Healthcare Pathways In Western New York:
Healthcare Administration and IT

Introduction And Map Overview

Begin working toward a life-changing opportunity with a career in healthcare!

This map is a tool to help guide your path.

We've partnered with local employers, identified in demand jobs, and highlighted some of the opportunities for advancement right here in Western New York. Whether you have a GED or already have a college degree, we can help you identify a path that is right for you - and the resources and education and training programs to get you there. We are here to help you learn what you need to know so you can start changing your life and your family's life today.

Healthcare Administration and IT Career Paths

Healthcare careers in administration and IT range from taking care of patients, to maintaining medical records, leading healthcare teams and more! Whether you like to help people, are detail-oriented, or want to manage healthcare services, there's a career for you.

Page 2 is a career map that shows some of the most in demand jobs in Western New York. The arrows are a guide to show how you might move from one healthcare job to the next. Keep in mind, you do not have to start from the beginning to move through. With a mix of either education and/or training, you can begin in almost any job.

Page 3 can be used along with page 2 and shows brief descriptions of each job on the career map.

Page 4 provides an overview of some of the educational paths available in WNY to help you enter or advance in these careers.

Career Exploration, Job Search Resources — Local and State

GLOW Workforce Development Board (glowworks.org): The GLOW WDB oversees One Stop Career Centers in each of the GLOW counties The centers assist customers with preparing for employment and developing needed skills. Visit one of your local centers to receive assistance with exploring career paths, finding a job, or accessing resources and support needed to gain new credentials for employment.

NYSDOL Jobs in Demand Today (dol.ny.gov/jobs-demand-today): Learn more about jobs in each region, including number of openings and pay.

CareerZone (www.careerzone.ny.gov/jz/views/careerzone/index.jsf): Career exploration resources (targeted for youth). Sponsored by NYSDOL.

JobZone (www.jobzone.ny.gov/): Career exploration resource (targeted for adults). Sponsored by NYSDOL.

Career Exploration, Job Search Resources — National

CareerOneStop (www.careeronestop.org/): Career exploration tools, assessments, information about careers. Links to hundreds of occupational profiles with data available by state and metro area. There is a salary info tool to search for wages by zip code.
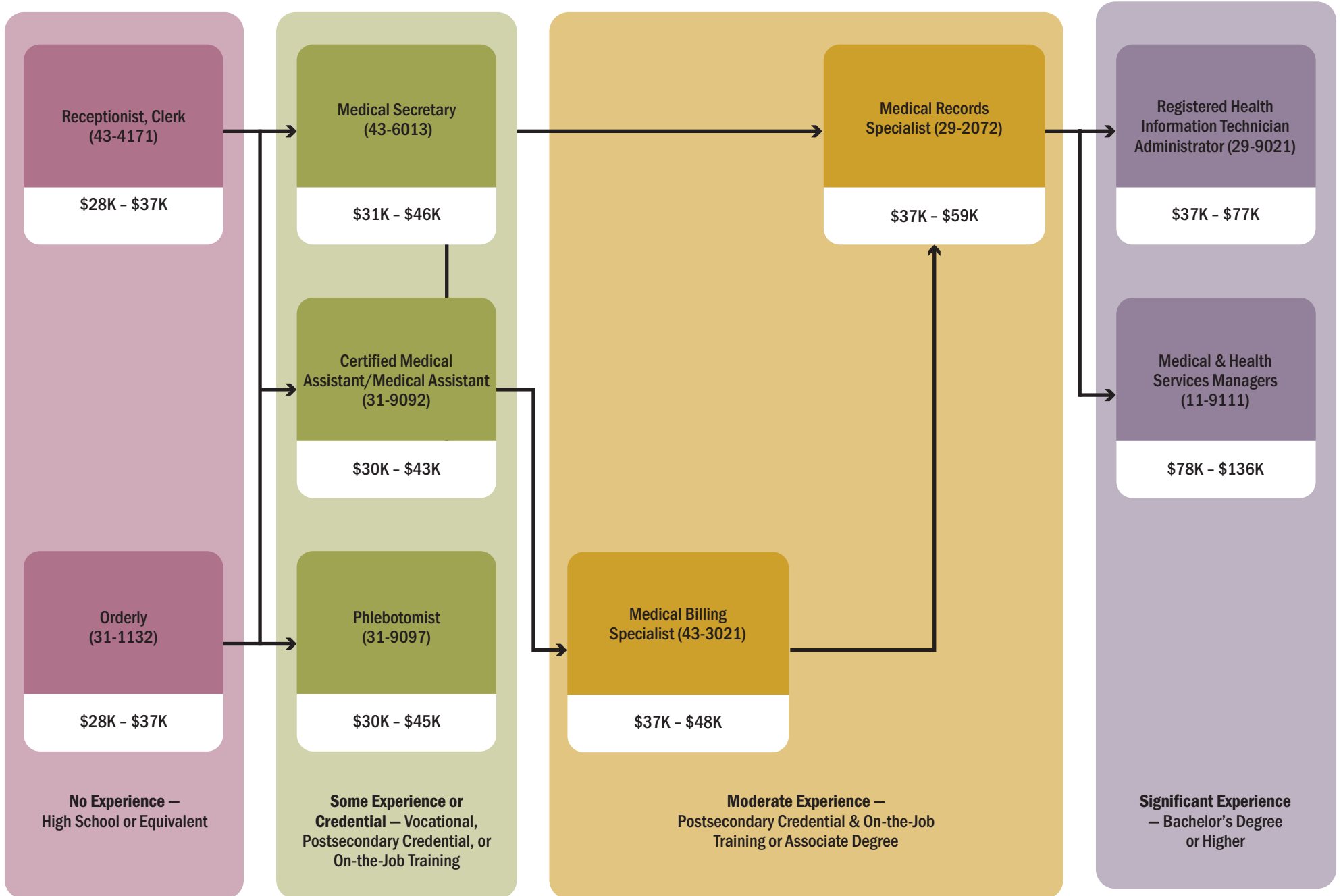
MyNextMove (www.mynextmove.org/): An interactive tool for job seekers and students to explore career options and interests.

Occupational Information Network (O*NET) (www.onetonline.org/): Search or browse 900+ occupations based on your goals and needs.

BLS Occupational Outlook Handbook (www.bls.gov/ooh/) and Career Outlook (www.bls.gov/careeroutlook/about.htm): View summary of each occupation, overview of what they do, pay, job outlook, state and regional information, and links to videos and other resources.

Career Paths In Healthcare:
Health Admin — IT

Receptionist, Clerk (43-4171)
$28K – $37K

Orderly (31-1132)
$28K – $37K

Medical Secretary (43-6013)
$31K – $46K

Certified Medical Assistant/Medical Assistant (31-9092)
$30K – $43K

Phlebotomist (31-9097)
$30K – $45K

Medical Billing Specialist (43-3021)
$37K – $48K

Medical Records Specialist (29-2072)
$37K – $59K

Registered Health Information Technician Administrator (29-9021)
$37K – $77K

Medical & Health Services Managers (11-9111)
$78K – $136K

No Experience — High School or Equivalent

Some Experience or Credential — Vocational, Postsecondary Credential, or On-the-Job Training

Moderate Experience — Postsecondary Credential & On-the-Job Training or Associate Degree

Significant Experience — Bachelor's Degree or Higher

Standard Occupational Classification (SOC) — Typical Job Titles used by Employers — Overview of Job

Receptionist, Clerk (43-4171) — *Clerk Specialist, Front Desk Receptionist, Greeter, Member Service Representative, Office Assistant, Receptionist, Scheduler* — Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.

Orderly (31-1132) — *Attendant, Orderly, Patient Care Assistant (PCA), Patient Care Technician (PCT), Patient Escort, Patient Transporter, Transporter* — Transport patients to areas such as operating rooms or x-ray rooms using wheelchairs, stretchers, or moveable beds. May maintain stocks of supplies or clean and transport equipment.

Medical Secretary (43-6013) — *Clinic Office Assistant, Front Desk Receptionist, Medical Office Specialist, Medical Receptionist, Medical Secretary, Physician Office Specialist, Secretary, Unit Clerk, Unit Support Representative, Ward Clerk* — 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.

Certified Medical Assistant/Medical Assistant (31-9092) — *Certified Medical Assistant (CMA), Chiropractor Assistant, Clinical Medical Assistant, Doctor's Assistant, Health Assistant, Ophthalmic Assistant, Ophthalmological Assistant, Optometric Assistant, Outpatient Surgery Assistant, Registered Medical Assistant (RMA)* — Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

Phlebotomist (31-9097) — *Lab Liaison Technician, Mobile Examiner, Patient Service Technician (PST), Phlebotomy Technician, Registered Phlebotomist* — Draw blood for tests, transfusions, donations, or research. May explain the procedure to patients and assist in the recovery of patients with adverse reactions.

Medical Billing Specialist (43-3021) — *Account Services Representative (Accounts Services Rep), Biller, Billing Clerk, Billing Coordinator, Item Processing Clerk (IP Clerk), Medical Biller, Pre-Audit Clerk, Statement Clerk, Statement Distribution Clerk, Statement Services Representative (Statement Services Rep)* — Compile, compute, and record billing, accounting, statistical, and other numerical data for billing purposes. Prepare billing invoices for services rendered or for delivery or shipment of goods.

Medical Records Specialist (29-2072) — *Coder, Health Information Clerk, Health Information Specialist, Health Information Technician (Health Information Tech), Medical Records Clerk, Medical Records Coordinator, Medical Records Technician (Medical Records Tech), Registered Health Information Technician (RHIT)* — Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the healthcare system. Classify medical and healthcare concepts, including diagnosis, procedures, medical services, and equipment, into the healthcare industry's numerical coding system. Includes medical coders.

Registered Health Information Technician Administrator (29-9021) — *Medical Records Analyst, Medical Records Director* — Apply knowledge of healthcare and information systems to assist in the design, development, and continued modification and analysis of computerized healthcare systems. Abstract, collect, and analyze treatment and followup information of patients. May educate staff and assist in problem solving to promote the implementation of the healthcare information system. May design, develop, test, and implement databases with complete history, diagnosis, treatment, and health status to help monitor diseases.

Medical & Health Services Manager (11-9111) — *Cancer Center Director, Clinical Director, Health Information Management Director (HIM Director), Health Information Manager (HIM Manager), Healthcare System Director, Medical Records Director, Medical Records Manager, Mental Health Program Manager, Nurse Manager, Nursing Director* — Plan, direct, or coordinate medical and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.

Career Opportunities	EOC	ON BOCES	GCC / BEST Center (BC)	NOTES
Medical Secretary			Medical Admin. Assistant (A.A.S.) Medical Office (Micro.)	
Medical Assistant	Registered Medical Assistant (B)		Clinical Medical Assistant (BC -online cert.)	
Phlebotomist	Phlebotomy Technician (R)	Phlebotomy	Phlebotomy (Micro.) Phlebotomy Tech (BC-online cert.)	
Medical Billing Specialist	Medical Billing and Coding Specialist (B)		Medical Billing/Coding (Micro. and BC online cert.)	
Health Information Technology/ Medical Registrars/ Medical Records Specialist			Certified Electronic Health Records Specialist (BC - online cert.)	
Medical & Health Services Manager			Medical Office Mgr./Cert. Physician Practice Mgr. (BC - online cert.)	
Registered Health Information Technician Administrator			Certified Electronic Health Records Specialist (BC - online cert.)	
Orderly /Patient Care Technichian			Patient Care Technician (BC-online cert.)	
Receptionist, Clerk			Patient Access Representative (BC -online cert.)	

A.A.S. = Associate of Applied Science

A.S. = Associate of Science

Micro. = Microcredential

Cert. = Certificate

EOC Rochester: www.reoc.brockport.edu/courses/

EOC Buffalo: www.buffalo.edu/eoc/programs/allied-health.html

ON BOCES: www.onboces.org/page/workforce-development-programs-and-classes

GCC: www.genesee.edu/academics/program-finder/

BEST Center: www.genesee.edu/about/offices-departments/best-center/online-training/