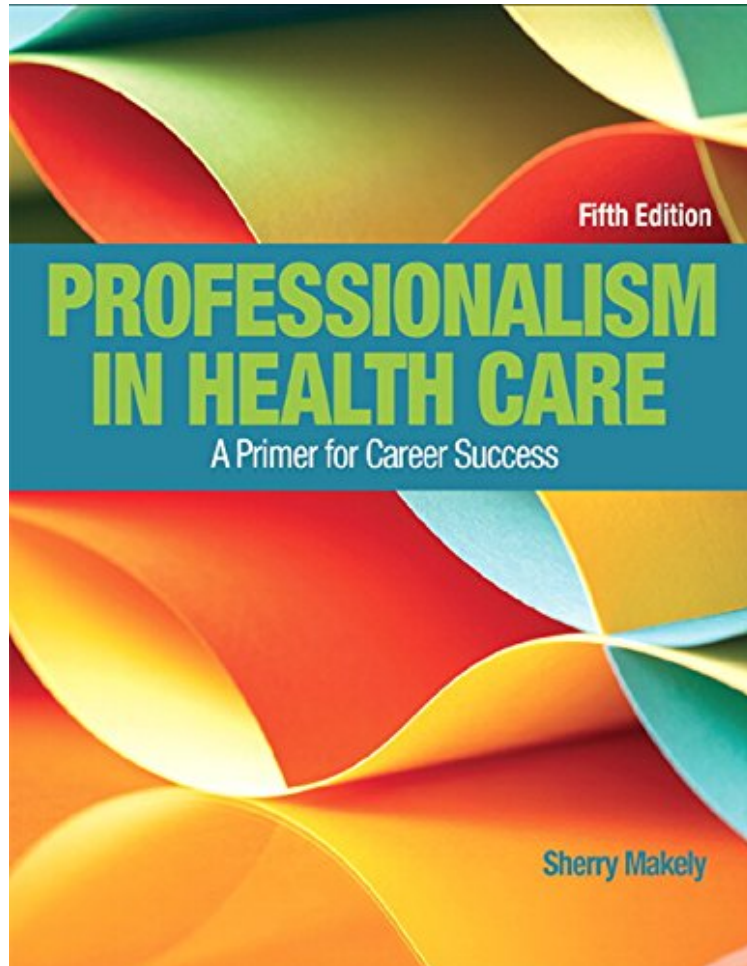


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About the Author Sherry Makely, PhD, RT(R) Textbook Author Dr. Makely created and managed health sciences educational programs and workforce development initiatives in hospitals and universities for more than 42 years. She has a bachelors degree in Radiologic Technology, a masters degree in Education, and a doctorate degree in Human Resources. Dr. Makely served as Director of Education for the School of Radiologic Science, and Manager of the Employee Education and Development Department for Methodist Hospital, Clarian Health, and Indiana University Health for 38 years. She has authored textbooks on professionalism for health care workers for more than 15 years for Pearson Education. Vanessa J. Austin, RMA, AHI, (AMT), M.Ed. Contributing Author, Chapter Seven: The Practicum Experience With more than 20 years experience as a Medical Assistant, Clinical Education Coordinator, and Program Director, Ms. Austin serves as Medical Assistant Instructor for Ross Medical Education in Cincinnati, Ohio. With a bachelors degree in Health Care Management and a masters degree in Higher Education, she served as President of the Indiana State Society of American Medical Technologists and gives presentations on Professionalism in Health Care for state and national medical assisting conferences. Quay Kester, PhD Content Contributor, Chapter Five: Cultural Competence Dr. Quay Kester, President of Evoke Communications, specializes in diversity and inclusion initiatives to build cultural competence and confidence in health care, academic, and corporate organizations. Her avid commitment to learning about cultures and customs has taken her around the world and within various economies. Her national and international experience makes her a sought after speaker, leader, and facilitator. Dr. Kester has served as adjunct faculty at Indiana University, DePauw University, and as Visiting Professor at the University of Cape Coast, Ghana. With a doctorate degree from Indiana University, she is a Master Practitioner of Neurolinguistic Programming and a Certified Medical Illustrator. She serves on numerous boards including the Diversity Roundtable of Central Indiana.