JASMINE CARTER

Certified Medical Assistant, CMA (AAMA) | Family Medicine

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SUMMARY

Certified medical assistant with 8 years of experience in family medicine and urgent care. Room 28–34 patients per day for 2 physicians in a 9-provider practice and lead a team of 13 medical assistants. Raised the practice colorectal cancer screening rate from 58% to 67% with pre-visit planning. CMA (AAMA), phlebotomy, and BLS certified; fluent in Spanish.

EXPERIENCE

Lead Medical Assistant (CMA) — *Sendero Family Medicine Associates*

Feb 2021–Present

Independent family medicine practice with 9 providers, 14 medical assistants, and about 230 patient visits per day.

- Room 28–34 patients per day for 2 physicians: take vital signs, update the medication list, record the chief complaint, and give PHQ-9 and fall-risk screenings.
- Draw blood from 12–18 patients per day and run point-of-care tests (A1C, rapid strep, urinalysis); 0 mislabeled specimens in 2025.
- Built a pre-visit planning checklist for care gaps; the practice colorectal cancer screening rate rose from 58% to 67% in 12 months.
- Make the daily assignments for 13 other medical assistants and trained 8 new hires in a 4-week orientation; 7 of the 8 stayed past 1 year.
- Cut the average time to close a prescription refill request in eClinicalWorks from 2 days to 1 day with a shared inbox and physician-approved refill protocols.

Medical Assistant — *Lone Oak Urgent Care*

Jun 2018–Jan 2021

Walk-in urgent care clinic with 3 providers and 70–90 visits per day.

- Roomed up to 40 patients per 12-hour shift, took vital signs, and reported abnormal values to the provider at once.
- Performed 10–15 electrocardiograms (ECGs) per week and ran rapid flu, COVID-19, and strep tests.
- Set up and assisted with 8–10 laceration repairs and incision and drainage procedures per week; kept sterile fields and instrument logs.
- Gave 1,100 flu vaccines in the 2020–21 season and recorded each dose and lot number in the EHR and, for patients who consented, in the state immunization registry (ImmTrac2).
- Checked insurance eligibility at the front desk on weekend shifts; claim denials for eligibility fell from 6% to 3% in 1 year.

EDUCATION

Sotol Creek Technical College

May 2018

Certificate in Medical Assisting (CAAHEP-accredited program)

SKILLS

Clinical: Vital signs and patient intake, Venipuncture and specimen collection, Point-of-care testing, Injections and immunizations, Electrocardiograms (ECG), Minor procedure setup and sterile technique, Medication reconciliation

Administrative: Scheduling and patient check-in, Insurance eligibility checks, Prior authorizations, Prescription refill protocols, HIPAA

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Systems: eClinicalWorks (EHR), Epic, Microsoft Excel

CERTIFICATES

Certified Medical Assistant, CMA (AAMA) Jul 2018
American Association of Medical Assistants

Certified Phlebotomy Technician (CPT) Oct 2019
National Healthcareer Association (NHA)

Basic Life Support (BLS) Apr 2025
American Heart Association

LANGUAGES

English (Native) · Spanish (Fluent)

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