

Nicole Ball

Week 1: A Day In The Life Of A Medical Assistant Video Response

The video is following a newer Medical Assistant (MA) on an average day of work at an Urgent Care facility where she was hired on full time after completing her externship. The first impression that I got from the MA is that she has the right personality for the job. She comes across as an enthusiastic, energetic person with a positive attitude about her day and her job. Having those qualities as a MA are particularly important because you are usually the first or second person that a patient will interact with when they attend a facility or clinic for a visit. You want to be the one to help build a relationship and trust with a patient and it is much easier to do that when you are a pleasant person.

Her role for the day is a clinical MA so she is dressed appropriately for that. She is wearing clean and presentable scrubs that have the facility's logo on them. She is also wearing proper footwear, which would be nothing open toed. She does not have on excessive jewelry and the few pieces she has on do not dangle in the way to be a hazard. Her face/make up are done in a tasteful manner as well as her hair which gives the appearance of proper grooming and hygiene. The only thing that I noticed about her appearance that I personally would consider to be an issue is her long fingernails. They may not be an issue for her particular employer, but I feel that they are too long for a clinical role. Other than that, I feel she is dressed properly and presentable for a day of being a clinical MA, and also as an administrative one if needed.

I noticed that when she was in the facility, she made it a point to not film or interact with any patients or specific areas that would violate anything of patient confidentiality. That is a huge factor in the MA world and in general the healthcare field as a whole. You must not do anything to violate a patient's privacy and sometimes that can be something as simple as taking a picture while in the vicinity of one.

She seems very proud of her office and of her job. I found it funny that when she was giving a tour of the room she was explaining what she planned to do to rearrange and organize the room to make it her own but she hasn't done it yet because she has been procrastinating. I am sure that being an urgent care facility she gets very busy there and has little time to do extra things like that. It also seems like it may be a common trait with MAs, but not on purpose. It's just due to the fact that it's a fast passed, busy job and some days you are just trying to catch up.

Overall, I wish that I could have seen more. This video has made me look forward to when I will get the chance to hopefully job shadow. If that is not able to happen, then definitely externship will be my chance.