

Nice work!



Providers, practice managers, and patients thank medical assistants for all they do

By Cathy Cassata

In honor of MARWeek, providers and patients offer these personal stories about the CMAs (AAMA) in their lives.

Physician perspective

I have four CMAs (AAMA) who work directly for me, performing both administrative and clinical duties. We are in a busy rural practice that requires being efficient and organized. I could not function without each of them. They make it a point to make my life easier. I thank them every day for their hard work. The medical assistant who assists me in the room is always on the same page as me. If I ask her to order something, nine times out of 10, she's already done it. My other medical assistants are on top of all things administrative. They get paperwork—FMLA [the Family and Medical Leave Act], prior authorization, and any old form you throw at them—done correctly in a timely manner. My medical assistants don't fit into the team: they are the team!

Cristy A. Elving-Dial, MD

Family practice physician in Jerseyville, Illinois

Our CMAs (AAMA) not only execute front- and back-office skill sets, such as rooming patients, obtaining medical histories, and performing medication reconciliation, but they also have a patient-first, compassionate attitude

that is vital to excellent patient care. In addition, they work well with our team in sharing duties and being accountable for their actions, always providing care that is professional, efficient, and safe. We are grateful that our medical assistants chose to be a part of our team.

Joan Goebel

Nurse manager of a family practice clinic in Brenham, Texas

My CMA (AAMA) has a wide skill set and can be used fluidly as needs dictate. As a busy internal medicine and pediatrics office, our demands change from day

to day, yet she is always able to adapt to those changes, even minute to minute. She is my go-to person when I need assistance with anything [including] ... drawing labs, taking [limited scope] X-rays, [and] tracking down results. ... She is also incredibly active behind the scenes with the management of the clinic. [She] even makes sure we are represented at local events like carnivals and parades. The best way to express my gratitude is to tell her, "You rock!"

David Basel, MD

Pediatrician in Sioux Falls, South Dakota

I thank my CMA (AAMA) for being great with patients and physicians and for her willingness to expand her skills and take on new challenges. ... Her daily contributions to the practice are invaluable. Because she has vast knowledge working in dermatology, we also value her input and ideas for improving our clinical policies and procedures. However, the best attribute that my medical assistant brings to the job is her positive and hard-working attitude.

Steven Daveluy, MD

Dermatologist in Dearborn, Michigan



Medical Assistants Recognition Week

From scheduling appointments and taking medical histories to showing compassion and acting as a patient liaison, medical assistants—particularly CMAs (AAMA)—make the patient’s visit easy while also ensuring the provider’s day runs like clockwork. In celebration of this Medical Assistants Recognition Week, employers and patients express their gratitude for a job well-done.

Patient gratitude

When I moved to the area five years ago, I found a new neurologist. ... I was pleasantly surprised to be escorted to the exam room by a professional and personable CMA (AAMA). She not only made me feel comfortable but listened to my reasons for being there without ever making me feel rushed. Plus, I knew she thoroughly updated the doctor on my situation because when he entered the room, he was fully aware of everything. It was comforting to know they worked well as a team. Together they made me feel like I was a familiar patient, not a new one, and I’ve felt like part of a caring family ever since.

Arlene Black
Jackson, Michigan

I have seven kids ranging in age from 5 to 22 [years], and they all have eczema. Scheduling appointments with their dermatologist can be hectic, but the CMA (AAMA) at the office makes it stress-free. She gets me and the children in and out without making us feel like a burden. Best of all, my kids adore her. She has a great way of making them feel comfortable. She knows all their names and remembers something unique about each one. I don’t even have to pull out my cell phone to keep them occupied because she engages with them. She’s magic! The doctor

is fantastic too, but when it comes down to it, we’ve been going to this office for seven years because of the medical assistant.

Linda Saleh
Dearborn, Michigan

For the past few years, I’ve been going to the same doctor for treatment of acne and warts. Five of my family members also go to him. We all appreciate the CMA (AAMA) and look forward to seeing her. She always greets us with a smile, makes appointments seamlessly, and preps us to see the doctor. Once we meet with the dermatologist, and if he gives us a prescription, the medical assistant asks if we understand everything. If we have questions, she checks back with him and explains everything thoroughly. I feel comfortable knowing she’s there to be the bridge between me and the doctor.

Rasheen Al Hamadi
Dearborn, Michigan

When my son was 4 years old, he swallowed a penny. We took him to the local walk-in clinic. ... A male CMA (AAMA) checked us in and instantly connected with my son. He spoke directly to him, making him feel at ease, knowing that

my son’s stomach hurt and that he was scared. The medical assistant showed such patience when gathering information from my son. I really appreciated his ability to engage with him because when the doctor came in, she spoke to me and immediately began to treat my son. At that point, I was grateful for the medical assistant’s ability to comfort my son before seeing the doctor.

Patrick Bettencourt
Turlock, California

I have been getting migraines since I was 18 years old. A few years ago, after repeated migraines, I needed preapproval for an MRI [scan]. The waiting process can be stressful, but the CMA (AAMA) at my family practice physician’s office made it tolerable. She would call me and give me updates on where she stood with the insurance company. Once the test got approved, she let me know right away and scheduled the MRI immediately. Her calming and productive attitude put my anxiety at ease. In fact, every time I visit the office and need something done, she always says, “I’ll take care of that,” and I know she means it.

Becky Jibben
Tea, South Dakota