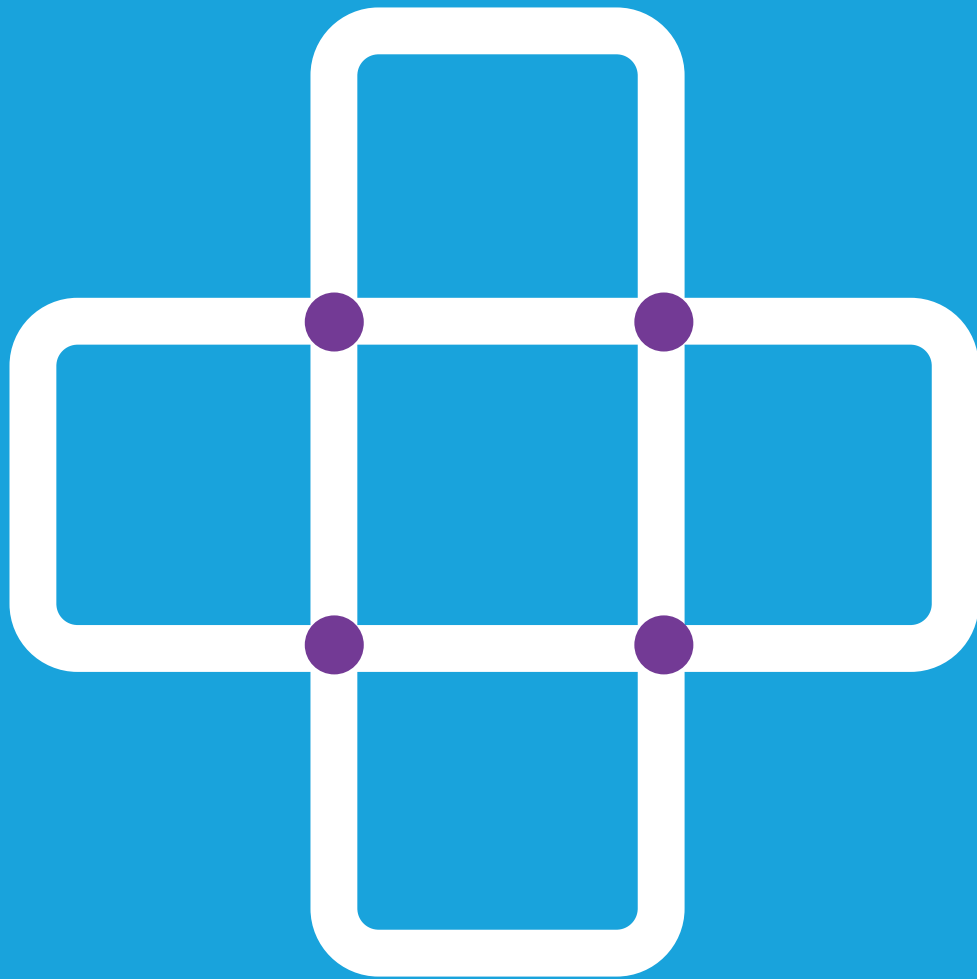


Health Care Support Career Guide

A guide for nursing assistants, dental assistants, medical assistants, phlebotomists.



Finding Your Way to a Career: Health Care Support

All health care organizations, from small offices to large health systems, rely on a wide range of occupations to deliver services to clients and patients.

Health care support workers play a vital role in these organizations, from providing hands-on care to performing administrative tasks. They make sure health care is delivered effectively, safely and efficiently.

How to use this document to learn more.

As one of the Top 100 Hot Jobs for 2022, health care support is a promising occupation for job-seekers in West Michigan. To find out if this is the right career choice, use this Career Map to examine:

- Who might enjoy this kind of work.
- Qualifications needed in this career field.
- Growth potential and levels of pay.
- Valuable skills for this type of work.
- Common tools and technology used in this work.
- Occupations, responsibilities, and other job titles.

This information is drawn from national data and insights from West Michigan employers. It is meant as a starting point for job seekers and career coaches to work together in the exploration of meaningful and fulfilling careers.



Exploring Occupations in Health Care Support

Health care support jobs are essential to the operation of every health care organization. People in these roles provide direct hands-on clinical care and services, generally under the supervision of licensed staff, such as nurses, physicians, and dentists. They also may perform administrative duties, such as scheduling appointments, maintaining records, billing, and coding information for insurance purposes.

The Path to Success

Who might enjoy this type of work?

People who enjoy working in the health care support field tend to enjoy:

- Following set procedures and routines.
- Working with data and details more than with ideas.
- Having a clear line of authority to follow.
- Working with, communicating with, and teaching people.
- Helping or providing service to others.
- Activities that include practical, hands-on problems and solutions.

People who do well in this work generally perform well in such areas as:

- Responsibility
- Teamwork
- Adaptability
- Achievement
- Decisiveness

Qualifications needed in this career field.

Nationally, most people working in health care support have some college education but no degree. The next-largest group has earned an associate degree. About 20% of people working in this field have no education beyond a high-school diploma or equivalent.

Sample certifications include:

Certified Nursing Aides: CNA license

Medical Assistants: Registration or certification as a medical assistant, training in basic life support

Dental Assistants: Basic life support training, radiography license, registered dental assistant

Growth potential and levels of pay.

In the West Michigan counties of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa, there were 3,079 health care support jobs in 2020. That number is projected to grow by 10% to 3,385 by 2025.

Hourly earnings range from \$13.17 to \$20.41, with a median wage of \$17.05 per hour.

Valuable skills for this type of work.

Tasks and functions performed by health care support include:

- Assisting and caring for others.
- Getting information.
- Documenting/recording information.
- Communicating with supervisors, peers or subordinates.
- Evaluating information to determine compliance with standards.

Common tools and technology used in this work.

Tools: hypodermic needles, sterilizers, medical gas, syringes

Tech: medical health information software, diagnostic and procedural coding software, appointment scheduling software

Mapping a Career

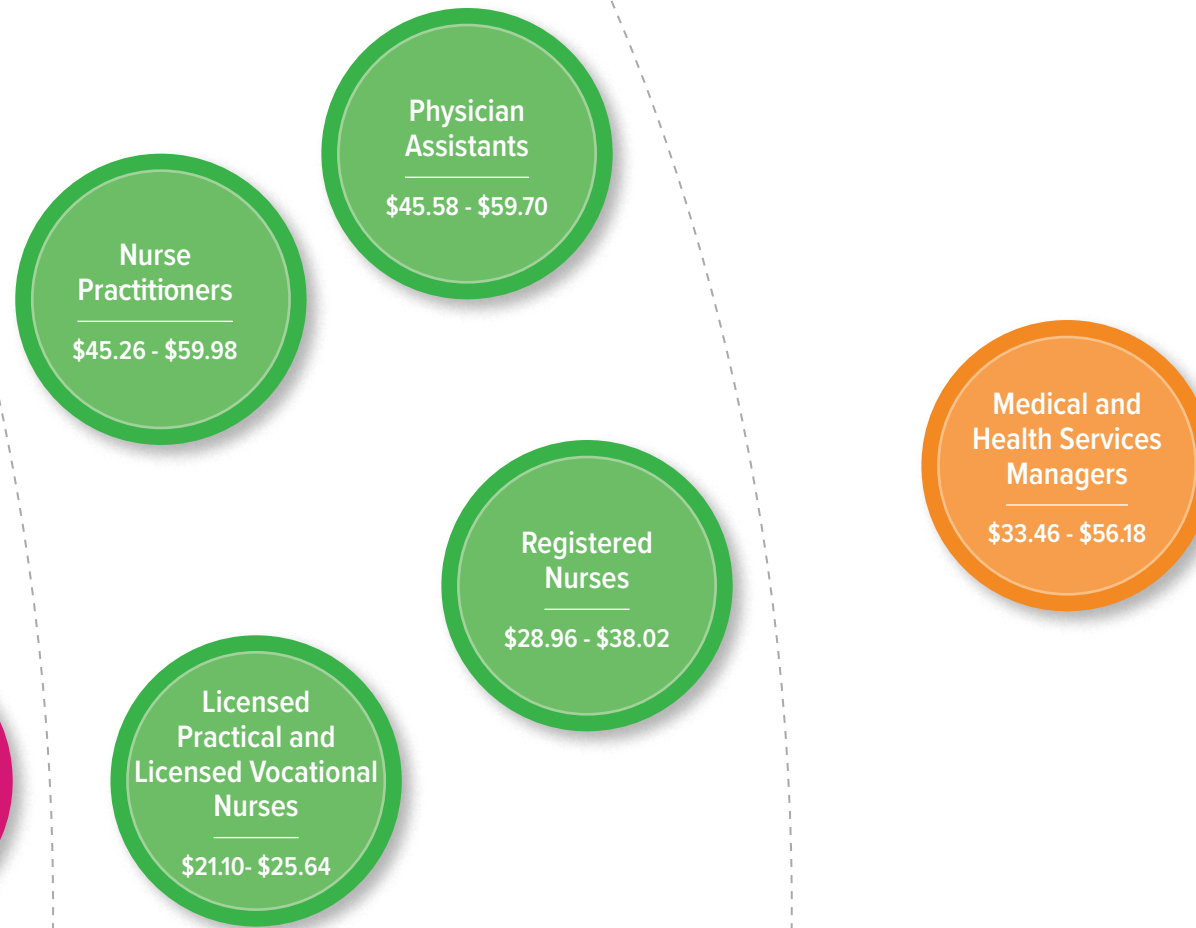
Nursing Assistants
Dental Assistants
Medical Assistants
Phlebotomists



LESS THAN 2 YEARS



2-4 YEARS



5-9 YEARS

10+ YEARS

Wage ranges represent 25th - 75th percentile.
Timeframes represent the typical education and experience combined.
See page 6 for detailed description of occupations.

Health Care Support: A Field Guide

Occupations, responsibilities and other job titles.

Nursing Assistants

These individuals provide or help with basic care of patients under the direction of and supporting the work of licensed nurses. Examples of their duties include monitoring patient health, feeding, bathing, dressing, and grooming patients, and helping them use the bathroom. They may help administer medication and other tasks as assigned by licensed nurses.

Examples of locally used job titles: certified medication aide (CMA), certified nurse aide (CNA); certified nurses aide (CNA); certified nursing assistant (CNA); licensed nursing assistant (LNA); nurses' aide; nursing aide; nursing assistant; patient care assistant (PCA); state tested nursing assistant (STNA)

Dental Assistants

Under the direction of a dentist, dental assistants perform such work as preparing and sterilizing equipment, helping the dentist during treatment, and instructing patients about oral health practices. They may help with administrative tasks, such as scheduling appointments, maintaining medical records, and billing and coding for insurance.

Examples of locally used job titles: certified dental assistant (CDA); certified registered dental assistant; dental assistant (DA); expanded duty dental assistant (EDDA); expanded function dental assistant; oralsurgery assistant; orthodontic assistant (ortho assistant); registered dental assistant (RDA); surgical dental assistant.

Medical Assistants

Medical assistants work under the direction of a physician to perform clinical tasks such as taking vital signs and medical histories, preparing patients for examination, drawing blood and administering medication. Administrative tasks may include scheduling appointments, maintaining medical records, and billing and coding for insurance.

Examples of locally used job titles: certified medical assistant (CMA); chiropractor assistant; clinical assistant; doctor's assistant; medical assistant (MA); medical office assistant; optometric assistant; registered medical assistant (RMA).

Phlebotomists

These individuals draw blood for tests, transfusions, donations and research. They may explain the procedure to patients and help in the recovery of patients who have adverse reactions.

Examples of locally used job titles: lab liaison technician; mobile examiner; patient service technician (PST); phlebotomist; phlebotomy technician; registered phlebotomist.



West Michigan Works! is part of the statewide Michigan Works! system and the workforce development agency in West Michigan. We serve the employers and job seekers of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa counties.

We partner with employers, educators, economic developers and community organizations to create a qualified workforce that meets our region's current and future talent needs and fuels our shared economic future.

Learn more at: <https://www.westmiworks.org/>



CareerPoint helps students and job seekers find their place in the world of work by matching interests and abilities with training, support, and meaningful and rewarding careers.

By providing training and tools, CareerPoint supports the workforce professionals who help people navigate the West Michigan job market.

CareerPoint promotes evidence-based coaching to help students and job seekers discover and follow pathways to rewarding careers. This model follows seven steps to each participant's success.

Learn more at: <https://talnetcareerpoint.org/>