

AMT Member Spotlight

Courtney Robinson, RMA

When patients enter MedStar Heart & Vascular Institute in Annapolis, Maryland, they know they can count on AMT Registered Medical Assistant (RMA) Courtney Robinson for gentle compassion and a kind smile.

To help brighten a patient's day, Courtney begins the appointment by finding common ground or giving a compliment before she reviews their medical history, records their vitals and confirms the purpose and goals of the visit. Courtney's individual connection with each patient provides them with a sense of security and confidence going into any situation.

Working on the front line in vascular surgery, Courtney explains to her patients what to expect and what is going to take place before a procedure to ensure the patient is prepared and there are no surprises. She acknowledges when situations are not ideal, and provides answers when a patient may be under a great deal of stress.

"AMT certification is an important part of building her health care competence and confidence"

Once, a patient of Courtney's had difficulty speaking English. It didn't stop Courtney from assisting her patient—she was able to communicate by using facial expressions and verbal cues.

"If you really like people and enjoy having long-lasting relationships with everyone you meet, becoming a Medical Assistant is where you will find that," says Courtney.



Certified: Confident

This AMT-certified RMA has the knowledge, personality, and willingness to care that make a truly exceptional allied health professional. AMT certification is an important part of building her health care competence and **confidence**.

When Courtney is not working as an RMA, she enjoys going on adrenaline-pumping adventures like skydiving and wakeboarding.

Courtney was nominated for the AMT Medical Assistant Week 2015 Employee Contest by John D. Martin, MD, Vice President of Physician Operations at MedStar Medical Group and President at MedStar Health Cardiology Associates.



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.