

Vivian Nafula

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HEALTHCARE VIRTUAL ASSISTANT/ VIRTUAL MEDICAL ASSISTANT

Dedicated and detail-oriented Healthcare Virtual Assistant with a background in medicine -general practice,virtual assistance, and healthcare administration. Experienced in supporting healthcare professionals, managing EMR systems, and delivering top-tier administrative assistance.Equipped to contribute to Aptum Virtual Solutions by leveraging a strong foundation in healthcare and a commitment to providing reliable and empathetic support to medical professionals Globally.

KEY COMPETENCIES

Project Management
Telehealth software
Google workspace

HIPAA Compliance
Medical Research
EMR Systems

Calendar management
triage and Communication
Insurance Verification

PROFESSIONAL EXPERIENCE

Vision Dynamics

Jan 2024- Oct 2024

Healthcare Virtual Assistant

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%.

KEMRI - WELLCOME TRUST

May 2023- Dec 2023

Clinical trials Research Assistant

Supported clinical research through data management, patient recordkeeping, and communication with healthcare providers

Managed medical documentation within HIPAA guidelines and contributed to research data integrity

Regularly collaborated with medical professionals and participants, facilitating a reliable communication pipeline

Conducted follow up calls for the participants ,documented and shared findings.

Provided front line support, handling clients inquiries, scheduling and coordinating appointments that increased patient satisfaction by 20%

Equity Afia Group of hospitals
General practitioner

Jan2023-Apr2023

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

Nakuru Level 5 Hospital
Clinical Officer Intern

Jan2022- Dec 2022

Clerking ,history taking and documentation.
Initial diagnosis, examination and treatment of medical and surgical conditions.
Admission and discharge of patients and case presentations during ward rounds.
attending outpatient clinics (surgical. Medical. Pediatric and diabetic clinics)

EDUCATION

Liverpool John Moores University

Master of Public Health- in progress

Mount Kenya University

Bachelor of Science in Clinical Medicine and community Health

ALX Africa

Certificate in Virtual assistance

REFERENCES

Available upon request.