



# Glencoe Administrative Procedures for Medical Assisting: A Patient-Centered Approach

*Barbara Ramutkowski, Abdulai Barrie, Cindy Keller, Laurie Dazarow, Cindy Abel*

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Students learn the skills necessary to become a multiskilled front office medical assistant. All of the step-by-step procedures are fully illustrated so students can learn proper technique. Trains students on medical office administrative procedures and equipment. Each chapter begins with an outline of topics, a list of chapter objectives, key terms and a list of 1997 AAMA Role Delineation Study Areas of Competence covered in that chapter so students know where to focus their attention as they read and study. Questions and activities at the end of every chapter help students measure their progress every step of the way.

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