

Medical Secretaries (SOC 43-6013)

Perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.

Sample of reported job titles: Medical Secretary, Receptionist, Unit Support Representative, Office Manager, Medical Receptionist, Patient Relations Representative (PRR), Front Office Manager, Health Unit Coordinator, Medical Office Specialist, Patient Coordinator



Job Responsibilities

- Answer telephones and direct calls to appropriate staff.
- Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations.
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff.
- Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records.
- Complete insurance or other claim forms.
- Interview patients to complete documents, case histories, or forms, such as intake or insurance forms.
- Receive and route messages or documents, such as laboratory results, to appropriate staff.
- Compile and record medical charts, reports, or correspondence, using typewriter or personal computer.
- Transmit correspondence or medical records by mail, e-mail, or fax.
- Maintain medical records, technical library, or correspondence files.

New Hampshire Outlook

- Average Hourly Wage*: \$17.21
- Estimated Employment 2014: 2,441
- Projected Employment 2024: 2,901
- Expected 10-Year Growth: 18.8%
- Projected Average Annual Openings: 72

Top industries in NH for this occupation:

- Ambulatory Health Care Services
- Hospitals

Education and Training

Most entry-level Medical Secretaries have at least a high school diploma, and complete one to twelve months of on-the-job training. High school career education programs can also provide training in basic secretarial and administrative assistant skills. For Medical Secretaries, knowledge of medical industry terminology is frequently required. Formal postsecondary education programs commonly include training in medical terminology and practices.

* Wage estimates based on surveys conducted from November 2012 to May 2015.

There are no professional licensing requirements in New Hampshire for Medical Secretaries. Professional associations for this occupation offer voluntary certification programs for those looking to improve professional competence.

Interests (Holland Code): CS

- Conventional - Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
- Social - Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.

Career Cluster: Health Science

Work Environment

Although secretaries and administrative assistants work in nearly every industry, many are concentrated in schools, hospitals, government agencies, and legal and medical offices. Most work in comfortable office settings. Virtual assistants typically work from a home office.

To Find a Job

Contact the nearest NH Employment Security office or go online to www.nhes.nh.gov

Source:

NH Employment Projections, base year 2014 to projected year 2024
Occupational Outlook Handbook, Bureau of Labor Statistics



For more information:
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