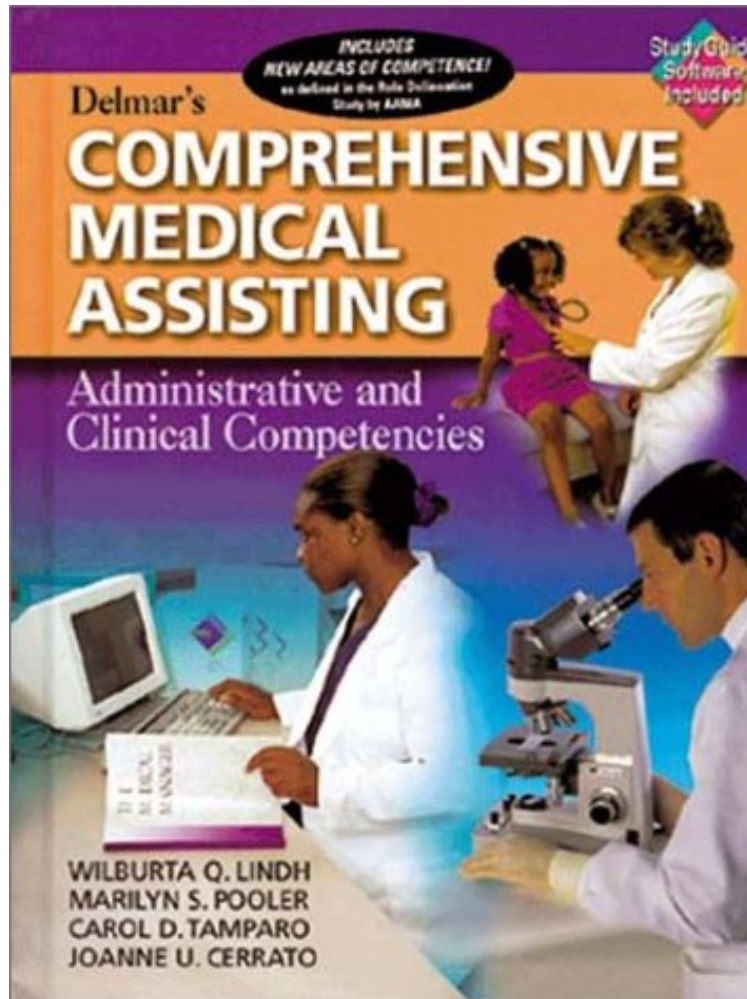


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Delmar's Comprehensive Medical Assisting: Administrative and Clinical Competencies

Wilburta Q. Lindh, Marilyn Pooler, Carol D. Tamparo, Joanne Cerrato
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About the Author Wilburta (Billie) Q. Lindh, CMA (AAMA), holds professor emerita status at Highline Community College in Des Moines, Washington, where she served as director and consultant to the Medical Assistant Program. During her tenure at the college, she received the Outstanding Faculty Member of the Year award for 2000. Lindh is a member of the SeaTac Chapter of the American Association of Medical Assistants (AAMA) and has lectured at AAMA seminars and conducted in-service workshops on various topics throughout the country. She is a coauthor of respected textbooks on medical assisting, radiology, and ophthalmology, as well as the medical assistant chapter in the GUIDE TO CAREERS IN THE HEALTH PROFESSIONS. 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. Formerly Dean of Business and Allied Health, Lake Washington Technical College, Kirkland, WA Co-Author of three additional texts for use with allied health professionals Member of SeaTac American Association of Medical Assistants Past President of Lake Washington College Foundation. You can find me on Facebook. Joanne U. Cerrato, BS, MT (ASCP), MA, is a professor, department chairperson, and program director of the Clinical Laboratory Science Department, Springfield Technical Community College, Springfield, Massachusetts. Joanne, who has taught at Springfield for fifteen years, is a member of the American Society for Clinical Sciences, Society for Clinical Pathologists, American Medical Technologists, Clinical Laboratory Science Society of Central New England, and the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS). Joanne is also on the NAACLS task force of the laboratory assistant curriculum and on the executive board of the New England Association of Allied Health Educators.