

# Medical Office Services

## ***Nature of the Profession***

*Most health care institutions employ medical secretaries and administrative assistants to perform and coordinate office activities and to ensure that information gets disseminated in a timely fashion to staff and patients.*

*These individuals work in office settings in hospitals, clinics, laboratories, physicians' offices, insurance companies, emergency and outpatient diagnostic centers, and extended-care facilities.*

*Medical secretaries and administrative assistants schedule appointments, give information to callers, organize and maintain files, and fill out forms. They also take dictation and transcribe the notes that physicians dictate on patients' medical conditions and treatments.*

## **APTITUDES**

- Ability to learn office procedures
- Good verbal skills
- Good eye-hand coordination and manual dexterity
- Ability to move from one task to another quickly
- Ability to work with people
- Ability to work within set standards and keep accurate records
- Attention to detail and proofreading skills

## **EDUCATION**

Medical secretaries must be high school graduates, and most employers prefer applicants with some training beyond high school. Associate degree programs in secretarial science with special training in medical areas are available at community colleges and business and technical schools.

## **EDUCATIONAL PROGRAMS IN NEBRASKA**

- Central Community College – Columbus, Grand Island, Hastings (A, P)
- Metropolitan Community College – Omaha (A)
- Mid-Plains Community College – McCook, North Platte (A)
- Northeast Community College – Norfolk (A, C)

## **LICENSURE/CERTIFICATION**

Licensing is not required, but a secretary may become a Certified Professional Secretary by passing a series of exams given by Professional Secretaries International.

## **PROFESSIONAL ASSOCIATIONS**

***International Association of Administrative Professionals***

Web Address: [www.iaap-hq.org](http://www.iaap-hq.org)

***Lincoln Chapter: International Association of Administrative Professionals***

Web Address: [http://cornhusker\\_iaap.tripod.com](http://cornhusker_iaap.tripod.com)

***Omaha Chapter: International Association of Administrative Professionals***

Web Address: [www.iaap-aksarben.org](http://www.iaap-aksarben.org)