

Make a *difference*
in your life and the lives of others



choose a career in *Allied Health*

NATIONAL AMERICAN UNIVERSITY



National American University offers the in-demand health career programs that you need!

Athletic Training

Health Information Technology

Healthcare Coding

Healthcare Management

Medical Administrative Assistant

Medical Assisting

**Medical Staff Services
Management**

Pharmacy Technician

Therapeutic Massage

Other Programs Offered by National American University

Program	Associate of Applied Science	Bachelor of Science	Diploma
Accounting	X	X	
Applied Management	X	X	
Business Administration	X	X	
Criminal Justice	X	X	
Health and Beauty Management	X		
Information Technology	X	X	
Paralegal Studies	X	X	
Nursing	X (ASN)	X	
Organizational Leadership		X	
Veterinary Assisting			X
Veterinary Technology	X		

Programs Offered by the Harold D. Buckingham Graduate School

Master of Business Administration
Master of Management
Master of Science in Nursing
emphasis in Nursing Education

Why a Career in Allied Health?

Did you know that doctors and nurses are only 40 percent of all healthcare providers? The other 60 percent are allied health practitioners. The work of these highly skilled healthcare providers support, facilitate, and complement the roles of doctors and nurses. Over five million healthcare providers in the United States work in more than 80 allied health professions.

Allied health professionals are directly or indirectly involved with patient health and are regarded as experts in their field. Some allied health professionals work independently, while others work as part of a healthcare team. They also play a major role in keeping the attending clinician informed on the patient's progress and response to treatment.

As the baby boomer generation grows older, advances in medical technology continue to improve, and social, economic, and political forces impact the availability and quality of health care, the need for healthcare workers in various medical fields is literally skyrocketing.

Programs at a Glance

Program	Pg.	Length (years)	Degree	Certification & Licensure	Career Outlook* (2008 - 2018)	Potential Earnings* (median annual salary)
Athletic Training	3	4	BS	Required by most states	37% growth	\$39,640
Health Information Technology	4	2	AAS	Suggested, not required	20% growth	\$30,610
Healthcare Coding	5	1	Diploma	CCA plus continuing education	20% growth	\$30,610
Healthcare Management	6	4	BS	License required for nursing care facilities	16% growth	\$80,240
Medical Administrative Assistant	7	2	AAS	N/A	20% growth	\$29,680
Medical Assisting	8	2	AAS	Suggested, not required	34% growth	\$28,710
Medical Staff Services Management	9	2	AAS	N/A	16% growth	\$35,000
Pharmacy Technician	10	2	AAS	Required by most states	25% growth	\$27,705
Massage Therapy	11	1-2	Diploma or AAS	License required	19% growth	\$34,902

*Information provided by the Occupational Outlook Handbook, 2010-2011

Accredited by the Higher Learning Commission and a member of the North Central Association, Chicago, Illinois • www.ncahlc.org

Massage Therapist

Program: Therapeutic Massage – Associate of Applied Science or Diploma

Length: 1-2 years

Campuses that offer this program: Bloomington, Brooklyn Center,,Minnetonka, Roseville, and Sioux Falls



Massage therapists methodically apply focused, hands-on techniques to promote relaxation and increase circulation in the body's soft tissues (muscles, tendons, connective tissue, etc.). While many choose to practice independently, certified massage therapists also may work closely with other members of the healthcare team, i.e., physicians, physical therapists, rehabilitation counselors, chiropractors, and acupuncturists. In recent years, massage has gained attention from the healthcare community as a highly effective complementary and alternative medical therapy.

Today, therapeutic massage is employed throughout the healthcare system – in hospitals, long-term care facilities, and private clinics, for patients ranging from premature infants to the elderly. Many hospices have massage therapists on staff, and massage frequently is offered in wellness centers, drug treatment programs, and pain clinics.

Sample Curriculum

- Specialty Massage Techniques
- Neuromuscular Techniques
- Mastering Therapeutic Business
- Ethics and Personal Growth

Characteristics for This Career

Massage therapists must develop a rapport with their clients if repeat customers are to be secured. Because those who seek a therapist tend to make regular visits, developing a loyal clientele is an important part of becoming successful.

Work Environment

Massage therapists work in an array of settings, both private and public: private offices, studios, hospitals, nursing homes, fitness centers, sports medicine facilities, airports, and shopping malls. Some massage therapists also travel to clients' homes or offices to provide a massage.

Tasks

- Confer with clients about their medical histories and problems with stress or pain to determine how massage will be most helpful.
- Apply finger and hand pressure to specific points of the body.
- Massage and knead muscles and soft tissues of the body to provide treatment for medical conditions, injuries, or wellness maintenance.
- Maintain treatment records.
- Provide clients with guidance and information about techniques for postural improvement and stretching, strengthening, relaxation, and rehabilitative exercises.
- Assess clients' soft tissue condition, joint quality and function, muscle strength, and range of motion.
- Develop and propose client treatment plans that specify which types of massage are to be used.

Certification & Licensure

In states with massage therapy regulations, workers must obtain a license after graduating from a training program and prior to practicing massage. Passage of an examination is usually required for licensure.

Career Outlook

Employment of massage therapists is expected to increase by 19 percent from 2008 to 2018, faster than the average for all occupations.

Earnings Potential

Median wages of massage therapists, including gratuities, were \$34,902 in May 2008. Because many therapists work part-time, yearly earnings can vary considerably, depending on the therapist's schedule. Generally, massage therapists earn some portion of their income as gratuities.

Pharmacy Technician

Program: Pharmacy Technician – Associate of Applied Science

Length: 2 years

Campuses that offer this program: Austin, Bloomington, Brooklyn Center, Denver, Independence, Minnetonka, Roseville, Sioux Falls, and Zona Rosa.



In the last quarter century, pharmacy has expanded its role within the healthcare delivery system from a profession focusing on preparation and dispensing of medications to patients, to one in which pharmacists provide a range of patient oriented services to maximize the medicine's effectiveness. Pharmacy technicians are being educated, trained, and depended upon to focus on the preparation and dispensing of the medications under the supervision of the pharmacist. NAU's pharmacy technician program is designed to meet the program accreditation standards of the American Society of Health System Pharmacists. This is a gold standard in accreditation, representing the top third of programs in the nation.

Sample Curriculum

- Pharmacy Calculations
- Drug Therapeutics
- Community Pharmacy Lab
- Infusion Pharmacy Lab
- Preparing for the Profession
- Externships in Community & Hospital Pharmacies

Characteristics for This Career

Pharmacy technicians interact with the public, patients, coworkers, and healthcare professionals. The ability to multitask, provide customer service, and communicate effectively is required. In addition, basic computer, mathematical, spelling, and reading skills also are important. Technicians must interpret prescription orders and verify drug doses, requiring attention to detail. Technicians also must be dependable, accurate, and precise: details are sometimes a matter of life and death. Clean background checks and drug tests are required in most states.

Work Environment

Pharmacy technicians work in clean, organized, well-lighted, and well-ventilated areas. In pharmacies, pharmacy technicians move constantly and usually work on their feet. They may be required to lift boxes weighing up to 50 pounds or to use stepladders to retrieve supplies from high shelves. Technicians often have varying schedules that include nights, weekends, and holidays.

Tasks

- Verify prescriptions, prepare medications, provide customer service, and perform administrative duties, such as communicating with healthcare and insurance providers.
- Retrieve, count, pour, weigh, measure, and reconstitute medications.
- Compound ointments and creams.
- Calculate, measure, and prepare intravenous fluids, and chemotherapy agents.
- Train and supervise other technicians.
- Collect drug therapy data and audit medical records.

Certification & Licensure

In most states, pharmacy technicians must be registered with the state board of pharmacy. Certification is provided nationally through the Pharmacy Technician Certification Board (www.PTCB.org).

Career Outlook

Employment of pharmacy technicians and aides is expected to increase by 25 percent from 2008 to 2018, which is much faster than the average for all occupations. The increased number of middle-aged and elderly people will spur demand for pharmacy workers throughout the projection period.

Earnings Potential

National median wages for pharmacy technicians in May 2008 were \$27,705.

Athletic Trainer

Program: Athletic Training – Bachelor of Science

Length: 4 years

Campuses that offer this program: Rapid City.

Certified athletic trainers are highly qualified health professionals who are trained in preventing, recognizing, managing, and rehabilitating injuries that result from physical activity. Athletic trainers help people avoid unnecessary medical treatment and disruption of normal daily life.

As part of a complete healthcare team, the certified athletic trainer works under the direction of a physician and in cooperation with other healthcare professionals, athletics administrators, coaches, and parents. The certified athletic trainer gets to know each patient/client individually and can treat injuries more effectively.

Sample Curriculum

- Sport Nutrition
- Athletic Training Clinical
- Strength and Conditioning
- Orthopedic Evaluation
- Therapeutic Exercise

Characteristics for This Career

Because all athletic trainers deal directly with a variety of people, they need good social and communication skills. They should be able to manage difficult situations and the stress associated with them, such as when disagreements arise with coaches, patients, clients, or parents regarding suggested treatment. Athletic trainers also should be organized, be able to manage time wisely, be inquisitive, and have a strong desire to help people.

Work Environment

Athletic trainers work in a variety of different professional settings, including professional and collegiate sports, schools, sports medicine clinics, rehab clinics, occupational settings, and fitness centers.

Schedules vary by work setting. Athletic trainers in non-sports settings generally have an established schedule with nights and weekends off. Athletic trainers working in clinics may spend part of their time working at other locations doing outreach services, such as at high schools and colleges. Athletic trainers in sports settings have schedules that are longer and more variable.



Tasks

- Conduct an initial assessment of athletes' injuries or illnesses to provide emergency or continued care, and to determine whether they should be referred to physicians for definitive diagnosis and treatment.
- Care for athletic injuries using physical therapy equipment, techniques, and medication.
- Evaluate athletes' readiness to play and provide participation clearances when necessary and warranted.
- Apply protective or injury preventive devices such as tape, bandages, or braces to body parts such as ankles, fingers, or wrists.
- Assess and report the progress of recovering athletes to coaches and physicians.
- Collaborate with physicians to develop and implement comprehensive rehabilitation programs for athletic injuries.
- Plan and implement comprehensive athletic injury and illness prevention programs.
- Develop training programs and routines designed to improve athletic performance.

Certification & Licensure

In 2010, 47 states require athletic trainers to be licensed, certified, or registered; these states recognize the Board of Certification (BOC), Inc. examination to meet the requirement. To attain BOC certification, an individual must complete an entry-level athletic training education program accredited by the Commission on Accreditation of Athletic Training Education and pass the BOC certification exam.

Career Outlook

Employment of athletic trainers is projected to grow 37 percent from 2008 to 2018, much faster than the average for all occupations, because of their role in preventing injuries and reducing healthcare costs. Job growth will be concentrated in the healthcare industry. Fitness and recreation sports centers also will provide new jobs.

Earnings Potential

The salary of an athletic trainer depends on experience and job responsibilities and varies by job setting. Median annual wages for athletic trainers were \$39,640 in May 2008.

* The athletic training education program is on probation with a progress report due on or before June 1, 2010, to the Commission on Accreditation of Athletic Training Education (CAATE).

Health Information Technician

Program: Health Information Technology – Associate of Applied Science

Length: 2 years

Campuses that offer this program: Online. The blended delivery format is offered at Albuquerque, Austin, Bloomington, Brooklyn Center, Colorado Springs, Denver, Ellsworth AFB, Independence, Lee's Summit, Minnetonka, Overland Park, Rapid City, Rio Rancho, Roseville, Sioux Falls, Watertown, Wichita, and Zona Rosa, and requires students to complete the Health Information Technology Core through NAU's distance learning program.

This is an excellent career choice if you see yourself working in the in-demand healthcare field but not directly with patients. Health information technicians play a key role in preparing, analyzing and maintaining health records and are considered experts in assuring the privacy and security of health data. They regularly communicate with physicians and other healthcare professionals to clarify diagnoses or to obtain additional information.

Health information technicians also may specialize in cancer registry. Cancer (or tumor) registrars maintain facility, regional, and national databases of cancer patients. This information is used to calculate survivor rates and success rates of various types of treatment, to locate geographic areas with high incidences of certain cancers, and to identify potential participants for clinical drug trials.

Sample Curriculum

- Health Information Systems
- Healthcare Reimbursement
- Medical Terminology
- ICD Coding
- CPT Coding
- Medical Law & Ethics

Characteristics for This Career

Health information technicians should possess good oral and written communication skills, as they often serve as liaisons between healthcare facilities, insurance companies, and other organizations. Candidates proficient with computer software and technology will be appealing to employers as healthcare facilities continue to adopt electronic health records. Health information technicians should enjoy learning, as continuing education is important in the occupation.

Work Environment

Health information technicians work in pleasant and comfortable offices. This is one of the few health-related occupations in which there is no direct hands-on patient care.

Tasks

- Protect the security of medical records to ensure that confidentiality is maintained.
- Review records for completeness, accuracy, and compliance with regulations.
- Retrieve patient medical records for physicians, technicians, or other medical personnel.



- Release information to persons and agencies according to regulations.
- Plan, develop, maintain and operate a variety of health record indexes and storage and retrieval systems to collect, classify, store and analyze information.
- Enter data, such as demographic characteristics, history and extent of disease, diagnostic procedures, and treatment into computers.
- Compile and maintain patients' medical records to document condition and treatment and to provide data for research or cost control and care improvement efforts.
- Process and prepare business and government forms.
- Process patient admission and discharge documents.
- Assign the patient to diagnosis-related groups (DRGs), using appropriate computer software.

Certification & Licensure

Most employers prefer to hire credentialed health information technicians. A number of organizations offer credentials typically based on passing a credentialing exam.

Career Outlook

Employment of health information technicians is expected to increase by 20 percent, much faster than the average for all occupations through 2018. Employment growth will result from the increase in the number of medical tests, treatments, and procedures that will be performed. In addition, with the increasing use of electronic health records, more technicians will be needed to complete the new responsibilities associated with electronic data management.

Earnings Potential

The median annual wage of health information technicians was \$30,610 in May 2008. Median annual wages in the industries employing the largest numbers of medical coders and health information technicians in May 2008 were:

Federal Executive Branch	\$42,760
General medical and surgical hospitals	\$32,600
Nursing care facilities	\$30,660
Outpatient care centers	\$29,160
Offices of physicians	\$26,210

Medical Staff Services Manager

Program: Medical Staff Services Management – Associate of Applied Science

Length: 2 years

Campuses that offer this program: The blended delivery format is offered at Albuquerque, Bloomington, Brooklyn Center, Colorado Springs, Denver, Ellsworth, Independence, Lee's Summit, Minnetonka, Rio Rancho, Rapid City, Roseville, Sioux Falls, Watertown, Wichita, and Zona Rosa. This program is also offered completely online.



Medical staff services professionals are an essential part of the healthcare environment as they work to optimize patient experiences by supporting the delivery of quality services. They are responsible for the collection, coordination, and production of quality information and reports that are utilized in the physician and allied health professional peer review processes. Their work also involves medical legal issues and monitoring state laws, regulatory guidelines, and healthcare organization accreditation standards. Medical staff professionals are employed in medical group practices, hospitals, managed care organizations, and credentials verification organizations.

Sample Curriculum

- Healthcare Law
- Medical Staff Services Management
- Quality Improvement and Risk Management
- Medical Staff Services Management Externship

Characteristics for This Career

Medical staff services managers must be extremely organized and reliable, and have professional sophistication, presence, and the ability to facilitate work with healthcare professionals. They must be good decision makers as they have to coordinate investigations and resolve issues of high importance pertaining to credentialing and privileging processes. Since much of the information they handle is private, they must have the ability to handle sensitive information with confidentiality and diplomacy.

Tasks

- Credentialing and recredentialing of all physicians and allied health practitioners.
- Maintaining numerous physician information data banks, including education, training, experience, and licensure.
- Maintaining an accredited continuing medical education (CME) program and providing CME for physicians to maintain their clinical competency.
- Reviewing and implementing various federal rulings and accrediting body standards pertaining to the functions of the medical and/or provider staff.
- Establishing systems to facilitate meetings and communication between physicians, both within and outside their specialties, as well as with a hospital's administration.
- Assisting with the development, implementation, and enforcement of medical staff bylaws, rules and regulations, and policies that govern the activities of the medical staff.

Certification & Licensure

Certification by the National Association Medical Staff Services (NAMSS) increases the potential for advancement in any healthcare environment and indicates to supervisors and accreditation surveyors expertise in the field, which enhance value and job opportunity.

Career Outlook

The demand for medical credentialing specialist positions will be higher than the average growth rate from 2006 to 2016.

Earnings Potential

According to the National Association Medical Staff Services, the median annual salary range is \$30,000 - \$40,000.

Medical Assistant

Program: Medical Assisting – Associate of Applied Science

Length: 2 years

Campuses that offer this program: Albuquerque, Austin, Bloomington, Brooklyn Center, Colorado Springs, Denver, Independence, Lee's Summit, Minnetonka, Overland Park, Roseville, Sioux Falls, Wichita, and Zona Rosa.



Medical assistants perform administrative duties just as a medical administrative assistant does, plus certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, performing lab tests, and administering medications as directed by physician.

Sample Curriculum

- Clinical Science Lab
- Introduction to Medical Assisting
- Laboratory Techniques
- Essentials of Pathophysiology

Characteristics for This Career

Medical assistants deal with the public; therefore, they must be neat and well groomed and have a courteous, pleasant manner, and they must be able to put patients at ease and explain physicians' instructions. They must respect the confidential nature of medical information. Clinical duties require a reasonable level of manual dexterity and visual acuity.

Work Environment

Medical assistants work in well-lighted, clean environments. They constantly interact with other people and may have to handle several responsibilities at once. Most full-time medical assistants work a regular 40-hour week. However, medical assistants may work part-time, evenings, or weekends in outpatient facilities.

Tasks

- Record patients' medical history, vital statistics, and information such as test results in medical records.
- Interview patients to obtain medical information and measure their vital signs, weight, and height.
- Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.
- Provide prescription information to pharmacies.
- Clean and sterilize instruments and dispose of contaminated supplies.
- Prepare and administer medications as directed by a physician.
- Show patients to examination rooms and prepare them for exams and procedures.

Certification & Licensure

Although not required, the CMA (Certified Medical Assistant) is considered the gold standard of the medical assisting profession. The credential represents a medical assistant who has been certified by the Certifying Board of the American Association of Medical Assistants (AAMA).

Career Outlook

Employment of medical assistants is expected to grow 34 percent from 2008 to 2018, much faster than the average for all occupations.

Earnings Potential

Median annual wages in the industries employing the largest numbers of medical assistants in May 2008 were:

General medical and surgical hospitals	\$29,720
Colleges, universities, and professional schools	\$28,820
Offices of physicians	\$28,710
Outpatient care centers	\$28,570
Offices of other health practitioners	\$25,240

Medical Coder

Program: Healthcare Coding – Diploma

Length: 1 year

Campuses that offer this program: Online. The blended delivery format is offered at Albuquerque, Austin, Bloomington, Brooklyn Center, Colorado Springs, Denver, Independence, Lee's Summit, Minnetonka, Overland Park, Rapid City, Rio Rancho, Roseville, Sioux Falls, Watertown, Wichita, and Zona Rosa, and requires students to complete the Healthcare Coding Core through NAU's distance learning program.

There are over 9,000 CPT (Current Procedural Terminology) codes - one for every type of healthcare service provided by healthcare practitioners or facilities. There are another 13,500 ICD-9 codes for medical diagnoses and procedures plus more codes for medical supplies and for various health-care settings.

Medical coders spend their days sorting through patient charts to assign these codes and ensure that the healthcare providers they work for are properly reimbursed for their services. Coding accurately is not easy; the coder must carefully read the doctor's and nurse's notes to determine exactly what services the patient received.

Sample Curriculum

- Medical Terminology
- Human Pharmacology
- Introduction to Health Information Management
- ICD & CPT Coding

Characteristics for This Career

Medical coders should possess strong analytical skills and good oral and written communication skills, as they often serve as liaisons between healthcare facilities, insurance companies, and other establishments. You must work well with others and have good social skills.

Work Environment

Medical coders work in a variety of settings, including doctor's offices and hospitals. Some work from home. Law firms and insurance agencies also hire medical coders to help with fraud claims.



Tasks

- Code patients' medical information for classification and reimbursement purposes using encoding software.
- Coders may use several coding systems, such as those required for ambulatory settings, physician offices, or inpatient care.

Certification & Licensure

The Certified Coding Associate (CCA) is entry-level certification for new medical coders. Certification by the American Academy of Professional Coders and the American Health Information Management Association require medical coders to complete continuing education credits each year.

Career Outlook

Employment of medical coders and health information technicians is expected to increase by 20 percent, much faster than the average for all occupations through 2018. Employment growth will result from the increase in the number of medical tests, treatments, and procedures that will be performed.

Earnings Potential

The median annual wage of medical coders was \$30,610 in May 2008. Median annual wages in the industries employing the largest numbers of medical coders in May 2008 were:

Federal Executive Branch	\$42,760
General medical and surgical hospitals	\$32,600
Nursing care facilities	\$30,660
Outpatient care centers	\$29,160
Offices of physicians	\$26,210

Healthcare Manager

Program: Healthcare Management - Bachelor of Science

Length: 4 years

Campuses that offer this program: The blended delivery format is offered at Albuquerque, Austin, Bloomington, Brooklyn Center, Colorado Springs, Denver, Ellsworth AFB, Independence, Overland Park, Rapid City, Rio Rancho, Roseville, Sioux Falls, Watertown, Wichita and Zona Rosa and requires students to complete the Healthcare Management Major Core through NAU's distance learning program . This program is also offered completely online.



The healthcare management program is designed for individuals interested in finding career opportunities in administrative or leadership positions within the diverse healthcare field or within their own area of clinical/professional expertise.

Option 1: A bachelor's degree program designed for students who wish to enter the healthcare management field. If a student has completed prior coursework, a course-by-course evaluation will be conducted and credit granted where possible.

Option 2: A degree completion program that allows students who have previously earned a diploma or associate degree in nursing or allied health to complete their bachelor's degree in healthcare management in two years, or less, if attending classes full-time. Length of time to earn a bachelor's degree may vary depending on extent of diploma program.

Sample Curriculum

- Healthcare Law
- Healthcare Financial Management
- Health Information Systems
- Management of Continuum Care Services
- Regulatory Environment in Health Care

Tasks

- Conduct and administer fiscal operations, which may include accounting, planning budgets, authorizing expenditures, establishing rates for services, or coordinating financial reporting.
- Review and analyze facility activities and data to aid planning and cash and risk management, and to improve service utilization.
- Plan, implement and administer programs and services in a healthcare or medical facility, including personnel administration, training, and coordination of staff.
- Establish work schedules and assignments for staff, according to workload, space and equipment availability.
- Maintain awareness of advances in medicine, computerized diagnostic and treatment equipment, data processing technology, government regulations, health insurance changes, and financing options.

Certification & Licensure

All states and the District of Columbia require nursing care facility administrators to have a bachelor's degree, pass a licensing examination, complete a state-approved training program, and pursue continuing education. Some states also require licenses for administrators in assisted living facilities. A license is not required in other areas of medical and health services management.

Career Outlook

Employment of medical and health services managers is expected to grow 16 percent from 2008 to 2018, faster than the average for all occupations. The healthcare industry will continue to expand and diversify, requiring managers to help ensure smooth business operations.

Earnings Potential

Median annual wages of medical and health services managers were \$80,240 in May 2008. Median annual wages in the industries employing the largest numbers of medical and health services managers in May 2008 were:

General medical and surgical hospitals	\$87,040
Outpatient care centers	\$74,130
Offices of physicians	\$74,060
Home health care services	\$71,450
Nursing care facilities	\$71,190

Medical Administrative Assistant

Program: Medical Administrative Assistant – Associate of Applied Science

Length: 2 years

Campuses that offer this program: Albuquerque, Bloomington, Brooklyn Center, Colorado Springs, Denver, Minnetonka, Roseville, and Wichita.

Medical administrative assistants perform a variety of administrative and clerical duties necessary to run a healthcare office efficiently. They serve as information and communication managers for an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files; manage projects; conduct research; and disseminate information by using the telephone, mail services, Web sites, and e-mail.

Sample Curriculum

- Medical Transcription
- Medical Records Management
- Medical Law and Ethics
- Healthcare Coding

Characteristics for This Career

Medical administrative assistants should be proficient in typing and good at spelling, punctuation, grammar, and oral communication. Employers also look for good customer service and interpersonal skills because administrative assistants must be tactful in their dealings with people. Discretion, good judgment, organizational or management ability, initiative, and the ability to work independently are especially important for higher-level administrative positions.

Work Environment

Medical administrative assistants work in clinics, hospitals, and medical offices. Their jobs often involve sitting for long periods. If they spend a lot of time keyboarding, particularly at a computer monitor, they may encounter problems of eyestrain, stress, and repetitive motion ailments such as carpal tunnel syndrome.



Tasks

- Answer telephones and direct calls to appropriate staff.
- Schedule and confirm patient diagnostic appointments, surgeries, and medical consultations.
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff.
- Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, and other software applications to prepare reports, invoices, financial statements, letters, case histories, and medical records.
- Complete insurance and other claim forms.
- Receive and route messages and documents such as laboratory results to appropriate staff.
- Transcribe medical reports and correspondence.
- Transmit correspondence and medical records by mail, e-mail, or fax.
- Maintain medical records, technical library, and correspondence files.

Career Outlook

Employment of medical administrative assistants is expected to increase 20% between 2008-2018.

Earnings Potential

Median annual earnings for medical administrative assistants was \$29,680 in 2008. Industries with the highest levels of employment in this occupation and their median salaries are:

Office of Physicians	\$29,960
General Medical and Surgical Hospitals	\$30,670
Dentists Offices	\$34,790
Offices of Other Health Practitioners	\$27,940
Outpatient Care Centers	\$30,120

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* Pending final approval





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