



## Medical Office Clerk

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Prepared by Los Angeles/Orange County Center of Excellence for Labor Market Research

### Occupation Codes and Descriptions

Currently, there are 2 occupations in the standard occupational classification (SOC) system related to medical office clerks. A list of occupation titles, job descriptions and reported job titles is included in Exhibit 1.

**Exhibit 1 – Occupations, job descriptions and sample job title(s)**

SOC Code	Title	Description	Sample of Reported Job Titles
31-9094	Medical Transcriptionists	Transcribe medical reports recorded by physicians and other healthcare practitioners using various electronic devices, covering office visits, emergency room visits, diagnostic imaging studies, operations, chart reviews, and final summaries. Transcribe dictated reports and translate abbreviations into fully understandable form. Edit as necessary and return reports in either printed or electronic form for review and signature, or correction.	Clinical Medical Transcriptionist, Documentation Specialist, Medical Language Specialist, Medical Secretary, Medical Transcriber, Medical Transcription, Medical Transcription Supervisor, Medical Transcriptionist, Radiology Transcriptionist, Transcriptionist
43-6013	Medical Secretaries	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.	Admissions Coordinator, Billing Coordinator, Health Unit Coordinator, Medical Office Specialist, Medical Secretary, Patient Coordinator, Physician Office Specialist, Unit Secretary, Unit Support Representative, Ward Clerk

Source: O\*NET Online

## Current and Future Employment

In Los Angeles County, the number of medical office clerks is expected to increase by 10% over the next five years. There are forecasted to be 720 job openings each year during the five-year frame. Exhibit 2 contains detailed employment projections data for these occupations.

**Exhibit 2 – Five-year projections for medical office clerks in Los Angeles County**

SOC	Occupation	2016 Jobs	2021 Jobs	2016 - 2021 Change	2016 - 2021 % Change	Annual Openings
31-9094	Medical Transcriptionists	1,602	1,653	51	3%	45
43-6013	Medical Secretaries	21,160	23,337	2,177	10%	675
		<b>22,762</b>	<b>24,989</b>	<b>2,227</b>	<b>10%</b>	<b>720</b>

Source: Economic Modeling Specialists International (EMSI) – 2017.2

## Earnings

In Los Angeles County, the combined entry-level average wage for medical office clerks is \$11.15 per hour, which is below the MIT Living Wage<sup>1</sup> estimate of \$13.08 per hour for a single adult living in Los Angeles County. The average annual earnings for this occupation group in Los Angeles County is \$37,794 per year, assuming full-time employment.

Exhibit 3 contains hourly wages and annual average earnings for these occupations. Entry hourly earnings are represented by the 10<sup>th</sup> percentile of wages, median hourly earnings are represented by the 50<sup>th</sup> percentile of wages, and experienced hourly earnings are represented by the 90<sup>th</sup> percentile of wages.

**Exhibit 3 – Earnings for medical office clerks in Los Angeles County, 2016-2021**

SOC	Occupation	Entry-Level Hourly Earnings	Median Hourly Earnings	Experienced Hourly Earnings	Average Annual Earnings
31-9094	Medical Transcriptionists	\$16.99	\$19.33	\$25.33	\$44,699
43-6013	Medical Secretaries	\$10.72	\$13.08	\$26.82	\$37,274
		<b>\$11.15</b>	<b>\$17.56</b>	<b>\$26.71</b>	<b>\$37,794</b>

Source: Economic Modeling Specialists International (EMSI)

<sup>1</sup> MIT Living Wage Calculator. <http://livingwage.mit.edu/>

## Employer Job Postings

To identify job postings, the following keywords/search terms were used: and medical transcriptionist (31-9094) and medical secretaries (43-6013).

### Top Occupations

In 2016, there were 3,388 employer postings for medical office clerks. Over two-thirds of the postings (85%) were for medical secretaries (2,865 job postings). There were 2,892 job postings for medical office clerks in 2015, and 1,230 job postings in 2014.

**Exhibit 4 – Top occupations in job postings (n=3,388)**

SOC Code	Occupation	Job Postings, Full Year 2016
43-6013	Medical Secretaries	2,865
31-9094	Medical Transcriptionists	523

Source: Labor Insight/Jobs (Burning Glass)

### Top Titles

The top job titles for employers posting job ads for medical office clerks are listed in exhibit 5. Medical receptionist is mentioned as the job title in 20% of all relevant job postings (669 postings).

**Exhibit 5 –Job titles (n=3,388)**

Title	Job Postings, Full Year 2016
Medical Receptionist	669
Medical Transcriptionist	321
Receptionist	185
Unit Secretary	166
Administrative Assistant	106

Source: Labor Insight/Jobs (Burning Glass)

### Top Employers

Exhibit 6 lists the top employers hiring medical office clerks. Top employers postings job ads locally in 2016 included: DaVita Inc., Providence Health & Services, ABQ Health Partners, USC, and AHMC Healthcare. The top worksite cities in the region for these occupations were Los Angeles, Beverly Hills, Long Beach, Torrance, and Pasadena.

**Exhibit 6 – Top employers (n=1,257)**

<b>Employers</b>	<b>Job Postings, Full Year 2016</b>
DaVita Inc.	98
Providence Health & Services	85
ABQ Health Partners	73
USC	51
AHMC Healthcare	34

Source: Labor Insight/Jobs (Burning Glass)

### Top Skills

Job-specific skills desired by employers are administrative support, scheduling, front office, appointment setting, customer service, patient care, and Microsoft Excel and Word.

**Exhibit 7 –Job skills (n=2,605)**

<b>Skills</b>	<b>Job Postings, Full Year 2016</b>	<b>Skills</b>	<b>Job Postings, Full Year 2016</b>
Administrative Support	1,358	Customer Service	471
Scheduling	1,080	Patient Care	450
Front Office	927	Microsoft Excel	431
Appointment Setting	795	Microsoft Word	379

Source: Labor Insight/Jobs (Burning Glass)

## Industry Concentration

Medical office clerk jobs are most often found in the offices of physicians industry (27% of total jobs in the industry). Exhibit 8 shows the industries that are the largest employers of medical office clerks and related jobs in Los Angeles County.

**Exhibit 8 – Industries with the largest number of jobs related to medical office clerks, 2016**

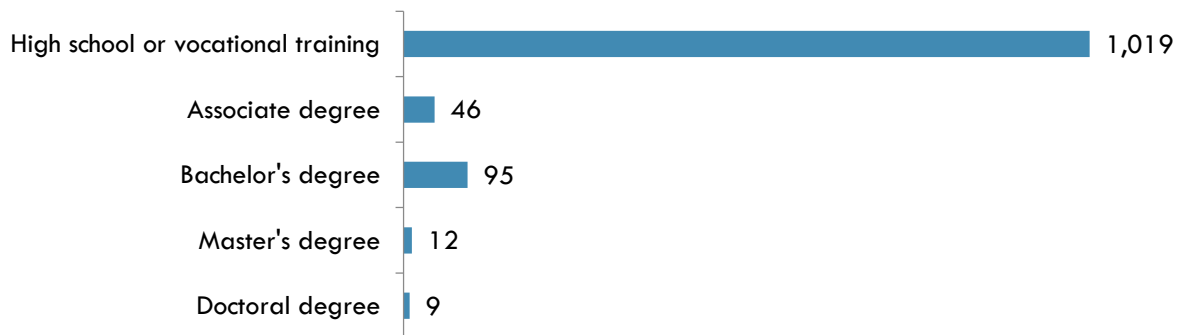
NAICS (6-Digit)	Industry	Occupation Group Jobs in Industry (2016)	% of Occupation Group in Industry
621111	Offices of Physicians (Except Mental Health Specialists)	6156	27%
622110	General Medical and Surgical Hospitals	4016	18%
621210	Offices of Dentists	3380	15%
621491	HMO Medical Centers	1044	5%
903622	Hospitals (Local Government)	832	4%

Source: Economic Modeling Specialists International (EMSI)

## Education and Training

Exhibit 8 displays the education level requested by employers in online job ads. The majority of medical office clerk employers in 2016 were looking for a candidate with a high school diploma or vocational training. Approximately 65% of job postings did not specify a level of education.

**Exhibit 8 – 2016 online job ads with minimum advertised education requirements**



Source: Labor Insight/Jobs (Burning Glass)

Student completion data was compiled for California community college (CCC) programs that train students for these occupations. Exhibit 9 shows the typical entry-level educational requirement for the occupations of interest, along with the typical on-the-job training requirements, and percentage of workers in the field who hold a community college award or have completed some postsecondary courses.

**Exhibit 9 – Education and training requirements (2015-2020)**

SOC	Occupation	Typical entry-level education	Typical on-the-job training	% of Community College Award Holders or Some Postsecondary Coursework
31-9094	Medical Transcriptionists	Postsecondary certificate	None	61%
43-6013	Medical Secretaries	HS Diploma or Equivalent	Moderate	48%

Source: Economic Modeling Specialists International, Bureau of Labor Statistics Employment Projections (Educational Attainment)

Currently, there are 5 CCCs in Los Angeles County that train students in programs related to medical office clerks. Exhibit 10 displays the headcount and annual average community college awards for each of the colleges training in this field. Between 2012-2015, the total annual average community college awards conferred was 63 (4 associate degrees and 59 certificates) across the program.

Headcount is the actual number of students enrolled, regardless of credit hours. It is also important to note that an award is not equivalent to a single person in search of a job opening, since a student may earn more than one award (e.g. an associate degree and a certificate).

**Table 10 – CCC Student Awards (by TOP and College)**

TOP Code	Program	College	2012 – 2015 Annual Average			
			CCC Headcount	CCC Associate Degrees	CCC Certificates	Total Average CC Awards
0514.20	Medical Office Technology	Glendale	222	N/A	37	37
		LA City	N/A	4	4	8
		LA Harbor	N/A	N/A	N/A	N/A
		LA Trade	N/A	N/A	14	14
		Santa Monica	161	N/A	4	4
			<b>383</b>	<b>4</b>	<b>59</b>	<b>63</b>

Source: California Community Colleges Chancellor’s Office MIS Data Mart

## **Student Outcomes**

Student outcome information is based on the TOP code(s) relevant to the occupation group and Los Angeles County.

0514.20 Medical Office Technology programs in Los Angeles County for academic year 2013-14

- The median annual wage after program completion is \$17,658
- 15% of students are earning a living wage
- 51% of students are employed within six months after completing a program

Source: CTE LaunchBoard

## **Program Recommendation**

This report was compiled by the Los Angeles/Orange County Center of Excellence to provide regional labor market data for the program recommendation of Medical Office. This report is to help determine whether there is demand in the local labor market that is not being met by the supply from programs of study (CCC and non-CCC) that align with this occupation group.

Based on the data, the COE can recommend the Medical Office program in Los Angeles County.

Reasons include:

- Medical office clerk jobs are forecasted to increase by 10% in the next five years, resulting in approximately 720 job openings annually
- On average, nearly 70 community college awards were conferred annually between 2012-15
- Jobs related to medical office clerks typically require a high school diploma/equivalent or postsecondary certificate

## **Sources**

O\*Net Online, Labor Insight/Jobs (Burning Glass), Economic Modeling Specialists International (EMSI), MIT Living Wage Calculator, Bureau of Labor Statistics (BLS) Education Attainment, California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, CTE LaunchBoard, Statewide CTE Outcomes Survey, Employment Development Department Unemployment Insurance Dataset

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## Notes

Data included in this analysis represents the labor market demand for positions most closely related to medical office clerks. Standard occupational classification (SOC) codes were chosen based on the national education level required for employment (associate degree and postsecondary certificate) as well as the proportion of current workers who hold a community college award or have had some community college training. This selection process narrows the labor market analysis to the most relevant employment opportunities for students with community college education and/or training.

Traditional labor market information was used to show current and projected employment based on data trends, as well as annual average awards granted by regional community colleges. Real-time labor market information was used to provide a more nuanced view of the current job market, as it captures job post advertisements for occupations relevant to the field of study. Job postings should not be used to establish current job openings, because the numbers may include duplicate job postings or postings intended to gather a pool of applicants. Real-time labor market information can signal demand and show what employers are looking for in potential employees, but is not a perfect measure of the quantity of open positions.