JULIAN MERCER

MEDICAL ASSISTANT

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PROFESSIONAL SUMMARY

Certified Medical Assistant with 4+ years in busy primary care clinics. Combines clinical skills such as vitals, injections, and EKGs with accurate charting, scheduling, and front-desk coordination to keep providers on time and patients informed and comfortable.

PROFESSIONAL EXPERIENCE

Certified Medical Assistant Feb 2025 - Present
Sutter Health, Sacramento, CA

- Room 22 to 26 patients daily in a primary care clinic, recording vital signs, medications, and reason for visit before the provider enters.
- Give injections and immunisations, perform EKGs and point-of-care tests, and document results accurately in the electronic record for provider review.
- Prepare exam rooms and sterilise instruments following infection-control standards, keeping rooms ready between appointments and reducing provider wait time.
- Complete prior authorisations and referral paperwork with insurers, reducing average referral turnaround from five days to three and fewer patient calls about delays.
- Call patients with test-result reminders and follow-up instructions from providers, escalating clinical questions to nurses promptly and recording each call in the chart.
- Train two new medical assistants on workflows and the scheduling system, supporting a smooth onboarding process.
- Reorganized the supply closet and set par levels for exam-room stock, reducing mid-clinic supply runs and keeping rooms ready for each provider.

Medical Assistant Jun 2022 - Jan 2025

- Supported two primary care providers by preparing patients, assisting with minor procedures, and restocking supplies.
- Collected specimens and prepared lab requisitions, maintaining correct labelling and chain of custody for every sample sent to the lab each day.
- Scheduled follow-up appointments and referrals, coordinating with the front desk to limit gaps in the daily calendar and cut same-day cancellations.
- Verified insurance details and collected copays at check-out, keeping balances accurate and patient questions answered clearly and politely.
- Maintained patient privacy and HIPAA standards in all charting, phone calls, and record requests.
- Updated patient demographics and insurance details at each visit, reducing claim rejections tied to out-of-date information on the clinic's weekly report.
- Earned medical assistant certification on the first exam attempt while working full time.

CORE SKILLS

Vital signs | Phlebotomy | Injections | EKG | Patient rooming | Medical charting | Infection control | HIPAA compliance | Insurance verification | Prior authorisation | Appointment scheduling | Specimen handling | Electronic health records | Patient communication

EDUCATION

Certificate in Medical Assisting, Sacramento City College, Sacramento, CA

CERTIFICATIONS

Certified Medical Assistant (CMA), AAMA | Basic Life Support (BLS) | Phlebotomy Technician Certification