

HEALTH ADMINISTRATION and INFORMATION



Health Administration and Information professionals perform operational activities related to the delivery of health care services. These positions range from clerical to senior management.

Careers within this section include:

Health Care Administrator

Health Information Manager

Health Information Technician

Health Science Librarian

Medical Coder

Medical Illustrator

Medical Interpreter

Medical Office Manager

Medical Secretary

Medical Transcriptionist



Health Care Administrator

What would I do?

Health Care Administrators make policy and managerial decisions regarding public and private health care organizations and institutions. Key responsibilities include leadership, budgeting, strategic planning, contract negotiation, personnel and facility management, and overseeing patient services. Some administrators have a background in management, while others specialize in certain operational areas such as policy analysis, planning, budgeting, finance, accounting, marketing, or human resources management.

Where would I work?

Health Care Administrators generally work in an office environment. In general, people holding such positions manage hospitals, community health centers, physician medical group practices, managed care organizations, nursing homes, or other health care agencies.

What would I earn?

\$52,000–88,000

What do I need to know?

A bachelor's degree is required for most administrative positions, and many organizations prefer a master's degree in health administration, business administration, or a related field. Individuals take courses in accounting, organizational theory, financial management, marketing, health care systems and policy, health planning, health law and ethics, quantitative methods, and health economics. Most bachelor's degree and master's programs include an administrative internship component. Nursing home administrators take a national licensing exam administered by the state of New Hampshire.

What schools can I attend?

Granite State College - Concord
New England College
University of New Hampshire

Where can I find more information?

American College of Health Care Administrators
300 N. Lee Street, Suite 301
Alexandria, VA 22314
(888) 882-2422
(703) 739-7900
www.achca.org

American College of Healthcare Executives
One North Franklin, Suite 1700
Chicago, IL 60606-4425
(312) 424-2800
www.ache.org

Medical Group Management Association
104 Inverness Terrace East
Englewood, CO 80112-5306
(303) 799-1111
(877) 275-6462
www.mgma.com

National Association of Boards of Examiners of Long
Term Care Administrators
1444 I Street, NW, #700
Washington, DC 20005-2210
(202) 712-9040
www.nabweb.org

Health Information Manager

What would I do?

Health Information Managers focus on planning and directing systems for collecting, securing and distributing health-related information. This information may include patient medical records, billing information, and other data necessary for financial decision making. Key responsibilities include training staff in the use of automated systems, assuring confidentiality, managing health data, generating reports, and maintaining policies and procedures. Health Information Managers may also be known as Medical Records Administrators.

Where would I work?

Depending on the size of the organization, Health Information Managers may supervise Health Information Technicians and work in hospitals, physician offices, community health centers, and other health care facilities. Insurance companies and health maintenance organizations also hire Health Information Managers.

What would I earn?

\$52,000–88,000

What do I need to know?

A bachelor's degree in medical records management or health information management is required. In addition, individuals may take a national registration exam to become registered Health Information Administrators.

What schools can I attend?

At the current time there are no academic institutions in New Hampshire offering a program for Health Information Managers. In the past, New Hampshire students have attended out-of-state schools such as Northeastern University in Boston, MA.

Where can I find more information?

American Health Information Management Association
233 N. Michigan Avenue, 21st Floor
Chicago, IL 60601-5800
(312) 233-1100
www.ahima.org

Medical Records Institute
425 Boylston Street, 4th Floor
Boston, MA 02116-3315
(617) 964-3923
www.medrecinst.com

Health Information Technician

What would I do?

Health Information Technicians (HITs) collect, summarize, and report data for quality management, utilization management, risk management, and other studies related to patient care. They use technology to compute and interpret descriptive health care statistics and other data. This data may be used to monitor health care expenditures, physician practice patterns, and medical research. This position can also be referred to as a Medical Records Technician.

Where would I work?

Working under the supervision of a Health Information Manager, HITs may be employed by hospitals, medical group practices, health maintenance organizations, state and federal health departments, and other health care facilities.

What would I earn?

\$21,000–33,000

What do I need to know?

Health Information Technicians entering the field usually have an associate's degree from a community or junior college. General education course work includes medical terminology, anatomy and physiology, legal aspects of health information, coding and abstraction of data, statistics, database management, quality assurance methods, and computer training. Biology, chemistry, health, and computer courses should be taken in high school. Graduates are eligible to take a national examination to become a registered Health Information Technician.

What schools can I attend?

At the current time there are no academic institutions in New Hampshire offering a program for Health Information Technicians. In the past, New Hampshire students have attended out-of-state schools such as Laboure College or Fisher College in Boston, MA; Bristol Community College in Fall River, MA; or Kennebec Valley Technical College in Fairfield, ME.

Where can I find more information?

American Health Information Management Association
233 N. Michigan Avenue, 21st Floor
Chicago, IL 60601-5800
(312) 233-1100
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Health Science Librarian

What would I do?

Health Science Librarians help health professionals access the most current knowledge-based information available on medical topics. They identify, compile, and maintain collections of resources such as texts, journals, CD-ROMs, and databases to assist providers in medical research and decision making. They train health professionals in researching indexes and

automated resources. They also help patients find information and answer consumers' questions about health-related topics.

Where would I work?

Most often, Health Science Librarians work in medical, nursing, or allied-health schools; hospitals; and pharmaceutical and other medical-related corporations. They may also work at federal, state, and local government agencies.

What would I earn?

\$30,000–60,000

Higher salaries can be earned by those with more education.

What do I need to know?

A master's degree from a school accredited by the American Library Association is required. Health Science Librarians must also be familiar with online biomedical databases (such as Medline from the National Library of Medicine), essential health care printed resources, the Internet, and the health care environment.

What schools can I attend?

At the current time there are no academic institutions in New Hampshire offering a program for Health Science Librarians. In the past, New Hampshire students have attended out-of-state schools such as Simmons College in Boston, MA. Many have also participated in the distance learning program offered by Syracuse University School of Information Studies.

Where can I find more information?

American Library Association
50 E. Huron Street
Chicago, IL 60611
(800) 545-2433
www.ala.org

Medical Library Association
65 East Wacker Place, Suite 1900
Chicago, IL 60601-7298
(312) 419-9094
www.mlanet.org

North Atlantic Health Sciences Library
www.nahsl.org

Special Libraries Association
331 South Patrick Street
Alexandria, VA 22314-3501
(703) 647-4900
www.sla.org

Medical Coder

What would I do?

Medical Coders assign numeric and alphanumeric codes that represent a patient's diagnosis and the procedures used to treat the patient. Coders rely on official classification systems and base the application of specific diagnostic and procedure codes on the physician's written documentation (i.e., the patient's medical chart).

Where would I work?

Medical Coders work in a variety of places and provide a range of services from hands-on coding to compliance officers and medical auditors. Coders also work in vital statistics compiling mortality (cause of death) reports from death certificates. The majority, however, work in physician offices and either inpatient or outpatient hospital facilities. Some Coders, after years of experience, may advance to consulting positions and travel around the country providing their expertise to others in the profession.

What would I earn?

\$28,000–45,000

What do I need to know?

A minimum of a two-year associate's degree and knowledge of medical terminology, and a basic understanding of anatomy. Medical Coders must be familiar with standardized coding systems such as ICD-9-CM, CPT, and HCPCS. A coder's understanding of the Health Insurance Portability and Accountability Act (HIPAA) is of growing importance.

What schools can I attend?

New Hampshire Community Technical College -
Manchester
New Hampshire Community Technical College -
Nashua
New Hampshire Technical Institute

Where can I find more information?

American Academy of Professional Coders
309 West 700 South
Salt Lake City, UT 84101
(800) 626-2633
www.aapc.com

American Health Information Management Association
233 N. Michigan Avenue, Suite 2150
Chicago, IL 60601-5800
(312) 233-1100
www.ahima.org

Medical Illustrator

What would I do?

Medical Illustrators are artists who create art and other visual material to depict images related to medicine. These specialized artists use a variety of tools, including computer imagery, to describe medical concepts. These visuals may appear in medical textbooks, medical advertisements, professional journals, instructional videotapes, and lectures. Some Medical Illustrators not only produce such material but also function as consultants and administrators within the field of biocommunication.

Where would I work?

Medical schools, hospitals, research organizations, advertising agencies, and publishing companies may use the services of Medical Illustrators. Many work independently and contract for their services.

What would I earn?

\$40,000–75,000

What do I need to know?

Medical Illustrators must have expertise in many areas of art techniques, including painting and drawing as well as the basic concepts involved with graphic art. High school students should concentrate on art, biology, and computer graphic courses. Admission requirements vary from program to program. In general, a degree with a major in art and a minor in the biological sciences or a major in biological sciences and a minor in art is preferred. The majority of Medical Illustrators in the profession have a master's degree from an accredited graduate program in medical illustration.

What schools can I attend?

At the current time there are no academic institutions in New Hampshire offering a program for Medical Illustrators. In the past, New Hampshire students have attended out-of-state schools such as Johns Hopkins School of Medicine, Department of Art as Applied to Medicine, in Baltimore, MD and Medical College of Georgia's Medical Illustration Graduate Program.

Where can I find more information?

Association of Medical Illustrators
810 East 10th Street
Lawrence, KS 66044
(866) 393-4264
www.ami.org

BioCommunications Association
220 Southwind Lane
Hillsborough, NC 27278-7907
(919) 245-0906
www.bca.org

Medartist.com
175 59th Avenue NE
St. Petersburg, FL 33703-2429
(727) 521-1143
www.medartist.com

Medical Interpreter

What would I do?

Medical Interpreters are people with knowledge of medical terminology who provide a vehicle for communication between individuals who do not speak the same language. Medical Interpreters do not just translate the words, but help act as a cultural broker between the health care provider and the patient to try to put the discussion in a cultural context. Medical Interpreters need excellent translation skills as well as knowledge of the health care system.

Where would I work?

Medical Interpreters can be self-employed and work on a contractual basis. They may also be employed by a medical interpretation company, or be hired as an employee of a hospital or large health care organization. The work setting for a Medical Interpreter may vary based on patient needs.

What would I earn?

\$30,000–50,000

What do I need to know?

Medical Interpreters need to be bilingual fluent in English and another language. They need to have an understanding of medical terminology, cross cultural communication, and knowledge of the health care field. Although some interpreters receive on-the-job training, many employers prefer candidates who have completed a formal medical interpreter certification program.

What schools can I attend?

New Hampshire Community Technical College-
Manchester

The New Hampshire Minority Health Coalition and Southern New Hampshire Area Health Education Center (AHEC) offer a 54-hour Medical Interpretation Training course. For more information, please contact Southern New Hampshire AHEC (see below).

Where can I find more information?

Massachusetts Medical Interpretation Association
750 Washington Street, NEMC Box 271
Boston, MA 02111-1845
(617) 636-5479
www.mmia.org

New Hampshire Interpreter and Translator Organization
(603) 432-5578

New Hampshire Minority Health Coalition
PO Box 3992
Manchester, NH 03105
(603) 627-7703
www.nhhealthequity.org

Southern New Hampshire Area Health
Education Center
128 State Route 27
Raymond, NH 03077
(603) 895-1514
www.snhahcec.org

Medical Office Manager

What would I do?

Medical Office Managers are health care professionals with skills in business and human resource management. They plan, direct, coordinate, and supervise the operations of a medical practice. The job of a Medical Office Manager requires comprehensive knowledge of insurance policies, risk management, accounting, contract management, data management, human resources, communication, marketing, health care law, and administration.

Where would I work?

Medical Office Managers work in physician medical group or solo practices, community health centers, home health care, long-term care, managed care organizations, or other health care agencies. Medical Office Managers may be called at any time to deal with problems. They also travel frequently to attend meetings.

What would I earn?

\$52,530–88,210

What do I need to know?

An associate's degree or a one-year certification program is preferred for an entry-level Medical Office Manager.

What schools can I attend?

Granite State College - Concord
Hesser College

Where can I find more information?

Medical Group Management Association
104 Inverness Terrace East
Englewood, CO 80112-5306
(877) 275-6462
(303) 799-1111
www.mgma.com

Professional Association of Health Care
Office Management
461 East Ten Mile Road
Pensacola, FL 32534-9712
(800) 451-9311
(850) 474-9460
www.pahcom.com