

Educated. Equipped. Empowered.



By Cathy Cassata

Every year, the third week of October brings a well-deserved spotlight on one of health care's most versatile and vital professionals—the medical assistant. This Medical Assistants Recognition Week is a time to pause and acknowledge all that medical assistants contribute to enhance medical practices across the country. From taking vitals and rooming patients to managing calls, refills, and administrative workflows, medical assistants do so much more than most people realize, and they do so with skill, compassion, and consistency.

As practices grow larger and patient needs grow more complex, medical assistants have stepped up to fill critical gaps across clinical and administrative functions. They are often the first face a patient sees and the last voice they hear, bringing a steady, reassuring presence in moments that can feel uncertain or overwhelming. From family practice to specialties such as cardiology, women's health, pediatrics, and mental health, medical assistants make an impact.

We asked providers to share what medical assistants mean to their practices, and their words speak to something beyond job descriptions and workflow efficiency. They highlight partnership, trust, and an indispensable dedication that keeps health care functioning at its best. Their insight is a well-deserved tribute to every medical assistant who has ever made a difference.

Gratitude from Providers

Our medical group consists of 19 practices including family practice, pulmonology, cardiology, OB-GYN, mental wellness, and urology. Medical assistants are the glue that holds each practice together. Their clinical knowledge and administrative experience allow providers to focus on diagnosing and treating patients. Their flexibility enhances workflow efficiency, improves team collaboration, and helps ensure patients receive timely, high-quality care. To all our talented medical assistants, thank you for your dedication and professionalism, and for your willingness to step in and help with whatever is needed. As a former medical assistant myself, I personally know your value.

Amy Sattler, BSN, RN

*RN manager of clinical quality in
Coldwater, Ohio*

At Onvida Health, we have over 200 medical assistants working across walk-in clinics, family medicine, oncology, mobile units, and specialty clinics. They are the backbone [of] supportive ambulatory care. Their ability to competently maneuver between front office tasks and caring for patients and families makes them dynamic. Our medical assistants always provide excellent patient care, even on the days that are challenging. I'm thankful for their innovative ideas to improve patient care and patient workflow, for always placing our patients' needs first, and for consistently being engaged and eager to learn. Above all,

their kindness makes a positive difference in our patients' lives.

Elizabeth A. Jones, RN

*Clinical director for ambulatory pediatrics
in Yuma, Arizona*

I appreciate our medical assistants' ability to anticipate the needs of both patients and providers. They enhance the quality of care by recognizing details that may otherwise be overlooked. Working with an exceptional medical assistant makes me a better physician because we approach situations from different perspectives, and their experience working with multiple providers often brings valuable insight to my practice. In women's health care, patients often share very personal and sensitive concerns, and our medical assistants help create an environment where they feel comfortable and supported. I'm grateful for their dedication to our practice, their teamwork, and the countless ways they help our days run efficiently.

Lydia Lormand, DO

*Obstetrician-gynecologist in Manchester,
Connecticut*

I oversee staff at both cardiology and vascular surgery practices, and I can say with complete confidence that we would not be where we are today without our medical assistants. They constantly balance clinical tasks, patient communication, and operational workflows, all while bringing professionalism, empathy, and a calm presence to a fast-paced environ-



ment. Medical assistants improve patient flow, increase access, and allow providers to focus on clinical decision-making. Their presence enhances efficiency, reduces wait times, and ensures patients receive timely, high-quality, and compassionate care. I am deeply grateful for the exceptional care they give our patients and the irreplaceable role they have on our teams.

Amber Brown

Senior manager of clinic operations in Everett, Washington

When patients come in for surgery, medical assistants are often the first team member they encounter, and their professionalism and empathy set the tone for the entire visit. I'm thankful for our medical assistants'

dedication, compassion, and commitment to our patients. Their contributions make a meaningful difference every day. Their adaptability and willingness to balance clinical responsibilities, patient communication, and workflow management ensure every patient feels genuinely well cared for.

Robert J. Doiron, MD

General surgeon in Biddeford, Maine

Gone are the days when one [physician], one nurse, and one receptionist could run a practice effectively. Today, medical assistants are essential, helping provide care and ensuring no patient falls through the cracks. My medical assistants learn how I think and what I would do or say in nearly any situation, and as a result, they multiply

my effectiveness as a physician. Our patients love them, I appreciate them deeply, and I couldn't do this job without them.

Mark Andrews, MD

Family practice physician in Roswell, New Mexico

Medical assistants are the friendly, welcoming face patients see before I visit with them. They help patients feel at ease and are efficient at bringing the main issues to my attention, including alerting me to any concerning vitals right away. I especially appreciate the kindness and devotion they show our young patients, who are often scared and not feeling well. Without medical assistants, the clinic would not function.

Malgorzata Bujarska, MD

Pediatric gastroenterologist in Park Ridge, Illinois

I know the medical assistants at our practice always have my back. They jump in to help with whatever is needed, and somehow they always know what I need before I even do. Their efficiency keeps the rooming process and patient visits running smoothly. Plus, their strong administrative skills keep us on top of responding to patient messages, calls, and medication refills. We would truly be lost without our medical assistants.

Kathleen Chmiel, DO

Family medicine physician in Des Plaines, Illinois ♦

Props from a Patient

When I first came to the vascular surgery practice, I was a new patient and a little nervous. The medical assistant seemed to pick up on that right away. She walked me through every step of the process, took the time to make sure everything was right, and even chatted with me about personal things—the kind of conversation that makes you feel like you're talking to a real person, not just going through a medical checklist. I even mixed up my appointment time on my first visit, and she worked her magic to get me in anyway without making me feel bad about it. When it came time for my procedure, she was right there, setting me up, making sure I was comfortable, and when it was over, she came in to fix my dressing and walked my wife and me out with clear instructions on what to do at home. She is exactly the kind of staff member who makes you want to keep coming back.

Ron Johnson

Mount Vernon, Washington