

## MA Overview

A Medical Assistant, or a Clinical Assistant, is responsible for assisting Doctors and Nurses in providing care to their patients. Their duties include recording and updating medical histories and contact information in patient files, scheduling patient appointments and performing standard care procedures like drawing blood, checking vitals or collecting lab samples. For many of our providers here at HOPES, their MAs are important partners in patient's health care.

Our medical assistants are responsible for all of the vaccines that come in and go out of this clinic. This includes over 40 vaccine types, such as all childhood vaccines, flu shots, COVID vaccines, shingles, tetanus and others!

Here at Northern Nevada HOPES we currently have 35 MAs, 2 of which are Community Health Workers, who assist with our population health program and our diabetes management classes for our patients.

## MEDICAL ASSISTANTS SEPTEMBER, 2022

*Submitted by:  
Michelle Wagner,  
Director of Clinical Services*

*"As a former Medical Assistant myself, I am so proud of the group of MAs we have working here at HOPES. They are an amazing group of professionals that know their job, take pride in the work that they do and give the absolute best care to our patients. MAs are truly the unsung (or under-sung) heroes of the health care industry."  
- Michelle W.*



**HOPES DEPARTMENT  
BOARD REPORT**

## MA Statistics

727,760

MA's in the United States as of 2021.

This is about 0.8% of the work force in the US!

36

The average age of a medical assistant

The Bureau of Labor Statistics states that employment for medical assistants is projected to grow 23 percent from 2014 to 2024. The growth rate for all occupations is 5 percent.

About 123,000 openings for medical assistants are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

## MA's Are Free-Range Medical Professionals

MA's can do more than a lot of people think!  
They wear many hats!

### MA's can:

- work in hospitals
- work in doctor's offices or healthcare centers (like HOPES!)
- Draw Blood
- Give Injections
- Give Vaccines
- Assist in medical procedures
- Do on-site labs (such as pregnancy tests, strep tests and hemoglobin A1C checks)
- Translate for our providers
- Take patient vitals
- Process pre-authorizations for a variety of procedures and medications and specialty-provider visits

### Our Medical Assistants have the following skills and qualifications:

- Strong verbal and written skills
- Superior customer service skills
- A high level of professionalism
- An incredible dedication for our patients