

JOB DESCRIPTION

A medical assistant (MA) performs routine administrative and clinical tasks to keep physicians' offices, outpatient clinics, and urgent cares running smoothly. Medical assistants are multi-skilled health professionals who work directly with patients. Those trained in this field have transferable skills that enable them to enter other healthcare professions.

Administrative duties:

- Coordinate billing and insurance
- Greet and register patients
- Handle correspondence
- Schedule appointments
- Update medical records/medical coding
- Handle telephone triage
- Bookkeeping

Clinical Duties:

- Assist doctors during appointments
- Perform basic laboratory tests
- Prepare patients for examination
- Take a patient's medical history
- Draw blood
- Perform basic diagnostic testing
- Take vital signs
- Handle medications
- Educating patients

PAY

\$44,200 median annual wage (\$21.25 per hour) as of May 2024

JOB OUTLOOK

12% (Much faster than average) from 2023-2033
The high demand is due to a predicted increase in the number of physicians' offices and outpatient care facilities. With technological advancements and an increasing number of elderly Americans needing medical treatment, this is a growing field.

EDUCATION/TRAINING

Most medical assistants have postsecondary education, such as a certificate. It is also possible to enter the occupation with a high school diploma and learn through on-the-job training.

Possible Requirements for Training:

- Criminal background check
- Drug testing in accordance with clinical affiliation requirements and/or for patient/student health and safety
- A minimum GPA of 2.0 and a "C" grade or higher in all science and program-specific courses for graduation
- Some programs require a meeting with potential students

After Training:

There are many different certifications a medical assistant can pursue. Some are based on education and some on experience. Becoming a Certified Medical Assistant (CMA) through a certificate program or a Registered Medical Assistant (RMA) is possible. Medical Assistants may choose to be registered (RMA) or certified (CMA). These designations depend on the organization to which they belong.

IMPORTANT SKILLS/ATTRIBUTES

- Communication skills
- Self-motivated
- Organized
- Customer service
- Teamwork
- Empathetic
- Legal, ethical, and confidential
- Critical thinking and decision-making
- Professional
- Dependable

DEGREE & CERTIFICATE PROGRAMS

Most of the following programs are accredited by the Commission on Accreditation of Allied Health Education (CAAHEP) upon recommendation of the Medical Assisting Education Review Board (MAERB).

CUYAHOGA COMMUNITY COLLEGE (Cleveland or Parma)

Medical Assisting Certification: One-year certificate program that can be coupled with an additional year (which includes Laboratory Phlebotomy training) to earn the Associate of Applied Science Degree in Medical Assisting. Students would then be equipped for certification in Phlebotomy and Medical Assisting, along with the Associate Degree.

www.tri-c.edu/programs/health-careers/medical-assisting/medical-assisting-certificate.html

DEGREE & CERTIFICATE PROGRAMS *(continued)*

CUYAHOGA COMMUNITY COLLEGE, *continued* (Cleveland)

Associate of Applied Science Degree in Medical Assisting (Patient Advocate): Two-year associate degree program, plus front-end program prerequisites. Full- or part-time course scheduling available. Graduates are eligible to obtain the Certified Medical Assistant credential offered by the American Association of Medical Assistants. Contains one or more embedded certificates.

www.tri-c.edu/programs/health-careers/medical-assisting/patient-advocate/index.html

KENT STATE ASHTABULA OR GEAUGA (Ashtabula or Burton)

Medical Assisting Certificate Program: A 24-credit-hour, 3-semester program with a mix of online coursework and in-person laboratory sessions.

catalog.kent.edu/colleges/ap/medical-assisting-undergraduate-certificate/

LAKELAND COMMUNITY COLLEGE (Kirtland)

Medical Assisting Certificate Program: 12-month hybrid program including summer clinical experiences. Prepares students for the national certification exam to become a Certified Medical Assistant.

www.lakelandcc.edu/web/about/medical-assisting-departments

LORAIN COUNTY COMMUNITY COLLEGE (Elyria)

Medical Assisting Certificate Program: A one-year program that prepares students for the examination to become a Certified Medical Assistant (CMA) through the AAMA (American Association of Medical Assistants).

www.lorainccc.edu/health/medical-assisting-one-year-certificate/

TERRA STATE COMMUNITY COLLEGE (Fremont)

Medical Assisting Certification: 33-credit-hour certificate program to prepare students for the Certified Medical Assistant (CMA) certification exam. Credits can be applied toward the Associate of Applied Science Degree in Medical Assisting. On-campus housing is available.

terra.edu/degrees_programs/technology_allied_health_nursing_division/allied_health/medical_assisting/index.php

Partial list of other training options:

BRYANT & STRATTON COLLEGE

Offers an Associate of Medical Assisting Degree in about 2 years.

www.bryantstratton.edu/global/bryantstratton/jobs/medical-assistant

CLEVELAND CLINIC

Students from affiliated programs can complete their internships or clinical rotations.

my.clevelandclinic.org/departments/health-sciences-education/training-programs/affiliate-training-programs/medical-assisting-affiliated-programs

LAROCK HEALTHCARE ACADEMY

196 clock hours and 5 certificates included

larockacademy.com/medical-assistant/

METROHEALTH MEDICAL ASSISTANT TRAINING

Pays interns to learn how to become medical assistants. Interns have an 18-month commitment upon completion. The program is open to the community.

www.metrohealth.org/education/medical-assisting-training-program

NEW BRIDGE

A 900-clock-hour workforce training Medical Assistant (MA) program. Includes 160 hours of a clinical externship.

newbridgecleveland.org/adult-workforce-programs/

POLARIS CAREER CENTER

Certified Clinical Medical Assistant (CCMA through NHA) and Certified Phlebotomy Technologist (CPT through NHA).

www.polaris.edu/o/pcc/page/medical-assisting

ADDITIONAL RESOURCES

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

www.aama-ntl.org/