

# Medical Assisting Career

**Medical assisting continues to be one of the fastest growing occupations. Job prospects should be best for medical assistants with formal training or experience, particularly those with certification.**

## Nature of Work

Medical assistants perform routine administrative and clinical tasks to keep the offices and clinics of physicians, podiatrists, chiropractors, and optometrists running smoothly. They should not be confused with physician assistants who examine, diagnose, and treat patients under the direct supervision of a physician.

The duties of medical assistants vary from office to office, depending on office location, size, and specialty. In small practices, medical assistants are usually “generalists,” handling both administrative and clinical duties and reporting directly to an office manager, physician, or other health practitioner. Those in large practices tend to specialize in a particular area under the supervision of department administrators.

Medical assistants perform many administrative duties. They answer telephones, greet patients, update and file patient medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admission and laboratory services, and handle billing and bookkeeping.

Clinical duties vary according to state law and include taking medical histories and recording vital signs, explaining treatment procedures to patients, preparing patients for examination, and assisting the physician during the examination. Medical assistants collect and prepare laboratory specimens or perform basic laboratory tests on the premises, dispose of contaminated supplies, and sterilize medical instruments. They instruct patients about medication and special diets, prepare and administer medications as directed by a physician, authorize drug refills as directed, telephone prescriptions to a pharmacy, draw blood, prepare patients for x-rays, take electrocardiograms, remove sutures, and change dressings.

Medical assistants may also arrange examining room instruments and equipment, purchase and maintain supplies and equipment, and keep waiting and examination rooms neat and clean.

Assistants who specialize have additional duties. Podiatric medical assistants make castings of feet, expose and develop x-rays, and assist podiatrists in surgery. Ophthalmic medical assistants help ophthalmologists provide medical eye care. They administer diagnostic tests, measure and record vision, and test eye muscle function. They also show patients how to insert, remove, and care for contact lenses; and they apply eye dressings. Under the direction of the physician, they may administer eye medications. They also maintain optical and surgical instruments and may assist the ophthalmologist in surgery.

## Working Conditions

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. Some work part-time, evenings, or weekends.

## Employment

Medical assistants held about 584,970 jobs in 2014. About 60 percent were in physicians’ offices, and about 15 percent were in general medical and surgical hospitals, including private and state facilities. Approximately 10 percent worked in offices of other health practitioners, such as chiropractors and podiatrists. Another 7 percent worked in outpatient care centers, while the rest worked in public and private educational services, other ambulatory health care services, state and local government agencies, medical and diagnostic laboratories, nursing care facilities, and employment services.

## Training, Other Qualifications, and Advancement

Most employers prefer to hire graduates of formal programs in medical assisting. Such programs are offered in vocational-technical high schools, postsecondary vocational schools, community and junior colleges, and in colleges and universities. Postsecondary programs usually last either one year, resulting in a certificate or diploma, or two years, resulting in an associate degree.

Courses cover anatomy, physiology, and medical terminology, as well as typing, transcription, record keeping, accounting, and insurance processing. Students learn laboratory techniques, clinical and diagnostic procedures, pharmaceutical principles, medication administration, and first aid. They study office practices, patient relations, medical law, and ethics. Accredited programs include a practicum that provides practical experience in physicians’ offices, hospitals, or other health care facilities.

Formal training in medical assisting, while generally preferred, is not always required. Some medical assistants are trained on the job, although this is less common than in the past. Applicants usually need a high school diploma or the equivalent. Recommended high school courses include mathematics, health, biology, typing, bookkeeping, computers, and office skills. Volunteer experience in the health care field is also helpful.



150 02/16

There are two agencies that accredit medical assisting programs: the Commission on Accreditation of Allied Health Education Programs (CAAHEP) and the Accrediting Bureau of Health Education Schools (ABHES). In 2010 there were more than 600 medical assisting programs accredited by CAAHEP and more than 400 accredited by ABHES. The Committee on Accreditation for Ophthalmic Medical Personnel accredited 19 total programs in ophthalmic assisting.

Although there is no licensing for medical assistants, some states require them to take a test or a course before they can perform certain tasks, such as taking x-rays.

Employers prefer to hire experienced workers or certified applicants who have passed a national examination, indicating that the medical assistant meets certain standards of competence. The American Association of Medical Assistants awards the Certified Medical Assistant (AAMA) credential and the American Medical Technologists awards the Registered Medical Assistant credential. The American Society of Podiatric Medical Assistants and the Joint Commission on Allied Health Personnel in Ophthalmology award related credentials as well.

Medical assistants deal with the public; therefore, they must be neat and well-groomed and have a courteous, pleasant manner. Medical assistants 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.

Medical assistants may be able to advance to office manager. They may qualify for a variety of administrative support occupations, or may teach medical assisting. Some, with additional education, enter other health occupations, such as nursing and medical technology.

### Job Outlook

Employment of medical assistants is expected to grow 23 percent from 2014 to 2024, much faster than the average for all occupations as the health services industry expands due to technological ad-

vances in medicine, and a growing and aging population. Increasing utilization of medical assistants in the rapidly growing health care industries will result in fast employment growth for the occupation.

Employment growth will be driven by the increase in the number of group practices, clinics, and other health care facilities that need a high proportion of support personnel, particularly the flexible medical assistant who can handle both administrative and clinical duties. Medical assistants primarily work in outpatient settings, a rapidly growing sector of the health care industry.

In view of the preference of many health care employers for trained personnel, job prospects should be best for medical assistants with formal training or experience, particularly for those with certification.

### Earnings

The earnings of medical assistants vary, depending on experience, skill level, and location. The median annual income for medical assistants was \$29,960 in May 2014. The middle 50 percent earned between \$25,500 and \$36,070 a year. The lowest 10 percent earned less than \$21,540, and the highest 10 percent earned more than \$42,760 a year. Mean annual earnings in the industries employing the largest number of medical assistants in May 2014 were as follows:

General medical and surgical hospitals .....	\$32,910
Outpatient care centers .....	32,200
Offices of physicians .....	31,230
Offices of other health practitioners .....	28,040
Colleges, universities, and professional schools .....	34,720

### Related Occupations

Workers in other medical support occupations include dental assistants, medical records and health information technicians, medical secretaries, occupational therapist assistants and aides, pharmacy aides, and physical therapist assistants and aides.

## Additional Information

### American Association of Medical Assistants

20 N. Wacker Dr., Ste. 1575  
Chicago, IL 60606  
<http://www.aama-ntl.org>

Information about career opportunities, CAAHEP accredited educational programs in medical assisting, and the CMA (AAMA)<sup>®</sup> Certification/Recertification Examination

### American Medical Technologists

10700 W. Higgins Rd., Ste. 150  
Rosemont, IL 60018  
<http://www.amt1.com>

### Commission on Accreditation of Allied Health Education Programs

1361 Park St.  
Clearwater, FL 33756  
<http://www.caahep.org>

### Accrediting Bureau of Health Education Schools

7777 Leesburg Pike, Ste. 314 N  
Falls Church, VA 22043  
<http://www.abhes.org>

### American Society of Podiatric Medical Assistants

1616 N. 78th Ct.  
Elmwood Park, IL 60707  
<http://www.aspma.org>

### Joint Commission on Allied Health Personnel in Ophthalmology

2025 Woodlane Dr.  
St. Paul, MN 55125-2998  
<http://www.jcahpo.org/>

*Excerpted and adapted from Occupational Employment and Wages, May 2014. US Department of Labor, Bureau of Labor Statistics.*