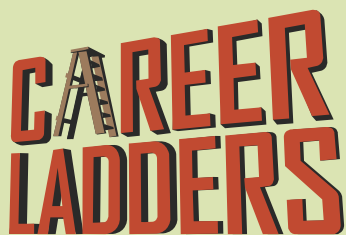


MEDICAL RECORDS TECHNICIAN

Medical records technicians are responsible for maintaining patient health care records including observations, medical or surgical interventions, and treatment outcomes.



Employment opportunities in the health care field are currently at an exceptionally high level. No matter what the state of the economy, the demand for health care professionals will continue to grow. Individuals can start in entry-level occupations and advance their careers while enjoying the stability of employment. Also, individuals can start at the mid or advanced levels, depending on their education, training, and career goals. At each of the levels, there are many opportunities for more challenging and higher paying positions.

SAGINAW VALLEY

Each ladder depicts a series of work experiences that leads to more challenging and higher paying opportunities. While every level of the ladder can provide a satisfying job, some employees will choose to gain even more skills and responsibilities that will advance them in their careers. To do so, they will need more education, training, and work experiences. Some jobs will require a certificate, a license, or an advanced degree.

CLIMBING THE CAREER LADDER

ADVANCED LEVEL

Associate's, bachelor's, master's or doctorate degree required; must graduate from an accredited program; must obtain license or certification

Physical Therapist
\$23.31-\$33.68/hour

Dental Hygienist
\$21.96-\$32.48/hour

MID LEVEL

Associate's degree or graduation from an accredited program required; must obtain a license or certification

Physical Therapist Assistant
\$14.55-\$20.57/hour

Medical Records Technician
\$9.40-\$14.71/hour

Respiratory Therapist
\$16.55-\$22.18/hour

ENTRY LEVEL

Most occupations require a high school diploma or a graduate equivalency diploma (GED), three to six months training, and knowledge of medical terminology; certification is required in some of the occupations

Home Health Aide
\$6.65-\$9.06/hour

Medical Billers and Coders
\$7.65-\$24.46/hour

Dental Assistant
\$8.35-\$16.20/hour

Wages will vary within this occupation based on the employee's education, training, and years of experience.

JOB DESCRIPTION

Each occupation is described in terms of specific tasks and typical job duties.

A MEDICAL RECORDS TECHNICIAN MUST BE ABLE TO:

- Concentrate on very detailed work
- Follow policies, procedures, and guidelines to assure consistent quality billing and coding
- Provide timely and accurate data to ensure reimbursement for patient services
- Maintain highest confidentiality of medical record information
- Communicate with physicians regarding documentation clarification and coding concerns
- Maintain credentials and keep updated on coding changes
- Work under stress, limited time constraints, and with frequent interruptions

WAGES

Wage information was obtained from the Michigan Department of Labor and Economic Growth and from local employers to give a general idea of the wages and salaries for this occupation.

WAGE RANGE

\$9.40-\$14.71/hour

WORKING CONDITIONS

Medical records technicians work in pleasant and comfortable offices. This is one of the few health care occupations in which there is little or no direct contact with patients. Medical records technicians must pay close attention to detail because accuracy is essential in their jobs. They work at computers for prolonged periods of time and usually work a 40-hour week.

EDUCATION AND TRAINING

Courses, programs, and certificates that are needed for employment are offered by local education and training providers.



HIGH SCHOOL

- Completion of high school's Health Science Career Pathway and/or appropriate career and technical education classes
- Algebra
- Chemistry
- Biology
- Health
- Computer science
- Career studies, such as the medical careers program at the Saginaw Career Complex and health technology/medical science and the nursing assistant/health careers program at the Bay-Arenac ISD Career Center
- Co-op experience
- Volunteer experience in a health care environment

COMMUNITY COLLEGE

- Delta College: associate's degree in business studies and medical office professions, certificate – medical transcription specialist, certificate – health insurance coding and claims specialist

UNIVERSITY

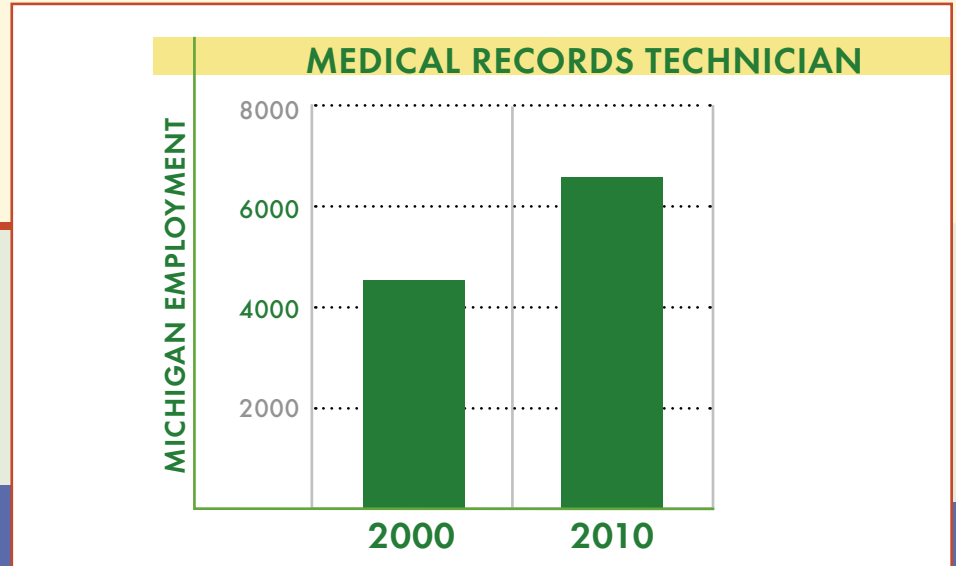
- Davenport University: associate's degree in applied science, health information technology

LOCAL EDUCATION AND TRAINING PROVIDERS

- Local school districts
- Bay-Arenac ISD Career Center
- Saginaw Career Complex
- Delta College
- Davenport University

JOB OUTLOOK

The rate of growth within this occupation is projected by data from local employers and the Michigan Department of Labor and Economic Growth.



ADVANCEMENT

Medical records technicians usually advance in one or two ways. They can specialize in such areas as coding – particularly Medicare coding, or in cancer registry. They can also advance by managing other employees.

WHAT THE EMPLOYER SAID



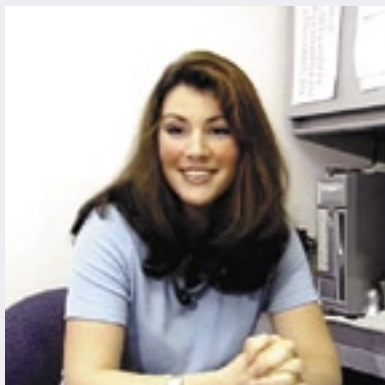
WHAT DO YOU LOOK FOR IN A POTENTIAL EMPLOYEE FOR THIS POSITION?

“In a medical records technician, we look for a person who is task-oriented and disciplined. We also look for someone who wants to help people and has the personality for working with others.”

David Gamez, president
Health Delivery Inc.

STAR PROFILE

This interview is intended to show you what is needed to be a star employee.



EMPLOYEE:
DEBBIE MADDOX

OCCUPATION:
**MEDICAL RECORDS
MANAGER**

COMPANY:
HEALTH DELIVERY INC.

TELL US HOW YOU ATTAINED YOUR CURRENT POSITION.

I worked for a microfilming company before I started at Health Delivery, Inc. While working there, I attended a trade show on health information, where I learned about the associate's degree in health information management. I knew right away that was a job that I would like to do. I received my associate's degree and applied for a position with Health Delivery as a medical records supervisor.

DESCRIBE YOUR TYPICAL DAY.

Typically, I do several things, such as complete disability forms, respond to phone calls on privacy rules, field outside requests for information, supervise employee productivity, fill in when necessary, revise policies and procedures, attend committee meetings, prepare reports, and order department supplies.

WHAT QUALITIES MAKE SOMEONE A "STAR" IN THIS OCCUPATION?

A star would have excellent organizational skills with an eye for details. They would also be proficient in spreadsheets and preparing reports. Good communication skills are also a must.

WHAT TRAINING AND EDUCATION DID YOU NEED TO ENTER THIS POSITION?

Education needed is an associate's degree in applied science, specializing in health information management. Also, the registered health information technician credential is required. My training as a manager from my previous job was a big help for my current position. As a student, it is important to look into leadership roles in preparation for a possible position within management in health information.

WHAT DO YOU LIKE MOST/LEAST ABOUT YOUR JOB?

I enjoy searching the chart for information, particularly to discover case histories in determining disability. I also enjoy creating spreadsheet reports from chart audits, as well as doing employee and company-wide seminars on topics ranging from medical record legal issues to the Health Insurance Portability and Accountability Act (HIPAA). I least like taking disciplinary action on an employee.

WHAT ADVICE CAN YOU GIVE SOMEONE SEEKING A JOB IN YOUR FIELD?

Anyone interested in this field should enjoy attention to details. They should also be trained in using computers because electronic health records will be a requirement in the near future.

ARE THERE ANY LICENSES OR CERTIFICATIONS NEEDED FOR YOUR POSITION?

The registered health information technician credential is required.

ACKNOWLEDGMENTS

The Career Ladders project began as a Saginaw County Vision 2020 initiative. To date, more than 300 individuals have been involved in the project. It is impossible to list them all, but the Comprehensive Education and Workforce Development Committee appreciates each one and the incredible participation by our major employers and educational institutions, as well as the support from the Arnold and Gertrude Boutell Memorial Fund, The Dow Chemical Company, The Dow Corning Foundation, the Fordney Club, the Hospital Council of East Central Michigan, the Michigan Department of Labor and Economic Growth, the National Tooling and Machining Association – Saginaw Valley Chapter, the Saginaw Community Foundation, the Saginaw County Business and Education Partnership, the Saginaw County Chamber of Commerce Foundation, Saginaw County's local school districts, Saginaw County's Promise, the Saginaw County Vision 2020, the Saginaw Future Inc., the Saginaw/Midland/Bay Michigan Works!, the Saginaw Township Business Association, the Saginaw Valley Manufacturers' Association, and the Saginaw Valley Tech Prep Partnership. We also want to thank NOVA for their guidance.

EQUAL OPPORTUNITY EMPLOYER/PROGRAM. AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES.