

# Curriculum Vitae



## Mercy Wanjiru Wachira

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**I.D No:** 22196447

**Passport No:** AK1455406

**Date of Birth:** 26<sup>th</sup> January, 1980

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## Career History

### Profile

- Extensive 15 years background in Front Office Management and administration.
- Superior verbal & written communication skills
- Proven ability in public relation and with diverse workforce.

### Strengths

Principled, hard working and well organized good interpersonal relation, good oral and written communication, quick learner, and reliable person.

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**Membership:** ST JOHNS AMBULANCE & KENASA

### Work Experience

#### **2012 to date – Practicing Manager and Medical Administrator**

**Upperhill Medical Centre – Upperhill Institute of Ear, Nose & Throat clinic**

#### Job Description

Answers all incoming calls for the professional staff, takes messages, and routes appropriately. Notifies physicians or takes steps to locate covering physicians for patient emergencies. Uses sound judgment in triaging patients in other areas when necessary. Translating prescriptions, and informing patients of results.

- Responsible for scheduling hospital admissions and surgical procedures. Communicates with Operating Room scheduling, Pre-admission Review, and Admitting all diagnosis and insurance information. Informs patients of arrangements.

Reviews all encounter forms for accuracy of information. Provides CPT and ICD9 coding on all forms. Enters appropriate charges in the IDX system and verifies data on a weekly and monthly basis. Assists patients with billing questions. Acts as a liaison between the billing service and patients.

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- Ensures equipment in exam rooms is working each morning, e.g., otoscopes, endoscopes & examination machines. Maintains general appearance and cleanliness of examination rooms as well as keeping the rooms well stocked.
- Sterilizes instruments and maintains diagnostic equipment in appropriate working order. Follows established OSHA guidelines for cleaning and disposing of hazardous materials. Prepares and replenishes supplies. Maintains specific inventories and informs office practice coordinator when inventory needs to be ordered
- Ensures that all labs report, X-rays, CT Scan & MRI requisitions have diagnoses noted according to protocol.
- Schedules patients for special procedures as directed or ordered by the Surgeon. Notifies clerical staff when referrals are necessary and informs patients when special preparations are needed. Assists in the hospital admission processes, i.e Instructs patient regarding preparation for various tests when necessary.
- Assists doctors and providers in doing procedures per protocols. Processes all necessary referrals and follows up on all insurance questions and inquiries as needed.

## **2008 -2012, (as a Front Office Attendant/Medical secretary)**

### **Gertrude's Children Hospital Muthaiga Ear, Nose & Throat Services Ltd.**

#### **▪ Job description**

- Greets patients, determines their medical needs, and responds accordingly. Rotates through the check in and check out positions. Verifies all demographic and insurance information and changes as necessary. Collects co-payments when required and maintains an accurate cash log of all dollars collected. Triage phone calls relating to patient care and other physician offices, labs, and pharmacies as requested by clinical coordinator.
- Prepares new patient charts and records basic statistical data. Records patient complaints and vital signs in an accurate manner at all times. Records and maintains laboratory, x-ray, data in patient records as necessary.

Volunteered in counselling parents with special children patients on various health maintenance and health-related issues,

## **November 2004 up to February 2008 (as a medical secretary in record Management)**

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## Upperhill Institute of ENT

- Reviews daily cancellations and no shows with doctors. Reschedules patients as clinically indicated.  
May be required to float to other practices as staffing needs dictate.
- Schedules meetings, communicates with other hospital/practice departments when services as necessary.
- Schedules patient tests and examinations at various sites. Informs patients of schedules and preparations necessary. Educates patients when testing requires special preparations.
- Maintains confidential patient medical records in an accurate manner. Responds to requests for medical information when necessary.

**August 2003 –**

**To March 2004**

### **The Aga Khan Hospital**

#### **Internship - Medical Records and Information Department**

- Had an opportunity to work as a ward clerk- for elderly and terminally ill patients to maintains confidential patient medical records in an accurate manner. Responds to requests for medical information when necessary.
- Schedules patient tests and examinations at various specialist clinics. Informs patients of schedules and preparations necessary. Educates patients when testing requires special preparations.
- Maintains computerized or manual patient appointment schedule. Schedules meetings, communicates with other hospital/practice departments when services as necessary.

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## **Qualification**

### **Higher Education**

**2002 – 2003**

#### **CONSOLATA SHRINE COLLEGE**

Medical Secretarial Course

I have excelled in the following KNEC and PITMAN examinations:

- Typing (50wpm) (PITMAN)
- Office Practice I and II (KNEC)
- Business English I, II and III (KNEC)

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- Commerce I and II (KNEC)
- Medical Typewriting CREDIT
- Medical Terminologies CREDIT
- Secretarial Duties (KNEC)
- Shorthand Speed (60wpm) PITMAN

## COMPUTER LITERACY

Attained Competency in:

- Introduction to Windows
- Microsoft Word
- Microsoft Excel
- Power point
- Internet explorer
- Acct. package QuickBooks
- Computer based billing system Kranium & E-hospital

## **2004(February)**

I worked with Hawkins Associates Ltd (Part of the KHI Group) during recruitment of youth force.

### **Job Descriptions**

- ❖ Supervising examinations
- ❖ Data inputting
- ❖ Marking and grading

## **High School Graduate**

Loreto Secondary School, Kiambu

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Reference:

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Aga Khan Hospital Nairobi  
Medical Records and information Department  
General Manager  
Mr Ryaman Sayani  
Tel: 3740000 Ext.2151

Dr Zipporah Gathuya  
Neonatal Anaesthetist  
Tel: 0722789597  
E-mail: wagathuya@hotmail.com

The Nairobi Hospital  
C.E.O Personal Assistance  
Rose Wanjiku Kagunda  
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