

EMILY AKINYI OKOTH

REGISTERED HEALTH RECORDS & INFORMATION OFFICER

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Summary

Registered Health Records and Information Officer with **5+ years** of experience in **patient data management, medical billing verification, insurance claims processing, and healthcare reporting**. Skilled in maintaining **accurate, confidential, and high-quality patient records** while managing **admission, discharge, and billing workflows**. Experienced in coordinating with **clinical, administrative, and insurance departments** to ensure timely service delivery and accurate **medical statistics**. Strong in **data quality assurance, health information systems, customer service, and organizational skills**.

SKILLS

Health Records & Information Management:

- Patient Registration & Data Entry
- Electronic Medical Records (EMR) Management
- Medical Records Filing, Retrieval & Archiving
- Data Confidentiality & Security Compliance (HIPAA-like standards)
- Admission & Discharge Processing
- Health Information Systems (HIS) Operations

Data Quality & Medical Documentation:

- Data Accuracy Verification & Validation
- Medical Billing Analysis & Documentation Review
- Insurance Screening & Pre-authorization Processing
- Preparation of Medical Statistics & Health Information Reports

Administrative & Customer Service Skills:

- Front Office & Patient Reception
- Client Inquiry Handling & Problem Resolution
- Departmental Coordination (Nursing, Finance, Clinical Teams)
- Payment Arrangements & Insurance Liaison

Technical & Computer Skills:

- Hospital Information Systems
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Computer Literacy & Typing Skills

Organizational & Professional Skills:

- Records Organization & File Management
- Time Management & Multitasking
- Confidentiality & Ethical Compliance
- Attention to Detail
- Teamwork & Communication Skills

Experience

Registered Health Records & Information Officer | **Kangemi Health Centre** | Nairobi, Kenya

April 2021 – Present Assignment Brief:

- Accurately registered patient details in hospital systems, ensuring proper documentation and data quality.
- Processed insurance claims and pre-authorizations, coordinating with patients and insurance companies.
- Managed admission, discharge, and billing workflows, ensuring seamless departmental coordination.
- Created, stored, and retrieved patient records (both electronic and physical) while maintaining strict confidentiality.
- Prepared and submitted **healthcare reports and medical statistics** to supervisors for decision-making.
- Attended to patient inquiries and concerns, improving customer service and operational efficiency.

- Coordinated with multiple departments to ensure accurate billing and complete medical documentation.
- Adhered to professional standards, hospital policies, and procedures to uphold the hospital's image.

Medical Records Assistant (Intern) | [Wema Centre Hospital](#) | Mombasa, Kenya

Jan 2020 – Sep 2020 Assignment Brief:

- Distributed medical charts to relevant hospital departments, ensuring timely availability of patient information.
- Maintained accurate and up-to-date medical records, following hospital procedures.
- Supported the nursing department by providing necessary documents and forms for patient care.
- Performed clerical duties, including answering phones, responding to emails, and processing admissions/discharges.
- Ensured the confidentiality and security of all patient medical records.

Data Entry Clerk (Intern) | [Catholic Relief Services](#) | Siaya, Kenya

Mar 2019 – Jul 2019 Assignment Brief:

- Assisted in **data quality verification** and record management for program monitoring and evaluation.
- Supported reporting processes by organizing and analysing collected data.
- Developed skills in **organization, data accuracy**, and coordination within program teams.

Education

- **Diploma in Health Records & IT** | Kenya Medical Training College (KMTTC) | Sep 2016 – Dec 2018
- **Certificate in Health Records & IT** | Kenya Medical Training College (KMTTC) | Jan 2014 – Mar 2016
- **Kenya Certificate of Secondary Education (KCSE)** | Eregi Girls High School | 2009 – 2012
- **Kenya Certificate of Primary Education (KCPE)** | Ng'iya Girls Primary School | 2001 – 2008

Certification And Awards

- **Certificate in Monitoring & Evaluation** | Kenya Medical Training College (KMTTC) | Jan 2019 – Mar 2019
Key Skills: Data Quality, Organization Skills, Computer Literacy, Communication, Health Information Management
- **International Computer Driving License (ICDL)** | 2013 – 2014
Achievement: Certificate in computer packages
- **Certification of Participation in Data Management and Analysis** | World Health Organisation | Mar 2005 -May 2025

Referees

Joab Pamba

Ripe Freight Services Ltd, Mombasa, Kenya

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Mr. David Otieno

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George Omondi

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