MEDICAL VIRTUAL ASSISTANT

Collins Kinyanjui Muturi

Registered Nurse · Mental Health & Psychiatry · ICD-10 Coding Trained

I give healthcare practices, clinicians and health-tech teams dependable remote administrative support. I bring a nurse's understanding of patients, privacy and clinical workflow to every task, so nothing gets lost in translation.



Collins K. Muturi
Medical Virtual Assistant
Available for remote work

AT A GLANCE

Registered Nurse (NCK)
Diploma, Mental Health & Psychiatry · KMTC, 2024

CPD-Certified Virtual Assistant
Alison · June 2026

Medical Coding & ICD
Mindluster · September 2026

Based in Kenya (EAT, UTC+3)
Flexible for US, UK & Australian hours

PROFESSIONAL SUMMARY

Clinical experience, applied to remote healthcare administration

I am a **registered nurse** (Nursing Council of Kenya), trained at the Kenya Medical Training College with a specialism in **Mental Health and Psychiatry**. Clinical work trained me to keep precise records, protect patient confidentiality, communicate with empathy under pressure, and coordinate care across busy multidisciplinary teams.

I now bring those strengths to **medical virtual assistance**. Formal training in virtual assistance (CPD certified) and in **medical coding and ICD classification** means I can manage schedules, maintain patient records, support coding and billing workflows, and handle patient communication accurately and professionally.

Your team gets an assistant who already speaks the language of healthcare and needs less onboarding, makes fewer errors and treats every patient interaction with care.

> "In healthcare, admin errors are never just admin errors. They affect patients. I bring a clinician's sense of responsibility to every record, call and calendar entry."

THE ADVANTAGE

Why hire a nurse as your virtual assistant?

A general VA can learn your tools. A nurse already understands your patients, your terminology and what is at stake.

Medical Literacy

Fluent in medical terminology, diagnoses, medications and clinical abbreviations, so instructions are understood the first time.

Confidentiality & Compliance

Trained in patient privacy and ethical practice. I handle sensitive health information with the discretion that HIPAA and GDPR expect.

Accurate Documentation

Clinical charting has made me meticulous. Records, notes and data entry are complete, consistent and audit-ready.

Patient-Centred Communication

My mental health training gives me patience, empathy and de-escalation skills, which help with anxious callers and difficult conversations.

SERVICES

How I can support your practice

01 Patient Scheduling & Reminders
Booking, rescheduling and cancellations, plus appointment confirmations and reminders that reduce no-shows.

02 EHR / EMR Data Entry
Accurate entry and updating of patient demographics, histories, referrals and visit information.

03 Medical Coding Support (ICD-10)
Help assigning and reviewing diagnosis codes from clinical documentation, with queries flagged for clarification.

04 Insurance Verification & Billing Follow-up
Checking eligibility and coverage before visits and following up on pending or denied claims.

05 Inbox & Calendar Management
Triaging clinician email, organising calendars and preparing for meetings so providers can focus on patients.

06 Telehealth Intake & Patient Follow-up
Pre-visit intake forms, virtual waiting-room coordination, post-visit check-ins and care reminders.

07 Medical Transcription & Documentation
Turning dictations and notes into clean, correctly formatted documents, letters and reports.

08 General Admin & Research
Data organisation, spreadsheets, document preparation and health-topic research for content or reports.

SKILLS & TOOLS

Core competencies

Clinical

- Medical Terminology
- Patient Assessment
- Triage & Prioritisation
- Mental Health Assessment
- Crisis De-escalation
- Medication Records
- Health Education
- Infection Prevention

Administrative

- Calendar Management
- Email Management
- Data Entry
- Customer Service
- Time Management
- Document Preparation
- Professional Writing
- Research

Healthcare Admin & Tools

- ICD-10 Coding
- EHR / EMR Concepts
- Insurance Verification
- Google Workspace
- Microsoft Office
- Zoom & Google Meet
- Calendly
- Trello / Asana

Quick to learn new practice-management systems and software platforms. Every workflow is documented as I learn it.

EXPERIENCE

Clinical experience with transferable skills

Each role below built skills that carry directly into healthcare administration and virtual support.

Registered Nurse

Feb 2025 – Jun 2026

Maai Mahiu Health Centre, Maai Mahiu

- Gave one-to-one care to about 2 patients per shift, with accurate, confidential nursing notes.
- Coordinated admissions, discharges, transfers and referrals with doctors, clinical officers and social workers.
- Ran patient and family communication, including follow-up calls, appointment coordination and health education.
- Recognised and de-escalated patients in distress calmly and professionally, putting safety and dignity first.
- Managed medication administration records and daily reports with strict attention to accuracy.

VA skills: records management · scheduling · patient communication · confidentiality

Clinical Placement, Psychiatric Unit

Jan 2023 – Jun 2023

Mathari National Teaching & Referral Hospital, Nairobi

- Carried out mental state assessments and documented findings in patient files using standard clinical terminology.
- Took part in multidisciplinary ward rounds and turned care plans into clear, actionable tasks.
- Supported patient intake by collecting histories, verifying patient details and organising files.

VA skills: intake & data collection · documentation · team coordination

Clinical Rotations, General Nursing

Sep 2021 – Jul 2022

Naivasha County Referral Hospital, Naivasha

- Rotated through medical, surgical, outpatient and community health departments.
- Supported outpatient clinic flow, including patient registration, queue management and record retrieval.
- Delivered community health education and kept accurate records of outreach activities.

VA skills: front-desk workflow · prioritisation · reporting

EDUCATION & CERTIFICATIONS

Verified credentials

Every credential can be verified independently using the details below.

DIPLOMA

Diploma in Nursing / Mental Health & Psychiatry

Kenya Medical Training College (KMTC)

Nursing training specialising in psychiatric care, mental health assessment and therapeutic communication.

Awarded	5 December 2024
Serial No.	KMTC/76079
NCK Licence	593945 · Reg. 1072

CPD CERTIFIED

Working as a Virtual Assistant

Alison

Virtual assistant operations: client communication, task and time management, digital tools and remote professionalism.

Awarded	17 June 2026
Cert. ID	5739-58538863
Verify	alison.com/verify/910833a817

CERTIFICATE

Medical Coding and ICD

Mindluster

Principles of medical coding and the International Classification of Diseases (ICD) for diagnosis coding and health records.

Awarded	2 September 2026
Cert. No.	4cc9ec96

SAMPLE WORK

How I would handle it

Practical examples of how I approach common healthcare admin tasks. These are illustrative scenarios, not client engagements.

SCENARIO 01

Clearing a clinic's scheduling backlog

SITUATION

A small clinic has 40+ unconfirmed appointments and a high no-show rate.

MY APPROACH

1. Audit the calendar and flag double bookings and gaps.
2. Prioritise urgent and follow-up patients first.
3. Send confirmations by SMS or email, then call anyone who hasn't replied.
4. Set up automated 48-hour and 2-hour reminders.
5. Report weekly on confirmations and no-shows.

SCENARIO 02

Coding a routine follow-up visit

ENCOUNTER NOTE (SAMPLE)

An adult patient is seen for routine follow-up of type 2 diabetes with no complications and long-standing essential hypertension. Medication is continued.

DIAGNOSIS CODES (ICD-10-CM)

`E11.9`	Type 2 diabetes mellitus without complications
`I10`	Essential (primary) hypertension

QUALITY CHECK

Codes are checked against the current code set and the documentation. Anything ambiguous goes back to the provider as a query and is never guessed.

SCENARIO 03

Post-visit patient follow-up

SAMPLE MESSAGE

Subject: Checking in after your visit

Dear Ms. [Name],

Thank you for visiting [Clinic] on Monday. Dr. [Name] asked us to check how you're feeling since starting your new treatment.

Your follow-up is booked for **[Date, Time]**. Please reply to this email or call us if you need to reschedule or have any questions.

Warm regards,
Collins, Patient Care Coordinator

WHY IT WORKS

It's warm, clear and private: no clinical details in the message, with one clear next step.

Let's support your patients together

I'm available now for remote roles with clinics, private practices, telehealth providers and healthcare agencies.

- ✓ Full-time, part-time or project-based
- ✓ Works across US, UK & Australian time zones
- ✓ Reliable internet, a dedicated workspace and backup power
- ✓ Available for a video interview and trial task

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LOCATION
Kenya · Remote worldwide

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