



## 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.

**[KIWI-TEK.com/medical-coding-jobs](https://www.kiwi-tek.com/medical-coding-jobs)**

---