

## Why a Career in Health Care Office Management?

According to the United States Department of Labor, the health services industry is projected to be the fastest-growing field, with 4.7 million new jobs by the year 2014. Shortages in the health care labor force are common, and many employers take months to locate qualified personnel.

JOB OPPORTUNITIES EXIST IN THE FOLLOWING AREAS:

- Health Care Office Manager
- Health Care Administrative Assistant
- Medical Transcriptionist
- Medical Biller/Insurance
- Patient Scheduler
- Health Information Management

## Salary Information

Your starting salary will depend on your level of education, skills and experience; the type of organization; and geographic area. The median annual salary for experienced health care office managers in the Midwest is \$55,652, according to a 2006 survey by the Professional Association of Health Care Office Managers. Entry-level salaries for new office managers would be lower.

**“Wayne College offers the tools you need for success; great courses and a caring staff.”**

**Becky Snyder,**

**office manager,**

**Wooster Obstetrics &**

**Gynecology, Inc.**

Wayne College was one of the first colleges in the country to offer an associate degree in health care office management. This innovative program integrates courses from three disciplines — management/accounting, office administration and medical assisting. The program is appropriate for current office managers as well as individuals who either want to enter this field or advance in it. Previous college-level coursework may be applied to this degree, especially coursework from allied health, nursing, business management or office administration.

Wayne College offers two certificate programs and two associate degree programs in the health care field. Many students first choose to complete a certificate program to gain marketable job skills and become employed in the field and then finish an associate degree to prepare themselves for more advanced positions.



## Associate Degrees

### Health Care Office Management

Health care office managers are responsible for the daily operation and general management of the office practice. Their areas of responsibility often include contract management, data management, human resource management, communications, insurance/health care plans, marketing and other administrative functions. Graduates of this program are trained for the various aspects of health care office management, with a special emphasis on medical coding and billing. This program also prepares students to sit for the Certified Medical Manager (CMM) exam, which they are eligible for after three years of experience.

### Health Care Administrative Assistant

Health care administrative assistants perform highly specialized work requiring knowledge of medical terminology and procedures. They work in doctors' offices, clinics, hospitals, transcription services, billing services, or insurance companies. Health care administrative assistants work with medical professionals transcribing dictation and preparing correspondence, and with the patients scheduling appointments and handling payment issues. A 2006 survey by the Professional Association of Health Care Office Managers lists an average salary of \$23,816 for health care administrative assistants employed in the Midwest.

## Certificate Programs

### Medical Billing

Medical billers are responsible for patient billing and basic accounting used in health care services. They need to understand medical terminology, disease conditions and medical procedures. Medical billers also must demonstrate competence in medical coding, accounting and specialized computer programs. Students who earn this certificate are prepared for entry-level positions in doctors' offices, hospitals, nursing homes, outpatient clinics, medical billing services and insurance companies. An increasing number of medical coding specialists are able to work from home as patient records become more computerized. A 2006 survey by the Professional Association of Health Care Office Managers lists an average salary of \$28,212 for experienced medical billing clerks employed in the Midwest.

### Medical Transcription

Medical transcriptionists listen to dictated recordings made by health care professionals and transcribe those recordings into medical reports and correspondence. Employers prefer to hire people who have completed training in medical transcription, including coursework in medical terminology, study of diseases, pharmacology, English grammar and punctuation, keyboarding and transcription. While medical transcriptionists can work in a variety of health care settings, some enjoy the flexibility of working at home, especially those with previous experience in a hospital or clinical setting. This certificate program trains students for entry-level transcription positions. A 2006 survey by the Professional Association of Health Care Office Managers reports an average salary of \$23,474 for medical transcriptionists employed in medical offices in the Midwest.



## What is Health Care Office Management?

It is the support network for doctors, dentists and other health care professionals who require a special group of people to keep their offices running smoothly. A health care office manager is a highly skilled individual who manages the business side of the medical office practice.



## What's Your Next Step?

Make an appointment to visit our campus by calling 330-684-8900 or toll-free 1-800-221-8308, ext. 8900.

During your visit, talk with one of our advisers, or the program coordinator, about your opportunities and how to get started. You can begin the application process by following these easy steps:

- Complete an application form (one-time, nonrefundable fee of \$30 required).
- Forward an official copy of your high school transcripts or GED.
- Take either the American College Test (ACT) or the Scholastic Aptitude Test (SAT). These tests are not required for students age 21 and older.
- Submit official transcripts from any other accredited college or university you have attended.

Fill out applications for scholarships, grants and loans. Applications are available in the Student Services office. Request financial aid information early to ensure you receive the financial help you need.

Colleen Teague  
Program Coordinator  
330-684-8733  
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**“I found that the medical office program prepared me with a broad range of skills necessary to be confident in my new job. I appreciated the excellent instruction and support of the staff. The smaller class size contributed to a more relaxed learning environment.”**

Jenny Steiner,  
Dunlap Memorial Hospital

HEALTH CARE OFFICE MANAGEMENT

The University of Akron

Wayne College

“The medical office programs at Wayne College provide a good foundation for an exciting career in the medical field. Employers were very impressed with the classes I had. When I graduated, I had no problem finding a job I love.”

Jamie Dannemiller,  
Foughty & Cain  
Chiropractic,  
North Canton