

## RITA CAI TRANSCRIPT

### Segment 1 - Becoming a Dental Assistant

>> **Rita:** Hi Everyone. My name is Rita Cai. I come from China and I have been in the USA around two to two and a half years, and used to study the ESL program in Milpitas Adult Education and after that I chose the medical assistant and study in the Unitek College. If you study to be a medical assistant, it is not only to work in the medical field you can be the dental assistant also. After you graduating I could not find a job as a medical assistant and so I tried to work as a dental assistant.

If you want to become the dental assistant you just go to school and get a certification and some students they will go to take the x-ray and get the certification. If they went there you will get more pay if you get both certifications. It takes about one years studying to do what they need to do and right now I'm working in the private clinic.

### Segment 2 - What Personal Qualities Do You Need?

>> **Rita:** If you want to become the dental assistant, the first thing you need to work with the patient and you must be very patient to work with them, because sometimes they will ask a question again, again and again. I like the job because I like to work with people and like to help people, and right now in the medical field it is easy to get a job, so I became a dental assistant. Because right now the US economy is not very good, even though it is going bad, the medical field still needs more people to work there. Doctors open private practices and need more assistants, so if you are an ESL student and you have the medical background, it is easy to get a job.

### Segment 3 - Duties and Responsibilities

>> **Rita:** The front desk, the rooming and the insurance and the appointment system is the same but the back office is different. As a medical assistant I learn to do the blood draw and do the vital signs, and how to... the patient and scheduling and billing and how to contact the insurance. If the patient has insurance and we need to contact insurance first to confirm how much they paid and after that we will assist the doctor and finish the procedure and do the..... ..and set up the tray and sterilize the equipment and after that we need to ask the patient to make the next appointment for them.

#### **Segment 4 - What Does It Take?**

For the ESL student because the first language is not English, the first thing you need to do is improve your English skills. I lived here for about three years and the first step I go to the community adult school to study English, which is very helpful after I go to work in the US. You want to learn English and communication, you just go to the community school because the private one is very expensive. But the time is very short. If you go to the community school, it will take longer and the tuition is very low.

You just need about one unit which is about 36 dollars and you take about 20 units. If you don't have a job you get a private student loan. If you have a job before and you get laid off you a private EDD, {Unemployment Insurance from the Employment Development Department} the government they will pay the tuition, even the private or the community school, they will pay for both.

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