

Medical Administrative Assistant (C.M.A.A.)

Medical administrative assistants perform a variety of clerical and administrative duties that are necessary to run a hospital or clinic efficiently. They transcribe dictation and prepare forms or charts for physicians or medical scientists. They also take simple medical histories of patients, arrange for patients to be hospitalized, or process insurance payments. Medical secretaries need to be familiar with medical terminology, medical records, and hospital or laboratory procedures.

Medical secretaries use computer software (i.e. Microsoft Word or Excel) to update databases and prepare documents. They also may buy supplies and manage stockrooms or libraries. Secretaries and administrative assistants also operate phones, fax machines, and other office equipment.

They perform an integral role in keeping the office running. From scheduling appointments to making sure test results get to the right places, hospitals or clinics would not be able to function without them. Medical secretaries do work that is indispensable to providing patients the care they need .

Most secretaries and administrative assistants work in office settings full-time. It is important to note that a C.C.M.A. (Certified Clinical Medical Assistant) prepares individuals for clinical (back office) responsibilities while C.M.A.A. prepares individuals to work in the front of the office, welcoming patients, verifying insurance information, etc.

Indiana Wage Information

	Entry	Median
Hourly Wage	\$12.37	\$13.94

Job Outlook in Indiana

Long term	19.21 % (increase)
Short Term	2.97 % (increase)

*Data collected from hoosierdata.in.gov

Job Duties

- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff
- Answer phones and direct calls to appropriate staff
- Schedule and confirm patient diagnostic appointments, surgeries, or consultations
- Operate office equipment, and software applications to prepare invoices, financial statements, letters, case histories, or medical records
- Be able to explain Patient's Bill of Rights and insurance responsibilities

Important Qualities

Active Listening — must give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times

Interpersonal skills – must communicate effectively and be courteous when interacting with others to create a positive work environment and client experience

Detail-Oriented — must be careful about detail and thorough in completing work tasks

Integrity — must be honest and ethical at all times to protect patient privacy

Skills and Knowledge

Technical

- Knowledge of processes for providing customer and personal services
- Knowledge of administrative and clerical procedures and systems such as word processing, updating files and records, stenography and transcription, designing forms, and other office procedures and terminology

English Language Arts

- Knowledge of medical terminology in work related documents

Math

- Knowledge of patterns of numbers, letters, words, pictures, mathematical operations

Certification and Advancement

The healthcare industry is growing at a rapid pace creating many job opportunities in health-related occupations. Many employers prefer and often require their workers to obtain certifications. National Healthcareer Association certification indicates that you have met a nationally recognized measure of competency and may lead to more job opportunities, a higher pay scale, and greater job security. A health care certification enables you to do the following: demonstrate your commitment to your chosen profession, enjoy a competitive edge during the job search, and improve your potential for earnings, career opportunities and advancement.

Additional certifications may go hand-in-hand with a C.M.A.A. credential. Medical coding and billing and electronic medical records administration (*CPC, CCA, or CBCS*) certifications may be good choices. Some medical assistants may choose to advance into medical administration by earning healthcare administration certification. Knowledge of the industry may also lead a medical secretary to become an instructor or sales representative of medical manufacturers of computer equipment or software.

Secretaries and administrative assistants generally advance to other administrative positions with more responsibilities, such as office supervisor, office manager, or executive secretary. For executive secretary positions, employers increasingly prefer to hire those who have taken some industry-specific college courses or have a bachelor's degree.

How can Adult Education teachers get involved?

The world of work relies on the foundational skills students acquire in your classrooms and/or programs!

- Know your students'/clients' interests and career goals
- Affirm the value of the skills/hobbies students demonstrate both in and outside of the classroom
- Infuse your classroom culture and/or meetings with career-minded activities
- Provide time to make connections between the material learned in adult education or workshops and students' daily lives/career aspirations
- Know the basic job descriptions and training requirements of in-demand occupations in your area
- Know which WorkINdiana programs are available in your region
- Know the processes for referring students to postsecondary or on-the-job training
- Post resources where students can find more information about further education/training and careers

Sources and Further Information:

www.onetonline.org
www.bls.gov

www.nhanow.com
www.onlinemedicalassistantprograms.net