

AMT Member Spotlight

Kelly Morgan, RMA

AMT-certified Registered Medical Assistant and Flow Manager Kelly Morgan sees herself first and foremost as a patient advocate. As the main laboratory assistant to the practice, she prides herself on providing patients not only care but also education. "I want to keep them informed," she says, especially in the dynamic health care field. At Shelby Family Practice in Boiling Springs, North Carolina, Kelly oversees the prescription medication schedule and provides patients with monthly follow ups and prescriptions.

With 10 years of experience in orthopedics, pulmonary care and sleep medicine, Kelly is highly qualified to provide every patient the best possible care. She emphasizes taking time with each patient to get to know them one-on-one and help them feel as comfortable as possible.

She wants each patient to know that their providers, office and clinical staff really do care

Kelly's AMT certification provides her with mentorship and learning opportunities.

about every patient's individual needs. Once, an 84-year-old patient with dementia needed medical supplies and couldn't get them. Kelly was **resourceful** and advocated for her patient,



Certified: Resourceful

investigating and eventually resolving the situation.

Kelly loves what she does and notes that her AMT certification provides her with both mentorship and learning opportunities.

Although she has a heavy workload, Kelly is able to strike a good work-life balance. When she's not caring for patients, one can find Kelly snapping away as a photographer, escaping to the beach, or spending time with friends. Looking ahead, Kelly is pursuing her RN degree as well as leadership positions in sleep medicine and sports medicine.



American Medical Technologists (AMT) is a certification agency and membership association for allied health professionals. Our members are why our quality certifications are making a difference in healthcare, and we are proud to highlight the work they do in spotlights such as this one.