

# Career Profile

A weekly series devoted to providing information on career exploration



For the next several weeks, we are focusing on careers in Healthcare.

Combining medical technology and the human touch, the healthcare industry diagnoses, treats, and administers care around the clock, responding to the needs of millions of people - from newborns to the terminally ill. As one of the largest industries in 2010, healthcare provided 14.3 million jobs for wage and salary workers. Ten of the 20 fastest growing occupations are healthcare related. Healthcare will generate 3.2 million new wage and salary jobs between 2010 and 2020, more than any other industry, largely in response to rapid growth in the elderly population.

## CAREERS IN HEALTHCARE

### The type of work

- Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes.
- Record patients' medical history, vital statistics, or information such as test results in medical records.
- Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.
- Interview patients to obtain medical information and measure their vital signs, weight, and height.
- Show patients to examination rooms and prepare them for the physician.
- Prepare and administer medications as directed by a physician.

### More Facts ?

A wide variety of people with various educational backgrounds are necessary for the healthcare industry to function. The healthcare industry employs some highly educated occupations that often require many years of training beyond graduate school. However, most of the occupations in the healthcare industry require less than four years of college.



### MEDICAL ASSISTANT

**Janette Rivera**  
Medical Assistant/Registrar  
Mercy Health Physicians/Mercy Hospital  
Lorain, OH

Perform administrative and certain clinical duties under the direction of a physician.

### THE FUTURE OUTLOOK

Employment of medical assistants is projected to grow 29 percent from 2012 to 2022, much faster than the average for all occupations. In 2012, there were 560,800 Medical Assistants nationwide, with approximately 22,500 in Ohio. The growth of the aging baby-boom population will continue to spur demand for preventive medical services, which are often provided by physicians. As their practices expand, physicians will hire more assistants to perform routine administrative and clinical duties, allowing the physicians to see more patients. An increasing number of group practices, clinics, and other healthcare facilities need support workers, particularly medical assistants, to do both administrative and clinical duties.

- Q. How did you become interested in your particular field?**  
A. I became interested in this field because I had family members that were very ill and I wanted to help them. Also, my little sister passed away from an asthma attack and I wanted to know more about the illness.
- Q. How did you get to where you are today? What path did your employment journey take?**  
A. I heard about the Medical Assisting Program at the Lorain County JVS Adult Career Center and I registered. It was very convenient for me. I have been working in the same field since I graduated in 2004. It has been 11 years and it has proved to be a good employment journey for me.
- Q. What skills or certifications do you think are needed to be successful in this field?**  
A. I received a certificate after completing the 9-month program. All I needed was to take the test to be a CMA (Certified Medical Assistant) as at that time, it wasn't part of the curriculum in 2004. You also need to have passion and compassion, and be a team player to work with others.
- Q. What changes have you seen in the last few years in the industry?**  
A. The medical field is always changing and improving with technology. You have to keep your skills current. One of the biggest changes has been the transition from ICD-9 to ICD-10 medical insurance coding. It sure has changed the way medical procedures are billed and paid for through different insurance coverages. However, I have encountered a lot of changes during these last 11 years, but the basics are still the same in providing quality healthcare and customer service.
- Q. What is the best part of your job?**  
A. The best part of my job is to be able to help others. And also to meet people from many different cultures and from all over the world.
- Q. Do you have any words of advice for someone considering a career in your field?**  
A. Time is going to pass regardless of what you do with your life. Why not change and go back to school to better yourself; to help your family and friends, and be able to start making a difference in your community.

### EARNINGS POTENTIAL

Annual Salary for 2013			
Location	Low	Median	High
United States .....	\$21,540 .....	\$29,960 .....	\$42,700
Ohio .....	\$21,080 .....	\$28,020 .....	\$36,950
Cleveland-Elyria-Mentor, OH PMSA .....	\$22,340 .....	\$28,290 .....	\$36,610

O\*Net Online, <http://online.onetcenter.org>

### Pathways to success:

Medical assistants typically graduate from postsecondary education programs, and employers may prefer to hire assistants who have completed these programs. Programs for medical assisting are available from community colleges, vocational schools, technical schools, and universities and take about 1 year to complete. These programs usually lead to a certificate or diploma. Some community and junior colleges offer 2-year programs that lead to an associate's degree. All programs have classroom and laboratory portions that include lessons in anatomy and medical terminology.

Some medical assistants have a high school diploma or equivalent and learn their duties on the job.

There are no formal educational requirements for becoming a medical assistant in most states. Some states require assistants to graduate from an accredited program, pass an exam, or both to do advanced tasks, such as taking x rays and giving injections.



### What Employers look for in individuals:

- Customer and Personal Service** - principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Medicine and Dentistry** - information and techniques needed to diagnose and treat human injuries, diseases, and deformities.
- English Language** - structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Clerical** - administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Computers and Electronics** - circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

### Sponsors



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Sources: Occupational Information Network, O\*Net Online, <http://online.onetcenter.org>.\*\* U.S. Department of Labor, Bureau of Labor Statistics, Occupational Outlook Handbook, <http://stats.bls.gov/ocoeHow.com>