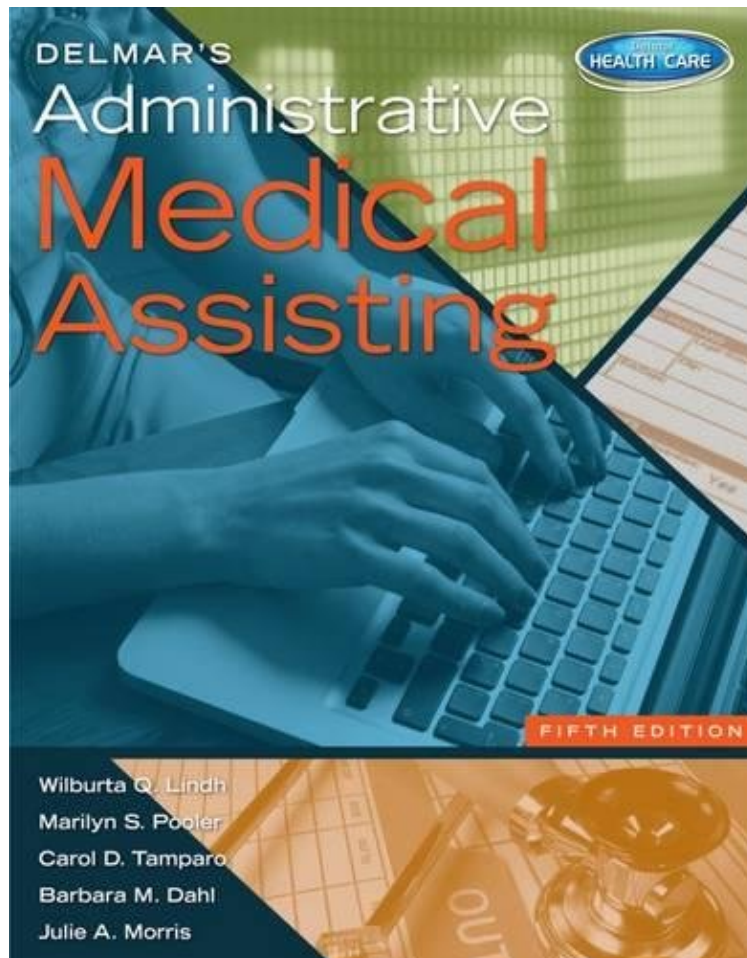


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The study guide is designed to help students retain key chapter content and apply critical thinking skills. Expanded activities include new critical thinking exercises, web activities, and hands-on applications.

About the AuthorMarilyn S. Pooler, RN, MEd, RMA(AMT), is a Professor in the Medical Assisting Department at

Springfield Technical Community College, Springfield, Massachusetts. Marilyn has taught at Springfield for twenty years and previously served as chair of the Medical Assisting Department. She is on the certifying board of the AAMA task force for test construction and is a member of the executive board of the New England Association of Allied Health Educators. She is also a site surveyor for AAMA, reviewing medical assisting programs at schools and colleges seeking accreditation.