Angela Whitehorse

Lead Medical Assistant | Certified Medical Assistant | Medical Assistant

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PROFESSIONAL SUMMARY

Lead medical assistant and clinical supervisor with eleven years in primary care and pediatrics. Manages twelve medical assistants across two clinics, owns onboarding and competency checks, and works with providers to keep schedules, rooming and patient flow steady.

PROFESSIONAL EXPERIENCE

Lead Medical Assistant

Jan 2021 — Present

Saguaro Pediatrics and Family Care · Phoenix, AZ

- Supervise twelve medical assistants across two clinic locations, building weekly staffing schedules and covering gaps so each provider has a dedicated MA.
- Built a skills checklist and two-week onboarding plan for new MAs, covering rooming, injections, vaccine documentation and Epic workflows.
- Run vaccine ordering, temperature logs and storage checks for both sites, keeping records ready for state vaccine program reviews.
- Meet monthly with the clinic manager and lead physician to adjust scheduling templates and rooming steps when patient flow slows.

Certified Medical Assistant

Jun 2017 — Dec 2020

Desert Bloom Internal Medicine · Mesa, AZ

- Roomed patients, took vitals and histories, and gave injections for a busy internal medicine physician seeing about 25 patients a day.
- Processed prior authorizations and refill requests through Epic, cutting the backlog that had built up after a staffing change.
- Performed EKGs, spirometry and phlebotomy, and trained two new MAs on the clinic's specimen handling steps.

Medical Assistant

Jul 2015 — May 2017

Valley Urgent Care Partners · Tempe, AZ

- Assisted providers with laceration repairs, splinting and wound care in a walk-in urgent care clinic.
- Handled front and back office tasks during evening shifts, including check-in, X-ray scheduling and room turnover.

EDUCATION

Diploma, Medical Assisting — Sonoran Valley Community College *2015*

SKILLS

Technical: MA team supervision, Competency training, Patient flow, Vaccine inventory and storage, Pediatric immunizations, Phlebotomy, Epic, Quality and safety checks, Prior authorizations, Infection control, Scheduling templates, Staff scheduling

Certifications: Certified Medical Assistant (CMA), AAMA · BLS (AHA)