

AMT Member Spotlight

Britney Anderson, RMA

AMT-certified Britney Anderson is a Registered Medical Assistant (RMA) at Greater Baltimore Medical Center (GBMC) Family Care Associates in Baltimore, Maryland. Britney's obvious passion and resourcefulness help her patients feel comfortable and well cared for.

In her time at GBMC, Britney helped the office obtain recognition for its Vaccines for Children program. As head of the program, Britney monitors inventory and supplies and works to ensure that every child visiting the center is able to receive a vaccination.

Britney likes to remind her patients that she is available and willing to assist them whenever necessary. Once a patient is finished meeting with the doctor, Britney explains how she will contact them as soon as possible if they are awaiting results. Britney always delivers updates and results to her patients with **compassion** and care.

AMT certification helps remind patients of Britney's commitment to quality care.

Britney frequently commits her own time to help patients receive the best care possible. When she learned of a patient who was unable to walk and did not have the correct insurance to cover the costs of his surgery, she immediately began to research other alternatives. Several hours and phone calls later, Britney was able to find a doctor who accepted his insurance.



Certified: Compassionate

The patient was able get the surgery needed to help him walk again.

"To have what it takes as an RMA, it is important to be respectful, genuine, and form a trustworthy relationship with your patient," describes Britney. "I am so glad I work in the medical field because I know there is always something I can do to help."

In the future, Britney hopes to apply to nursing school. When she is not working as an RMA, she enjoys being a mom and spending time with her daughter and son.

Britney received the "Service Star of the Year" award and was nominated for the AMT Medical Assistant Week 2015 Employee Contest by Jillian Klaucke, MD, of GBMC Family Care 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.