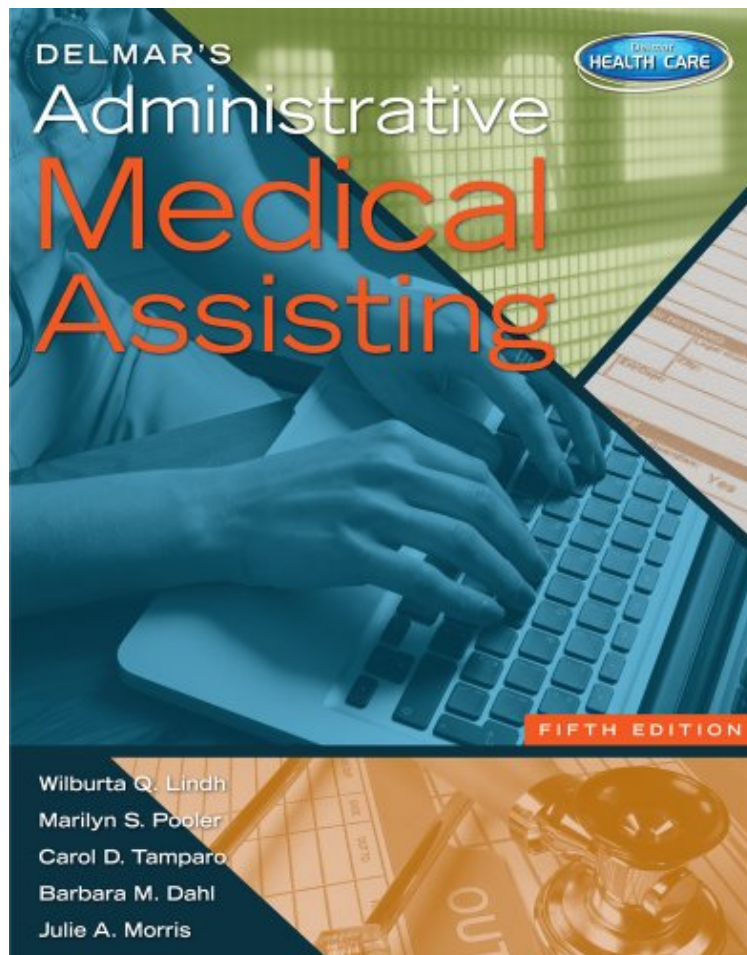


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Competency Manual for Lindh/Pooler/Tamparo/Dahl/Morris' Delmar's Administrative Medical Assisting, 5th

Wilburta Q. Lindh, Marilyn Pooler, Carol D. Tamparo, Barbara M. Dahl, Julie Morris
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The competency manual provides step-by-step procedure checklists to practice competencies required for an entry-level medical assistant. The manual also includes assessment information required to complete the competencies, as well as any necessary forms.

About the AuthorMs. Lindh, CMA (AAMA) is Professor Emerita at Highline College in Des Moines, Washington, where she served as Program Director and a consultant to the Medical Assistant Program, and received the Outstanding Faculty Member of the Year award for reshaping the program. The co-author of several textbooks on medical assisting, Ms. Lindh conducted workshops and lectured at events across the country during her tenure, and remains an active member of both the SeaTac Chapter of the American Association of Medical Assistants (AAMA) and the National American Association of Medical Assistants. Marilyn S. Pooler, RN, MEd, RMA(AMT), is a Professor in the Medical Assisting Department at Springfield Technical Community College, Springfield, Massachusetts. Marilyn has taught at Springfield for twenty years and previously served as chair of the Medical Assisting Department. She is on the certifying board of the AAMA task force for test construction and is a member of the executive board of the New England Association of Allied Health Educators. She is also a site surveyor for AAMA, reviewing medical assisting programs at schools and colleges seeking accreditation. Dr. Tamparo, PhD, CMA-A (AAMA) is the former Dean of Business and Allied Health at the Lake Washington Institute of Technology in Kirkland, Washington, and founder of the Medical Assistant Program at Highline College. The author and co-author of four texts for allied health professionals, she is also a member of the SeaTac American Association of Medical Assistants and the National American Association of Medical Assistants. Ms. Dahl, CMA (AAMA), CPC served as a tenured faculty member and coordinator for the Medical Assisting Program at Whatcom Community College in Bellingham, Washington, for more than 20 years. A credentialed CMA and CPC, she actively participated in the Whatcom County Chapter of Medical Assistants, Washington State Society of Medical Assistants, American Association of Medical Assistants (AAMA), Washington State Medical Assisting Educators, and American Academy of Professional Coders (AAPC). Ms. Dahl is currently consulting to organizations on medical management, personnel issues, curriculum development, and program accreditation, and as a medical assistant advocate. Ms. Morris, RN, BSN, CCMA, CMAA, CBCS has been involved in health care for more than four decades. After earning her Bachelor of Science in Nursing from Jacksonville State University, she went on to a career that included Director-level roles in case management, home infusion care, clinical education, and clinic management. Over the last ten years, Ms. Morris has honored her passion for education by instructing adults in allied health, eventually serving as Program Director, Externship Coordinator, and Director of Career Services. Currently, Ms. Morris devotes her career to curriculum development, integrating active learning in the classroom, and student engagement and success strategies. She is an active member of the Cobb Chapter of the American Association of Medical Assistants in Georgia.