



Employee Spotlight:

Heather G., RHIT, Urgent Care Coding Specialist

What do you do at KIWI-TEK and how long have you worked here?

I started with KIWI-TEK in April 2021 as an HCC Coder and now I code for clinics and urgent care.

What was your first job?

My first job in the coding field was a Medical Records Coordinator for a Skilled Nursing Facility. I was still in school for HIT at the time and was able to get the position before I graduated. My graduation was in May 2015, and I was a commencement speaker at the ceremony, which was a huge honor for me.

How has your career grown since starting in this industry?

When I started, ICD-9-CM was still in place and ICD-10-CM had yet to be implemented. I was working at the nursing facility when we had to convert all the ICD-9-CM codes to ICD-10-CM. I had learned both while I was in college. Now, I work from home as a remote coder, which has been a dream of mine since my son who is now nine years-old was born. I took a break from working during March 2020 because I was pregnant with my third child and was worried about the pandemic.

What advice do you have for new coders joining the field?

It can be very frustrating being fresh out of school with a certification looking for a position since most of them require experience. I was able to get my coding experience at a nursing home which helped me get hired with KIWI-TEK. Never give up and keep up to date on your education, whether watching webinars, reading articles, etc. You can never learn too much.

What was your biggest takeaway from COVID-19 as a medical coder?

COVID-19 normalized working from home. Before COVID-19, remote coding was available, but most clinics wanted a coder on-site at least in my area. When COVID-19 hit, most coders switched to working at home, even doctor visits were done over Zoom/video visit.

What do you think makes KIWI-TEK different from other coding companies?

There are so many positions and specialties ranging from pay per chart to hourly. Also, being able to create your own schedule is a huge plus for me. It allows me to balance my work and home life more easily and I'm saving a ton on gas right now!

What do you like to do in your spare time? Any hobbies?

I am very involved in my son's Cub Scouts. I have been his den leader for four years and am continuing next year. I'm also the Advancements Chair, Popcorn Kernel, and Committee Chair for the Cub Scouts and I volunteer at my daughter's Girl Scout meetings. I love reading and have well over 500 books, not including children's books. I also love spending time with my three children, Dorian, Nara and Laney (9, 6 and almost 2) and taking them camping or to the local zoo. We also play video/computer games together as well as board and card games. My kids mean the world to me and KIWI-TEK allows me to provide the best life for them.

Anything you want to add about industry trends, challenges or what's ahead?

I am interested in when the U.S. will implement ICD-11-CM. I anticipate it will be much like the switch from ICD-9 to ICD-10. I survived the transition and loved the challenge, so I am very excited to learn about ICD-11-CM. The way the field is ever-evolving is fascinating to me.

We are growing! Join a company culture where people are encouraged to ask questions, learn from their peers and above all, enjoy their important role as a medical coder.

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