

Newspaper in Education Presents  
**Inquizi**  
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Adult, Career &  
Technical Education



SCHOOL  
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**Quality Counts**

Manatee Technical Institute (MTI) Medical Administrative Specialist instructor Judy Hangartner recently made a career change from business to teaching. This former certified public accountant (CPA), healthcare auditor, and chief financial officer places strong emphasis on integrating business knowledge and years of real-world experience in top-level careers into the classroom. Students thrive under her mentoring and coaching style as they navigate through this challenging program.

"The method of training—which is very hands on—is the best part of this program," says Judy. "Students leave with over 1,000 hours of actual experience in the software programs and medical data requirements that they will need when working in a medical administrative position. It builds their confidence levels and prepares them to 'hit the ground running' when they do get a job in the medical field."

Judy strives to increase students' quality of work and enhance critical thinking skills; both key criteria that employers look for. Upon completion of the program, students are eligible for national certification in Microsoft Office including Word, Excel, PowerPoint, Access, and Outlook.



DISCOVER  
the  
**Future**

**Regional Careers:** Here are examples of agriscience occupations and current wages in the Suncoast Workforce Region.

Occupation Title	Entry Level	Experienced
Minimum wage	\$7.21	-
Medical and Health Services Managers	\$29.16	\$48.74
Medical Health Social Workers	\$16.46	\$30.95
Medical Assistants	\$10.73	\$15.12
Medical Records and Health Information Technicians	\$11.46	\$16.69
Medical Secretaries	\$11.15	\$15.83
Medical Transcriptionists	\$13.31	\$13.31

**Source:** <http://fred.labormarketinfo.com>  
FL Labor Market Statistics, Occupational Employment Statistics & Wages Program

**Career Pathway:** Students desiring a career in any of these areas can find related educational programs at these schools\*:

Manatee Technical Institute,  
Manatee Community College,  
University of South Florida

\*Other Manatee schools may offer similar programs. Listed schools are related to today's issue.

WEB  
**Wise**

Check out the following websites:

- www.surgeongeneral.gov
- www.ama-assn.org
- www.microsoft.com/learning/mcp/officespecialist/steps.mspx
- www.manateetechnicalinstitute.org/programs/career/business/medsecr.html
- www.skillsusa.org

**BRADENTON  
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**InnoVators**

**MTI Medical Administrative Specialist Ready for Anything**

**T**ina stares at the full waiting room and takes a deep breath. It's another day at the office, and she's ready for anything.

A woman comes up to the window.

"Excuse me? I've been waiting for 45 minutes and my appointment was at 10:00." She shifts a crying toddler from one hip to the other. "Tell the doctor that I have a life, and I need to get on with it."

*She's just frustrated and probably tired*, Tina thinks to herself. *Try to be polite anyway*. She smiles at the woman.

"Our first patient today was late, ma'am, so that made everyone else backed up. Of course your time is valuable. Dr. Cole will be with you shortly." The woman flounces back to her seat and flings open a magazine.

The phone rings and Tina grabs it. "Integrity Medical Group, this is Tina. How may I help you?"

The man on the phone starts right off with, "Yeah I came in last week, and I was told that my insurance would cover my appointment and the prescriptions, but I just got a bill and they said only the appointment was covered, not the meds, so I need you to get on the phone with them right now, this is ridiculous..."

Tina takes another deep breath. "I'm so sorry, sir. I'll resubmit that claim for you right away. Can I have your name and date of birth?"

She hears a commotion from the waiting room and looks up to discover that the toddler has thrown up all over the floor. A nurse looks over Tina's shoulder at the commotion.

"Tina, can you call maintenance to clean that up when you get off the phone?"

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This is a portrait of a few challenges that may come with working in a medical office. Medical administrative specialists are crucial assets to the profession. Without them, doctors could not have an organized, functioning practice to help people get well. These specialists do more than schedule appointments and answer phones—they handle insurance issues, pay bills, assist patients and physicians, order supplies, and work with emails, data, and patient records.

It's a huge job, yes. But it's a rewarding one, a well-paid profession that comes with the satisfaction of helping others and aiding physicians in their help of others.

Manatee Technical Institute offers a curriculum in medical administration.



Participating students become certified in Microsoft Office, learn medical terminology, and improve their administrative skills. This hands-on training gives students a head start on landing an administrative job in any office setting.

Are you interested in this type of career? Physicians' offices and businesses can't function smoothly without you.



KIDZ  
**Biz  
& Buzz**



**Savvy Students Enroll Now!**

Jennifer Farley recently graduated from high school and was still unsure of what her future would be. No one in her family had ever gone to college and Jennifer found herself shying away from it. That is—until she saw the Manatee Technical Institute (MTI) marquis proclaiming, "Enroll Now!" Jennifer knew it was meant to be, registered for the Medical Administrative Specialist program, and never looked back.

Today Jennifer is an excellent student with solid short-term and long-term goals. She is working hard in the program and recently competed in the SkillsUSA District Competition under the leadership of SkillsUSA advisor Judy Hangartner. At Districts, she placed third in the Computer Programming event and is now preparing to compete in the SkillsUSA State Competition next month in the Technical Computer Applications event.

Jennifer's long-term goals include getting a job at a hospital in the medical billing department. She adds, "I also plan on attending Manatee Community College (MCC) in the fall to start the nursing program. After that I would like to attend the University of South Florida (USF) to get my bachelor's degree in nursing." Congratulations, Jennifer!

Explore  
IT

**Manage Your Time**

Medical Administrative Assistants must manage time, people, papers, appointments, and problem-solving to be successful on the job. How are your time management skills? Maximize your time by organizing and prioritizing your activities. Need help? Follow these steps:

1. Make a list of all the things you have to do and set a timeline. You choose whether to focus on this moment, today, this week, this month, etc.
2. Prioritize the list. Number the items in the order of most important or urgent. Do you have a project due Friday? What about making time for exercise? Did you feed the dog?
3. Beside each item, write a goal. For example you might include "Exercise 3 times/week."
4. Use organizational tools such as a calendar, a planner, or even post-it notes on your bathroom mirror. Transfer your list and your goals to a system that helps you remember when and where you need to be and what you need to do.
5. **Do not procrastinate!** If you need to do it today, or now, just do it. Tackle the high priority items first.
6. Re-evaluate and adjust your list each day.
7. Reward yourself for accomplishing tasks—positive reinforcement will help you keep up the good work—and your teachers and parents will notice the new, improved you!

Good time management can become a habit and a skill that will help you succeed in the workplace and in life.



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