

Mapping Your Future

Health Care: Beyond Hospitals and Nursing Homes



What is Outpatient Health Care?

Health care delivery is changing. More and more services are being provided outside hospitals, emergency rooms and nursing homes. This field is called outpatient health care. In New York City, about 200,000 people work in outpatient health care and earn \$47,000 per year on average. It is the fastest growing part of the health care industry. Outpatient health care includes all the health care jobs that take place at:

- Doctors' and dentists' offices, large and small;
- Offices of other health practitioners, such as chiropractors, optometrists, podiatrists, physical therapists, and acupuncturists;
- Community health centers and clinics;
- Same-day surgery centers;
- "Retail" clinics like urgent care centers and pharmacies that have nurses working on-site;
- Ambulance or emergency services;
- Laboratories that collect and analyze blood or do imaging like mammograms or MRI's;
- Home health care for people who are older, chronically ill, recovering from surgery, or who have disabilities that require home care.

Many of the jobs in outpatient health care are also in hospitals and nursing homes, but other jobs, such as medical assistant and laboratory technologist, are mostly in outpatient care. The main reasons jobs in outpatient health care are growing the most are because the new federal health care law is focused on keeping people healthy and having health care services in the community. The law stresses preventive care and chronic disease management.

A number of the jobs in this field are unionized. This is especially true for people who work in home health care services. Some people who work in health care clinics, child care centers, and pharmacies are also covered by union agreements.

Who Should Work in This Field?

People who are happy and successful working in this field usually like to help others. They are concerned for the welfare of patients, and can deal with people of diverse backgrounds in stressful situations. People who are caregivers must be patient and comfortable with sickness and bodily functions. Almost all positions in outpatient health care require attention to detail and good oral communication skills.

People with a range of educational backgrounds work in this industry. Some jobs require years of training beyond a college degree. Others require less than a college degree. People can move up the ladder in this industry by getting more education and experience. Good math and science skills are important. Some computer skills are required for every job. Specific computer based skills are needed for administration and billing jobs. Everyone needs good customer service skills. Many jobs involve evening or weekend work. Many workers are on part-time schedules.

INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

High School Diploma/ Equivalent and Training	Post-High School Certificate or Associate Degree	
<p>Medical Assistant ⚡ </p> <p>DUTIES: Work under the supervision of a physician or nurse. Clinical duties may include taking vital signs, drawing blood, and preparing patients for examinations. Clerical duties may include scheduling, maintaining records, and billing and coding.</p> <p>PAY RANGE: \$26,000 to \$39,000 per year or \$12 to \$19 per hour</p>	<p>Dental Hygienist ⚡ </p> <p>DUTIES: Clean teeth and examine mouth and gums for signs of disease. May also clean plaque, apply fluoride or sealants, maintain and sterilize dental equipment, record histories, and educate patients on oral hygiene.</p> <p>PAY RANGE: \$64,000 to \$82,000 per year</p>	<p>Occupational Therapy Assistant ⚡</p> <p>DUTIES: Assist occupational therapists in providing occupational therapy treatments and procedures to people with disabilities. May carry out routine functions, help develop treatment plans, and document treatments.</p> <p>PAY RANGE: \$41,000 to \$57,000 per year</p>
<p>Dental Assistant ⚡ </p> <p>DUTIES: Assist a dentist by setting up equipment, preparing patients for treatment and keeping records. Other duties may include sterilizing equipment and maintaining equipment inventory.</p> <p>PAY RANGE: \$30,000 to \$41,000 per year or \$15 to \$20 per hour</p>	<p>Physical Therapist Assistant ⚡ </p> <p>DUTIES: Assist physical therapists in providing treatments. May also help patients practice exercises, transport patients, communicate with caregivers or family members, and fit patients with supportive devices, like braces or crutches.</p> <p>PAY RANGE: \$39,000 to \$60,000 per year or \$19 to \$29 per hour</p>	<p>Emergency Medical Technician (EMT) and Paramedic </p> <p>DUTIES: Assess injuries, provide emergency medical care and transport patients to medical facilities. May also administer first aid, free people who are trapped in cars or buildings, and comfort and reassure patients. Paramedics are allowed to give shots and provide advanced forms of breathing support, while basic EMT's cannot.</p> <p>PAY RANGE: \$27,000 to \$48,000 per year</p>
<p>Physical Therapist Aide ⚡</p> <p>DUTIES: Under the supervision of a physical therapist or physical therapist assistant, prepare patients for treatment, clean and organize work area, arrange supplies, record treatment, and assist in moving patients into or onto therapy equipment.</p> <p>PAY RANGE: \$18,000 to \$30,000 per year or minimum wage to \$14 per hour</p>	<p style="text-align: center;">MAP KEY</p> <p> Expected to grow faster than average between now and 2020.</p> <p> Licensing or certification required.</p> <p>Pay Range The pay range reflects typical pay from entry level to experienced. The higher pay takes many years to reach and development of significantly greater skills and knowledge.</p> <p>Jobs that are primarily part-time are expressed as hourly pay; jobs that are primarily full-time are shown with annual pay. Those that could be either are shown both ways.</p> <p>Education Minimum education and experience requirements. This may vary from employer to employer.</p>	
<p>Occupational Therapy Aide</p> <p>DUTIES: Under the close supervision of an occupational therapist or occupational therapy assistant, perform selected tasks with people with disabilities.</p> <p>PAY RANGE: \$20,000 to \$34,000 per year</p>		

Put Yourself on the Map: How to Use This Brochure

Like any map, this Career Map helps you find your way to new places – in this case, a bunch of careers within one specific industry. (An industry is a loosely defined area of businesses engaged in similar work.) As you read, ask yourself: what different kinds of jobs are there? How does one job lead to the next? Which ones will I like? How much money can I earn, and how long will it take me to get there? What kind of training do I need?

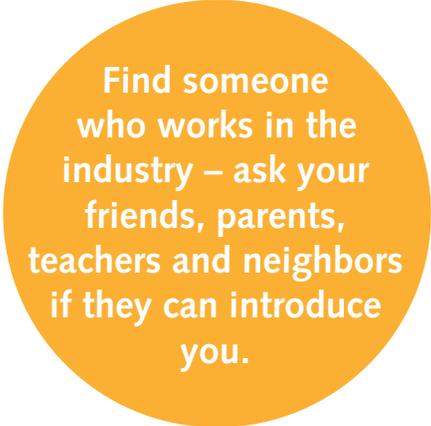
One of the best ways to find a satisfying career is to get clear about your personal interests and strengths. What do you most enjoy doing? What do your friends, teachers, parents say you do best? Do you prefer to work with people, ideas or things? Do you want to be in charge, or work alongside your peers? Which of these jobs will let you be your best?

Once you've found a path that sounds like a good fit, it's time to test it out. Find someone who works in the industry – ask your friends, parents, teachers and neighbors if they can introduce you. Ask if they are willing to talk with you for a few minutes. This is called an “informational interview.” You're not asking them to find you a job; you're only asking to listen and learn about their experience. If you ask in a professional manner, many people are happy to speak with you. (If you're nervous about this, ask a teacher, guidance counselor or parent to help.)

Before you meet with the person, reread the brochure and write down any questions you have, for example:

- What do you spend your day doing in this job?
- How did you get started in this field?
- How much reading, writing or math do you do in your job?
- How do people dress at the work place?
- Do you have a routine set of tasks you do every day or do you do something different every day?
- Do you work the same schedule every week, or does it change?
- What courses would I take in high school or college to prepare for this job?
- What is my next step after high school if I am interested in this field?
- Where can I find people who can help me learn more about this field?

Make sure to send a thank you note, and in no time you'll be on your way. For more information about this industry and many others, you can visit www.careerzone.ny.gov



**Find someone
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INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

Bachelor's Degree	Graduate or Professional Degree
<p>Health Educator ⚡</p> <p>DUTIES: Teach people about behaviors that promote wellness. Develop programs and materials to encourage people to make healthy decisions.</p> <p>PAY RANGE: \$32,000 to \$57,000 per year</p> <p>Occupational Therapist ⚡</p> <p>DUTIES: Assess, plan, organize, and administer in rehabilitative programs that help build or restore vocational, homemaking, and daily living skills, as well as general independence, to people with disabilities or developmental delays.</p> <p>PAY RANGE: \$61,000 to \$89,000 per year</p>	<p>Physician Assistant ⚡ </p> <p>DUTIES: Provide services typically performed by a physician, supervised by a physician. Conduct physicals, provide treatment, counsel patients, prescribe medication, give injections, provide wound care, and assist the physician during complicated procedures.</p> <p>PAY RANGE: \$80,000 to \$105,000 per year</p> <p>Physical Therapist ⚡ </p> <p>DUTIES: Assess, plan and implement programs that improve patient mobility, reduce their pain, or increase their strength. Conduct exams, administer exercises, supervise physical therapist assistants, and record patients' responses and progress.</p> <p>PAY RANGE: \$65,000 to \$92,000 per year</p>

Nursing: What's the Deal?

There are different types of nurses with different educational requirements which can be confusing, but all of them are important in outpatient health care. Nursing has a definite career ladder – from LPN to RN – from Associate degree to Bachelor's degree – and then to Nurse Practitioner. More education gives nurses greater opportunities and higher pay. Here is the deal on the types of nurses, what they do, how much they make, and the level of education that is required.

Licensed Practical Nurse (LPN) ⚡

DUTIES:
LPNs care for ill, injured or recovering patients or people with disabilities, sometimes under the supervision of a registered nurse. May also take blood or urine samples, administer prescribed medication, observe patients, and provide basic care such as taking blood pressure or dressing wounds.

PAY RANGE: \$40,000 to \$56,000 per year

EDUCATION:
LPN's must be high school graduates and complete a practical nursing program approved by the NYS Education Department which lasts 12-18 months and leads to a certificate. Finally, you must pass a State licensing exam. Credits earned in an LPN program can usually be applied to a professional nursing program, to become a Registered Nurse.

Registered Nurse (RN) ⚡

DUTIES:
Registered nurses assess patients' problems and needs, develop care plans, and maintain records. May also supervise less-skilled healthcare personnel, consult with other care providers, and order and interpret diagnostic tests.

PAY RANGE: \$65,000 to \$95,000 per year

Registered Nurse *continued*

EDUCATION:
There are two levels of RNs. There are RNs with two-year degrees from a program in general professional nursing that is acceptable to the NYS Education Department. This is the minimum requirement. There are also RNs with a Bachelor of Nursing degree. RNs must also pass a State licensing exam. RNs with a Bachelor's degree usually earn more than those with an Associate degree. Several programs in New York City are specifically designed so that RNs with two-year degrees or diplomas can complete their Bachelor's degree in Nursing.

Nurse Practitioner

DUTIES:
Nurse Practitioners are Registered Nurses who have additional education and experience in a specialty area. In NY State, they must work in collaboration with a physician. They diagnose illness, care for patients, and may prescribe medication.

PAY RANGE: \$88,000 to \$108,000 per year

EDUCATION:
Nurse Practitioners must either complete a program of study approved by the NYS Education Department or be certified as a Nurse Practitioner by certain national certifying organizations. Nurse Practitioner programs are at the Master's degree level or higher. An RN must have a Bachelor's degree to qualify for these programs.

Types of Employment

	HOURS/WEEK	SCHEDULE	WAGE/SALARY	PAYMENT	COMMON BENEFITS
Full-Time	Usually 35+	Steady	Annual	Weekly or bi-weekly	Paid sick leave, vacation time, health insurance, retirement savings
Part-Time	Usually <35	May vary	Hourly	Weekly or bi-weekly	Usually none
Temp	As needed by employer	May vary	Hourly	Weekly or bi-weekly	Usually none
Per Diem	As needed by employer	Daily or Per Shift	Hourly	Weekly or bi-weekly	Usually none
Self-employed aka Freelance	Varies	Varies	Negotiate rate of pay with client	Upon completion of work or on a schedule of deliverables	None: must pay own taxes and health insurance
Union			Typically higher than comparable non-union positions		As negotiated by the union with the employer on behalf of members

What are some sample career paths that people can follow?

People can move up the ladder by getting more education, certifications, or licenses. Some people enter the field as home health aides, but there are many other ways to start and move up. Some people start as receptionists in community health centers, and, with more education, can become medical assistants. Some medical assistants eventually become registered nurses, but this requires a lot more education. Registered nurses can become Nurse Practitioners. People in technical positions can go from being laboratory technicians to laboratory technologists and then into managing a laboratory.

In administration and billing, people can go from being medical billers to coding managers and eventually, with additional experience and education, to director of health information management.

For more information on careers in this industry:

<http://www.bls.gov/ooh/healthcare/home.htm>

For information on licensing in New York State:

www.op.nysed.gov/prof

www.health.ny.gov

For information about the DOE CTE Programs:

<http://schools.nyc.gov/ChoicesEnrollment/CTE/Parentsandstudents/default.htm>

<http://CTECouncil.org>

Where can I get additional general information on careers?

For careers in New York State: www.careerzone.ny.gov

For general career information, including videos of nearly 550 careers: www.acinet.org

For general career information: www.bls.gov/k12/

INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

Post-High School Certificate or Associate Degree

Radiology Technician ⚡

DUTIES:

Maintain and use equipment that creates impressions of the human body on x-ray film or digitally for diagnostic purposes. May also position equipment or patients, set-up rooms, sterilize equipment and explain procedures to patients.

PAY RANGE: \$54,000 to \$69,000 per year

Clinical Laboratory Technician ⚡

DUTIES:

Conduct routine tests for disease diagnosis, treatment and prevention, often working under the supervision of a medical technologist. May also set up and clean diagnostic equipment, examine cells under a microscope, perform blood counts, and consult with a pathologist to determine a final diagnosis.

PAY RANGE: \$36,000 to \$55,000 per year

Optician

DUTIES:

Measure, fit and adapt lenses and frames for customers according to optical prescription. Assist patients with use of contact lenses. May also grind lenses, heat or meld frames to fit clients, measure customers' faces using specialized equipment, and recommend lenses, coatings and frames.

PAY RANGE: \$41,000 to \$52,000 per year

Pharmacy Technician ⚡

DUTIES:

Under the supervision of a pharmacist, prepare medications. May also measure, mix, count, and label dosages according to prescriptions. Receive and verify prescriptions and refills, maintain storage and security conditions, and receive and store incoming supplies.

PAY RANGE: \$23,000 to \$42,000 per year or \$11 to \$20 per hour

Bachelor's Degree

Radiology Technologist ⚡

DUTIES:

Take CAT Scans and X-Rays or administer nonradioactive material into patients' bloodstreams for diagnostic purposes. May also explain procedures to patients, position patients and equipment, evaluate the quality of x-rays, and oversee technicians. Technologists may specialize in other types of scans, such as MRIs.

PAY RANGE: \$69,000 to \$77,000 per year

Clinical Laboratory Technologist ⚡

DUTIES:

Conduct complicated lab tests for disease diagnosis, treatment and prevention. May also supervise technicians, conduct chemical analysis of body fluids, calibrate and maintain equipment, and study blood samples.

PAY RANGE: \$52,000 to \$71,000 per year

Diagnostic Sonographer ⚡

DUTIES:

Produce ultrasonic recordings of internal organs for physicians' use. May also document procedures and findings, determine appropriate settings and angles, explain procedure to patients and maintain their comfort.

PAY RANGE: \$53,000 to \$72,000 per year

Pharmacist ⚡

DUTIES:

Dispense drugs prescribed by health care practitioners and inform patients about the use of their medications. May also advise health care practitioners on the selection or dosage of medications. Oversee the general operation of the pharmacy, including patient records, charge systems, and inventory maintenance. Often directly communicates with customers on the selection of health care supplies.

PAY RANGE: \$81,000 to \$122,000 per year

Health Administration and Electronic Health Records (EHR)

INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

High School Diploma/ Equivalent and Training	Post-High School Certificate or Associate Degree	Bachelor's Degree or Associate Degree and Experience
<p>Medical Receptionist ⚡</p> <p>DUTIES: Instruct, direct, and schedule patients and visitors. May handle heavy phone volume, enter patient information into a computerized system, prepare charts, and act as a go-between for patient and medical support staff. Also known as patient registrar or patient services representative.</p> <p>PAY RANGE: \$32,000 to \$40,000 per year</p>	<p>Records Technician ⚡ </p> <p>DUTIES: Makes sure patient confidentiality is maintained according to federal privacy laws. May prepare medical records of patients for scanning and use an electronic system to ensure accuracy and timeliness. Requires knowledge of the format and content of electronic medical record system, strong computer skills, and ability to multitask.</p> <p>PAY RANGE: \$33,000 to \$49,000 per year</p>	<p>Health Information Technologist </p> <p>DUTIES: Maintain the security, confidentiality, completeness, quality, and accuracy of medical records in accordance with federal and state laws and medical insurance provider policies and procedures.</p> <p>PAY RANGE: \$66,100 to \$80,750 per year</p>
<p>Medical Billing Clerk</p> <p>DUTIES: Complete and process claims. Review insurance policy to check coverage. Must be able to work well under pressure, handle several functions, and communicate well with medical/dental staff and insurance companies.</p> <p>PAY RANGE: \$36,000 to \$44,000 per year</p>	<p>Coding Manager ⚡ </p> <p>DUTIES: Responsible for coding physician services in outpatient settings. May also educate and manage coding staff. Requires knowledge of coding systems and medical terminology, and excellent oral communication skills.</p> <p>PAY RANGE: \$55,000 to \$73,000 per year</p>	<p>Information Security Manager </p> <p>DUTIES: Responsible for electronic security for both patient and health center records. Provide information security training to all employees, contractors, and other parties. Prepare the organization's disaster recovery and business continuity plans for information systems.</p> <p>PAY RANGE: \$73,850 to \$90,250 per year</p>
<p>Medical Coder and Biller ⚡</p> <p>DUTIES: Using federally required coding system, enter medical codes for billing purposes, and ensure that all records are coded accurately and in compliance with guidelines. May also review and verify coding accuracy, provide training for other staff in a practice, use databases and generate reports.</p> <p>PAY RANGE: \$35,000 to \$51,000 per year</p>	<p>Help Desk/Desktop Support</p> <p>DUTIES: Help staff with hardware and software problems. Resolve as many user-reported problems as possible. Configure printers and scanners remotely. Must be able to communicate well over the phone or in person.</p> <p>PAY RANGE: \$46,750 to \$57,100 per year</p>	<p>Health Information Administrator</p> <p>DUTIES: Act as a link between care providers, payers, and patients, and oversee the health information department, including all electronic medical records and staff. Must know medical, ethical, and legal requirements of health care delivery and the privacy of patient information. Manage people and operational units, participate in administrative committees, develop policy and procedure, and prepare budgets.</p> <p>PAY RANGE: \$54,000 to \$70,000 per year</p>
<p>Accounts Receivable Representative</p> <p>DUTIES: Verify insurance, reimbursements, denials, payment posting, follow-up and patient collections. Collect overdue funds from customers. Requires an understanding of Medicare and Medicaid titles and their coverage criteria.</p> <p>PAY RANGE: \$34,000 to \$42,000 per year</p>	<p>Reimbursement Manager</p> <p>DUTIES: Train, mentor and monitor billers and collectors. May also verify patient eligibility, ensure compliance with patient privacy laws, track and report on the status of accounts receivable, and resolve complicated reimbursement cases.</p> <p>PAY RANGE: \$41,000 to \$62,000 per year</p>	