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OPPORTUNITY AWAITS

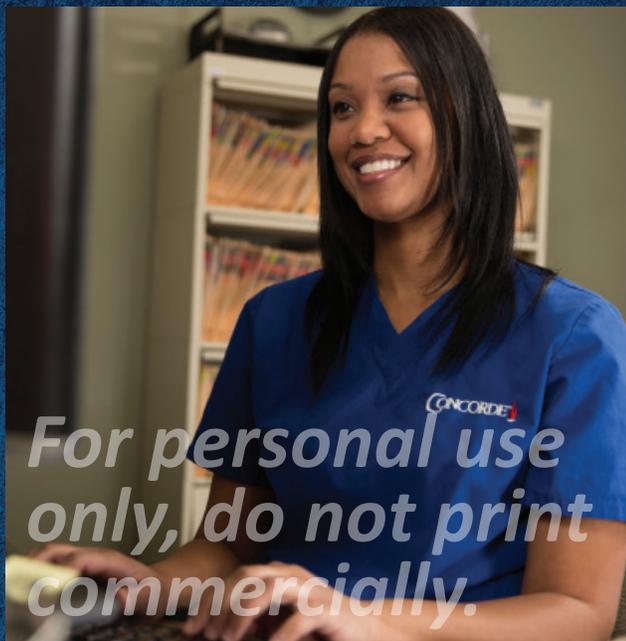
When it comes to the day-to-day duties of the practice, medical office administrators are the “fixers” or the “jack of all trades” that keep things going, and their clinical colleagues (e.g., doctors and nurses) know that and share their appreciation. The work can be very fast-paced, highly diverse and occasionally chaotic, but at the end of the day, MOAs know they did something important.

Medical office administrators (MOAs) are relied on to support all nonclinical, nonmanagement activities in a patient care setting. MOAs can serve in a wide range of medical office settings such as physician and dentist offices, hospitals, nursing homes, surgery centers and insurance offices.

Who is the face of MOA?

Qualities that can be assets in this job role include:

- Customer service-oriented
- Easily wears different hats
- Enjoys working in a fast-paced setting
- Motivated through verbal and nonverbal patient feedback
- Problem-solver



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MEDICAL OFFICE ADMINISTRATOR

Job Outlook



BRIGHT OUTLOOK

20% projected growth in employment
from 2016 to 2026, according to the Bureau of Labor Statistics.

Job Responsibilities

As the receptionist and/or appointment scheduler, the MOA is the “Director of First and Last Impressions.” This role is the liaison between the patient, the health care team and/or the insurance company. MOAs set the tone for the patient’s visit and will probably be the last person the patient interacts with, as they check to ensure that everything met the patient’s expectations.

Duties can include:

- Coding and billing
- Greeting patients
- Maintaining patient records
- Processing insurance claims
- Purchasing supplies

Did You Know?

- The BLS estimates that there are over 800,000 administrative personnel employed in physicians’ offices alone
- MOAs typically work 40-hour weeks on day shifts
- MOAs are paid on an hourly basis and are eligible for overtime

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