

Patient- Centric Primary Care Homes

The Changing Role of the Medical Assistant



Heidi Brill, MPH

Then

- Reactive
- Dependent
- Worker-Bee
- One task at a time
- Impersonal and written communication
- Just do it...

Now

- Proactive
- Independent and Inter-dependent (Teams!)
- Integral part of the system
- Multi-tasking
- 'Huddle' and face-to-face conversations
- Just do it...WELL!

How things have changed...



Team-Based Care

All for one...

**the
PATIENT!**

**We all have a
purpose here...let's
give it 100%!**



Relationships

**Building
relationships
within the
team AND
with patients
and their
families...**



Suggestions for Future Medical Assistant and Medical Assistant Training Programs

- Communication/Conflict Resolution
- Working in Teams
- All Point of Care testing
- Focus on Quality
- Externship in Family Medicine or Primary Care Clinics