



# Medical Office Assistant

## Facts about Medical Office Assistants & Job Opportunities

According to the California Employment Development Department, the expected growth rate for Medical Office Assistants will be more than twice the average rate for all occupations in California. New jobs will account for more than half of all job openings in this field over the next decade, and a sizable number of openings will occur as workers leave the occupation to retire, change careers, or for other reasons.

Most employers require Medical Office Assistants to have a high school diploma or equivalent and type between 60 and 90 words per minute. They need to know medical terms and office procedures. Computer literacy and the ability to use medical software programs are now basic requirements. These workers also need to have good written and verbal communication skills and basic math skills. The ability to complete and explain medical insurance forms is important to some employers.



## What Does a Medical Office Assistant Do?

Medical Office Assistants are responsible for the administrative and clerical work in medical offices, hospitals, other medical facilities, or private physician offices. They keep records, answer phone calls, order supplies, handle correspondence, bill patients, complete insurance forms and transcribe dictation. They may keep financial records, handle credits and collections and other bookkeeping duties. They greet patients, schedule appointments, and obtain medical histories, arrange hospital admissions and schedule surgeries.

## Personal Characteristics & Working Conditions

Medical Office Assistants must use good judgment and discretion in dealing with confidential medical records. The work requires confidence in dealing with the public, both in person and on the telephone.

Medical Secretaries work in hospitals, clinics, doctors' offices, and physician groups. They do their work in well-lit, pleasant surroundings but often under pressure that may involve emergency situations.

## How much can I earn?

The median wage for Medical Office Assistants in California is \$11.56. Beginners often earn the minimum wage. Beginners who have completed a training program usually earn the higher wage.

Medical Office Assistants work 40 hours a week Monday through Friday during regular business hours. Most employers pay for vacation, sick leave and medical insurance. Many also pay dental insurance and partial retirement benefits. Partially paid vision and life insurance are paid by some employers; a few offer profit sharing.

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