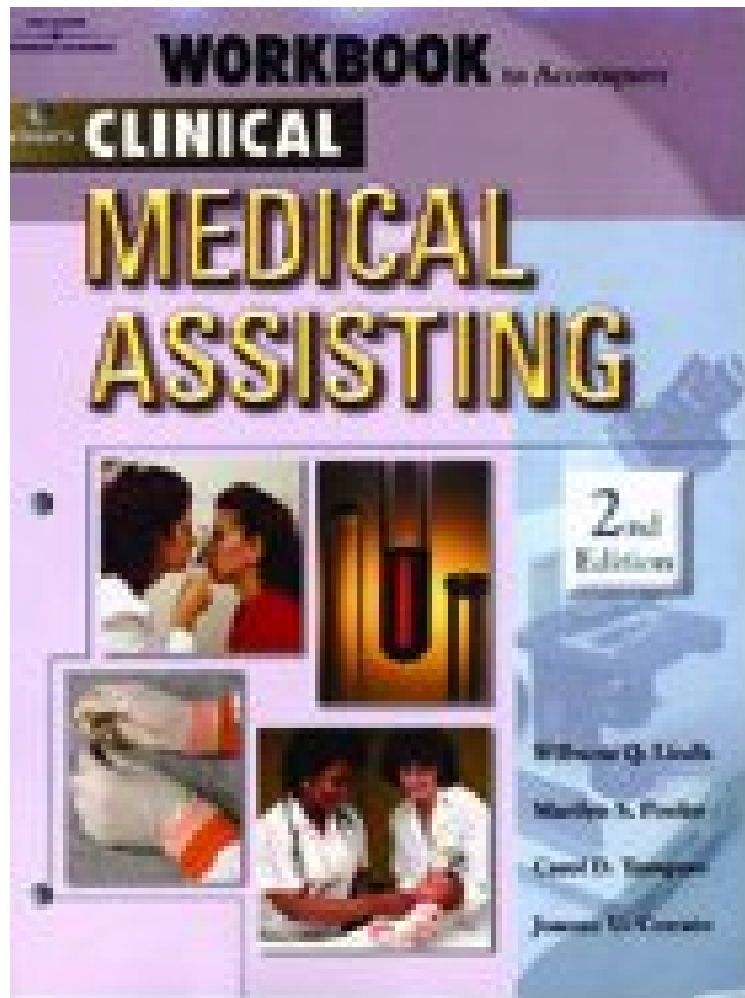


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About the Author Wilburta (Billie) Q. Lindh, MA, holds professor emerita status at Highline Community College, Des Moines, Washington. She is the former program director and consultant to the Medical Assistant Program at Highline Community College and the 2000 Outstanding Faculty Member of the year. Lindh is a member of the SeaTac Chapter of the American Association of Medical Assistants (AAMA) and has lectured at AAMA seminars on the importance of communication.