Brookes University (UK)
Master of Science in Management in Health Care
- The Hong Kong Polytechnic University
Bachelor of Science degree (Honours) in Physiotherapy
- Professional Diploma in Insurance (PDI)
- Advanced Mediation Course from the Hong Kong Mediation Centre

ASSOCIATIONS

- Registered Physiotherapist
- Accredited Occupational Rehabilitation Specialist
- Approved Assessor for employee with disabilities
- The Australian and New Zealand Institute of Insurance and Finance (ANZIIF)
- Senior Associate (CIP)