

# CAREER MAP

## MEDICAL ASSISTING & BEYOND

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### WHAT IS A CAREER IN MEDICAL ASSISTING?

Medical Assistant is an important support position in health care. Working under the supervision of a physician or nurse, medical assistants perform a combination of administrative and clinical functions. Clinical duties may include taking vital signs, drawing blood, and preparing patients for examinations. Administrative duties may include scheduling, maintaining records, and billing and coding for insurance.

Most medical assistants work in the offices of physicians. Others work in community health centers or in the offices of other types of health practitioners such as podiatrists or chiropractors. Less than 10 percent of medical assistants work in hospitals. Some medical assistants work evenings or weekends to cover shifts in medical facilities that are always open.

The future for medical assistants looks bright. The number of jobs is growing much faster than the average for all occupations and people can move into other careers if they choose to.

### WHO LIKES TO WORK AS A MEDICAL ASSISTANT?

People who enjoy this type of work usually like to help others. They are concerned for the welfare of patients and can deal with people of diverse backgrounds in stressful situations. Medical assistants must have patience and good verbal communication skills. Because of the increasing use of electronic health records, medical assistants must also be comfortable using computers as a regular part of their work.

- **CERTIFIED MEDICAL ASSISTANT (CMA)** from the American Association of Medical Assistants (AAMA)
- **NATIONAL CERTIFIED MEDICAL ASSISTANT (NCMA)** from the National Center for Competency Testing (NCCT)
- **REGISTERED MEDICAL ASSISTANT** from American Medical Technologists (AMT)
- **CERTIFIED CLINICAL MEDICAL ASSISTANT (CCMA)** from the National Healthcareer Association (NHA)

### WHAT KIND OF PAY AND HOURS ARE INVOLVED IN THIS WORK?

In the first quarter of 2013, the typical entry-level salary for a medical assistant in New York City was \$25,420. Experienced medical assistants earned \$38,900. Most medical assistants work full-time and earn an annual salary.

### HOW DOES THE FUTURE LOOK FOR MEDICAL ASSISTANTS?

Employment of medical assistants in New York City is expected to increase by 24 percent between 2013 and 2020, much faster than the average for all occupations. This is because health care delivery is changing. More and more services are being provided outside hospitals, emergency rooms and nursing homes. The new federal health care law, the Affordable Care Act, is focused on keeping people healthy and having health care services in the community. The new law is also trying to reduce the cost of health care, and outpatient health care is less expensive than hospitals. Physicians are hiring more medical assistants to do routine administrative and clinical duties so that physicians can see more patients. All of these trends are favorable for greater employment of medical assistants.

### HOW CAN I BECOME A MEDICAL ASSISTANT?

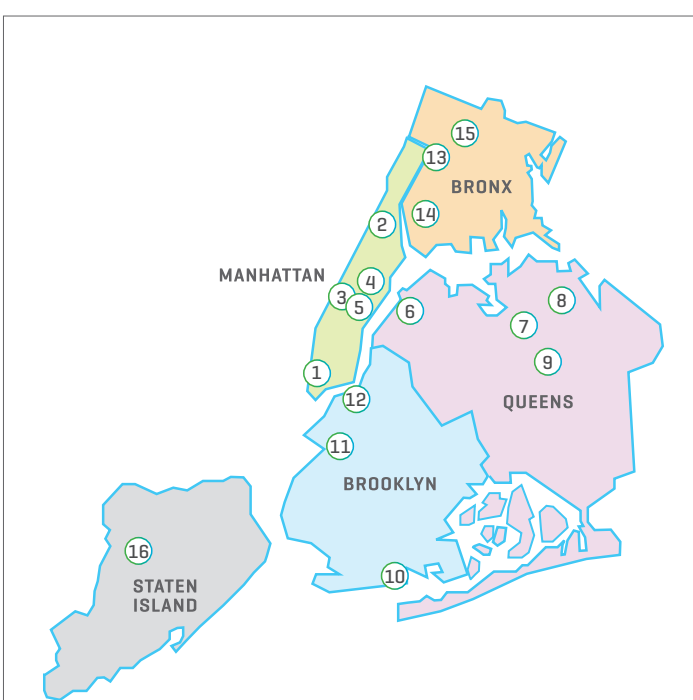
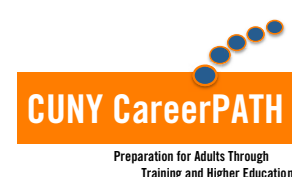
There are several schools that prepare students to become medical assistants. The training program includes courses in anatomy and physiology, so interest in science and math is important. The training also includes learning about administrative functions, such as insurance and managed care, and procedural and diagnostic coding.

In order to get a job, medical assistants must have a least a high school diploma. In New York State, there is no formal credentialing required, but many employers prefer that medical assistants have a medical assistant certification from a recognized credentialing organization. It is best to attend a training program that prepares students for one of the main certifications for medical assistants, which are:

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#### WHAT PROGRAMS AT CUNY PREPARE PEOPLE TO BECOME A MEDICAL ASSISTANT AND BEYOND?

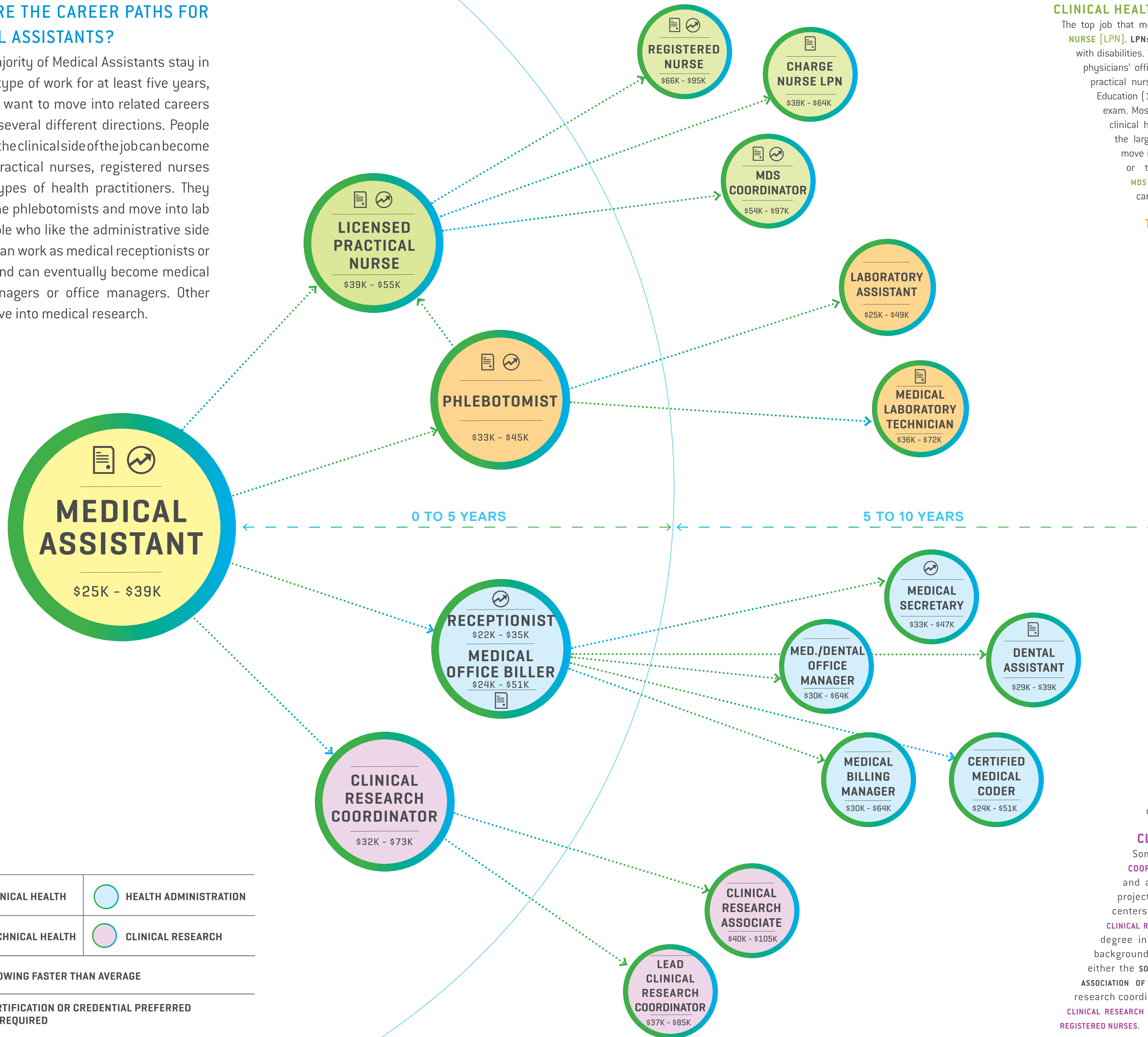
KEY	CONTINUING EDUCATION CERTIFICATE				ASSOCIATE DEGREE		BACHELOR'S DEGREE		NURSING		
	MEDICAL ASSISTANT	MEDICAL BILLING AND CODING	PHLEBOTOMY TECHNICIAN	DENTAL ASSISTANT	MED. OFFICE ASST./MANAGER	MEDICAL LAB TECHNOLOGY	HEALTH ADMINISTRATION	MEDICAL LAB TECHNOLOGY	LPN	RN (AAS)	RN (BS)
1	BOROUGH OF MANHATTAN COMMUNITY COLLEGE										
2	THE CITY COLLEGE										
3	GRADUATE CENTER										
4	HUNTER COLLEGE										
5	SCHOOL OF PROFESSIONAL STUDIES										
6	LAGUARDIA COMMUNITY COLLEGE										
7	QUEENS COLLEGE										
8	QUEENSBOROUGH COMMUNITY COLLEGE										
9	YORK COLLEGE										
10	KINGSBOROUGH COMMUNITY COLLEGE										
11	MEDGAR EVERS COLLEGE										
12	NEW YORK CITY COLLEGE OF TECHNOLOGY										
13	BRONX COMMUNITY COLLEGE										
14	HOSTOS COMMUNITY COLLEGE										
15	LEHMAN COLLEGE										
16	COLLEGE OF STATEN ISLAND										





## WHAT ARE THE CAREER PATHS FOR MEDICAL ASSISTANTS?

While a majority of Medical Assistants stay in the same type of work for at least five years, those who want to move into related careers can go in several different directions. People who enjoy the clinical side of the job can become licensed practical nurses, registered nurses or other types of health practitioners. They can become phlebotomists and move into lab work. People who like the administrative side of the job can work as medical receptionists or in billing and can eventually become medical billing managers or office managers. Other people move into medical research.



## CLINICAL HEALTH OCCUPATIONS

The top job that medical assistants move into is **LICENSED PRACTICAL NURSE [LPN]**. LPNs care for ill, injured or recovering patients or people with disabilities. They usually work in nursing care facilities, hospitals, physicians' offices or in home health care. LPNs must complete a practical nursing program approved by the NYS Department of Education [12-18 months]. LPNs must also pass a state licensing exam. Most LPNs remain LPNs and the rest usually stay in the clinical health field. Of those who progress into other jobs, the largest proportion becomes **REGISTERED NURSES**. Others move into supervisory LPN positions such as **CHARGE NURSE**, or they specialize in nursing positions such as **MDS COORDINATOR** or **MEDICAL CASE MANAGER** at long-term care facilities.

## TECHNICAL HEALTH OCCUPATIONS

Some medical assistants become **PHLEBOTOMISTS**. People in these jobs draw blood for tests, transfusions, donations or research. They may explain the procedure to patients and assist in the recovery of patients with adverse reactions. This job is also sometimes called lab assistant or patient service technician. **PHLEBOTOMISTS** usually work in medical or diagnostic laboratories, outpatient care facilities, hospitals, and physicians' offices. Most employers want phlebotomists to have a **PHLEBOTOMY CERTIFICATION**. Most **PHLEBOTOMISTS** remain in the same line of work. Those who move into other jobs become **MEDICAL LABORATORY TECHNICIANS** or **LABORATORY ASSISTANTS**. Some also become **LICENSED PRACTICAL NURSES**.

## HEALTH ADMINISTRATIVE OCCUPATIONS

Medical assistants who like the administrative side of the job sometimes become **FRONT DESK** receptionists or medical office billers in medical or dental offices. The receptionist jobs involve scheduling, customer service and phone support. They may also be known as **PATIENT REGISTRARS** or **PATIENT SERVICES REPRESENTATIVES**. **FRONT DESK** receptionists who move into other work tend to become **MEDICAL** or **DENTAL OFFICE MANAGERS**, **MEDICAL SECRETARIES**, **DENTAL ASSISTANTS** or **MEDICAL OFFICE BILLERS**.

**MEDICAL OFFICE BILLERS** verify insurance reimbursements, denials, payment posting and patient collections. They may enter medical codes for billing purposes and make sure that records are coded accurately. Many attend training in medical billing and coding. **MEDICAL OFFICE BILLERS** who move on tend to become **MEDICAL** or **DENTAL OFFICE MANAGERS**, **MEDICAL BILLING MANAGERS**, or **CERTIFIED MEDICAL CODERS**.

## CLINICAL RESEARCH OCCUPATIONS

Some medical assistants become **CLINICAL RESEARCH COORDINATORS**. In this job, they organize, coordinate and are responsible for the integrity of a research project with humans. They usually work for medical centers that perform research with human subjects. **CLINICAL RESEARCH COORDINATORS** typically have a Bachelor's degree in psychology or biology. Some have LPN or RN backgrounds. Many job listings ask for certification from either the **SOCIETY OF CLINICAL RESEARCH ASSOCIATES (SOCRA)** or the **ASSOCIATION OF CLINICAL RESEARCH PROFESSIONALS (ACRP)**. Clinical research coordinators who move into other occupations become **CLINICAL RESEARCH ASSOCIATES**, **LEAD CLINICAL RESEARCH COORDINATORS**, or **REGISTERED NURSES**.

### KEY

	CLINICAL HEALTH		HEALTH ADMINISTRATION
	TECHNICAL HEALTH		CLINICAL RESEARCH

GROWING FASTER THAN AVERAGE

CERTIFICATION OR CREDENTIAL PREFERRED OR REQUIRED

Pay ranges listed under each occupation represent entry-level to experienced annual wages in New York City.