**MEDICAL ASSISTING ADVISORY COMMITTEE MEETING**

**Minutes from Meeting on April 21, 2011**

**Members Attending: Karen Gorback, Debbie Newcomb, Kathy Dunlop, Nancy Kennedy, Jeanice Lambert, Cindy Garner, Susan Renteria, Susan Moffatt, Deanna Flanagan, Thomas Dunlop, Lynn Rockney, Therese Unzen, Shana Collins, and Angela Alvidres.**

**1. Dr. Karen Gorback welcomed the members of the committee and explained the purpose of advisory committees.**

**2. All members were asked to introduce themselves.**

**3. Debbie Newcomb explained the following:**

**a. Backgroud of the Multi-Skilled Medical Assisting Program and lengthening and changes in the course beginning Fall 2011**

**b. Other medical courses that are available through the VC Business Department**

**c. The new Electronic Medical Records course - Feedback was excellent regarding this course. D. purpose of this committee and our outreach to the medical community**

**4. Discussion centered on these topics:**

**a. Expectations of students who complete a medical assisting program and specific training needs employers are seeking**

1. **Training in attitude to include flexibility, avoiding the “know it all” syndrome, how to enter an established workplace and work with existing staff, policies and procedures.**
2. **Presentation – no visible tattoos or piercings (other than 1 ear piercing per ear), conservative appearance, self-confidence (especially when talking with doctors, other medical assistants and patients)**
3. **Emphasis on a strong work ethic and asking questions, especially during the training period**
4. **Awareness that most offices use cross-training methods so should be open to working in any position (front or back) in the office**
5. **How to multi-task and prioritize**
6. **Communication skills – verbal, written, taking messages. It was stressed that this is just as important in Electronic Health Records.**
7. **Experience with Electronic Health Records**
8. **Can never give medical advice to patients**
9. **Basic math skills and training in medication dosages. Possible pre-requisite of basic math to enter program.**
10. **Practice in clinical skills. Vital signs on varying age groups, especially elderly and pediatrics. Possible use of a manikin in training and doing free blood pressure checks at the Bonaventure (assisted living facility in East Ventura). Preparation for assisting with graphic exams and procedures.**
11. **Interviewing techniques. Use a prioritization question to have them identify what they would do first when asked to multi-task. Determining urgency of situations. Using mock interviews that are video-taped so students can see how they did.**
12. **Need for internships. Detailed discussion on this topic revealed how important managers felt about this. Emphasize to students that humility during internship and commitment to sticking with it to the end is very important.**

**b. Latest technology in use – Electronic Health Records**

**c. Availability of jobs**

1. **Jobs continue to be available**
2. **Starting wage is $11 to $14**
3. **Ventura County Medical Association might be a employment resource**

**e. Availability of jobs for special needs populations and how we might better serve them**

1. **Outreach to high schools and public. Many people are unaware of our program**
2. **Males in medical offices are increasing but probably need to be in specialty offices because they cannot assist with female exams in family practice and OB/Gyn.**

 **5. Advisory committee members were thanked for their time and input. Meeting was adjourned.**