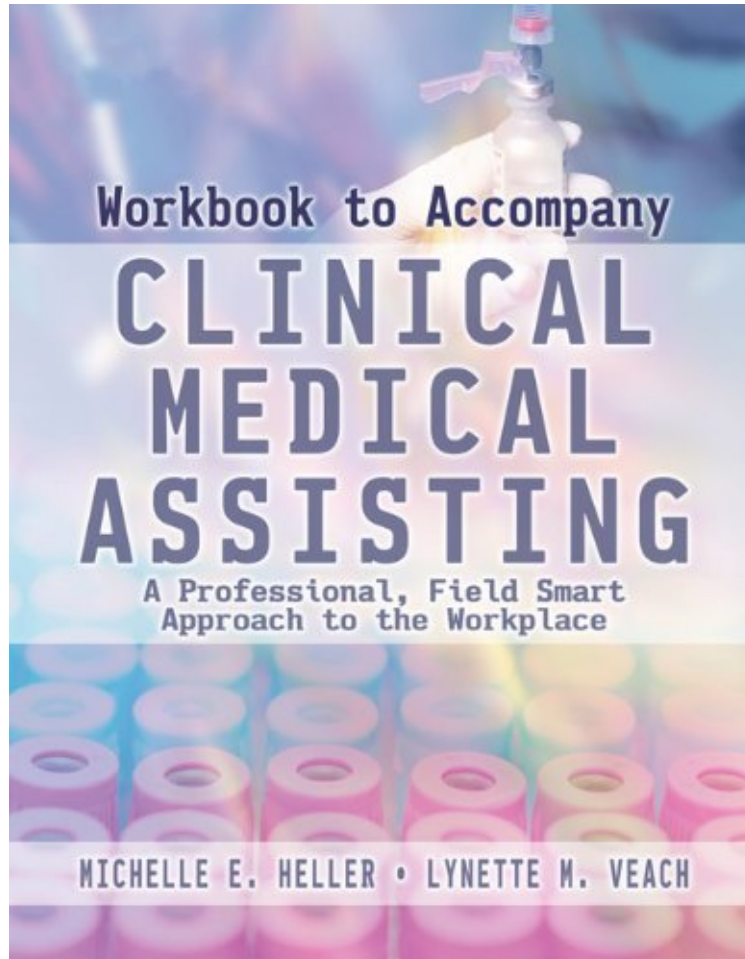


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Workbook to Accompany Clinical Medical Assisting

Lynette M. Veach, NANCE, Michelle E. Heller
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About the Author Currently a faculty member at Columbus State Community College, Michelle Heller has worked in health care and health care education for the past 30 years. She has received a variety of "Outstanding Teacher" awards from institutions in which she has taught, as well as the Ohio Council of Private Career Schools and Colleges. A frequent presenter and the author of multiple textbooks, Heller has served as both director of education and director of the Medical Assisting Program for the Ohio Institute of Health Careers. She also serves on the ABHES Medical Assisting programmatic accreditation committee. Lyn Veach is an honors graduate from Career Academy where she received a certificate in medical assisting. She later received her AAS in Medical Laboratory Technology from Columbus Technical Institute-now Columbus State Community College-where she was recognized as the class valedictorian and graduated summa cum laude. Lyn has worked in a variety of settings throughout the last 30 years including physician offices, reference laboratories, and hospital laboratories. She has taught both medical assisting and physician's office laboratory courses at Aristotle Institute of Technology and Columbus State Community College. Lyn has contributed chapters and written ancillary materials for a variety of publishing projects.