



PRINCE GEORGE'S
COMMUNITY COLLEGE

Workforce Development and Continuing Education

Medical Office Assistant Program Information Session



- Medical administrative assistants (also called medical office assistants or medical secretaries) are critical in keeping healthcare offices running smoothly, and also play an important role in the patient experience. Tasks vary by setting, but may include (NHA, 2023):
 - Reviewing and answering practice correspondence
 - Operating computer systems to accomplish office tasks
 - Answering calls and scheduling appointments
 - Greeting patients and updating electronic medical records
 - Updating and maintaining patient and other practice-specific information
 - Coordinating operation reports such as time and attendance
 - Operating office software and equipment

NHA, 2023



Where do Medical Office Assistants work?

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Offices of Physicians	213,240	7.91	\$ 18.33	\$ 38,130
General Medical and Surgical Hospitals	154,220	2.76	\$ 19.45	\$ 40,450
Offices of Dentists	89,180	9.18	\$ 20.76	\$ 43,170
Offices of Other Health Practitioners	46,750	4.81	\$ 17.18	\$ 35,720
Outpatient Care Centers	43,570	4.41	\$ 21.23	\$ 44,160

Industries with the highest concentration of employment in Medical Secretaries and Administrative Assistants:

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Offices of Dentists	89,180	9.18	\$ 20.76	\$ 43,170
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Medical and Diagnostic Laboratories	8,600	2.92	\$ 18.07	\$ 37,590

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Merchant Wholesalers, Nondurable Goods (4242 and 4246 only)	(8)	(8)	\$ 34.81	\$ 72,410
Legal Services	720	0.06	\$ 22.51	\$ 46,820
Business, Professional, Labor, Political, and Similar Organizations	80	0.02	\$ 22.44	\$ 46,680
Personal Care Services	(8)	(8)	\$ 21.90	\$ 45,550
Electronic Shopping and Mail-Order Houses	110	0.02	\$ 21.83	\$ 45,410

Medical Office (Administrative) Assistant Information Session



How much do Medical Office Assistants make?

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- How long is the program?
 - The program is a total of xxx
- What courses do I need to take?
 - HES-357 - Medical Terminology
 - HES-396 - Medical Administrative Assistant
 - HES-586 - Professionalism in Healthcare
 - HES-698 - Medical Electronic Records
- All courses are online and remove synchronous (meet with the instructor/class for lecture)

National Credentials

- Upon program completion, students are eligible to take the National Healthcareer Association (NHA) two exams:
 - [Certified Medical Administrative Assistant \(CMAA\)](#)
 - [Certified Electronic Health Record Specialist \(CEHRS\)](#)

How do I start?

- Attend an information session to learn about the program and its requirements.
- Contact the CE Medical Office Assistant Program Coordinator to:
 - Discuss financial aid and possible scholarships that may apply.

Karen Ferrigon, Medical Office Program Coordinator

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