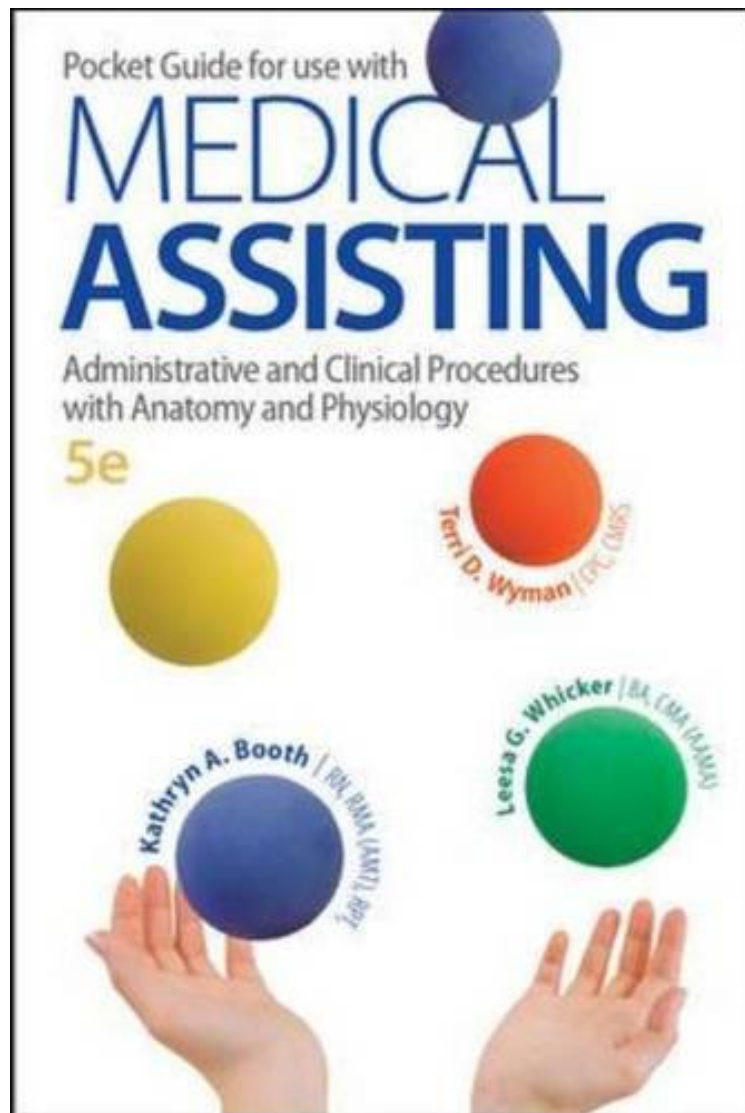


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Pocket Guide for Medical Assisting: Administrative and Clinical Procedures

Kathryn A. Booth RN MS, Leesa Whicker BA CMA, Terri D. Wyman

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About the AuthorTerri D. Wyman, AS, CPC, CMRS has 35 years of experience in the healthcare field, first as a CMA specializing in hematology/oncology and homecare and then in the medical billing and coding field. At the suggestion of a coworker, she began her career in education as instructor and program director for both medical assisting and medical billing and coding programs for several technical schools in New England. Currently, Terri is the financial applications analyst at Baystate Wing Hospital, where her love of teaching continues in the hospital setting. She is active with her local AAPC chapter and is on the National Advisory Board for the American Medical Billing Association (AMBA). She provides continuing education opportunities for AMBA members by writing numerous billing and coding programs and speaking at their national conferences on medical coding topics, including ICD-10. In the rapidly changing world of healthcare billing and coding, she is excited to continue sharing the language of billing and coding with instructors, students, and career professionals. Terri sends special thanks to Dale for his unending support and to Francis Stein, MD, whose patience with a new medical assistant years ago showed her the joy of learning and education.Leesa G. Whicker, BA, CMA (AAMA) is a Certified Medical Assistant with a BA in art with a concentration in art history. She is an educator with more than 20 years of experience in the classroom. With 35 years of experience in the healthcare field as a medical assistant, a research specialist in molecular pathogenesis and infectious disease, and a medical assisting program director and instructor, she brings a broad background of knowledge and experience to the classroom. As a curriculum expert, she has served on several committees, including the Writing Team for the Common Course Library for the North Carolina Community College System and the Curriculum Committee at Central Piedmont Community College. She remains an active member of the Curriculum Committee. Leesa was among the first instructors to develop online courses and remains active in online curriculum development. She has presented Methods of Active and Collaborative learning on the national level. Her passion is finding novel and varied ways to reach the ever-changing learning styles of today's students. She currently teaches at Central Piedmont Community College in Charlotte, North Carolina.Kathryn A. Booth, RN-BSN, RMA (AMT), RPT, CPhT, MS is a registered nurse (RN) with a masters degree in education as well as certifications in phlebotomy, pharmacy tech, and medical assisting. She is an author, an educator, and a consultant for Total Care Programming, Inc. She has over 30 years of teaching, nursing, and healthcare experience that spans five states. As an educator, Kathy has been awarded the teacher of the year in three states where she taught various health sciences, including medical assisting in both a classroom and an online capacity. Kathy serves on the AMT Examinations, Qualifications, and Standards committee, as well as the advisory board for two educational institutions. She stays current through working at various practice settings as well as obtaining and maintaining certifications. Her larger goal is to develop up-to-date, dynamic healthcare educational materials to assist her and other educators and to promote healthcare professions. In addition, Kathy enjoys presenting innovative new learning solutions for the changing healthcare and educational landscape to her fellow professionals nationwide.