

Supply of and Demand for Medical Assistants in New York City

June 2011

The Center for Health Workforce Studies

School of Public Health, University at Albany

State University of New York

One University Place, Suite 220

Rensselaer, NY 12144-3445

(518) 402-0250

<http://chws.albany.edu/>



Better Information for Better Outcomes

The Center for Health Workforce Studies is a not-for-profit research organization whose mission is to provide timely, accurate data and conduct policy-relevant research about the health workforce. The Center's work assists health, professional, and education organizations; policy makers and planners; and other stakeholders to understand issues related to the supply, demand, distribution, and use of health workers.

Introduction

The health care delivery system in New York is undergoing rapid transformation, driven in part by the state's Medicaid Redesign Plan and by the anticipated implementation of health reform initiatives included in the federal Patient Protection and Affordable Care Act. It is believed that these changes will lead to a growing emphasis on accessible and cost-effective primary and preventive health care services. As more people have access to health insurance, demand for basic health services is likely to increase dramatically.

Jobs and services in ambulatory health care settings are expected to grow, while acute care services and jobs are expected to decline. With acute care downsizing, the overall number of hospital beds will be reduced and health workers in acute care settings will be displaced, including nursing aides and patient care technicians. Opportunities to retrain these workers are of great interest to stakeholders, particularly the unions that represent them. These workers are well suited to continue working in health care because they are familiar with the health care system and have experience in the provision of clinical care. Medical assisting is one occupation that could help transition acute care workers into ambulatory care. It is especially appealing because

- Medical assistant training is widely available;
- Medical assisting is an entry level occupation which does not require an extended period of training; and
- Demand for medical assistants is strong and is projected to remain strong in the future.

The Center for Health Workforce Studies, with support from the 1199 SEIU Greater New York Worker Participation Fund, conducted a study to learn more about the supply and production of medical assistants (MAs) in New York City, as well as demand for them in ambulatory settings in New York City. The Center analyzed data drawn from secondary data sources to learn more about medical assistants both in New York City and in the state. The Center, in partnership with the Community Healthcare Association of New York State, conducted a survey of community health centers statewide to learn more about their workforce needs, including MA staffing. The Center conducted interviews with key informants to learn more about the educational pipeline, curricular requirements, and placement rates for accredited versus non-accredited private and proprietary medical assisting training programs. The Center identified ambulatory sites in New York City that employ MAs and interviewed a small number of them (health centers, ambulatory clinics, and private practices) to learn more about the use of MAs in different ambulatory settings.

Key Themes

Given the limited scope of this project, this research should be considered an exploratory study. However, there are a number of key themes that have emerged from this work that could inform the development of future research studies on medical assistants or facilitate discussions on policies related to the education and deployment of medical assistants in New York.

- MAs are an integral part of ambulatory care treatment teams, particularly in community health centers.

- The state’s MA workforce is more racially and ethnically diverse than most health professions in New York.
- MA diversity is viewed as an asset by health care providers who serve diverse populations.
- There is a wide array of public and private medical assisting education programs available and these programs vary in length, content, and cost.
- Variation in the length and focus of medical assisting education programs results in differences in the capabilities of MA program graduates.
- MAs use their clinical skills in virtually all settings, but may be less likely to use their administrative skills in some settings, particularly in hospital ambulatory clinics.
- Health care providers that employ MAs believe they can play critical roles in the provision of chronic disease management services.
- MAs in New York work under professional delegation, and the State Education Department provides task lists that specify what MAs may or may not perform.
- Employers of MAs believe that with proper training and supervision, the list of tasks MAs are permitted to perform in New York could be expanded.

Medical Assistants: Roles and Responsibilities

MAs are an important part of the health care team especially in ambulatory settings such as hospital clinics, physician practices, and community health centers. The skills and competencies of MAs tend to vary by education and training. Further, MA roles often differ based on the needs of employers. MAs are typically trained to be “generalists,” performing both administrative and clinical functions (AMT, 2010). While some MAs may specialize in administrative roles, such as medical billing and coding, others may focus more on clinical roles that include phlebotomy or electrocardiogram (EKG) services.

MAs are valued in the organizations where they work for their versatility and ability to work cross-functionally. The tasks that can be given to MAs are limited by state statute or regulation addressing delegation by licensed physicians, physician assistants, nurse practitioners, and licensed nurses. In a few states, MA scope of practice is directly addressed in statute and regulation. According to the American Association of Medical Assistants (AAMA), tasks performed by MAs may include the following:

Administrative Duties

- patient scheduling;
- patient navigation;
- medical coding and billing;
- managing medical records;
- office bookkeeping; and
- using computer applications for a variety of clinical and administrative functions, e.g., medical billing, recording information in an electronic health record, etc. (AAMA, 2010).

Clinical Duties

- interviewing patients to obtain medical histories;
- preparing patients and assisting physicians in medical examinations;
- collecting and recording patient vital signs;
- performing basic laboratory testing;
- preparing and administering patient medications as directed by physicians, including venipuncture;
- performing EKGs;
- drawing blood; and
- removing sutures and applying and changing dressings (AAMA, 2010).

There is wide variation among states on what tasks MAs are actually able to perform. In a 2010 advisory issued by the Office of the Professions of the New York State Education Department (NYSED) the tasks that could be performed by MAs in the state were elaborated. The list was inclusive but not exhaustive and included a caution that delegation should be guided by medical judgment.

Tasks explicitly permitted for MAs in New York include:

- administrative tasks, e.g., filing and medical billing;
- taking vital signs;
- performing EKGs;
- taking laboratory specimens including blood work; and
- assisting a licensed practitioner in a medical task under personal supervision (NYSED, 2010).

The same NYSED advisory specifically prohibited the performance of the following tasks by MAs in New York:

- patient triage;
- administering medications by any route;
- administering contrast dyes or injections of any kind;
- placing or removing sutures;
- taking x-rays or positioning patients for x-rays (but MAs may aid in positioning);
- applying casts; and
- first assisting in surgical procedures (NYSED, 2010).

No states currently license MAs nor do any states require MAs to be certified by a national board. Some states do require MAs performing certain clinical tasks, such as taking x-rays, to complete a special course (AMT, 2010). In 2009, only nine states addressed MAs in statutes or regulations related to health professions (AAMA, 2009).

The AAMA offers certification to MAs who have successfully completed a two-year medical assisting educational program accredited by the Commission of Allied Health Education Programs (CAAHEP) or by the Accrediting Bureau of Health Education Schools (ABHES). The credential awarded is the certified medical assistant (CMA). In New York City, there are three

proprietary schools that are CAAHEP accredited: ASA Institute of Business and Computer Technology in Brooklyn, Plaza College in Jackson Heights, and the Wood-Tobe Coburn School in New York City (CAAHEP, 2010). In the New York City area, The Institute of Allied Medical Professions, the Mandl School, the New Life Business Institute, and the Sanford Brown Institute are ABHES accredited (ABHES, 2010).

The American Medical Technologists also offers a certification in medical assisting called the registered medical assistant (RMA). Formal training is not mandatory to obtain this credential. However, in the absence of an education in medical assisting, five years of experience is required before the MA is permitted to sit for the certification exam.

The National Healthcareer Association (NHA) offers the certified clinical medical assistant (CCMA) credential. Qualified applicants must be high school graduates or equivalent and have successfully completed an NHA-approved training program or have worked for a minimum of one year as a MA.

A Profile of Medical Assistants in New York

Using data drawn from the 2006-08 American Community Survey of the U.S. Census, the Center analyzed the MA workforce in New York. The findings are described below.

In New York, MAs were mostly female (81.8%) and were more racially and ethnically diverse than other health professions in the state. As compared to the state's population, MAs were disproportionately from minority groups that are typically underrepresented in many health professions. About half of MAs in the state (49.7%) were non-Hispanic White compared to less than one-quarter of MAs (21.7%) in New York City. In 2008, 66.7% of the state's population was non-Hispanic White.

Table 1. Characteristics of Medical Assistants in New York, 2006-2008

Characteristics of Medical Assistants	Geographic Location		
	New York State	NY State (Except NYC)	New York City
Gender			
Female	81.8%	81.3%	82.7%
Male	18.2%	18.7%	17.3%
Citizenship			
U.S. Citizen	90.3%	94.4%	84.1%
Not a U.S. Citizen	9.7%	5.6%	15.9%
Race/Ethnicity			
White non-Hispanic	49.7%	68.7%	21.5%
Black/African American non-Hispanic	20.9%	14.4%	30.5%
American Indian/Alaska Native non-Hispanic	0.2%	0.3%	0.1%
Asian/Pacific Islander non-Hispanic	6.4%	3.9%	10.0%
Other/Two or more races non-Hispanic	2.6%	2.8%	2.3%
Hispanic/Latino	20.2%	9.9%	35.6%
Primary Language in the Home			
English	67.5%	83.8%	43.0%
Other than English	32.5%	16.2%	57.0%
Highest Level of Education			
Less than high school graduate	7.9%	7.6%	8.4%
High school graduate or equivalent	28.3%	27.5%	29.5%
Some college, no degree	32.9%	35.2%	29.5%
Associate degree	16.1%	17.4%	14.1%
Bachelor's degree	11.4%	10.0%	13.5%
Graduate/ Professional degree	3.3%	2.3%	4.9%
Type of Employer			
Private for profit	72.8%	70.4%	76.3%
Private not-for-profit	13.1%	15.7%	9.2%
Local government	5.2%	2.9%	8.8%
State government	6.0%	7.6%	3.8%
Federal government	0.5%	0.5%	0.5%
Other	2.3%	2.9%	1.4%
Median Age	37 years	37 years	36 years
Mean annual wage/salary	\$21,717	\$20,206	\$23,973
Mean weekly hours	35.2 hours	34.6 hours	36.0 hours

Source: American Community Survey, U.S. Census, 2006-2008

The educational levels of MAs in New York vary greatly. Some MAs have completed a high school education or its equivalent (28.3%), while others have finished one or more years of college (32.9%). Some medical assisting education programs in the state confer an associate degree in medical assisting after completion of a two-year curriculum. Currently 16.1% of MAs in New York hold an associate degree.

MAs in New York work in a variety of settings. In New York City, MAs are more frequently found in the medical offices of physicians (34.7%) than in hospital settings (29.8%). Their ability to provide both administrative and clinical functions may be more appealing to physician practices where both skill sets are in demand.

Table 2. Employment Settings of Medical Assistants in New York, 2006-2008

Settings	NY State (Except NYC)	New York City
Medical Offices of Physicians	23.9%	34.7%
Hospitals	23.6%	29.8%
Nursing Care Facilities	9.8%	4.5%
Veterinary Services	7.6%	1.0%
Other Health Care Services	6.8%	6.4%
Pharmacies and Drug Stores	6.1%	7.2%
Business Support Services	4.0%	0.4%
Outpatient Care Centers	3.5%	7.1%
Residential Care Facilities	1.8%	0.3%
Health and Personal Care	1.4%	0.8%
Other	11.5%	7.8%

Source: American Community Survey, U.S. Census, 2006-2008

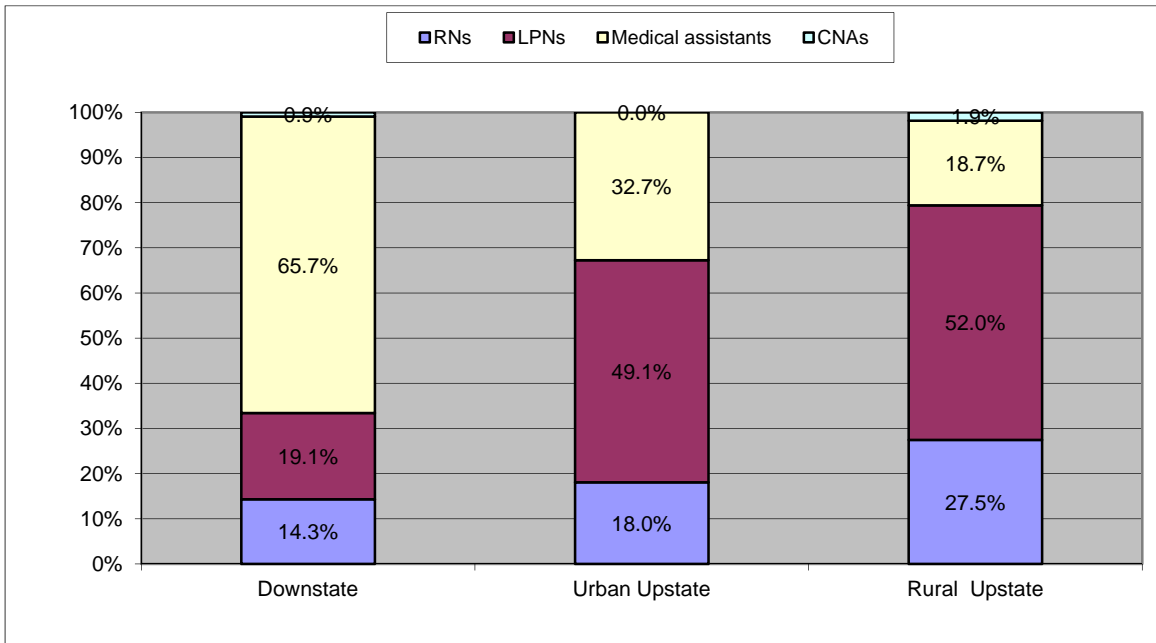
A Profile of the Medical Assistant Workforce in New York’s Community Health Centers

As part of its efforts to better understand health workforce supply/demand gaps in New York, the Center, in collaboration with the Community Health Care Association of New York State (CHCANYS), conducted a 2011 survey of human resources directors at federally qualified health centers (FQHCs) and FQHC look-alikes across the state. The survey asked about staffing levels and assessed the most pressing recruitment and retention problems faced by health centers. In all, 40 of 63 centers responded to the survey for a 63% response rate. The following summarizes survey findings pertaining to the use of MAs by community health centers (CHCs).

MAs were the largest occupation out of the 28 different professions and occupations included on the CHC survey, with CHCs in New York employing an average of 11 MAs (median = 6). In small CHCs this was an average of 3.1 (median = 3.5), while in medium CHCs this was an average of 6.7 (median = 6), and in large CHCs the average was 20.0 (median = 10).

Downstate CHCs employed 15.1 MAs on average (median = 6), while urban upstate CHCs employed an average of 7.6 (median = 6), and rural upstate CHCs employed an average of 4.3 MAs (median = 0). Downstate CHCs relied much more heavily than upstate CHCs on MAs relative to licensed practical nurses (LPNs) and registered nurses (RNs), as shown below in Figure 1. MAs constituted fully two-thirds of the nursing workforce in downstate CHCs, compared to only one-third in urban upstate CHCs and less than one-fifth in rural upstate CHCs.

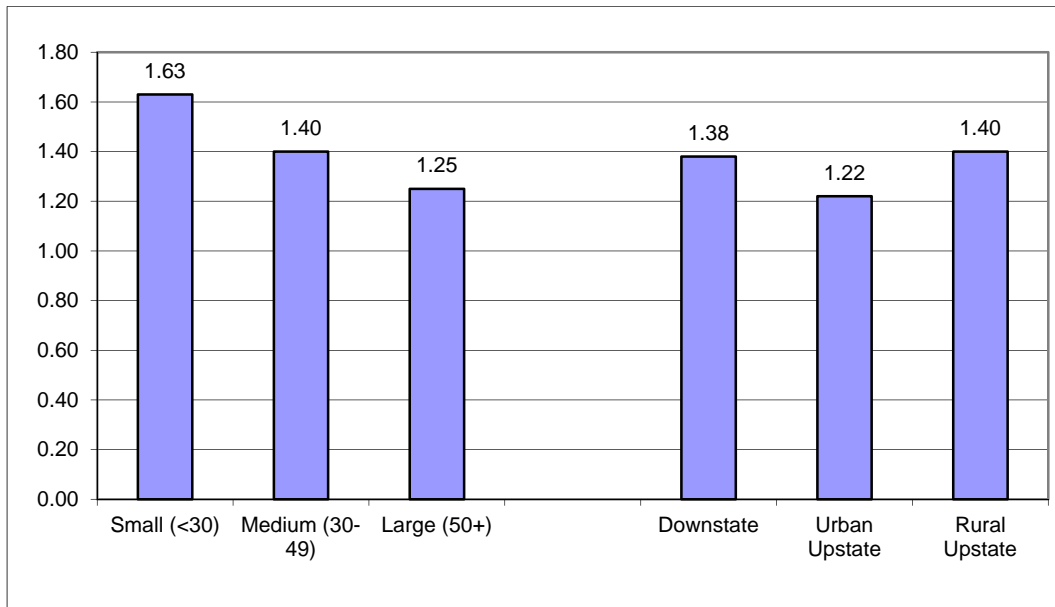
Figure 1. Distribution of Nursing Staff by Title, by Location



Source: Community Health Center Survey, CHWS, 2011

MAs are among the easiest occupations to recruit. From the 28 categories of workers listed on the CHC survey, MAs were reported the second-easiest to recruit (an average of 1.34 on a five-point scale of recruitment difficulty, with 1 being least difficult and 5 being most difficult.) MA recruitment was slightly more difficult in small CHCs (1.63) than in medium or large ones (1.40 and 1.25, respectively), and more difficult in both downstate and rural upstate CHCs (1.38 and 1.40, respectively) than in urban upstate CHCs (1.22).

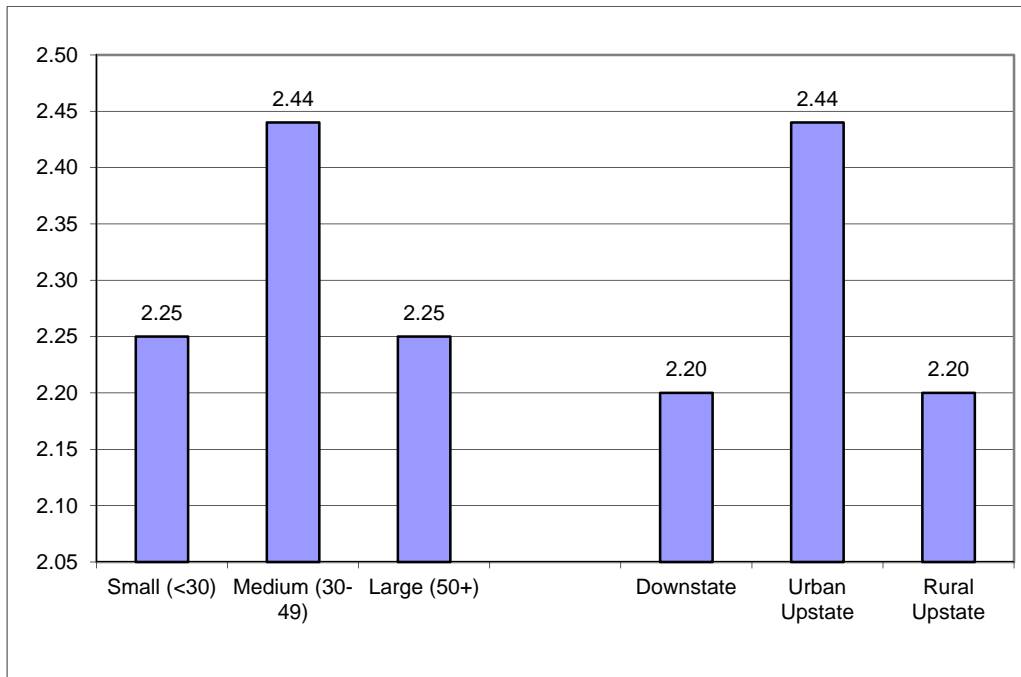
Figure 2. Average Difficulty of Medical Assistant Recruitment in CHCs, by Size and Location



Source: Community Health Center Survey, CHWS, 2011

MAs were, however, more difficult to retain than to recruit, which was unusual among the occupations included in the CHC survey. Average difficulty of retention for MAs was 2.26 on a five-point scale, with 1 being least difficult and 5 being most difficult. Retention of MAs was more difficult in medium than in small or large CHCs (2.44 in medium CHCs compared to 2.25 in both small and large ones), and more difficult for urban upstate CHCs than in downstate or rural upstate CHCs (2.44 in urban upstate CHCs compared to 2.20 for CHCs both downstate or in rural upstate areas).

Figure 3. Average Difficulty of Medical Assistant Retention in CHCs, by Size and Location



Source: Community Health Center Survey, CHWS, 2011

The average vacancy rate for MAs in New York CHCs was only 4.5%, which was among the lowest for the 28 occupations in the survey. Vacancies for MAs were highest in the smallest CHCs, however (9%, compared to 2% in medium and 4% in large CHCs). Downstate CHCs had higher average vacancy rates for MAs than either urban or rural upstate CHCs (6% compared to 3% and 2%, respectively).

Twenty percent of CHCs reported plans to increase the number of budgeted positions for MAs (including two CHCs that planned to hire MAs and did not currently employ them). Only one CHC out of the 40 surveyed reported plans to reduce the number of budgeted MA positions.

Medical Assisting Education in New York

In New York City, there are a number of post-secondary education programs offering courses in all or some aspects of medical assisting. Medical assisting programs are located within the public college system at the City University of New York (CUNY) and in private technical/proprietary

schools throughout the area. These programs are delivered as formal degree or certificate programs and also, within CUNY, through the continuing education departments. The content and requirements of the programs vary greatly and, as a result, the cost of a medical assisting education also fluctuates significantly.

The publicly sponsored education programs for MAs in New York City are described below.

CUNY offers:

- an associate degree in medical assisting from Bronx Community College;
- an associate degree and a certificate in medical office assisting from Queensborough Community College;
- an associate degree and a certificate in medical office management at Hostos Community College;
- certificates in clinical medical assisting as well as medical insurance billing and coding from Queens College;
- a certificate in medical office assisting from Kingsborough Community College;
- a certificate as a MA specialist from the Borough of Manhattan Community College; and
- continuing education in various aspects of medical assisting at several CUNY schools.

In addition to CUNY, many proprietary technical or trade schools in New York City offer medical assisting education programs of varying lengths. Some of these programs are accredited by independent accrediting agencies and all are regulated by NYSED, Bureau of Proprietary School Supervision. Programs include both didactic and clinical education and most require a clinical internship of varying duration to provide the student with clinical experience prior to program completion. An extensive list of private medical assisting education programs in the New York City area is attached to this report as **Appendix A**. This table of proprietary programs was provided by the Workforce Training and Advancement Department of the New York City Department of Small Business Services. It includes information on program length, focus, and student costs. It demonstrates the substantial variation in all three of these variables.

Interviews of a Sample of Proprietary Medical Assisting Education Programs

In October and November 2010, Center staff conducted interviews of directors of medical assisting education programs at four proprietary schools in the greater New York City area. The interview questions focused on student application and admission policies, program content, requirements for didactic and clinical training, the length and cost of the medical assisting programs, and the outcomes of these programs. The following observations were drawn from discussions with this interview sample.

- There was a wide array of proprietary education programs available to students interested in a MA career. These programs varied in length, content, and cost.
- Proprietary programs often recruited students locally. These students tended to reflect the demographics of the communities where the programs were located and the students lived.
- The student population in medical assisting programs was racially and ethnically diverse. Many of them were bilingual. These characteristics were very attractive to local health care employers that use MAs.

- Proprietary programs tended to be responsive to employer demand, often including coursework that emphasized particular skill sets (e.g., clinical) needed by local employers who hire program graduates.
- Students applying for admission to medical assisting education programs were assessed for basic reading and math skills. Some required remediation before entering the medical assisting programs.
- Proprietary schools attempted to provide flexible scheduling to meet the needs of their students. Some longer medical assisting programs required full-time attendance while medical assisting programs targeted to retraining of displaced or second career students often provided part-time or evening programs for working people.
- Some programs permitted a student to complete a competency evaluation or test to attain advanced standing in a medical assisting education program.
- Proprietary schools were vested in their students, with program staff monitoring student performance both academically and in the clinical internship to address problems or encourage talented students to continue their education beyond the medical assisting program.
- The proprietary programs required student internships that, according to the schools that were interviewed, ranged from six weeks to six months, depending on the overall length of the program. An internship entailed student placement with an ambulatory care provider who was responsible for supervising the student's experience.
- Clinical coordinators from the education program monitored the progress of internships by routinely meeting with both the provider and the student to assess the quality of the internship.
- Students completing internships were often hired by the provider that hosted the internship experience.
- Proprietary schools often had close ties with health care providers in their community in order to maintain a sufficient supply of internship placements for their students, as well as to identify potential job opportunities for their graduates.
- While some proprietary schools reported that most of their graduates worked in hospital settings, both inpatient and outpatient, others reported that the majority of their graduates worked in community health centers and private practices.
- The competencies of MAs who worked in hospital settings tended to be more clinically-focused. The competencies of MAs in community health centers and private practices tended to be broader since they typically performed both administrative and clinical duties.
- Proprietary schools actively assisted their graduates to secure MA employment and reported high rates of success. The schools that were interviewed reported placement rates between 80% and 95%.
- Some proprietary schools tracked their alumni after graduation and also maintained contact with MA employers with job openings. This allowed the programs to match an experienced MA with an employer seeking to hire an MA with specific qualifying experience.

Interviews of a Sample of Medical Assistant Employers

Between September 2010 and January 2011, Center staff conducted interviews with seven employers of MAs in New York City, including hospital ambulatory clinics, CHCs, and private practices. Questions focused on issues related to the recruitment and retention of MAs, roles and responsibilities of MAs, and projected future demand for MAs. The following observations were drawn from discussions with this interview sample.

- In some ambulatory settings, particularly CHCs, MAs tended to be the largest group of health care employees in the organization. CHCs reported using up to four MAs to support one primary care provider.
- In most settings, MAs used their clinical skills, including taking vital signs and doing EKGs. In some settings, MAs were less likely to use their administrative skills, particularly in hospital ambulatory clinics.
- Employers of MAs often sponsored internships from local medical assisting education programs and this was a common source of new MA hires.
- Employers reported that local medical assisting education programs drew students from the communities they served. The students tended to be racially and ethnically diverse and some were bilingual. They were attractive candidates for vacant MA positions since they tended to be representative of the population served by these health care providers.
- Employer efforts to support upgrading opportunities for MAs were, at times, limited by the literacy levels of MAs.
- Employers of MAs believed that MAs were potentially very valuable members of interdisciplinary teams in patient centered medical home models, particularly CHCs and hospital ambulatory clinics.
- Employers of MAs, particularly CHCs and hospital ambulatory clinics, believed that, with additional training, MAs could fill critical roles in the delivery of chronic disease management services.
- Employers reported some turnover among MAs, who often used their MA experience to hone their skills and then move to higher paying jobs.
- Since certified nursing assistants or patient care technicians working in acute care usually earned more money, MAs who qualified were more likely to move into higher paying acute care positions.
- Employers of MAs indicated that consideration should be given to expanding the list of MA tasks permitted in New York. One of the most common examples cited was allowing MAs, with proper training, to administer flu shots.

References:

- Accrediting Bureau of Health Education Schools (ABHES). Directory of Institutions and Programs. Accessed December 3, 2010, <http://ams.abhes.org/ams/onlineDirectory/pages/directory.aspx>
- American Association of Medical Assistants (AAMA). Key State Scope of Practice Laws. Accessed December 1, 2010, <http://www.aama-ntl.org/employers/laws.aspx>
- American Community Survey (ACS). U.S. Census Bureau. *ACS Demographic and Housing Estimates, 2006-2008*. Accessed December 3, 2010, http://factfinder.census.gov/servlet/ADPTable?_bm=y&-geo_id=04000US36&-qr_name=ACS_2008_3YR_G00_DP3YR5&-context=adp&-ds_name=&-tree_id=3308&-lang=en&-redoLog=false&-format=
- American Medical Technologists (AMT). *Medical Assistant, 2010*. Accessed December 3, 2010, <http://www.amt1.com/page.asp?i=159>
- Commission on Accreditation of Allied Health Education Programs (CAAHEP). *Medical Assistant Programs in New York*. Accessed December 3, 2010, <http://www.caahep.org/Find-An-Accredited-Program/>
- Medical Assistant.net. *What Medical Assistants Can and Cannot Do*. Accessed December 3, 2010, http://www.medicalassistant.net/scope_of_practice.htm
- National Healthcareer Association (NHA). *Clinical Medical Assistant Candidate Handbook*. Accessed December 3, 2010, <http://www.nhaform.com/Appendix%20E%20-%20CCMA%20Candidate%20Handbook.pdf>
- New York City Department of Small Business Services. Workforce Training and Advancement Department. List of Medical Assisting Programs in the New York City Area. Special communication.
- New York State Department of Education, Office of the Professions (NYSED). *Practice Alerts and Guidelines, Utilization of Medical Assistants. April 2010*. Accessed December 3, 2010, <http://www.op.nysed.gov/prof/nurse/nurse-medical-assistants.htm>

Appendix A

Medical Assistants Courses on the NYC Training Guide

Essential in order to find a job

	Price	Hours	Software used	Certification Given	Job Placement Services	Internship/Externship
ABC Training Center EKG/Phlebotomy Technician	\$1,240.00	96	No Info Given	Certificate of Completion	Yes	No
ABC Training Center MEDICAL ASSISTANT	\$3,800.00	900	Microsoft Office, Pearson's Comprehensive Medical Assisting Companion	Education Dept. Certification	Yes	180 Hours
ACCESS CAREERS (BROOKLYN) EKG (Electrocardiography) Technician	\$500.00	48	No Info Given	No Info Given	No Info Given	No Info Given
ACCESS CAREERS (BROOKLYN) MEDICAL PACK III	\$2,500.00	72	No Info Given	No Info Given	No Info Given	No Info Given
ACCESS CAREERS (QUEENS) MEDICAL PACK III	\$2,500.00	72	No Info Given	No Info Given	No Info Given	No Info Given
Access Careers, Queens Phlebotomy Technician	\$900.00	48	No Info Given	Certificate of Completion	Yes	No
Access Careers, Queens & Brooklyn EKG (Electrocardiography) Technician	\$400.00	48	No Info Given	Certificate of Completion	Yes	No
Access Careers, Queens & Brooklyn Medical Assistant	\$6,000.00	900	Medisoft	Certificate of Completion	Yes	300 Hours
Ace Computer Training Center EKG & Phlebotomy	\$2,500.00	138	Medisoft	EKG, Phlebotomy and Medical Office Practice	Yes	Yes, assistance only
Ace Computer Training Center - Manhattan EKG and Phlebotomy	\$3,750.00	165	No Info Given	No Info Given	No Info Given	No Info Given
Ace Computer Training Center - Manhattan EKG and Phlebotomy	\$3,750.00	165	No Info Given	No Info Given	No Info Given	No Info Given

	Price	Hours	Software used	Certification Given	Job Placement Services	Internship/Externship
American Medical Career Training Center (Archer Avenue Branch) MEDICAL ASSISTANT	\$4,000.00	720	Medisoft	Certificate of Completion	Yes	No
American Training Center Inc. Medical Assistant	\$3,800.00	360	No Info Given	No Info Given	No Info Given	No Info Given
Ando International Inc. Certified EKG Technician	\$1,250.00	80	No Info Given	Certified EKG Technician	Yes	Yes, assistance only
Ando International Inc. Certified Phlebotomy Technician	\$1,250.00	105	No Info Given	Certified Phlebotomy Technician	Yes	Yes, assistance only
Ando International Inc. EKG Technician/Medical Terminology/First Aid and CPR	\$2,500.00	170	No Info Given	Certified EKG Technician Nurse Aid, Nurse Technician, CNA, CPR and First Aid	Yes	Yes, assistance only
Ando International Inc. Medical Terminology with Anatomy	\$1,250.00	110	No Info Given		Yes	Yes, assistance only
Ando International Inc. Phlebotomy and EKG Technician	\$2,500.00	180	No Info Given	Certified Phlebotomy Technician, Certified EKG Technician, Nursing Aid and Nursing Technician	Yes	Yes, assistance only
Ando International Inc. Phlebotomy Technician/Medical Terminology/First Aid and CPR	\$2,500.00	170	No Info Given	Certified Phlebotomy Technician, Medical Terminology, Nurse Aid, Nurse Technician, CPR,	Yes	Yes, assistance only
Ando International Inc. Medical Assistant/Patient Care Technician	\$5,750.00	600	No Info Given	Certificate of Completion to take exam for CMA w/ NHA	No Response	No
ASA INSTITUTE OF BUSINESS & COMPUTER TECHNOLOGY Phlebotomy and EKG	\$923.00	120	ECGs made Easy-Book and Pocket Reference Package Phlebotomy Essentials w/ CD	Certificate for successfully completing the Electrocardiogram and Phlebotomy course	Yes	30 Hours
BMCC Medical Assistant Specialist	\$3,800.00	630	Medical Manager and CathSim – Vascular Simulator	BCLS certification, IV Therapy certificate, BMCC certificate, NHA certification (if exam is passed)	Yes	210 Hours
Bramson ORT College (Bensonhurst Extension Center) Clinical Procedures I	\$1,450.00	45	No Info Given	No Info Given	No Info Given	No Info Given

	Price	Hours	Software used	Certification Given	Job Placement Services	Internship/Externship
Bramson ORT College (Bensonhurst Extension Center) Clinical Procedures II	\$1,450.00	75	No Info Given	No Info Given	No Info Given	No Info Given
Bramson ORT College (Bensonhurst Extension Center) Medical Laboratory Procedures	\$1,450.00	75	No Info Given	No Info Given	No Info Given	No Info Given
Bramson ORT College (Both Locations) Introduction to Medical Assisting and Medical Law	\$1,450.00	45	Medical Billing Software	None	Yes	Yes, assistance only
Bramson ORT College (Main Campus-Queens) Introduction to Medical Assisting and Medical Law	\$1,450.00	45	No Info Given	No Info Given	No Info Given	No Info Given
Bronx Community College Office of Continuing & Professional Studies Health Careers Preparation	\$670.00	51	No Info Given	Health Careers Preparation	Yes	Yes, assistance only
Bronx Community College Office of Continuing & Professional Studies Phlebotomy Technician	\$2,212.00	102	No Info Given	Phlebotomy Technician	Yes	Yes, assistance only
Career Institute of Health & Technology Medical Assistant 900	\$7,200.00	900	Medisoft Advance version 14, Keyboarding Pro.	Certificate of Completion	Yes, we provide job placement assistance after program	120 Hours
Career Institute of Health & Technology Medical Assistant 960	\$7,200.00	960	Medisoft Advance version 14, Keyboarding Pro.	Certificate of Completion	Yes, we provide job placement assistance after program	120 Hours
Career Quest Ltd. Basic Medical Assistant/ an introduction to medical Assistant	\$2,500.00	330	Medical Manager, Billing Software, MS Office Suite	Course Completion Certification and National Certification	Yes	250 Hours
CHRISTINE INSTITUTE OF VOCATIONAL TRAINING INC. EKG	\$658.00	65	No Info Given	No Info Given	No Info Given	No Info Given
CHRISTINE INSTITUTE OF VOCATIONAL TRAINING INC. Phlebotomy	\$658.00	65	No Info Given	No Info Given	No Info Given	No Info Given
College of Staten Island/CUNY PHLEBOTOMY/LABORATORY ASSISTANT CERTIFICATE	\$2,500.00	174	No Info Given	PHLEBOTOMY/LABORATORY ASSISTANT CERTIFICATE	Yes	Yes, assistance only

	Price	Hours	Software used	Certification Given	Job Placement Services	Internship/Externship
College of Staten Island/CUNY PHLEBOTOMY/LABORATORY ASSISTANT CERTIFICATE	\$2,500.00	174	No Info Given	Phlebotomy/Laboratory Assistant Certificate	Yes	Yes, assistance only
CONCORD RUSAM INC. Patient Care Technician (PCT)	\$2,500.00	377	No Info Given	No Info Given	No Info Given	No Info Given
CONCORD RUSAM INC. Phlebotomy Technician	\$600.00	200	No Info Given	No Info Given	No Info Given	No Info Given
Consortium for Worker Education Certified Medical Assistant	\$7,218.00	600	No Info Given	No Info Given	No Info Given	No Info Given
Consortium for Worker Education Electrocardiography	\$962.00	80	No Info Given	No Info Given	No Info Given	No Info Given
Consortium for Worker Education Electrocardiography and Phlebotomy (Refresher Course)	\$421.00	35	No Info Given	No Info Given	No Info Given	No Info Given
Consortium for Worker Education Phlebotomy	\$1,263.00	105	No Info Given	No Info Given	No Info Given	No Info Given
Daisley II Home Care Services, Inc. Medical Assistant	\$2,500.00	900	Videotape for medical assistant in EKG & Phlebotomy	Medical Assistant	Yes	150 Hours
EDP School of Computer Programming Medical Assistant	\$3,800.00	620	Medisoft	Certificate of Completion	Yes	Yes, assistance only
EDP School of Computer Programming Phlebotomy / EKG with National Certification Exam in CPT and CET	\$2,500.00	210	No Info Given	No Info Given	No Info Given	No Info Given
EFFICIENT CARE TRAINING CENTER INC EKG	\$360.00	60	No Info Given	EKG Certificate	Yes	Yes, assistance only
EFFICIENT CARE TRAINING CENTER INC PHLEBOTOMY TECHNICIAN	\$360.00	60	No Info Given	Phlebotomy Certificate	Yes	Yes, assistance only

	Price	Hours	Software used	Certification Given	Job Placement Services	Internship/Externship
Franklin Career Institute Electrocardiography Technician	\$495.00	30	No Info Given	No Info Given	No Info Given	No Info Given
Highbridge Community Life Center EKG Technician	\$1,500.00	144	No Info Given	EKG Technician Certificate	Yes	No
Highbridge Community Life Center EKG Technician	\$600.00	68	No Info Given	No Info Given	No Info Given	No Info Given
Highbridge Community Life Center Phlebotomy	\$1,500.00	144	No Info Given	EKG Technician	Yes	No
Home Health Consulting Agency EKG TECHNICIAN	\$1,100.00	50	No Info Given	No Info Given	No Info Given	No Info Given
Home Health Consulting Agency PHLEBOTOMY TECHNICIAN	\$1,100.00	60	No Info Given	No Info Given	No Info Given	No Info Given
Hostos Community College Phlebotomy	\$320.00	20	No Info Given	No Info Given	No Info Given	No Info Given
International Development Institute (Brooklyn and Manhattan) Medical Assistant	\$7,500.00	770	Medisoft, Microsoft Word, Microsoft Office Simulation, Mosby, WP Saunders, Step by Step Medical Coding	Certificate of Completion	Yes	Yes, assistance only
International Development Institute (Manhattan) Medical Assistant	\$6,500.00	770	No Info Given	No Info Given	No Info Given	No Info Given
Kingsborough Community College / Office of Continuing Education Clinical Medical Assistant	\$3,800.00	231	No Info Given	KCC Completion Certificate, NHA Certificate	No	No
Manhattan School of Computer Technology 201-Anatomy, Physiology & Medical Terminology I	\$615.00	75	No Info Given	Graduate Certificate	Yes	No
Manhattan School of Computer Technology 201-Anatomy, Physiology & Medical Terminology II	\$615.00	75	No Info Given	Graduate Certificate	Yes	No

	Price	Hours	Software used	Certification Given	Job Placement Services	Internship/Externship
Manhattan School of Computer Technology 226-Electrocardiography Technician	\$365.00	45	No Info Given	Graduate Certificate	Yes	No
Manhattan School of Computer Technology 231-Phlebotomy Technician	\$360.00	30	No Info Given	Graduate Certificate	Yes	No
Micropower Career Institute - Queens EKG TECHNICIAN	\$570.00	65	No Info Given	No Info Given	No Info Given	No Info Given
Micropower Career Institute - Queens PATIENT CARE TECHNICIAN	\$975.00	120	No Info Given	No Info Given	No Info Given	No Info Given
Micropower Career Institute - Queens Phlebotomy Technician	\$570.00	50	No Info Given	No Info Given	No Info Given	No Info Given
Micropower Career Institute (Manhattan) Phlebotomy	\$620.00	65	No Info Given	No Info Given	No Info Given	No Info Given
New Allen School Brooklyn Campus Medical Assistant	\$7,200.00	900	Software in common use (MS Word, Excel, etc), windows operation, file management and types of common computer networks.	Certificate of Completion	Yes	275 Hours
New Allen School Queens Campus Medical Assistant	\$7,200.00	900	Software in common use (MS Word, Excel, etc), windows operation, file management and types of common computer networks.	Certificate of Completion	Yes	275 Hours
NEW YORK CENTER FOR MEDICAL ASSISTANT TRAINING EKG and PHLEBOTOMY	\$599.00	60	No Info Given	No Info Given	No Info Given	No Info Given
NEW YORK CENTER FOR MEDICAL ASSISTANT TRAINING LABORATORY PROCEDURES and TECHNIQUES	\$999.00	120	No Info Given	No Info Given	No Info Given	No Info Given
New York Center for Medical Assistant Training MEDICAL ASSISTANT	\$4,500.00	920	Medical Manager, PP, Excel, MS Word, Medical Terminology	Certificate of Completion	Yes	280 Hours
NEW YORK CENTER FOR MEDICAL ASSISTANT TRAINING MEDITECH COURSE PACKAGE	\$2,497.00	210	No Info Given	No Info Given	No Info Given	No Info Given

	Price	Hours	Software used	Certification Given	Job Placement Services	Internship/Externship
NEW YORK CENTER FOR MEDICAL ASSISTANT TRAINING PATIENT CARE ASSOCIATE COURSE PACKAGE	\$1,600.00	180	No Info Given	No Info Given	No Info Given	No Info Given
NEW YORK CENTER FOR MEDICAL ASSISTANT TRAINING PHLEBOTOMY TECHNICIAN	\$399.00	30	No Info Given	No Info Given	No Info Given	No Info Given
NEW YORK CENTER FOR MEDICAL ASSISTANT TRAINING POINT OF CARE TECHNICIAN COURSE PACKAGE	\$1,600.00	180	No Info Given	No Info Given	No Info Given	No Info Given
NEW YORK CITY COLLEGE OF TECHNOLOGY OF THE CITY UNIVERSITY OF NEW YORK Phlebotomy	\$2,500.00	152	No Info Given	Certificate of Completion	Yes	100 Hours
New York Medical Career Training Center EKG (Electrocardiography)	\$550.00	36	No Info Given	EKG Technician	Yes	No
New York Medical Career Training Center Medical Assistant	\$3,500.00	900	Medical Manager (used for Medical Billing) Mavis Beacon (used for keyboarding and typing)	Medical Assistant Certificate	Yes	300 Hours
New York Medical Career Training Center Phlebotomy	\$550.00	36	No Info Given	Phlebotomy Technician	Yes	No
Queens College Continuing Education Certified EKG Technician	\$2,040.00	157	No Info Given	Non-degree program –Certificate in EKG Technician from Queens College	Yes	No
Queens Training Institute Certified Medical Assistant	\$3,800.00	760	MS Office, Simulating the Medical Office, Mavis Beacon Typing,	Medical Assistant, EKG Technician, Phlebotomy, Medical Billing & Coding Certificate	No	260 Hours
Queens Training Institute Inc. Phlebotomy	\$2,500.00	80	No Info Given	Graduate Certificate	No	No
Queensborough Community College Phlebotomy Technician	\$525.00	27	No Info Given	No Info Given	No Info Given	No Info Given
SANFORD BROWN INSTITUTE MEDICAL ASSISTANT	\$13,300.00	900	Medisoft version 11 for billing and coding course	Medical Assistant	Yes	Yes, assistance only

	Price	Hours	Software used	Certification Given	Job Placement Services	Internship/Externship
The New Millennium Training Center Medical Assistant	\$5,500.00	600	Flash Code Billing	NYS Licensed School Certificate	Yes	150 Hours
UDI Career Institute Medical Assistant	\$7,200.00	600	Medisoft, Microsoft Office 2007	Medical Assistant	Yes	Yes, assistance only
Universal Emergency Care Inc. Advance training in Operating Room	\$4,500.00	20	No Info Given	No Info Given	No Info Given	No Info Given
Universal Emergency Care Inc. Surgical Technician	\$9,865.00	5	No Info Given	No Info Given	No Info Given	No Info Given
Wagner College EKG Technician	\$999.00	50	No Info Given	None	No, we assist with referrals	No
Wagner College Medical Assistant Administration Program	\$999.00	50	No Info Given	None	No, we assist with referrals	No
Wagner College Phlebotomy Technician Program	\$1,599.00	90	No Info Given	None	No, we assist with referrals	No
Willsey Institute EKG Technician	\$600.00	40	No Info Given	EKG Technician Certificate	Yes	No
Willsey Institute Medical Assistant with Internship	\$7,600.00	960	Medisoft	Medical Assistant, Phlebotomy Technician and EKG Technician Certificate	Yes	240 Hours
Willsey Institute Phlebotomy Technician	\$600.00	40	No Info Given	Phlebotomy Technician Certificate	Yes	No