



CHAMPIONS

IN HEALTH CARE

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**ESSENTIAL
HEALTH CARE
TEAM MEMBER**



By Cathy Cassata

The ever-changing landscape of health care can leave providers overwhelmed and patients confused. However, the presence of medical assistants on staff can help ease the burden for providers and enhance patient care.

As an extension of physicians, medical assistants use their administrative and clinical skills to keep practices running efficiently

and demonstrate their invaluable role on the health care team. This Medical Assistants Recognition Week, providers and patients express their deep gratitude for all medical assistants do to enhance health care.

Providers Filled with Pride

Medical assistants are crucial to the work that we do every day in our clinic. They are fantastic team players and truly the backbone

of the medical field. Their ability to help with patient flow, patient care, and administrative work is impressive. Our clinic functions so well because of their dedication, skills, and expertise. I thank medical assistants for being amazing. They are a critical part of the health care team, and I am grateful for all that they do.

Nick DeBlasio, MD, MEd
Pediatrician in Cincinnati, Ohio

My medical assistant extends my reach by handling clinical and administrative tasks that enable me to focus on diagnosis, treatment, and meaningful patient interaction. At our organization, medical assistants are embedded in workflows and team huddles. They are often the first and last clinical contact for patients, making them vital for reinforcing care plans, identifying social needs, and flagging clinical concerns early. We rely on them to enhance continuity and close care gaps in real time. As we redesign primary care around team-based models, medical assistants are central to that evolution. In fact, we have started our own medical assistant training program to teach the next generation the complex skills needed to be successful members of our advanced care teams.

James DomDera, MD
*Family medicine physician in
Uniontown, Ohio*

Medical assistants decrease the workload for our nurses and reduce the burden on our providers. Their clinical skills allow them to take vital signs, administer medications, and assist with examinations. Their versatility with clinical and administrative duties helps improve patient flow in the clinic. Thank you to our medical assistants for taking great care of our patients every day and for always going the extra mile to make patients feel better.

Jared Veurink, CRNA
*Director of clinical operations in
Platte, South Dakota*

I have hired medical assistants since I started my practice 25 years ago. We are located in a community that faces a lot of challenges. The health of our community is less than average, and the poverty in our community is high—at least 30% of our patients are on Medicaid. Despite these circumstances, my medical assistants ensure the [practice] runs efficiently. They are critical in improving patient care by managing prior authorizations and relaying information to patients in a timely manner, so their care is not delayed. I'm immensely thankful for

their hard work and their dedication to the health and satisfaction of my patients. I'll be honest; the reason I have a 4.5 Google star rating is more because of my medical assistants than me.

Bobby Mukkamala, MD
*2025–2026 President of the American
Medical Association and otolaryngologist
in Flint, Michigan*

Patients Left with Positive Impressions

I have pain caused by complications from a spinal injury I endured during a kidney stone removal procedure. After seeing different specialists, I finally saw a physician who diagnosed me with severe spinal cord nerve damage and helped me find relief. The medical assistant at his [practice] is incredible. When I met her, she immediately knew the pain I was in and was so empathetic and reassuring. She made me feel seen, heard, and cared for. The day before my surgeries, she called to tell me she was sending positive thoughts my way, and after my surgeries, she called to see how I was doing and if my medication was filled. She makes me feel like I'm the most important patient that she has seen and addresses all my family's concerns. I've never experienced feeling that way with any medical assistant before.

Eunice Esparza
Chula Vista, California

My husband and I moved into an independent living facility seven years ago. At that time, I was able-bodied and could help with his care. He is paraplegic. I have a progressive muscle disease, and now I use a wheelchair and walker, so we both need help. In the medical center here, we were lucky to see a medical assistant for years. She cared for us both with such compassion and cheer, and she had a way of making us laugh too. Her uncanny ability to create a good rapport with everyone she saw stood out. She took the time to get to know us despite our age, disabilities, and needs. I'm grateful for the time we were under her care.

Karen Spielman
Lincolnshire, Illinois

I'll always remember the medical assistant who cared for my husband at our independent living facility. He was so comfortable seeing her, and she was the only person he would let draw his blood. She would talk during the process, so he didn't even know he was getting poked. When my husband passed away three years ago, I stopped going to the clinic, but just recently I started [going] back there. I'm so happy to see the medical assistant again. She has exceptional bedside manner and works well [with] the physicians. I won't go anywhere else now.

Karen Kay Lavris
Libertyville, Illinois

The medical assistant at my general practitioner's [practice] is full of sunshine. Two years ago, I was hit by a truck while I was directing traffic as a deputy sheriff. It's a miracle I'm alive. After spending three months recovering in the hospital, I left legally blind and unable to walk well. About three months after the accident, I had an appointment with my physician. When his medical assistant saw me, she burst into tears and told me she was grateful I was OK. This moved me to tears. She is a genuine, caring person. There is no false pretense with her. Plus, she is always thorough, follows up when she says she will, makes sure she answers my questions, and puts me at ease when I see the physician.

Arvin Clar
Akron, Ohio

The medical assistants at my son's pediatric dermatology practice are the bomb. They've truly eased the glide path throughout his alopecia journey and provided both counsel and understanding with insurance frustrations when we needed their help the most. We are grateful for their care as we navigated his diagnosis, treatment, and life with this condition.

Lynne Smith Obiala
Chicago, Illinois

