

Do You Believe in Magic?



Providers and Patients Recognize How Marvelous Medical Assistants Can Be

By Cathy Cassata

Medical assistants are diverse and dazzling in many ways, from their abilities and specialties to their personal backgrounds. This quality brings spellbinding benefits to the providers they assist and the patients they care for. While scheduling appointments, processing insurance, rooming patients, taking vital signs, documenting medical histories, assisting providers with various tasks, and beyond, medical assistants display a wide range of skills crucial for the health care setting. In celebration of this Medical

Assistants Recognition Week, providers and patients express their gratitude for all medical assistants who use their magical touch to keep practices running smoothly and efficiently.

Providers Say the Magic Word: Thank You!

My medical assistants enhance the patient experience, not only with their clinical knowledge but with their dedication to building

rapport with patients. As an integral part of patient care, they ensure my patients are comfortable before I set foot in the examination room. During busy times, including when we're short on staff, my medical assistants are always willing to work with me to find effective solutions to keep the office running smoothly. I am thankful for their patience, flexibility, skill set, and drive to always learn more.

Evan Tobin, MD

Otolaryngologist in Columbus, Ohio



2022 MEDICAL ASSISTANTS RECOGNITION WEEK

I've been in practice for 30 years and currently offer patients concierge care, a much more relaxed, personal, and comprehensive style of medicine. My CMA (AAMA)* was instrumental in the transition from traditional practice to concierge medicine. She has complementary skills to mine, allowing us to take excellent and competent care of patients. Her training and experience also help her manage OSHA [Occupational Safety and Health Administration], CLIA [Clinical Laboratory Improvement Amendments], and safety issues, communicate with patients before and after visits, expertly room patients, perform blood draws, [and] manage laboratory tests and inventory. Best of all, she has an uncanny ability to build rewarding relationships with patients—the cornerstone of concierge medicine.

Stephan Burgeson, MD

Internist in St. Paul, Minnesota

In today's health care setting, time is of the essence, and I have to see more patients in order to keep the doors open. My medical assistants make this possible because they are an extension of me. They help navigate time-consuming work, from handling administrative duties to contact with patients, ensuring the day goes smoothly so that I can focus on aspects of my job that only I can perform. Caring for people's feet requires trust, and my medical assistants ensure that patients are comfortable with them when it comes to responsibilities like examining their feet and cutting their toenails. I appreciate my medical assistants' attentiveness and ability to anticipate what I need next, which saves me time and allows me to treat my patients faster. Without medical assistants, the workday would not be possible. They are a crucial part of the health care team.

Trenton Prioleau, MD

Podiatrist in Columbia, South Carolina

Practicing medicine takes an entire team. We couldn't deliver high-quality care across our dermatology clinics without the service and dedication of our medical assistants. They

scribe for us, allowing more one-on-one time with patients and making it easier to focus directly on the patient, complete our examinations, and provide patient education. I am grateful for the amount of hard work medical assistants put into each day, especially during these hard times with COVID-19, staff shortages at various clinics and hospitals, and the increasing rate of health care needs.

Michele Holder, MD

Dermatologist in Menasha, Wisconsin

Patients Enchanted by Medical Assistants

My daughter Ava is 16 months old, and in January, she began having upper respiratory issues that continued through April. After taking her to the pediatrician a bunch of times, they were unable to determine what was going on, so we visited an ENT [(ear, nose, and throat) physician] who conducted an allergy scratch test and examined her ears. That day, Ava had a seizure unrelated to allergies. Ultimately, the [physician] determined she wasn't experiencing allergies but had a middle ear infection. Through this stressful process, the medical assistant at the ENT office was so helpful. Her attention to detail made me feel comfortable and informed. She welcomes all my questions, and best of all, she's a [wonder] when it comes to scheduling. We had a situation where Ava's temperature spiked to 104 quickly. When I called the ENT office in a panic, the medical assistant was empathetic, accommodating, and ensured we got in right away.

Joshua Schwartz

Columbus, Ohio

I've been going to the same otolaryngologist office since 2013 for help with my sinuses. Almost every time I visit, I get to interact with the medical assistant. Over the years, we've built a trusting relationship. She always welcomes my questions. Anything I ask, she answers right away or gets the [physician's] response, if necessary. When she rooms me,

I know she'll gather all the particulars and important information like medications I'm taking and symptoms I'm having, so the [physician] is filled in when he sees me. During our visits, I never feel like just another number. She even finds time to chitchat about life outside the [physician's] office, which puts me at ease and makes the overall experience more pleasant.

Carol Yenichek

Baltimore, Ohio

I have to visit my podiatrist every two months because I have ingrown toenails that grow fast and need to be cut frequently. The medical assistant I see is always professional. I can count on her to explain everything really well, so I understand what's going on. Although I'm sensitive about who cares for my feet, I'm confident that she'll cut my nails properly and that the process won't be painful. For extra assurance, the [physician] always reviews her work. They make a great team that I can rely on to give me the best treatment possible. Since I can't go to a salon and get a pedicure, visiting the podiatrist's office is the next best thing.

John Mender

Columbia, South Carolina

To get treatment for my acne and eczema, I have seen the same dermatologist for over 10 years. The medical assistants at the office make sure my visits are a good experience. They are detail-oriented when it comes to documenting my allergies, medications, and concerns and always explain the [physician's] directions in a way I can easily understand. Head-to-toe skin examinations can be uncomfortable, but the medical assistants have a knack for putting me at ease. They ensure appointments stay on time, and if the [physician] is running behind, they make it a point to communicate that with me. From check-in to checkout, the medical assistants remain courteous and respectful.

Danielle Berenz

Appleton, Wisconsin