

# Vivian Nafula

Remote medical assistant

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## SUMMARY

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Experienced and dedicated Medical Assistant with 4+ years of expertise in clinical medicine -general practice, clinical research, medical assistance and healthcare administration in both physical and virtual settings. Adept in remote patient monitoring, medical billing, insurance verification and coordinating patient care plans. Proficient in telehealth operations ,patient triage, appointment scheduling and EHR management. Equipped to contribute to Aptum Virtual Solutions by leveraging a strong foundation in healthcare and a commitment to providing reliable and empathetic support to the healthcare industry Globally.

## PROFESSIONAL EXPERIENCE

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### Certified Medical Assistant, Vision Dynamics., Remote

Jan 2024 - Nov 2024

- Managed inbound and outbound patient calls, scheduling, and administrative tasks for healthcare providers .
- Navigated EMR systems to update patient information accurately, including insurance verification and appointment setting .
- Facilitated patient-provider communication, ensuring HIPAA compliance and high standards of confidentiality.
- Enhanced team efficiency through meticulous record management, data entry, and adherence to HIPAA protocols.
- Trained ten new remote virtual assistants resulting in quicker operational performance . Conducted daily data audits to ensure accuracy, reducing errors by 15%.

### Clinical trials Research Assistant, KEMRI - Wellcome Trust

May 2023 - Dec 2023

- Supported clinical research through data management, patient recordkeeping, and communication with other healthcare providers.
- Managed medical documentation within HIPAA guidelines and contributed to research data integrity.
- Regularly collaborated with principal investigators, site leads, coordinators and trial participants, facilitating a reliable communication pipeline.
- Conducted follow up calls for the participants ,documented and shared findings my findings through Redcap software.
- Provided front line support, handling clients inquiries, scheduling and coordinating appointments that increased patient satisfaction by 20%

### General Practitioner, Equity Afia Group of hospitals

Jan 2023 - Apr 2023

Provided comprehensive medical care to individuals and families by diagnosing and treating a wide range of illnesses.

- Implemented new triage system that reduced wait time by 10% and contributed to a smooth patient flow.
- History taking and diagnosis of medical ,surgical ,pediatric and gynecological conditions.
- Enhanced team efficiency through meticulous record management, data entry, and adherence to HIPAA protocols.
- Referral of patients to other hospitals and setting appointments with specialist clinics.
- Conducted continuous medical education for other health care providers that improved diagnosis and patient outcome by 10%.

### Clinical Officer Intern, Nakuru Level 5 Hospital.

Jan 2022 - Dec 2022

- Patient Clerking ,history taking and documentation.
- Initial patient examination diagnosis and treatment of medical and surgical conditions.
- Admission and discharge of patients and case presentations during ward rounds.
- attending outpatient clinics including but not limited to surgical, Medical, Pediatric and diabetic clinics.

### COVID-19 call center operator, Ministry Of Health, Remote

Jun 2020 - Dec 2020

I was responsible for managing inbound and outbound calls related to COVID-19 inquiries, screening and support.

- Answered and responded to incoming calls regarding COVID-19 information, symptoms, testing and vaccination.
- Provided up to date information on COVID-19 guidelines, protocol and services.
- Conducted symptom screening and advised callers on the next steps based on health authority guidelines.
- Escalated emergencies to other health care professionals or public health officials, and did Contact tracing and data entry as needed.
- Provided emotional support and reassurance to individuals experiencing anxiety and stress due to COVID-19.
- Maintained confidentiality of sensitive information in compliance with HIPAA and other privacy laws.

## EDUCATION

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Mount Kenya University - *Masters in Public Health,*

Mount Kenya University - *Bachelor Of Science in Clinical Medicine and Community Health, Medicine* Sep 2017 - Dec 2021

## CERTIFICATIONS

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ICH Good Clinical Practice, The Global Health Network

Mar 2023

HIPAA Compliance, Alison  
Virtual assistance, ALX

Oct 2024  
Sep 2024

SKILLS

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- Operations** : Call center operations, Calendar management, Patient scheduling, Appointment and follow up
- Compliance** : HIPAA Compliance, Insurance Verification, Medical coding
- Technology** : Telehealth software, Microsoft office suite, EMR Systems
- Customer Service** : customer service, Communication
- Triage** : triage

VOLUNTEERING

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**Board member, Najimudu Empowerment Initiative** **Jan 2022 — Present**  
My duties include overseeing operations, strategic planning and resource allocation for community development programs, leading departmental management, coordinating projects and ensuring effective use of budgets to drive social and economic empowerment initiatives.  
I also contribute to fundraising efforts, stakeholder engagement and compliance with government standards.

REFEREES

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REFERENCES Available upon request.