



September 2009

**Tennessee Medical Group Management Association
Tennessee Medical Association**

**Medical Office Staff Salary and Benefits Survey
2009 Report Based on 2008 Data**

*3rd Annual Survey provided by
Pershing Yoakley & Associates, P.C.*



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Pershing Yoakley & Associates, P.C. (PYA) welcomes you to the third annual online Tennessee Medical Group Management Association (TMGMA)/Tennessee Medical Association (TMA) Medical Office Staff Salary and Benefits Survey. On behalf of both TMGMA and TMA, we want to thank you for your participation.

To assist you in using this information, we offer the following comments:

- The survey is organized in a manner which will allow you to benchmark your practice to similar statistics across the state and within certain Tennessee geographic regions, when appropriate. We have also included an appendix of the job descriptions should you have questions about these definitions.
- For your convenience and to aid you in interpreting the data, commentary summarizing key trends has been added to certain slides.
- In years past, data (at the request of TMGMA and TMA) has been excluded when total respondents of various geographical regions were less than 10. However, all geographic regions had 10 or more respondents this year.
- With the compilation of data spanning three years, PYA has included certain statewide comparisons of compensation by position from 2007 to 2009.

PYA appreciates the opportunity to serve both TMGMA and TMA with this important initiative and hopes that you will find this information helpful as you manage your medical office practices on a day-to-day basis. Additionally, TMGMA and TMA are always open to ideas and suggestions for improving the survey and survey process. Any suggestions for improvement or questions regarding this survey should be directed to Melissa Wilson at melissaowilson@comcast.net.



Median Compensation Rate Changes 2007 to 2009

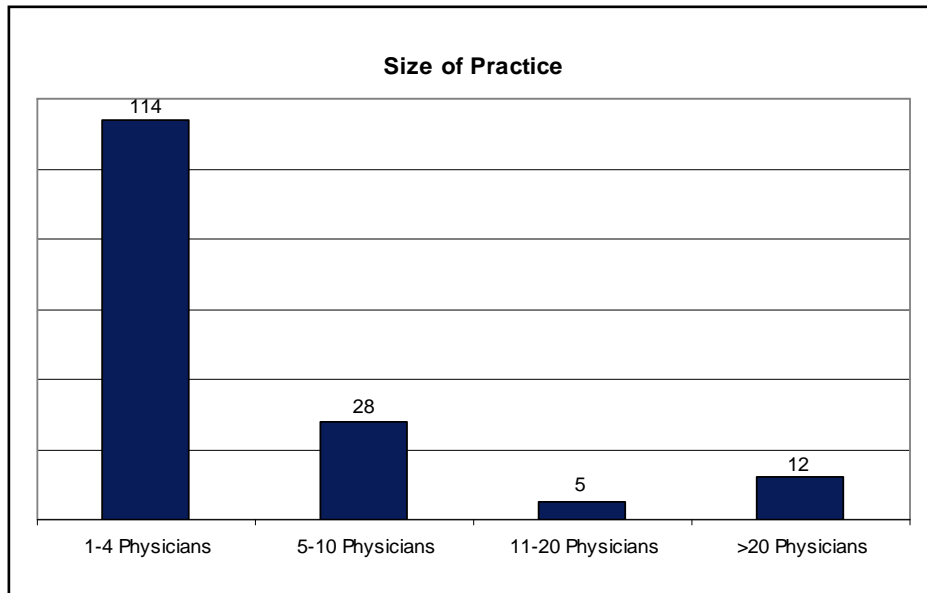
Position	2007	2008	Percent Change	2009	Percent Change
Accredited Records Technician (ART)	\$15.50	\$15.90	2.58%	\$13.50	-15.09%
Administrative Assistant	\$15.40	\$16.01	3.96%	\$17.78	11.06%
Administrative Secretary	\$15.00	\$13.65	-9.00%	\$15.05	10.26%
Appointment Secretary	\$10.73	\$11.60	8.11%	\$10.60	-8.62%
Assistant Business Office Manager	\$15.36	\$16.05	4.49%	\$15.96	-0.56%
Associate Administrator	\$31.25	\$32.97	5.50%	\$27.61	-16.26%
Audiologist	\$25.44	\$22.04	-13.36%	\$23.65	7.30%
Bookkeeper	\$14.93	\$15.50	3.82%	\$16.55	6.77%
Building Engineer/Maintenance	\$13.36	\$17.53	31.21%	\$17.83	1.71%
Business Office Clerk	\$11.31	\$12.30	8.75%	N/A	NA
Business Office Manager	\$19.08	\$21.12	10.69%	\$19.78	-6.34%
Business Office Staff	N/A	N/A	N/A	\$14.00	NA
Cashier	\$10.75	\$11.80	9.77%	\$12.28	4.07%
Cast Technician	N/A	\$16.14	N/A	\$17.98	11.40%
CAT Scan Technician (CS Tech)	\$22.00	\$23.79	8.14%	\$23.10	-2.90%
Certified Lab Assistant (CLA)	\$11.14	\$11.55	3.68%	\$15.53	34.46%
Clinical Psychologist, PhD	\$27.04	\$40.60	50.15%	N/A	NA
Clinical Research Coordinator	N/A	N/A	N/A	\$20.26	NA
Coding Specialist	\$14.00	\$15.31	9.36%	\$15.33	0.13%
Compliance Officer	N/A	N/A	N/A	\$31.79	NA
Computer Operator	\$13.20	\$13.34	1.06%	N/A	NA
Computer Programmer	\$35.10	\$39.90	13.68%	N/A	NA
Controller	\$28.43	\$32.14	13.05%	\$22.65	-29.53%
Courier	N/A	N/A	N/A	\$10.00	NA
Credit/Collections Manager	\$15.65	\$16.64	6.33%	\$15.81	-4.99%
Data Entry Clerk	\$10.64	\$11.50	8.08%	N/A	NA
Data Processing Manager	\$27.66	\$36.78	32.97%	N/A	NA
Department Manager	\$18.23	\$25.08	37.58%	\$18.75	-25.24%
Director of Finance	\$31.54	\$40.00	26.82%	\$39.71	-0.72%
Director of Laboratory	\$22.57	\$26.25	16.30%	\$22.45	-14.48%
Director of Managed Care	N/A	\$41.00	N/A	\$37.80	-7.80%
Director of Marketing	\$27.01	\$24.00	-11.14%	\$24.38	1.58%
Director of Nursing	\$25.75	\$24.02	-6.72%	\$29.75	23.86%
Director of Personnel	\$27.52	\$31.83	15.66%	\$29.09	-8.61%
Director of Purchasing	\$16.53	\$15.41	-6.78%	\$18.82	22.13%
Director of Radiology	\$24.62	\$33.58	36.39%	\$34.21	1.88%
EEG Lab Supervisor	N/A	\$21.70	N/A	\$27.64	27.37%
EEG Technician	\$16.88	\$15.00	-11.14%	\$15.00	0.00%
EKG Technician	\$15.14	\$20.94	38.31%	\$14.78	-29.42%
Front Desk Combination	\$11.50	\$13.65	18.70%	N/A	NA
Front Desk Staff	N/A	N/A	N/A	\$11.23	NA
General Accounting Manager	\$23.36	\$24.76	5.99%	\$26.27	6.10%
Housekeeper	\$ 9.24	\$9.50	2.81%	\$10.00	5.26%
Housekeeping Supervisor	\$13.25	N/A	N/A	N/A	NA



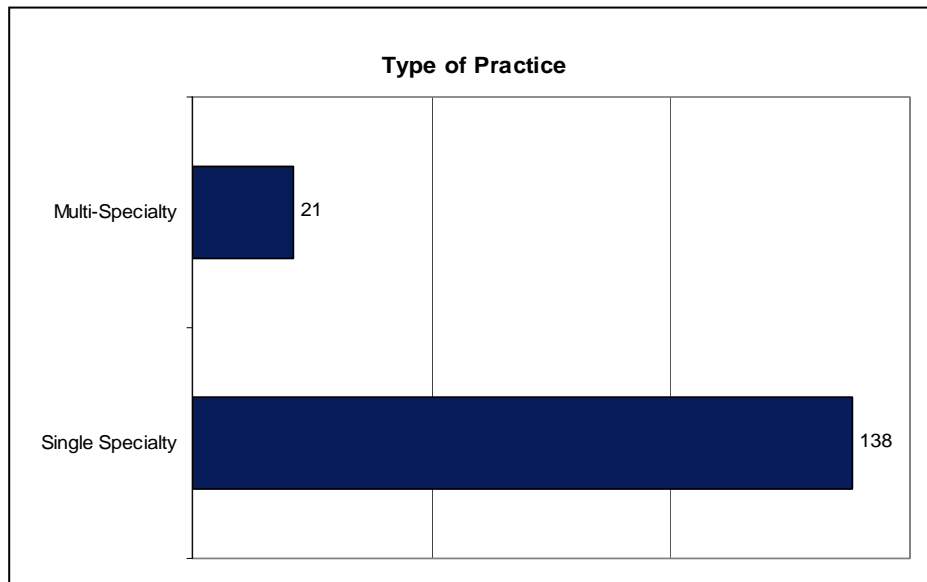
Median Compensation Rate Changes 2007 to 2009

Position	2007	2008	Percent Change	2009	Percent Change
Information Technology Manager/Officer	N/A	N/A	N/A	\$25.06	NA
Information Technology Programming/Support Staff	N/A	N/A	N/A	\$21.16	NA
Information Technology Technician	N/A	\$19.76	N/A	N/A	NA
Insurance Manager	\$15.98	\$16.71	4.57%	\$15.75	-5.75%
Laboratory Aide	\$12.50	\$12.44	-0.48%	\$11.03	-11.33%
Laboratory Section Supervisor	\$17.55	\$21.10	20.23%	\$24.00	13.74%
Licensed Practical Nurse	\$13.95	\$14.68	5.23%	\$14.55	-0.89%
Managed Care Coordinator	\$13.00	\$13.17	1.31%	\$10.50	-20.27%
Medical Assistant	\$12.00	\$12.40	3.33%	\$12.38	-0.16%
Medical Laboratory Technician (MLT)	\$16.30	\$17.75	8.90%	\$18.00	1.41%
Medical Records Staff	N/A	N/A	N/A	\$10.06	NA
Medical Records Supervisor	\$13.35	\$14.52	8.76%	\$22.55	55.30%
Medical Records Transcriptionist	\$12.93	\$13.95	7.89%	\$14.00	0.36%
Medical Secretary	\$13.00	\$15.10	16.15%	\$15.58	3.18%
Medical Technologist (ASCP)	\$20.69	\$20.74	0.24%	\$23.58	13.69%
Medical Transcription Manager	\$15.19	\$18.58	22.32%	\$19.91	7.16%
Nurse Midwife	N/A	\$30.05	N/A	N/A	NA
Nurse Practitioner	\$35.10	\$36.02	2.62%	\$36.06	0.11%
Office Manager	\$20.00	\$21.81	9.05%	\$20.19	-7.43%
Ophthalmic Assistant	\$13.79	\$14.50	5.15%	\$13.50	-6.90%
Ophthalmic Technician	\$15.81	\$16.24	2.72%	\$14.77	-9.05%
Optical Shop Supervisor	\$16.44	N/A	N/A	\$19.00	NA
Optician	\$13.91	\$19.73	41.84%	\$16.50	-16.37%
Patient Accounts Representative/Clerk	\$12.02	\$13.26	10.32%	\$12.50	-5.73%
Patient Education Coordinator	\$13.27	\$21.28	60.36%	\$25.12	18.05%
Payroll/Human Resource Clerk	\$17.06	\$17.38	1.88%	\$21.47	23.53%
Phlebotomist	N/A	N/A	N/A	\$11.20	NA
Physical Therapist (RPT)	\$32.01	\$33.39	4.31%	\$34.50	3.32%
Physical Therapist Aide	N/A	N/A	N/A	\$9.96	NA
Physical Therapy Assistant	\$18.15	\$19.01	4.74%	\$23.09	21.46%
Physician Assistant	\$36.00	\$37.01	2.81%	\$38.46	3.92%
Practice Administrator/CEO (non-Physician)	\$36.06	\$38.50	6.77%	\$39.00	1.30%
Practice Administrator/CEO (Physician)	\$65.22	\$195.22	199.33%	\$176.20	-9.74%
Quality Assurance/Utilization Review Nurse	\$17.71	\$26.90	51.89%	N/A	NA
Radiology Technologist (RRT)	\$18.03	\$20.02	11.04%	\$19.78	-1.20%
Receptionist	\$10.50	\$10.91	3.90%	\$10.83	-0.73%
Records Clerk	\$ 9.49	\$10.66	12.33%	N/A	NA
Registered Nurse	\$21.31	\$22.90	7.46%	\$24.28	6.03%
Registration Clerk	\$10.00	\$11.85	18.50%	N/A	NA
Social Worker	\$22.00	\$15.68	-28.73%	\$26.36	68.11%
Surgical Scheduler	N/A	N/A	N/A	\$14.50	NA
Switchboard Operator	\$10.39	\$11.00	5.87%	\$11.00	0.00%
System Analyst	\$19.94	\$22.57	13.19%	N/A	NA
Triage Nurse	\$15.23	\$15.91	4.46%	\$15.00	-5.72%
Ultrasound Technician	\$26.88	\$26.53	-1.30%	\$28.85	8.74%
Workers Comp Liaison	N/A	N/A	N/A	\$14.13	NA

The TMGMA 2009 Survey Results include 159 physician practices across the state of Tennessee.



The majority of respondents (72%) were groups of fewer than five (5) physicians...



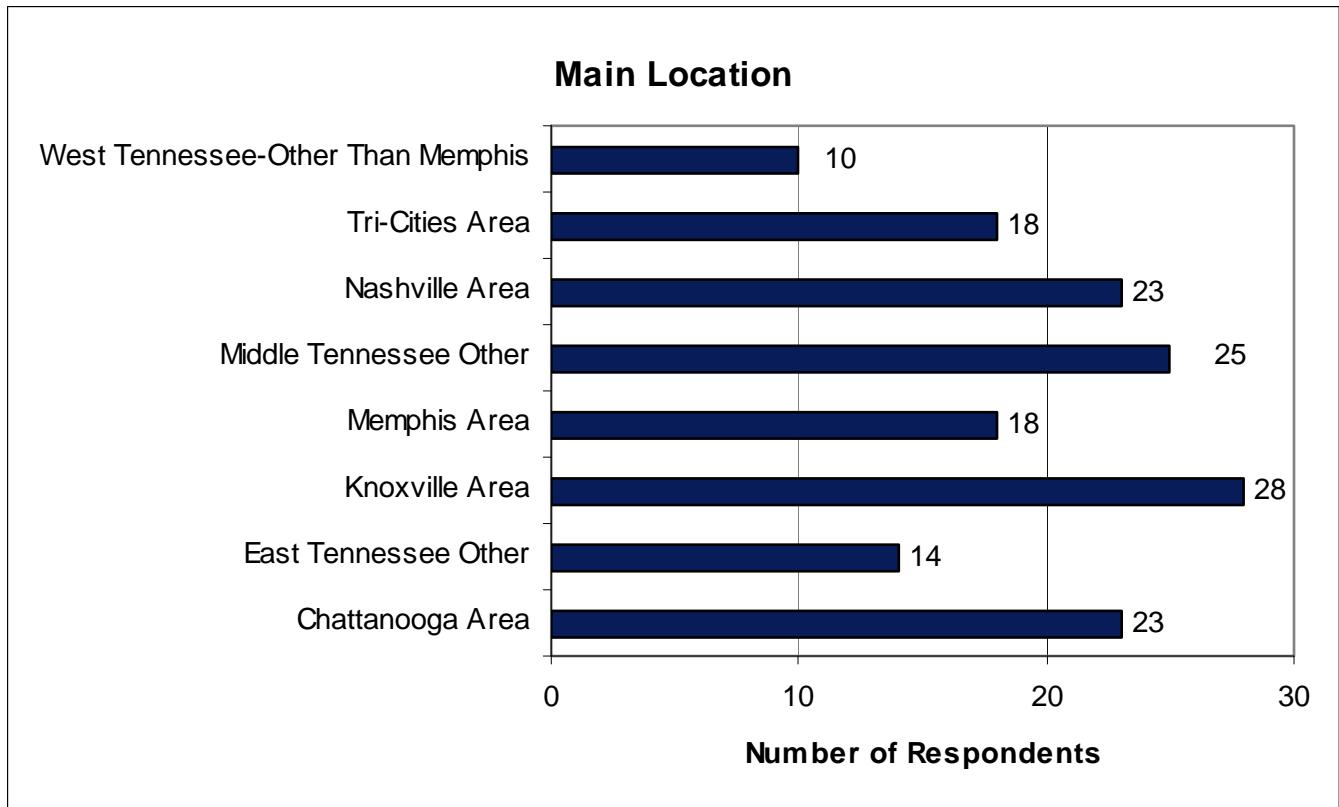
...and of a single specialty nature (87%).

Respondents by Specialty

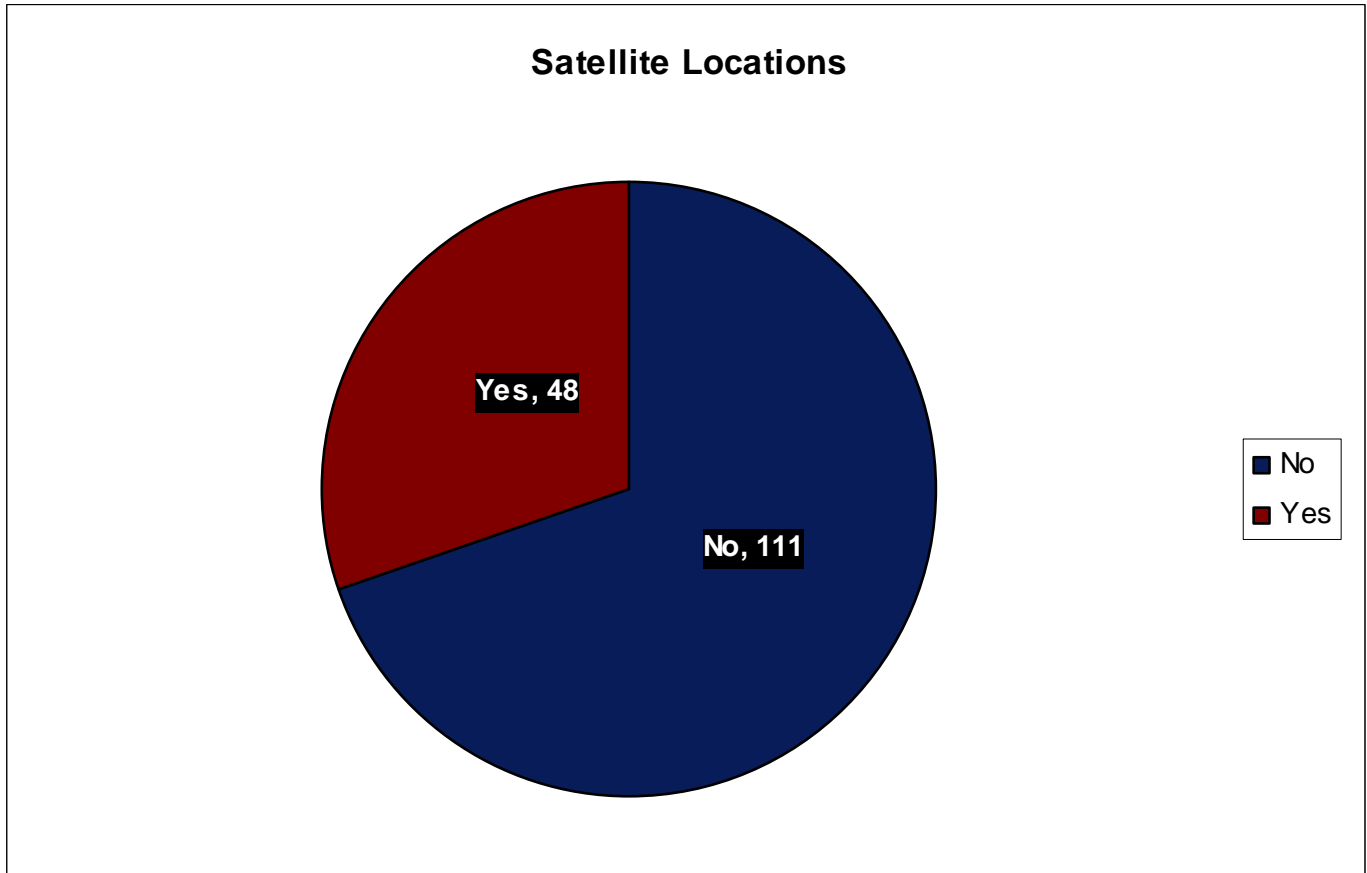
Type of Specialty	# of Respondents
Allergy & Asthma	4
Anesthesiology	5
Cardiology	4
Cardiovascular/thoracic surgery	2
Dermatology	4
Ear Nose & Throat	1
Emergency	2
Family Medicine	23
Gastroenterology	6
General Surgery	8
Gynecology	3
Internal Medicine	8
Multi-Specialty	21
Neurology	1
Neurosurgery	6
OB/GYN	14
Oncology	1
Ophthalmology	8
Orthopedic Surgery	8
Otolaryngology	3
Pathology	3
Pediatrics	10
Plastic Surgery	5
Psychiatry	2
Radiology	3
Urology	4
Total Specialties	159

In addition to multispecialty respondents, the specialties of family medicine, OB/GYN, and pediatrics constitute the greatest percentage (43% collectively) of respondents.

Location of Main Office



All regions had ten or more respondents; therefore, salary data is presented herein for every region in 2009.



Of the 159 total respondents, approximately 70% operate in one location only, while the remaining 30% operate at least one satellite location.

Ratio of Support Staff to Provider

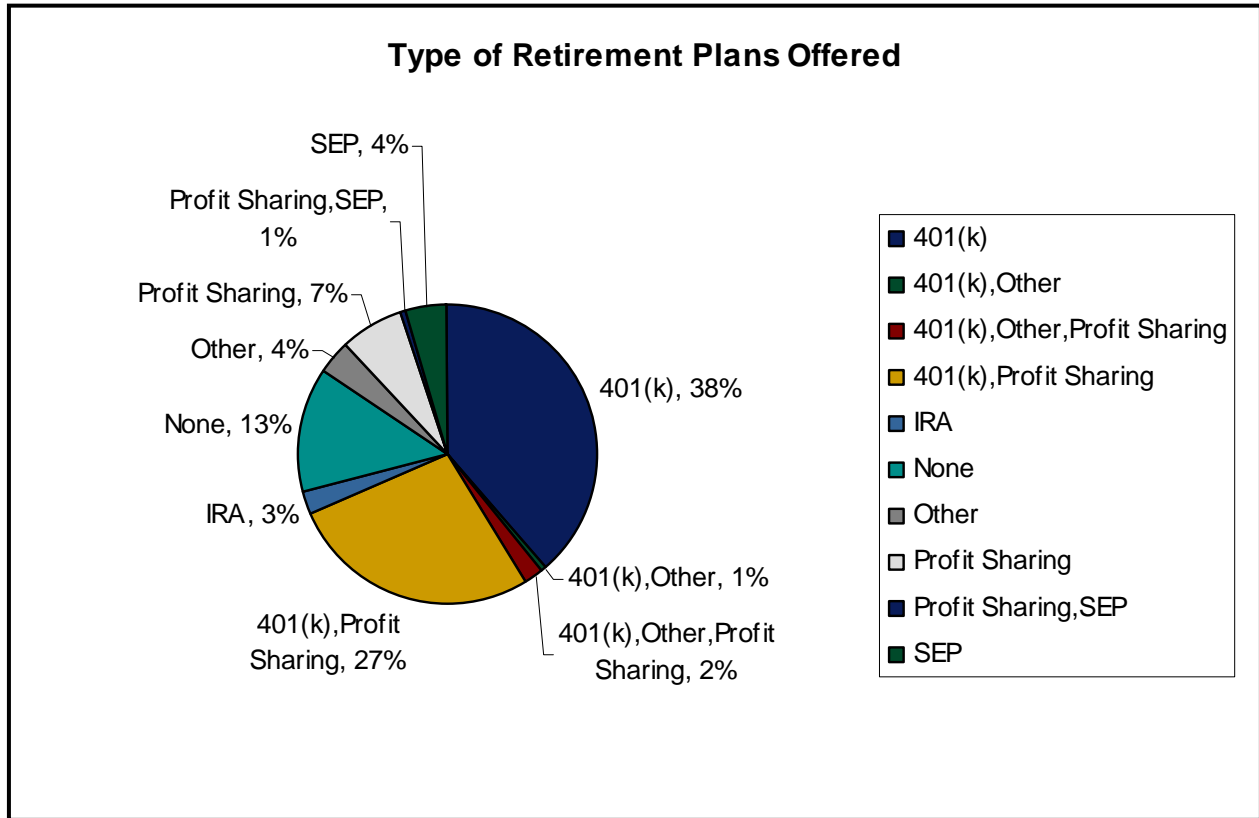
Ratio of Support Staff to Provider, Rounded*								
Specialty	1:0	1:1	1:2	1:3	1:4	1:5	1:6	1:6+
Allergy & Asthma	0%	0%	0%	25%	25%	25%	25%	0%
Anesthesiology	0%	20%	0%	20%	0%	0%	0%	60%
Cardiology	0%	0%	0%	0%	0%	50%	50%	0%
Cardiovascular/thoracic surgery	0%	0%	0%	0%	0%	0%	0%	100%
Dermatology	0%	25%	25%	0%	0%	0%	50%	0%
Ear Nose & Throat	0%	0%	0%	100%	0%	0%	0%	0%
Emergency	0%	0%	0%	0%	0%	0%	0%	100%
Family Medicine	0%	0%	13%	26%	26%	17%	4%	13%
Gastroenterology	0%	0%	33%	17%	0%	17%	0%	33%
General Surgery	0%	13%	38%	25%	13%	13%	0%	0%
Gynecology	0%	0%	33%	67%	0%	0%	0%	0%
Internal Medicine	0%	0%	13%	0%	38%	13%	0%	38%
Multi-Specialty	0%	10%	14%	19%	24%	10%	0%	24%
Neurology	0%	0%	0%	100%	0%	0%	0%	0%
Neurosurgery	0%	0%	33%	17%	17%	17%	0%	17%
OB/GYN	0%	0%	7%	29%	43%	21%	0%	0%
Oncology	0%	0%	0%	0%	0%	0%	0%	100%
Ophthalmology	0%	25%	25%	0%	0%	0%	13%	38%
Orthopedic Surgery	0%	13%	13%	13%	25%	38%	0%	0%
Otolaryngology	0%	0%	0%	0%	33%	0%	67%	0%
Pathology	0%	0%	0%	0%	33%	0%	0%	67%
Pediatrics	0%	10%	10%	30%	10%	10%	20%	10%
Plastic Surgery	0%	20%	20%	0%	60%	0%	0%	0%
Psychiatry	0%	0%	100%	0%	0%	0%	0%	0%
Radiology	0%	0%	0%	0%	0%	0%	0%	100%
Urology	0%	0%	25%	0%	50%	25%	0%	0%

*Numbers may not add up to 100% due to rounding.

Ratio of Support Staff to Physician

Ratio of Support Staff to Physician, Rounded*								
Specialty	1:0	1:1	1:2	1:3	1:4	1:5	1:6	1:6+
Allergy & Asthma	0%	0%	0%	25%	25%	0%	0%	50%
Anesthesiology	0%	20%	0%	20%	0%	0%	0%	60%
Cardiology	0%	0%	0%	0%	0%	50%	25%	25%
Cardiovascular/thoracic surgery	0%	0%	0%	0%	0%	0%	0%	100%
Dermatology	0%	0%	50%	0%	0%	0%	25%	25%
Ear Nose & Throat	0%	0%	0%	100%	0%	0%	0%	0%
Emergency	0%	0%	0%	0%	0%	0%	0%	100%
Family Medicine	0%	0%	4%	13%	9%	13%	13%	48%
Gastroenterology	0%	0%	0%	17%	17%	17%	0%	50%
General Surgery	0%	0%	38%	38%	13%	13%	0%	0%
Gynecology	0%	0%	0%	33%	0%	0%	33%	33%
Internal Medicine	0%	0%	0%	0%	25%	38%	0%	38%
Multi-Specialty	0%	5%	5%	14%	5%	29%	10%	33%
Neurology	0%	0%	0%	100%	0%	0%	0%	0%
Neurosurgery	0%	0%	17%	0%	0%	17%	17%	50%
OB/GYN	0%	0%	7%	14%	29%	14%	21%	14%
Oncology	0%	0%	0%	0%	0%	0%	0%	100%
Ophthalmology	0%	25%	25%	0%	0%	0%	13%	38%
Orthopedic Surgery	0%	13%	0%	13%	13%	38%	0%	25%
Otolaryngology	0%	0%	0%	0%	0%	0%	67%	33%
Pathology	0%	0%	0%	0%	33%	0%	0%	67%
Pediatrics	0%	10%	0%	30%	10%	10%	20%	20%
Plastic Surgery	0%	20%	20%	0%	60%	0%	0%	0%
Psychiatry	0%	0%	100%	0%	0%	0%	0%	0%
Radiology	0%	0%	0%	0%	0%	0%	0%	100%
Urology	0%	0%	25%	0%	25%	25%	25%	0%

*Numbers may not add up to 100% due to rounding.



Sixty-eight percent (68%) of all respondents offer a 401(k) as part of the retirement benefits for employees.

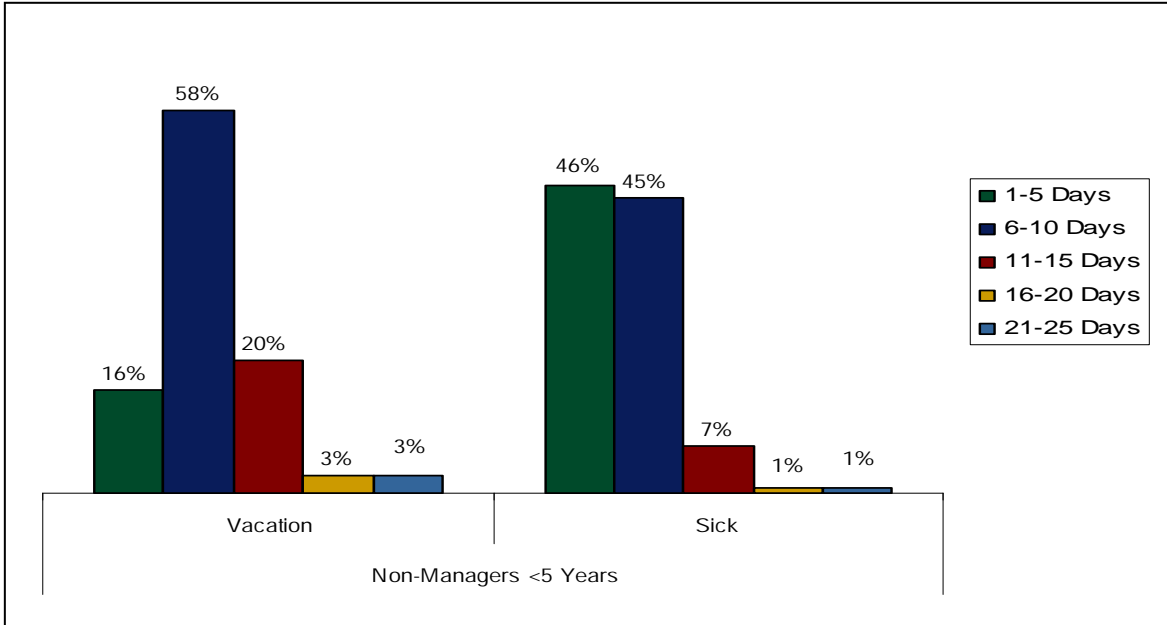
Benefits: Insurance Benefits

Insurance Benefits	Employee / Self Paid	Fully Employer Paid	Not Offered	Partially Employer Paid
Health Insurance Employee	3%	40%	15%	42%
Health Insurance Dependents	50%	8%	22%	20%
Dental Insurance Employee	25%	22%	35%	18%
Dental Insurance Dependents	47%	3%	38%	12%
Vision Care	18%	15%	55%	12%
Life and Accidental Death Insurance	14%	53%	26%	7%
Long Term Disability Insurance	20%	33%	42%	5%
Short Term Disability Insurance	29%	18%	48%	5%

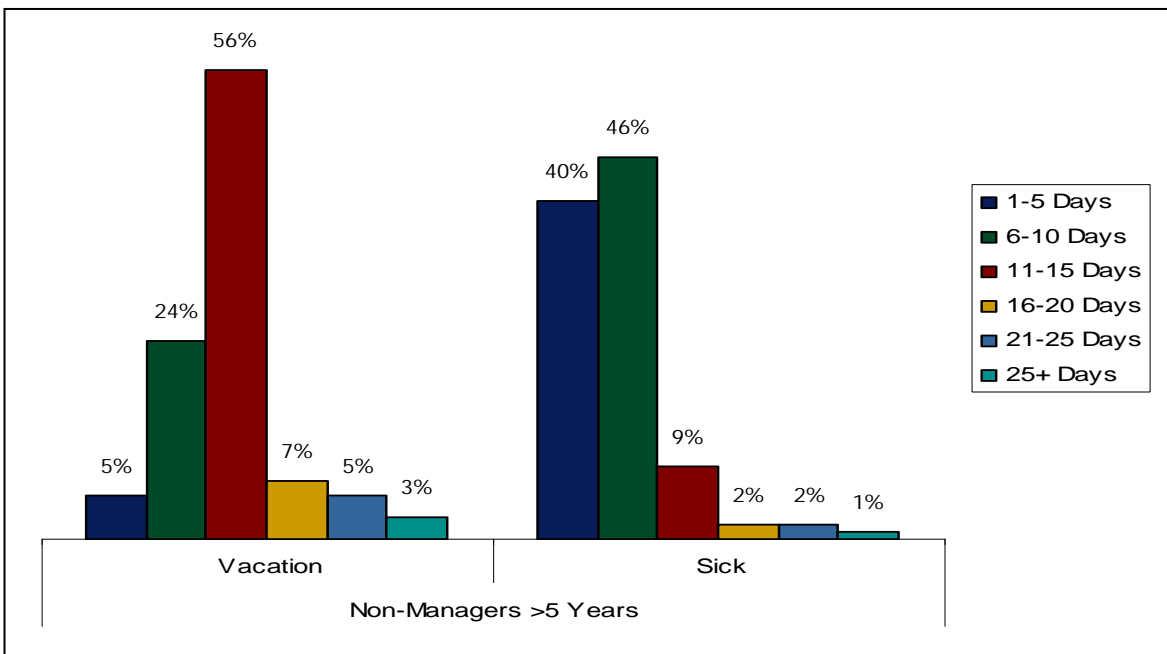
Indicates majority of responses.

Consistent with the 2008 Survey, employee health insurance is typically a shared expense with employees responsible for their dependents. However, the 2009 Survey indicates a decrease in the percentage of employees offered dental insurance coverage.

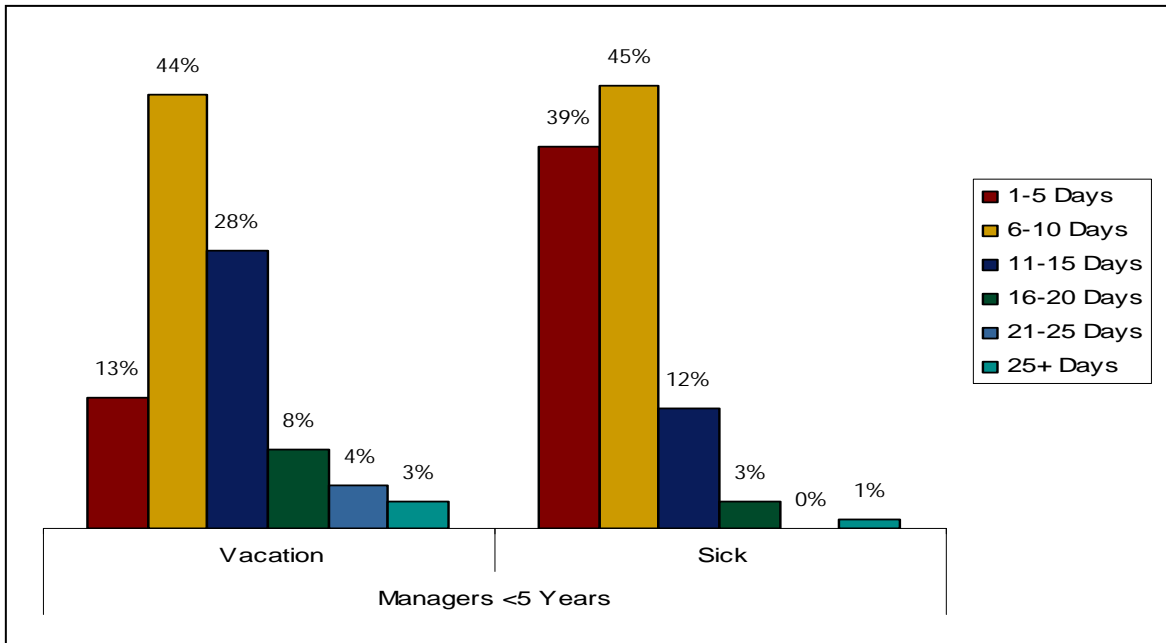
Vacation/Sick Days- Non-Managers



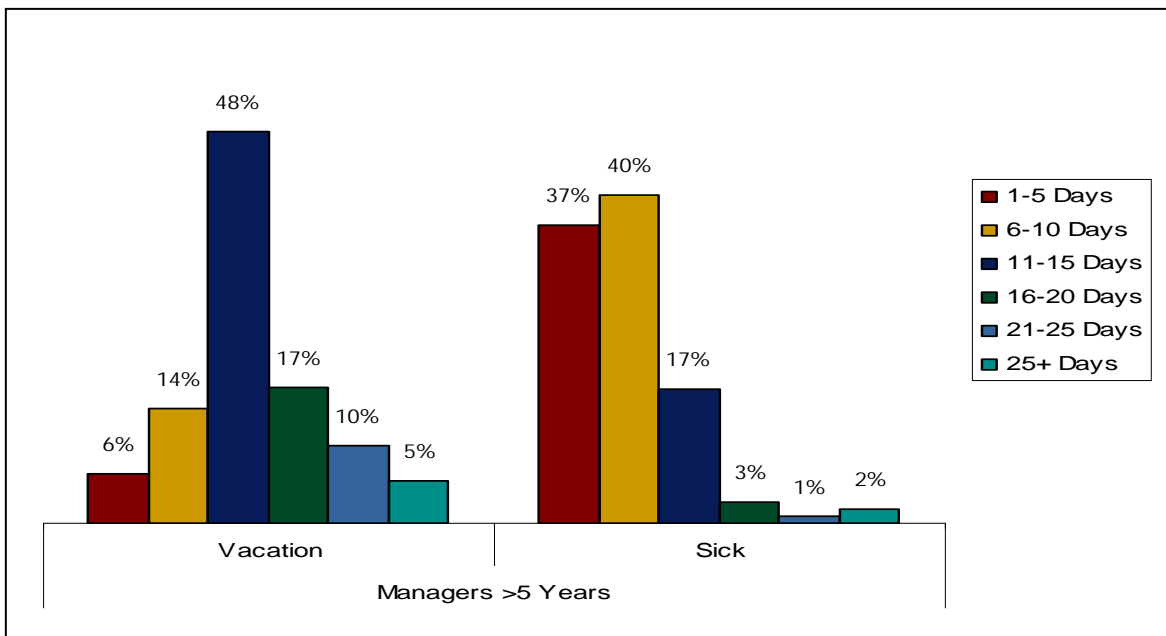
Non-Managers with less than 5 years of service generally receive 6-10 days of vacation while Non-Managers with greater than 5 years of service generally receive 11-15 days of vacation. Non-Managers with greater than 5 years experience also retain more vacation and sick days.



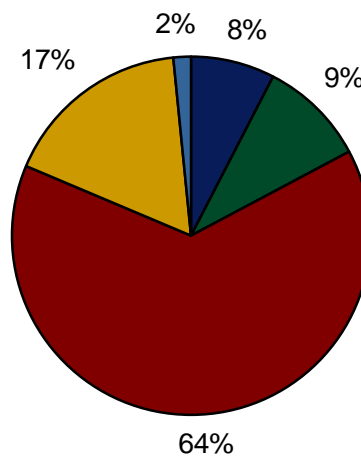
Vacation/Sick Days- Managers



Forty-four percent (44%) of Managers with less than 5 years of service receive 6-10 days of vacation while Managers with greater than 5 years of service generally receive 11-15 days of vacation. However, regardless of the number of years of experience, the number of sick days remains approximately the same for Managers.



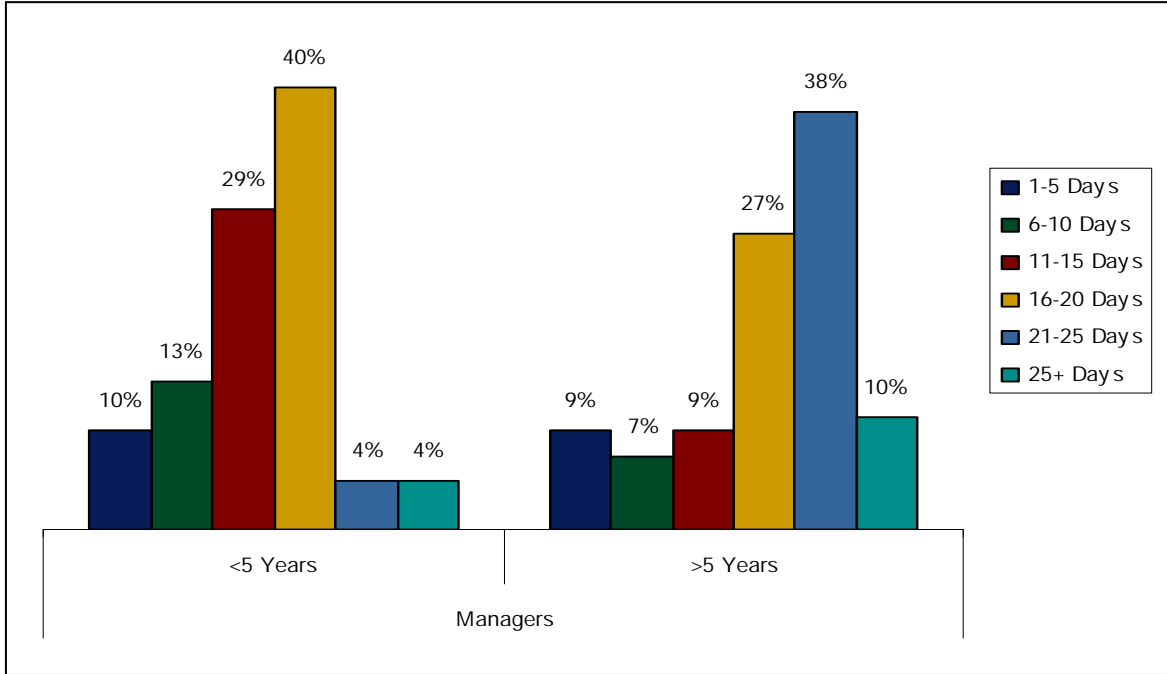
Number of Holidays Provided to Staff



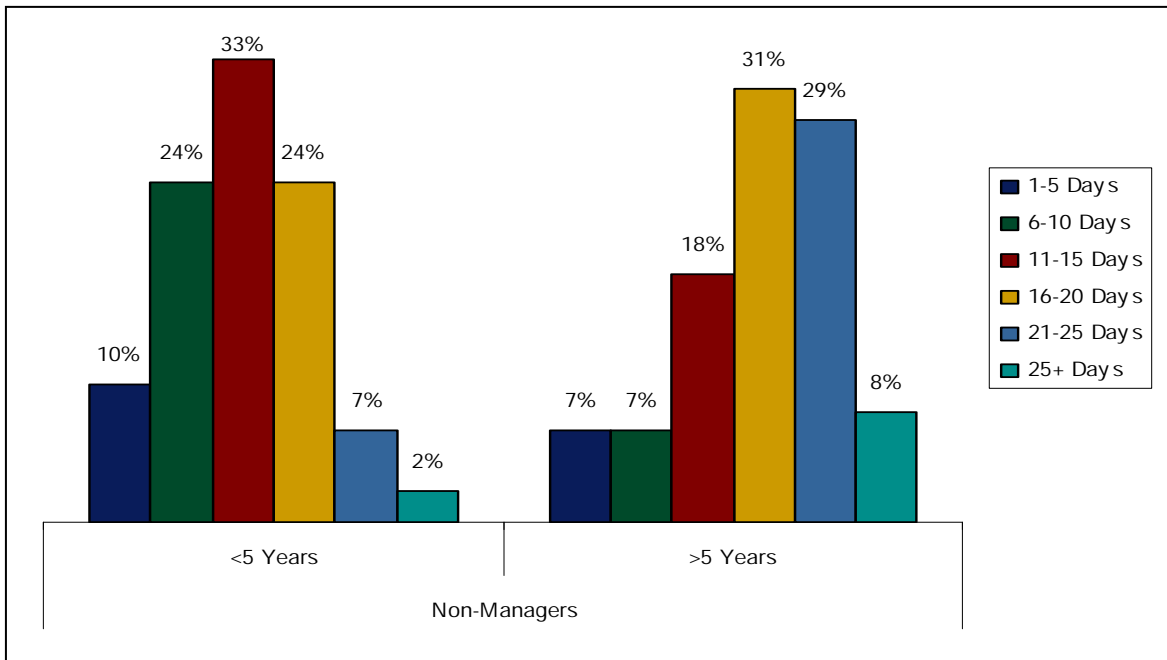
■ 0 Days ■ 2-5 Days ■ 6-8 Days ■ 9-12 Days ■ 13+ Days

Sixty-four percent (64%) of respondents provide 6-8 staff holidays as a benefit to their staff.

Paid Time Off (PTO)



Managers with greater than 5 years of service are generally receiving 21-25 days of PTO while Non-Managers with similar experience are generally receiving 16-20 days of PTO.



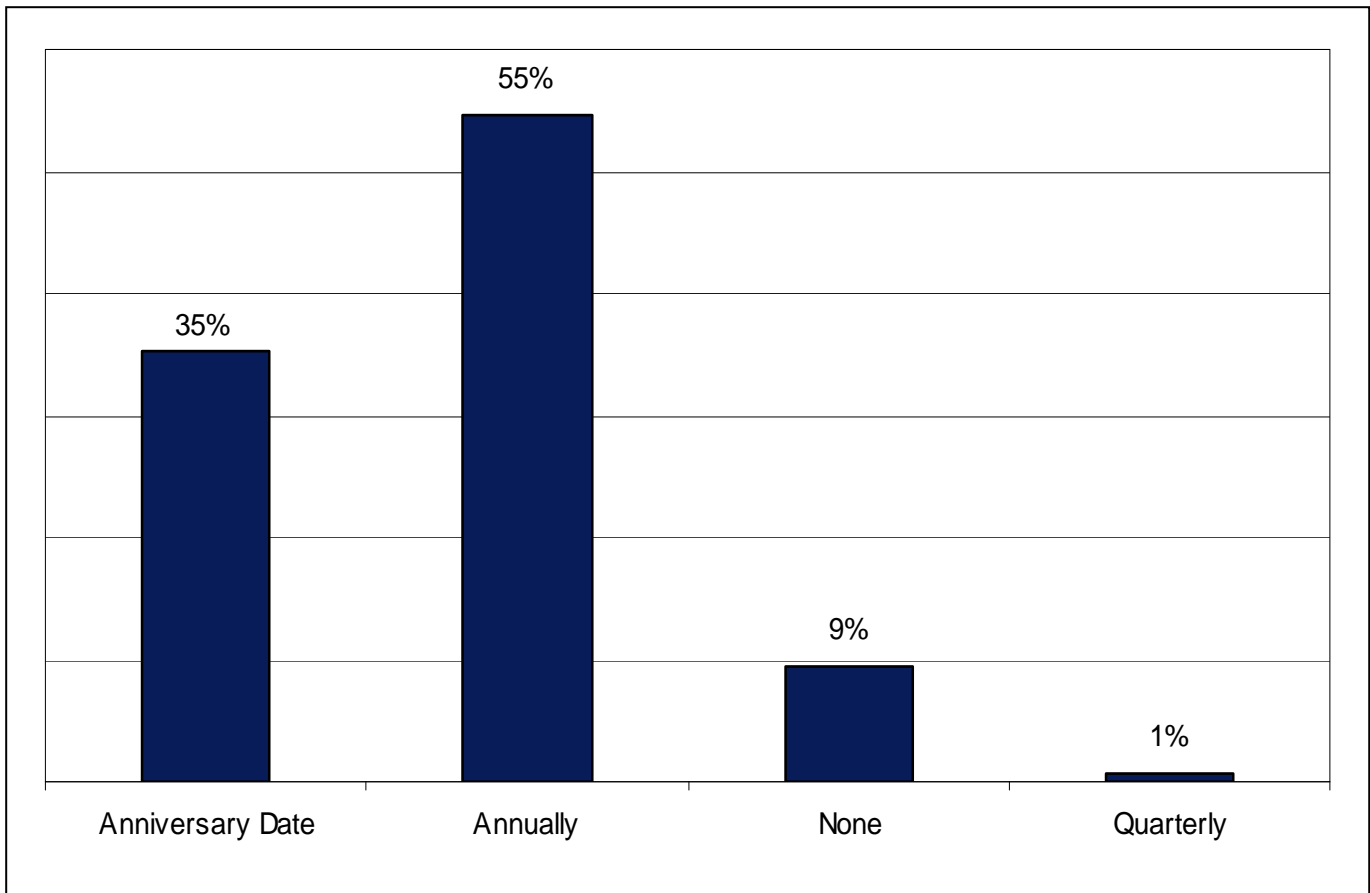
Benefits: Other Fringe Benefits

Other Fringe Benefits	Yes	No
Continuing Education	74%	26%
Birthday and/or Anniversary Day Off	16%	84%
Tuition Reimbursement	33%	67%
Uniform Allowance	36%	64%
Section 125 Cafeteria Tax Plan	38%	62%
Medical Dental Reimbursement	28%	72%
Bereavement Pay	75%	25%
Jury Duty Pay	81%	19%
Bad Weather Pay	23%	77%

Indicates majority of responses.

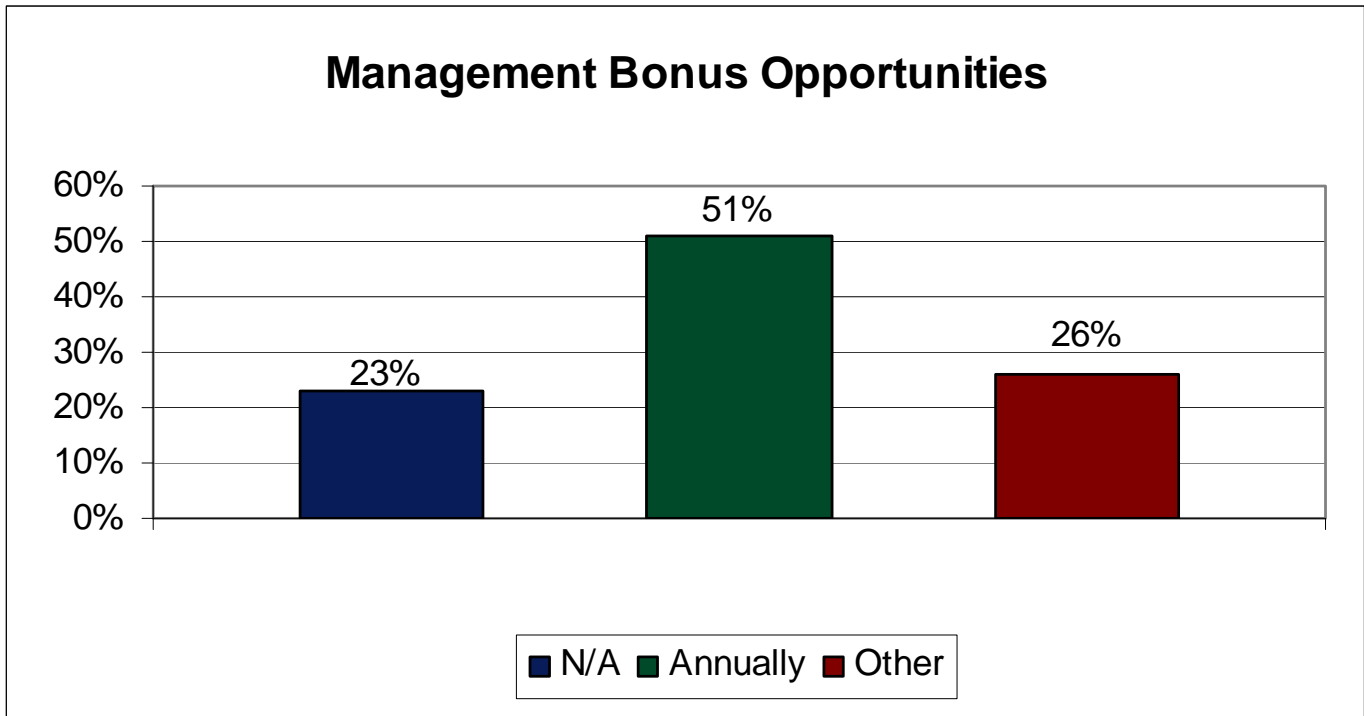
In 2009, the majority of practices offered continuing education, bereavement pay, and jury duty pay as a fringe benefit to their employees. These trends are similar to the 2008 results.

Frequency of Compensation Reviews



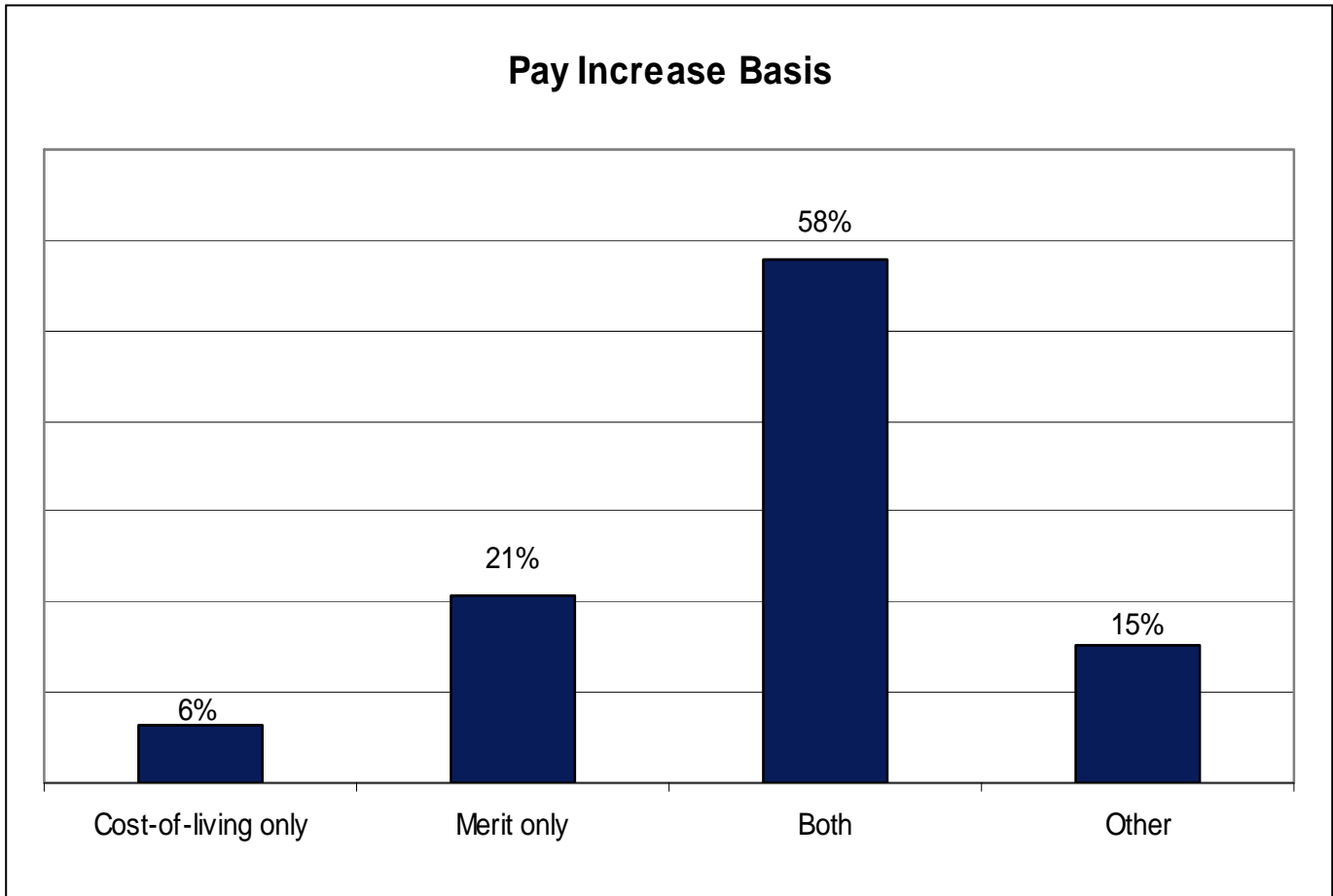
Ninety percent (90%) of all compensation reviews are administered once per year.

Management Bonus Opportunities



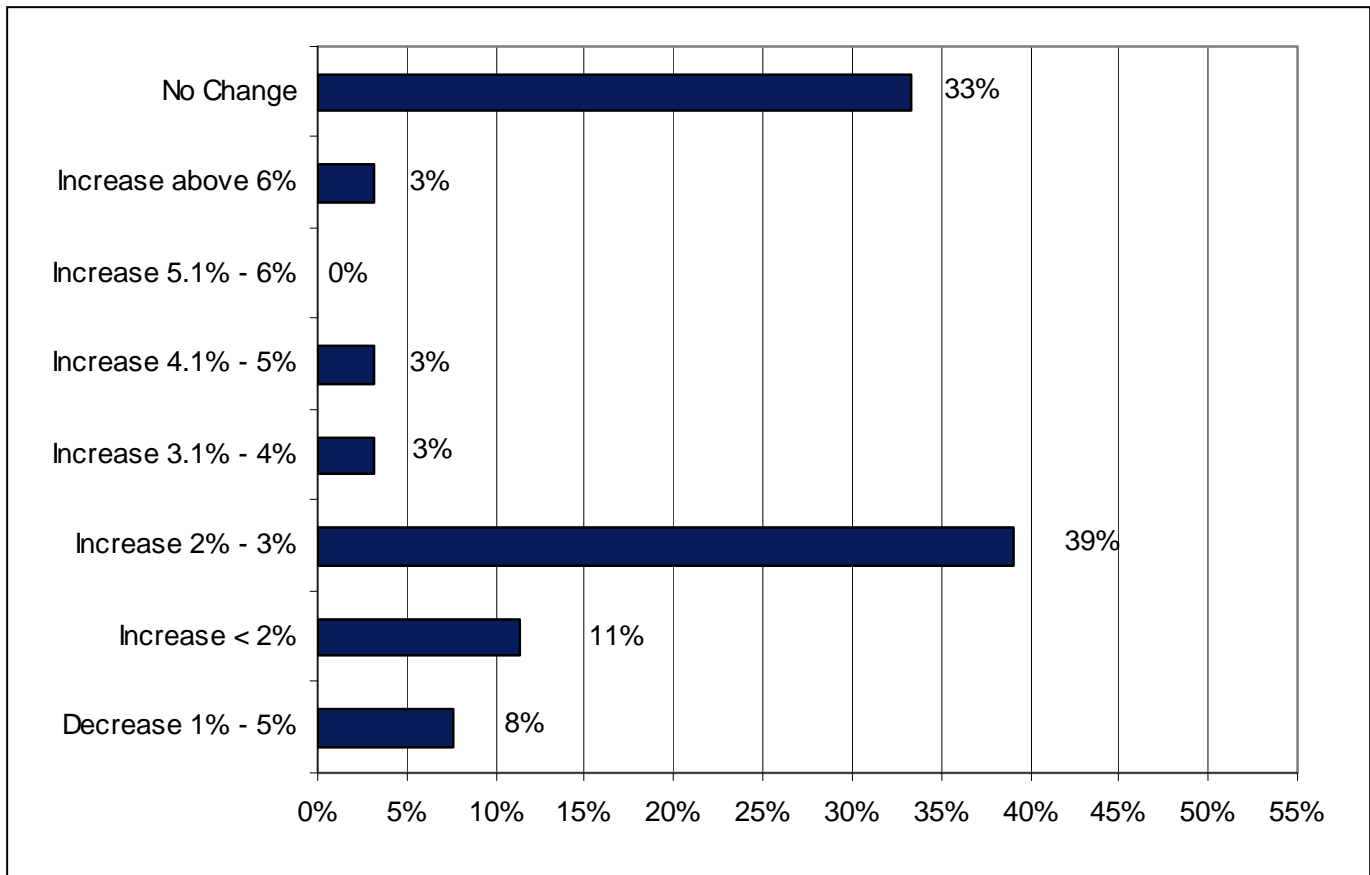
Fifty-one percent (51%) of survey respondents reported that management bonus opportunities are offered on an annual basis.

Compensation Increase/Decrease Pay Increase Basis



The majority (58%) of respondents indicated receiving both cost-of-living and merit-based pay increases.

Compensation Percentage Increase/Decrease



In 2008, approximately 49% of respondents provided a 2% to 3% increase in staff. However, 2009 data indicates this same category decreased to 39% for respondents. Furthermore, in 2009 approximately 33% of respondents had “No Change” in annual compensation compared to 12% in 2008.



Statewide Hourly Rates and Annual Salaries by Position

State-Wide Position*	Hourly Rates			Annual Salary**		
	Median	Minimum	Maximum	Median	Minimum	Maximum
Accredited Records Tech (ART)	\$13.50	\$12.00	\$19.33	\$28,080	\$24,960	\$40,206
Administrative Assistant	\$17.78	\$7.61	\$51.00	\$36,982	\$15,829	\$106,080
Administrative Secretary	\$15.05	\$9.00	\$27.24	\$31,304	\$18,720	\$56,659
Appointment Secretary	\$10.60	\$8.00	\$20.30	\$22,048	\$16,640	\$42,224
Assistant Business Office Manager	\$15.96	\$11.00	\$23.00	\$33,197	\$22,880	\$47,840
Associate Administrator	\$27.61	\$17.31	\$49.52	\$57,429	\$36,005	\$103,002
Audiologist	\$23.65	\$19.23	\$33.65	\$49,192	\$39,998	\$69,992
Bookkeeper	\$16.55	\$11.55	\$23.62	\$34,424	\$24,024	\$49,130
Building Engineer/Maintenance	\$17.83	\$8.00	\$19.32	\$37,086	\$16,640	\$40,186
Business Office Manager	\$19.78	\$12.00	\$38.46	\$41,142	\$24,960	\$79,997
Business Office Staff	\$14.00	\$9.00	\$30.00	\$29,120	\$18,720	\$62,400
Cashier	\$12.28	\$8.21	\$15.30	\$25,542	\$17,077	\$31,824
Cast Technician	\$17.98	\$17.98	\$17.98	\$37,398	\$37,398	\$37,398
CAT Scan Technician (CS Tech)	\$23.10	\$16.50	\$31.00	\$48,048	\$34,320	\$64,480
Certified Lab Assistant (CLA)	\$15.53	\$13.00	\$31.25	\$32,302	\$27,040	\$65,000
Clinical Research Coordinator	\$20.26	\$13.01	\$44.15	\$42,141	\$27,061	\$91,832
Coding Specialist	\$15.33	\$10.00	\$22.00	\$31,886	\$20,800	\$45,760
Compliance Officer	\$31.79	\$12.40	\$100.96	\$66,123	\$25,792	\$209,997
Controller	\$22.65	\$15.55	\$47.48	\$47,112	\$32,344	\$98,758
Courier	\$10.00	\$7.73	\$12.89	\$20,800	\$16,078	\$26,811
Credit/Collections Manager	\$15.81	\$11.76	\$25.00	\$32,885	\$24,461	\$52,000
Department Manager	\$18.75	\$11.00	\$36.54	\$39,000	\$22,880	\$76,003
Director of Finance	\$39.71	\$31.74	\$72.15	\$82,597	\$66,019	\$150,072
Director of Laboratory	\$22.45	\$17.37	\$29.14	\$46,696	\$36,130	\$60,611
Director of Managed Care	\$37.80	\$23.84	\$51.75	\$78,624	\$49,587	\$107,640
Director of Marketing	\$24.38	\$19.90	\$28.85	\$50,710	\$41,392	\$60,008
Director of Nursing	\$29.75	\$17.31	\$41.60	\$61,880	\$36,005	\$86,528
Director of Personnel	\$29.09	\$13.00	\$69.71	\$60,507	\$27,040	\$144,997
Director of Purchasing	\$18.82	\$13.13	\$43.23	\$39,146	\$27,310	\$89,918
Director of Radiology	\$34.21	\$29.00	\$37.50	\$71,157	\$60,320	\$78,000
EEG Lab Supervisor	\$27.64	\$22.00	\$29.00	\$57,491	\$45,760	\$60,320
EEG Technician	\$15.00	\$13.26	\$17.16	\$31,200	\$27,581	\$35,693
EKG Technician	\$14.78	\$8.25	\$21.30	\$30,742	\$17,160	\$44,304
Front Desk Staff	\$11.23	\$6.00	\$19.00	\$23,358	\$12,480	\$39,520
General Accounting Manager	\$26.27	\$21.53	\$42.86	\$54,642	\$44,782	\$89,149
Housekeeper	\$10.00	\$9.50	\$18.07	\$20,800	\$19,760	\$37,586
Insurance Manager	\$15.75	\$10.50	\$26.20	\$32,760	\$21,840	\$54,496

*See job descriptions listed in **Appendix A** of this report.

**Reported hourly rate multiplied by 2080 hours.



Statewide Hourly Rates and Annual Salaries by Position

State-Wide Position*	Hourly Rates			Annual Salary**		
	Median	Minimum	Maximum	Median	Minimum	Maximum
IT Manager/Officer	\$25.06	\$17.61	\$105.70	\$52,125	\$36,629	\$219,856
IT Programming/Support Staff	\$21.16	\$12.00	\$100.00	\$44,013	\$24,960	\$208,000
Lab Section Supervisor	\$24.00	\$17.00	\$30.00	\$49,920	\$35,360	\$62,400
Laboratory Aide	\$11.03	\$8.00	\$20.00	\$22,942	\$16,640	\$41,600
Licensed Practical Nurse	\$14.55	\$9.00	\$28.00	\$30,264	\$18,720	\$58,240
Managed Care Coordinator	\$10.50	\$10.00	\$14.54	\$21,840	\$20,800	\$30,243
Medical Assistant***	\$12.38	\$6.55	\$25.00	\$25,750	\$13,624	\$52,000
Medical Lab Technician (MLT)	\$18.00	\$10.50	\$24.20	\$37,440	\$21,840	\$50,336
Medical Records Staff	\$10.06	\$6.55	\$16.48	\$20,925	\$13,624	\$34,278
Medical Records Supervisor	\$22.55	\$10.51	\$40.03	\$46,904	\$21,861	\$83,262
Medical Records Transcriptionist	\$14.00	\$8.75	\$19.77	\$29,120	\$18,200	\$41,122
Medical Secretary	\$15.58	\$9.50	\$18.00	\$32,406	\$19,760	\$37,440
Medical Technologist (ASCP)	\$23.58	\$12.00	\$32.50	\$49,046	\$24,960	\$67,600
Medical Transcription Manager	\$19.91	\$13.13	\$21.26	\$41,413	\$27,310	\$44,221
Nurse Practitioner	\$36.06	\$26.44	\$62.20	\$75,005	\$54,995	\$129,376
Office Manager	\$20.19	\$10.00	\$57.69	\$41,995	\$20,800	\$119,995
Ophthalmic Assistant	\$13.50	\$10.66	\$16.15	\$28,080	\$22,173	\$33,592
Ophthalmic Technician	\$14.77	\$12.00	\$19.06	\$30,722	\$24,960	\$39,645
Optical Shop Supervisor	\$19.00	\$19.00	\$19.00	\$39,520	\$39,520	\$39,520
Optician	\$16.50	\$14.00	\$22.37	\$34,320	\$29,120	\$46,530
Patient Accounts Representative	\$12.50	\$8.00	\$28.84	\$26,000	\$16,640	\$59,987
Payroll/HR Staff	\$21.47	\$11.00	\$43.27	\$44,658	\$22,880	\$90,002
Phelbotomist	\$11.20	\$9.00	\$21.00	\$23,296	\$18,720	\$43,680
Physical Therapist (RPT)	\$34.50	\$26.14	\$59.30	\$71,760	\$54,371	\$123,344
Physical Therapist Aide	\$9.96	\$9.25	\$10.66	\$20,717	\$19,240	\$22,173
Physical Therapy Assistant	\$23.09	\$20.50	\$23.85	\$48,027	\$42,640	\$49,608
Physician Assistant	\$38.46	\$28.72	\$64.90	\$79,997	\$59,738	\$134,992
Practice Administrator/CEO (Non-Physician)	\$39.00	\$17.30	\$114.97	\$81,120	\$35,984	\$239,138
Practice Administrator/CEO (Physician)	\$176.20	\$176.20	\$176.20	\$366,496	\$366,496	\$366,496
Pt Education Coordinator	\$25.12	\$14.90	\$29.03	\$52,250	\$30,992	\$60,382
Radiology Technologist (RRT)	\$19.78	\$12.42	\$33.85	\$41,142	\$25,834	\$70,408
Receptionist	\$10.83	\$6.85	\$18.00	\$22,526	\$14,248	\$37,440
Registered Nurse	\$24.28	\$13.65	\$100.00	\$50,502	\$28,392	\$208,000
Social Worker	\$26.36	\$24.04	\$28.67	\$54,829	\$50,003	\$59,634
Surgical Scheduler	\$14.50	\$10.71	\$21.00	\$30,160	\$22,277	\$43,680
Switchboard Operator	\$11.00	\$8.01	\$17.42	\$22,880	\$16,661	\$36,234
Triage Nurse	\$15.00	\$8.00	\$27.19	\$31,200	\$16,640	\$56,555
Ultrasound Technician	\$28.85	\$15.00	\$50.00	\$60,008	\$31,200	\$104,000
Workers Comp Liaison	\$14.13	\$12.62	\$15.58	\$29,390	\$26,250	\$32,406

*See job descriptions listed in **Appendix A** of this report.

**Reported hourly rate multiplied by 2080 hours.

***One practice reported hourly compensation as \$0.00; therefore, this rate reported is the second lowest value.



Statewide Median Hourly Rates by Years of Experience and Position

State-Wide Position*	Median Hourly Rates			
	Less than 1 year	1 year but less than 5 years	5 year but less than 10 years	More than 10 years
Accredited Records Tech (ART)	\$17.00	\$13.50	N/A	N/A
Administrative Assistant	\$13.48	\$17.67	\$17.89	\$20.05
Administrative Secretary	\$12.77	\$12.00	\$14.00	\$17.07
Appointment Secretary	\$9.40	\$10.33	\$11.00	\$13.77
Assistant Business Office Manager	\$13.25	\$16.51	\$13.85	\$16.91
Associate Administrator	\$22.65	\$25.93	\$39.62	\$31.22
Audiologist	\$19.23	\$22.50	N/A	\$25.00
Bookkeeper	\$16.55	\$16.55	\$17.41	\$19.00
Building Engineer/Maintenance	N/A	\$8.00	\$18.14	N/A
Business Office Manager	N/A	\$19.23	\$16.00	\$21.32
Business Office Staff	\$10.35	\$12.50	\$15.00	\$14.84
Cashier	\$12.28	\$11.50	\$12.58	\$12.50
Cast Technician	N/A	N/A	\$17.98	N/A
CAT Scan Technician (CS Tech)	N/A	\$20.88	\$26.94	\$22.89
Certified Lab Assistant (CLA)	N/A	\$22.42	\$13.00	\$17.48
Clinical Research Coordinator	N/A	\$17.77	\$20.26	\$24.79
Coding Specialist	\$14.95	\$14.50	\$15.93	\$17.50
Compliance Officer	N/A	\$38.12	\$31.79	\$22.00
Controller	\$15.55	\$22.65	\$29.97	\$29.06
Courier	\$11.00	\$10.00	\$9.94	\$11.91
Credit/Collections Manager	N/A	\$14.00	\$16.67	\$15.00
Department Manager	N/A	N/A	N/A	N/A
Director of Finance	N/A	\$54.15	N/A	\$37.51
Director of Laboratory	N/A	N/A	\$20.64	\$25.07
Director of Managed Care	N/A	\$51.75	N/A	\$23.84
Director of Marketing	N/A	\$24.38	N/A	N/A
Director of Nursing	N/A	\$30.95	\$28.33	\$30.03
Director of Personnel	N/A	\$69.71	\$19.16	\$29.90
Director of Purchasing	N/A	\$37.74	\$28.55	\$15.98
Director of Radiology	N/A	N/A	\$37.50	\$31.83
EEG Lab Supervisor	N/A	N/A	N/A	\$27.64
EEG Technician	N/A	\$13.26	\$16.03	\$15.00
EKG Technician	N/A	\$8.25	N/A	\$21.30
Front Desk Staff	\$10.00	\$10.51	\$12.05	\$12.63
General Accounting Manager	\$29.80	\$27.00	\$26.27	\$25.38
Housekeeper	\$10.00	\$9.50	\$11.50	\$18.07
Insurance Manager	\$22.71	\$14.00	\$18.00	\$18.00

*See job descriptions listed in **Appendix A** of this report.



Statewide Median Hourly Rates by Years of Experience and Position

State-Wide Position*	Median Hourly Rates			
	Less than 1 year	1 year but less than 5 years	5 year but less than 10 years	More than 10 years
IT Manager/Officer	\$105.70	\$23.00	N/A	\$30.28
IT Programming/Support Staff	\$13.88	\$23.87	\$20.28	\$22.50
Lab Section Supervisor	N/A	\$18.75	\$26.76	\$22.18
Laboratory Aide	\$8.25	\$10.50	\$10.50	\$17.75
Licensed Practical Nurse	\$13.50	\$13.71	\$14.00	\$15.24
Managed Care Coordinator	\$10.00	\$10.50	N/A	\$14.21
Medical Assistant	\$10.10	\$11.50	\$13.00	\$13.99
Medical Lab Technician (MLT)	N/A	N/A	N/A	N/A
Medical Records Staff	\$10.00	\$9.75	\$10.50	\$11.36
Medical Records Supervisor	N/A	\$22.55	\$12.50	\$15.12
Medical Records Transcriptionist	\$10.10	\$11.90	\$14.14	\$15.37
Medical Secretary	N/A	\$10.00	\$14.80	\$16.57
Medical Technologist (ASCP)	N/A	\$15.96	\$23.50	\$25.02
Medical Transcription Manager	N/A	\$13.13	\$21.26	\$19.91
Nurse Practitioner	\$34.31	\$35.05	\$36.08	\$38.73
Office Manager	\$18.58	\$16.00	\$16.80	\$22.00
Ophthalmic Assistant	N/A	\$12.00	\$14.00	\$16.15
Ophthalmic Technician	\$13.20	\$14.50	\$15.50	\$15.38
Optical Shop Supervisor	N/A	N/A	N/A	\$19.00
Optician	N/A	N/A	\$14.00	\$18.00
Patient Accounts Representative	\$12.50	\$11.30	\$12.50	\$14.55
Payroll/HR Staff	\$11.00	\$23.45	\$20.50	\$17.54
Phlebotomist	N/A	N/A	N/A	N/A
Physical Therapist (RPT)	N/A	\$35.00	\$33.00	\$40.64
Physical Therapist Aide	\$9.25	\$10.66	N/A	N/A
Physical Therapy Assistant	N/A	\$23.40	N/A	\$22.78
Physician Assistant	\$39.06	\$36.00	\$40.00	\$47.00
Practice Administrator/CEO (non-Physician)	N/A	N/A	N/A	\$39.00
Practice Administrator/CEO (Physician)	N/A	N/A	N/A	\$176.20
Pt Education Coordinator	N/A	\$20.75	\$27.66	N/A
Radiology Technologist (RRT)	\$17.69	\$18.97	\$20.34	\$22.15
Receptionist	\$9.75	\$10.45	\$11.70	\$12.13
Registered Nurse	\$30.00	\$23.22	\$23.41	\$24.94
Social Worker	N/A	\$24.04	\$28.67	N/A
Surgical Scheduler	\$14.25	\$13.13	\$15.00	\$15.66
Switchboard Operator	\$11.09	\$10.50	\$11.97	\$12.67
Triage Nurse	\$11.00	\$13.60	\$17.00	\$19.46
Ultrasound Technician	N/A	N/A	N/A	N/A
Workers Comp Liaison	N/A	N/A	\$14.00	\$14.26

*See job descriptions listed in **Appendix A** of this report.



Statewide Median Annual Salary by Years of Experience and Position

State-Wide Position*	Median Annual Salary**			
	Less than 1 year	1 year but less than 5 years	5 year but less than 10 years	More than 10 years
Accredited Records Tech (ART)	\$35,360	\$28,080	N/A	N/A
Administrative Assistant	\$28,038	\$36,754	\$37,211	\$41,704
Administrative Secretary	\$26,562	\$24,960	\$29,120	\$35,506
Appointment Secretary	\$19,552	\$21,486	\$22,880	\$28,642
Assistant Business Office Manager	\$27,560	\$34,341	\$28,808	\$35,173
Associate Administrator	\$47,112	\$53,934	\$82,410	\$64,938
Audiologist	\$39,998	\$46,800	N/A	\$52,000
Bookkeeper	\$34,424	\$34,424	\$36,213	\$39,520
Building Engineer/Maintenance	N/A	\$16,640	\$37,731	N/A
Business Office Manager	N/A	\$39,998	\$33,280	\$44,346
Business Office Staff	\$21,528	\$26,000	\$31,200	\$30,867
Cashier	\$25,542	\$23,920	\$26,166	\$26,000
Cast Technician	N/A	N/A	\$37,398	N/A
CAT Scan Technician (CS Tech)	N/A	\$43,430	\$56,035	\$47,611
Certified Lab Assistant (CLA)	N/A	\$46,634	\$27,040	\$36,358
Clinical Research Coordinator	N/A	\$36,962	\$42,141	\$51,563
Coding Specialist	\$31,096	\$30,160	\$33,134	\$36,400
Compliance Officer	N/A	\$79,290	\$66,123	\$45,760
Controller	\$32,344	\$47,112	\$62,338	\$60,445
Courier	\$22,880	\$20,800	\$20,675	\$24,773
Credit/Collections Manager	N/A	\$29,120	\$34,674	\$31,200
Department Manager	N/A	N/A	N/A	N/A
Director of Finance	N/A	\$112,632	N/A	\$78,021
Director of Laboratory	N/A	N/A	\$42,931	\$52,146
Director of Managed Care	N/A	\$107,640	N/A	\$49,587
Director of Marketing	N/A	\$50,710	N/A	N/A
Director of Nursing	N/A	\$64,376	\$58,926	\$62,462
Director of Personnel	N/A	\$144,997	\$39,853	\$62,192
Director of Purchasing	N/A	\$78,499	\$59,384	\$33,238
Director of Radiology	N/A	N/A	\$78,000	\$66,206
EEG Lab Supervisor	N/A	N/A	N/A	\$57,491
EEG Technician	N/A	\$27,581	\$33,342	\$31,200
EKG Technician	N/A	\$17,160	N/A	\$44,304
Front Desk Staff	\$20,800	\$21,861	\$25,064	\$26,270
General Accounting Manager	\$61,984	\$56,160	\$54,642	\$52,790
Housekeeper	\$20,800	\$19,760	\$23,920	\$37,586
Insurance Manager	\$47,237	\$29,120	\$37,440	\$37,440

*See job descriptions listed in **Appendix A** of this report

**Reported hourly rate multiplied by 2080 hours



Statewide Median Annual Salary by Years of Experience and Position

State-Wide Position*	Median Annual Salary**			
	Less than 1 year	1 year but less than 5 years	5 year but less than 10 years	More than 10 years
IT Manager/Officer	\$219,856	\$47,840	N/A	\$62,982
IT Programming/Support Staff	\$28,870	\$49,650	\$42,182	\$46,800
Lab Section Supervisor	N/A	\$39,000	\$55,661	\$46,134
Laboratory Aide	\$17,160	\$21,840	\$21,840	\$36,920
Licensed Practical Nurse	\$28,080	\$28,517	\$29,120	\$31,699
Managed Care Coordinator	\$20,800	\$21,840	N/A	\$29,557
Medical Assistant	\$21,008	\$23,920	\$27,040	\$29,099
Medical Lab Technician (MLT)	N/A	N/A	N/A	N/A
Medical Records Staff	\$20,800	\$20,280	\$21,840	\$23,629
Medical Records Supervisor	N/A	\$46,904	\$26,000	\$31,450
Medical Records Transcriptionist	\$21,008	\$24,752	\$29,411	\$31,970
Medical Secretary	N/A	\$20,800	\$30,784	\$34,466
Medical Technologist (ASCP)	N/A	\$33,197	\$48,880	\$52,042
Medical Transcription Manager	N/A	\$27,310	\$44,221	\$41,413
Nurse Practitioner	\$71,365	\$72,904	\$75,046	\$80,558
Office Manager	\$38,646	\$33,280	\$34,944	\$45,760
Ophthalmic Assistant	N/A	\$24,960	\$29,120	\$33,592
Ophthalmic Technician	\$27,456	\$30,160	\$32,240	\$31,990
Optical Shop Supervisor	N/A	N/A	N/A	\$39,520
Optician	N/A	N/A	\$29,120	\$37,440
Patient Accounts Representative	\$26,000	\$23,504	\$26,000	\$30,264
Payroll/HR Staff	\$22,880	\$48,776	\$42,640	\$36,483
Phlebotomist	N/A	N/A	N/A	N/A
Physical Therapist (RPT)	N/A	\$72,800	\$68,640	\$84,531
Physical Therapist Aide	\$19,240	\$22,173	N/A	N/A
Physical Therapy Assistant	N/A	\$48,672	N/A	\$47,382
Physician Assistant	\$81,245	\$74,880	\$83,200	\$97,760
Practice Administrator/CEO (non-Physician)	N/A	N/A	N/A	\$81,120
Practice Administrator/CEO (Physician)	N/A	N/A	N/A	\$366,496
Pt Education Coordinator	N/A	\$43,160	\$57,533	N/A
Radiology Technologist (RRT)	\$36,795	\$39,458	\$42,307	\$46,072
Receptionist	\$20,280	\$21,736	\$24,336	\$25,230
Registered Nurse	\$62,400	\$48,298	\$48,693	\$51,875
Social Worker	N/A	\$50,003	\$59,634	N/A
Surgical Scheduler	\$29,640	\$27,310	\$31,200	\$32,573
Switchboard Operator	\$23,067	\$21,840	\$24,898	\$26,354
Triage Nurse	\$22,880	\$28,288	\$35,360	\$40,477
Ultrasound Technician	N/A	N/A	N/A	N/A
Workers Comp Liaison	N/A	N/A	\$29,120	\$29,661

*See job descriptions listed in **Appendix A** of this report

**Reported hourly rate multiplied by 2080 hours



Chattanooga Hourly Rates and Annual Salaries by Position

Position*	Hourly Rates			Annual Salary**		
	Median	Minimum	Maximum	Median	Minimum	Maximum
Accredited Records Tech (ART)	\$13.50	\$12.00	\$19.33	\$28,080	\$24,960	\$40,206
Administrative Assistant	\$37.74	\$20.19	\$51.00	\$78,499	\$41,995	\$106,080
Administrative Secretary	\$16.34	\$13.00	\$27.24	\$33,987	\$27,040	\$56,659
Appointment Secretary	\$11.24	\$9.00	\$20.30	\$23,379	\$18,720	\$42,224
Assistant Business Office Manager	\$16.51	\$12.50	\$16.82	\$34,341	\$26,000	\$34,986
Associate Administrator	\$22.65	\$22.51	\$22.65	\$47,112	\$46,821	\$47,112
Bookkeeper	\$16.55	\$11.55	\$16.55	\$34,424	\$24,024	\$34,424
Business Office Manager	\$25.54	\$16.00	\$25.54	\$53,123	\$33,280	\$53,123
Business Office Staff	\$13.52	\$10.00	\$16.00	\$28,122	\$20,800	\$33,280
Cashier	\$12.28	\$12.28	\$12.50	\$25,542	\$25,542	\$26,000
Cast Technician	\$17.98	\$17.98	\$17.98	\$37,398	\$37,398	\$37,398
Clinical Research Coordinator	\$21.12	\$15.00	\$27.24	\$43,930	\$31,200	\$56,659
Coding Specialist	\$18.25	\$12.38	\$20.78	\$37,960	\$25,750	\$43,222
Compliance Officer	\$38.12	\$31.79	\$100.96	\$79,290	\$66,123	\$209,997
Controller	\$22.65	\$15.55	\$39.91	\$47,112	\$32,344	\$83,013
Courier	\$11.00	\$11.00	\$11.91	\$22,880	\$22,880	\$24,773
Credit/Collections Manager	\$13.16	\$11.76	\$18.67	\$27,373	\$24,461	\$38,834
Department Manager	\$20.67	\$18.00	\$28.10	\$42,994	\$37,440	\$58,448
Director of Finance	\$72.15	\$72.15	\$72.15	\$150,072	\$150,072	\$150,072
Director of Marketing	\$28.85	\$28.85	\$28.85	\$60,008	\$60,008	\$60,008
Director of Nursing	\$30.24	\$30.00	\$30.47	\$62,899	\$62,400	\$63,378
Director of Personnel	\$49.52	\$29.32	\$69.71	\$103,002	\$60,986	\$144,997
Director of Purchasing	\$37.74	\$37.74	\$37.74	\$78,499	\$78,499	\$78,499
Director of Radiology	\$32.79	\$29.00	\$36.57	\$68,203	\$60,320	\$76,066
Front Desk Staff	\$12.06	\$9.75	\$17.00	\$25,085	\$20,280	\$35,360
General Accounting Manager	\$30.40	\$29.80	\$31.00	\$63,232	\$61,984	\$64,480
Insurance Manager	\$13.00	\$10.50	\$15.50	\$27,040	\$21,840	\$32,240
IT Manager/Officer	\$65.35	\$25.00	\$105.70	\$135,928	\$52,000	\$219,856
IT Program/Support Staff	\$23.87	\$13.00	\$23.87	\$49,650	\$27,040	\$49,650
Lab Section Supervisor	\$27.00	\$24.00	\$30.00	\$56,160	\$49,920	\$62,400
Laboratory Aide	\$15.25	\$15.25	\$15.25	\$31,720	\$31,720	\$31,720
Licensed Practical Nurse	\$16.52	\$12.52	\$22.90	\$34,362	\$26,042	\$47,632
Managed Care Coordinator	\$14.54	\$14.54	\$14.54	\$30,243	\$30,243	\$30,243
Medical Assistant	\$12.50	\$9.50	\$25.00	\$26,000	\$19,760	\$52,000
Medical Lab Technician (MLT)	\$18.50	\$17.00	\$24.20	\$38,480	\$35,360	\$50,336
Medical Records Staff	\$10.86	\$7.00	\$14.00	\$22,589	\$14,560	\$29,120
Medical Records Supervisor	\$22.55	\$22.55	\$40.03	\$46,904	\$46,904	\$83,262
Medical Records Transcriptionist	\$13.35	\$10.00	\$16.02	\$27,768	\$20,800	\$33,322
Medical Secretary	\$13.27	\$13.12	\$13.41	\$27,602	\$27,290	\$27,893
Medical Technologist (ASCP)	\$19.00	\$19.00	\$19.00	\$39,520	\$39,520	\$39,520
Nurse Practitioner	\$36.87	\$34.00	\$48.08	\$76,690	\$70,720	\$100,006
Office Manager	\$22.37	\$14.00	\$40.00	\$46,530	\$29,120	\$83,200
Ophthalmic Assistant	\$15.23	\$10.66	\$16.15	\$31,678	\$22,173	\$33,592
Ophthalmic Technician	\$15.13	\$14.50	\$19.00	\$31,470	\$30,160	\$39,520
Optician	\$18.00	\$15.00	\$22.37	\$37,440	\$31,200	\$46,530
Patient Accounts Representative	\$12.50	\$10.00	\$25.00	\$26,000	\$20,800	\$52,000
Payroll/HR Staff	\$23.45	\$11.00	\$43.27	\$48,776	\$22,880	\$90,002
Phlebotomist	\$13.45	\$13.39	\$13.50	\$27,976	\$27,851	\$28,080
Physical Therapist (RPT)	\$32.00	\$32.00	\$32.00	\$66,560	\$66,560	\$66,560
Physical Therapy Assistant	\$20.50	\$20.50	\$20.50	\$42,640	\$42,640	\$42,640
Physician Assistant	\$44.00	\$38.00	\$50.00	\$91,520	\$79,040	\$104,000
Practice Administrator/CEO (non-Physician)	\$44.89	\$28.00	\$109.79	\$93,371	\$58,240	\$228,363
Radiology Technologist (RRT)	\$22.45	\$14.00	\$29.96	\$46,696	\$29,120	\$62,317
Receptionist	\$11.00	\$9.00	\$17.35	\$22,880	\$18,720	\$36,088
Registered Nurse	\$23.04	\$17.75	\$32.00	\$47,923	\$36,920	\$66,560
Surgical Scheduler	\$13.94	\$12.00	\$17.78	\$28,995	\$24,960	\$36,982
Switchboard Operator	\$11.25	\$8.75	\$15.00	\$23,400	\$18,200	\$31,200
Triage Nurse	\$11.00	\$10.00	\$12.00	\$22,880	\$20,800	\$24,960
Ultrasound Technician	\$24.63	\$24.00	\$25.25	\$51,230	\$49,920	\$52,520
Workers Comp Liaison	\$14.00	\$14.00	\$14.00	\$29,120	\$29,120	\$29,120

*See job descriptions listed in **Appendix A** of this report.

**Reported hourly rate multiplied by 2080 hours.

Knoxville Hourly Rates and Annual Salaries by Position

Position*	Hourly Rates			Annual Salary**		
	Median	Minimum	Maximum	Median	Minimum	Maximum
Administrative Assistant	\$10.00	\$8.50	\$23.89	\$20,800	\$17,680	\$49,691
Administrative Secretary	\$13.38	\$13.25	\$13.50	\$27,830	\$27,560	\$28,080
Appointment Secretary	\$10.50	\$9.00	\$13.75	\$21,840	\$18,720	\$28,600
Assistant Business Office Manager	\$14.70	\$11.00	\$15.26	\$30,576	\$22,880	\$31,741
Associate Administrator	\$35.22	\$28.85	\$41.59	\$73,258	\$60,008	\$86,507
Audiologist	\$21.00	\$19.23	\$28.84	\$43,680	\$39,998	\$59,987
Bookkeeper	\$18.33	\$14.65	\$22.00	\$38,126	\$30,472	\$45,760
Business Office Manager	\$23.04	\$16.24	\$38.46	\$47,923	\$33,779	\$79,997
Business Office Staff	\$14.00	\$9.00	\$17.71	\$29,120	\$18,720	\$36,837
Cashier	\$12.60	\$9.64	\$15.30	\$26,208	\$20,051	\$31,824
CAT Scan Technician (CS Tech)	\$23.10	\$19.76	\$29.48	\$48,048	\$41,101	\$61,318
Coding Specialist	\$14.33	\$10.50	\$19.00	\$29,806	\$21,840	\$39,520
Compliance Officer	\$22.00	\$22.00	\$22.00	\$45,760	\$45,760	\$45,760
Controller	\$23.10	\$21.15	\$26.38	\$48,048	\$43,992	\$54,870
Courier	\$10.92	\$10.92	\$10.92	\$22,714	\$22,714	\$22,714
Credit/Collections Manager	\$17.25	\$15.00	\$19.49	\$35,880	\$31,200	\$40,539
Department Manager	\$18.18	\$13.30	\$36.54	\$37,814	\$27,664	\$76,003
Director of Finance	\$31.74	\$31.74	\$31.74	\$66,019	\$66,019	\$66,019
Director of Laboratory	\$23.90	\$23.90	\$23.90	\$49,712	\$49,712	\$49,712
Director of Nursing	\$34.00	\$23.49	\$36.00	\$70,720	\$48,859	\$74,880
Director of Personnel	\$28.85	\$28.85	\$28.85	\$60,008	\$60,008	\$60,008
Director of Radiology	\$37.50	\$37.50	\$37.50	\$78,000	\$78,000	\$78,000
EEG Lab Supervisor	\$25.43	\$22.00	\$28.85	\$52,894	\$45,760	\$60,008
EEG Technician	\$15.00	\$15.00	\$17.16	\$31,200	\$31,200	\$35,693
EKG Technician	\$21.30	\$21.30	\$21.30	\$44,304	\$44,304	\$44,304
Front Desk Staff	\$11.00	\$9.46	\$19.00	\$22,880	\$19,677	\$39,520
Housekeeper	\$9.50	\$9.50	\$11.50	\$19,760	\$19,760	\$23,920
Insurance Manager	\$14.13	\$13.00	\$16.62	\$29,390	\$27,040	\$34,570
IT Manager/Officer	\$23.00	\$22.12	\$50.00	\$47,840	\$46,010	\$104,000
IT Programming/Support Staff	\$57.88	\$15.75	\$100.00	\$120,390	\$32,760	\$208,000
Lab Section Supervisor	\$19.59	\$17.00	\$22.18	\$40,747	\$35,360	\$46,134
Laboratory Aide	\$11.55	\$11.55	\$11.55	\$24,024	\$24,024	\$24,024
Licensed Practical Nurse	\$14.00	\$11.00	\$24.00	\$29,120	\$22,880	\$49,920
Medical Assistant	\$12.50	\$8.00	\$18.43	\$26,000	\$16,640	\$38,334
Medical Lab Technician (MLT)	\$17.85	\$15.60	\$20.17	\$37,128	\$32,448	\$41,954
Medical Records Staff	\$10.50	\$7.25	\$12.40	\$21,840	\$15,080	\$25,792
Medical Records Transcriptionist	\$14.00	\$12.25	\$16.54	\$29,120	\$25,480	\$34,403
Medical Secretary	\$11.00	\$10.00	\$14.50	\$22,880	\$20,800	\$30,160
Medical Technologist (ASCP)	\$20.00	\$20.00	\$20.00	\$41,600	\$41,600	\$41,600
Nurse Practitioner	\$36.09	\$28.00	\$48.00	\$75,067	\$58,240	\$99,840
Office Manager	\$22.60	\$15.14	\$57.69	\$47,008	\$31,491	\$119,995
Ophthalmic Assistant	\$12.50	\$12.00	\$14.00	\$26,000	\$24,960	\$29,120
Ophthalmic Technician	\$15.60	\$13.20	\$18.00	\$32,448	\$27,456	\$37,440
Optical Shop Supervisor	\$19.00	\$19.00	\$19.00	\$39,520	\$39,520	\$39,520
Optician	\$14.00	\$14.00	\$14.00	\$29,120	\$29,120	\$29,120
Patient Accounts Representative	\$11.00	\$9.00	\$28.84	\$22,880	\$18,720	\$59,987
Payroll/HR Staff	\$17.54	\$15.70	\$19.38	\$36,483	\$32,656	\$40,310
Phlebotomist	\$12.13	\$10.25	\$14.09	\$25,230	\$21,320	\$29,307
Physical Therapist (RPT)	\$46.15	\$33.00	\$59.30	\$95,992	\$68,640	\$123,344
Physician Assistant	\$36.85	\$28.72	\$60.00	\$76,648	\$59,738	\$124,800
Practice Administrator/CEO (non-Physician)	\$38.63	\$17.30	\$114.97	\$80,350	\$35,984	\$239,138
Pt Education Coordinator	\$24.41	\$14.90	\$29.03	\$50,773	\$30,992	\$60,382
Radiology Technologist (RRT)	\$21.50	\$16.28	\$30.00	\$44,720	\$33,862	\$62,400
Receptionist	\$11.50	\$8.19	\$18.00	\$23,920	\$17,035	\$37,440
Registered Nurse	\$19.00	\$14.25	\$38.46	\$39,520	\$29,640	\$79,997
Surgical Scheduler	\$12.36	\$10.71	\$14.00	\$25,709	\$22,277	\$29,120
Switchboard Operator	\$10.45	\$10.00	\$14.31	\$21,736	\$20,800	\$29,765
Triage Nurse	\$15.00	\$15.00	\$15.00	\$31,200	\$31,200	\$31,200
Ultrasound Technician	\$30.00	\$24.31	\$45.00	\$62,400	\$50,565	\$93,600

*See job descriptions listed in **Appendix A** of this report.

**Reported hourly rate multiplied by 2080 hours.

Memphis Hourly Rates and Annual Salaries by Position

Position*	Hourly Rates			Annual Salary**		
	Median	Minimum	Maximum	Median	Minimum	Maximum
Accredited Records Tech (ART)	\$16.60	\$16.60	\$16.60	\$34,528	\$34,528	\$34,528
Administrative Assistant	\$16.21	\$7.61	\$21.14	\$33,717	\$15,829	\$43,971
Administrative Secretary	\$16.38	\$10.00	\$25.00	\$34,070	\$20,800	\$52,000
Appointment Secretary	\$11.75	\$11.00	\$16.90	\$24,440	\$22,880	\$35,152
Assistant Business Office Manager	\$12.50	\$11.25	\$23.00	\$26,000	\$23,400	\$47,840
Associate Administrator	\$27.55	\$21.50	\$33.59	\$57,304	\$44,720	\$69,867
Audiologist	\$25.00	\$25.00	\$25.00	\$52,000	\$52,000	\$52,000
Bookkeeper	\$18.81	\$15.27	\$23.62	\$39,125	\$31,762	\$49,130
Business Office Manager	\$22.00	\$14.50	\$28.84	\$45,760	\$30,160	\$59,987
Business Office Staff	\$13.68	\$9.14	\$30.00	\$28,454	\$19,011	\$62,400
Cashier	\$13.70	\$9.00	\$15.25	\$28,496	\$18,720	\$31,720
CAT Scan Technician (CS Tech)	\$21.71	\$21.14	\$22.34	\$45,157	\$43,971	\$46,467
Clinical Research Coordinator	\$20.26	\$13.01	\$44.15	\$42,141	\$27,061	\$91,832
Coding Specialist	\$14.81	\$12.70	\$22.00	\$30,805	\$26,416	\$45,760
Compliance Officer	\$63.04	\$63.04	\$63.04	\$131,123	\$131,123	\$131,123
Controller	\$38.76	\$30.03	\$47.48	\$80,621	\$62,462	\$98,758
Courier	\$11.57	\$10.24	\$12.89	\$24,066	\$21,299	\$26,811
Department Manager	\$25.79	\$18.02	\$31.25	\$53,643	\$37,482	\$65,000
Director of Nursing	\$38.47	\$29.10	\$41.60	\$80,018	\$60,528	\$86,528
Director of Personnel	\$32.83	\$32.83	\$32.83	\$68,286	\$68,286	\$68,286
Director of Purchasing	\$43.23	\$43.23	\$43.23	\$89,918	\$89,918	\$89,918
Director of Radiology	\$29.44	\$29.44	\$29.44	\$61,235	\$61,235	\$61,235
EEG Lab Supervisor	\$27.71	\$26.42	\$29.00	\$57,637	\$54,954	\$60,320
EEG Technician	\$14.08	\$13.26	\$14.90	\$29,286	\$27,581	\$30,992
Front Desk Staff	\$12.00	\$9.50	\$16.84	\$24,960	\$19,760	\$35,027
General Accounting Manager	\$27.00	\$27.00	\$27.00	\$56,160	\$56,160	\$56,160
Insurance Manager	\$16.55	\$14.50	\$26.20	\$34,424	\$30,160	\$54,496
IT Manager/Officer	\$34.26	\$30.28	\$38.24	\$71,261	\$62,982	\$79,539
IT Programming/Support Staff	\$18.52	\$12.00	\$23.83	\$38,522	\$24,960	\$49,566
Lab Section Supervisor	\$26.76	\$18.75	\$27.52	\$55,661	\$39,000	\$57,242
Laboratory Aide	\$10.50	\$10.50	\$10.50	\$21,840	\$21,840	\$21,840
Licensed Practical Nurse	\$18.00	\$14.00	\$23.61	\$37,440	\$29,120	\$49,109
Managed Care Coordinator	\$10.00	\$10.00	\$10.00	\$20,800	\$20,800	\$20,800
Medical Assistant	\$13.39	\$9.00	\$24.80	\$27,851	\$18,720	\$51,584
Medical Lab Technician (MLT)	\$17.00	\$10.50	\$24.03	\$35,360	\$21,840	\$49,982
Medical Records Staff	\$11.00	\$8.00	\$16.48	\$22,880	\$16,640	\$34,278
Medical Records Supervisor	\$17.83	\$11.25	\$19.88	\$37,086	\$23,400	\$41,350
Medical Records Transcriptionist	\$15.00	\$11.00	\$17.18	\$31,200	\$22,880	\$35,734
Medical Secretary	\$15.85	\$14.00	\$17.98	\$32,968	\$29,120	\$37,398
Medical Technologist (ASCP)	\$25.02	\$19.92	\$32.50	\$52,042	\$41,434	\$67,600
Medical Transcription Manager	\$20.41	\$19.91	\$21.26	\$42,453	\$41,413	\$44,221
Nurse Practitioner	\$40.97	\$31.25	\$60.10	\$85,218	\$65,000	\$125,008
Office Manager	\$20.93	\$18.26	\$38.47	\$43,534	\$37,981	\$80,018
Ophthalmic Assistant	\$14.00	\$14.00	\$14.00	\$29,120	\$29,120	\$29,120
Ophthalmic Technician	\$14.52	\$12.00	\$19.06	\$30,202	\$24,960	\$39,645
Patient Accounts Representative	\$13.70	\$10.50	\$19.34	\$28,496	\$21,840	\$40,227
Payroll/HR Staff	\$22.44	\$17.30	\$25.26	\$46,675	\$35,984	\$52,541
Phlebotomist	\$11.79	\$10.19	\$15.19	\$24,523	\$21,195	\$31,595
Physical Therapist (RPT)	\$27.33	\$26.14	\$28.51	\$56,846	\$54,371	\$59,301
Physical Therapy Assistant	\$22.78	\$22.78	\$22.78	\$47,382	\$47,382	\$47,382
Physician Assistant	\$37.12	\$30.00	\$41.98	\$77,210	\$62,400	\$87,318
Practice Administrator/CEO (non-Physician)	\$38.94	\$21.63	\$85.42	\$80,995	\$44,990	\$177,674
Pt Education Coordinator	\$28.00	\$28.00	\$28.00	\$58,240	\$58,240	\$58,240
Radiology Technologist (RRT)	\$25.51	\$17.00	\$33.19	\$53,061	\$35,360	\$69,035
Receptionist	\$11.20	\$9.18	\$14.30	\$23,296	\$19,094	\$29,744
Registered Nurse	\$26.64	\$20.00	\$100.00	\$55,411	\$41,600	\$208,000
Social Worker	\$28.67	\$28.67	\$28.67	\$59,634	\$59,634	\$59,634
Surgical Scheduler	\$17.47	\$15.45	\$18.95	\$36,338	\$32,136	\$39,416
Switchboard Operator	\$11.65	\$10.50	\$17.42	\$24,232	\$21,840	\$36,234
Triage Nurse	\$14.00	\$13.60	\$27.19	\$29,120	\$28,288	\$56,555
Ultrasound Technician	\$30.86	\$30.00	\$35.00	\$64,189	\$62,400	\$72,800
Workers Comp Liaison	\$14.92	\$14.26	\$15.58	\$31,034	\$29,661	\$32,406

*See job descriptions listed in **Appendix A** of this report.

**Reported hourly rate multiplied by 2080 hours.

Nashville Hourly Rates and Annual Salaries by Position

Position*	Hourly Rates			Annual Salary**		
	Median	Minimum	Maximum	Median	Minimum	Maximum
Administrative Assistant	\$14.69	\$12.00	\$18.75	\$30,555	\$24,960	\$39,000
Administrative Secretary	\$10.00	\$10.00	\$25.00	\$20,800	\$20,800	\$52,000
Appointment Secretary	\$11.81	\$8.00	\$17.18	\$24,565	\$16,640	\$35,734
Bookkeeper	\$16.00	\$16.00	\$16.00	\$33,280	\$33,280	\$33,280
Business Office Manager	\$21.00	\$18.00	\$30.00	\$43,680	\$37,440	\$62,400
Business Office Staff	\$14.18	\$12.79	\$16.02	\$29,494	\$26,603	\$33,322
Certified Lab Assistant (CLA)	\$17.48	\$17.48	\$17.48	\$36,358	\$36,358	\$36,358
Coding Specialist	\$13.75	\$11.00	\$15.00	\$28,600	\$22,880	\$31,200
Controller	\$23.00	\$23.00	\$23.00	\$47,840	\$47,840	\$47,840
Credit/Collections Manager	\$19.50	\$16.50	\$25.00	\$40,560	\$34,320	\$52,000
Department Manager	\$21.85	\$21.85	\$21.85	\$45,448	\$45,448	\$45,448
Director of Finance	\$43.27	\$43.27	\$43.27	\$90,002	\$90,002	\$90,002
Director of Laboratory	\$21.00	\$21.00	\$21.00	\$43,680	\$43,680	\$43,680
Director of Personnel	\$21.00	\$21.00	\$21.00	\$43,680	\$43,680	\$43,680
Front Desk Staff	\$12.36	\$8.00	\$18.75	\$25,709	\$16,640	\$39,000
Insurance Manager	\$18.00	\$15.00	\$18.00	\$37,440	\$31,200	\$37,440
Licensed Practical Nurse	\$17.00	\$13.00	\$28.00	\$35,360	\$27,040	\$58,240
Medical Assistant	\$14.00	\$8.76	\$21.96	\$29,120	\$18,221	\$45,677
Medical Records Staff	\$13.00	\$11.50	\$14.00	\$27,040	\$23,920	\$29,120
Medical Secretary	\$18.00	\$16.10	\$18.00	\$37,440	\$33,488	\$37,440
Medical Transcription Manager	\$18.00	\$18.00	\$18.00	\$37,440	\$37,440	\$37,440
Nurse Practitioner	\$33.65	\$27.00	\$37.30	\$69,992	\$56,160	\$77,584
Office Manager	\$25.63	\$15.00	\$33.40	\$53,310	\$31,200	\$69,472
Patient Accounts Representative	\$16.39	\$12.00	\$18.00	\$34,091	\$24,960	\$37,440
Phlebotomist	\$16.00	\$16.00	\$16.00	\$33,280	\$33,280	\$33,280
Physical Therapist (RPT)	\$38.00	\$38.00	\$38.00	\$79,040	\$79,040	\$79,040
Practice Administrator/CEO (non-Physician)	\$35.00	\$25.00	\$48.08	\$72,800	\$52,000	\$100,006
Radiology Technologist (RRT)	\$17.25	\$16.00	\$18.50	\$35,880	\$33,280	\$38,480
Receptionist	\$13.45	\$11.00	\$16.50	\$27,976	\$22,880	\$34,320
Registered Nurse	\$20.36	\$18.54	\$46.00	\$42,349	\$38,563	\$95,680
Surgical Scheduler	\$16.39	\$14.50	\$21.00	\$34,091	\$30,160	\$43,680
Triage Nurse	\$17.00	\$12.00	\$21.47	\$35,360	\$24,960	\$44,658
Ultrasound Technician	\$33.00	\$18.00	\$50.00	\$68,640	\$37,440	\$104,000

*See job descriptions listed in **Appendix A** of this report.

**Reported hourly rate multiplied by 2080 hours.

Tri-Cities Hourly Rates and Annual Salaries by Position

Position*	Hourly Rates			Annual Salary**		
	Median	Minimum	Maximum	Median	Minimum	Maximum
Administrative Assistant	\$15.75	\$13.00	\$17.70	\$32,760	\$27,040	\$36,816
Administrative Secretary	\$9.95	\$9.00	\$16.00	\$20,696	\$18,720	\$33,280
Appointment Secretary	\$10.36	\$8.50	\$16.59	\$21,549	\$17,680	\$34,507
Assistant Business Office Manager	\$15.00	\$13.00	\$17.00	\$31,200	\$27,040	\$35,360
Associate Administrator	\$39.62	\$17.31	\$45.67	\$82,410	\$36,005	\$94,994
Audiologist	\$33.65	\$33.65	\$33.65	\$69,992	\$69,992	\$69,992
Bookkeeper	\$16.82	\$12.00	\$21.63	\$34,986	\$24,960	\$44,990
Business Office Manager	\$16.49	\$15.38	\$17.60	\$34,299	\$31,990	\$36,608
Business Office Staff	\$10.85	\$9.22	\$15.45	\$22,568	\$19,178	\$32,136
Cashier	\$12.68	\$9.50	\$15.18	\$26,374	\$19,760	\$31,574
CAT Scan Technician (CS Tech)	\$30.00	\$30.00	\$30.00	\$62,400	\$62,400	\$62,400
Coding Specialist	\$17.87	\$13.70	\$20.52	\$37,170	\$28,496	\$42,682
Compliance Officer	\$12.40	\$12.40	\$12.40	\$25,792	\$25,792	\$25,792
Controller	\$29.97	\$29.97	\$29.97	\$62,338	\$62,338	\$62,338
Credit/Collections Manager	\$14.46	\$14.09	\$14.82	\$30,077	\$29,307	\$30,826
Department Manager	\$11.00	\$11.00	\$11.00	\$22,880	\$22,880	\$22,880
Director of Managed Care	\$51.75	\$51.75	\$51.75	\$107,640	\$107,640	\$107,640
Director of Marketing	\$19.90	\$19.90	\$19.90	\$41,392	\$41,392	\$41,392
Director of Nursing	\$29.35	\$21.88	\$30.95	\$61,048	\$45,510	\$64,376
Director of Personnel	\$19.16	\$19.16	\$19.16	\$39,853	\$39,853	\$39,853
Front Desk Staff	\$10.00	\$6.00	\$14.50	\$20,800	\$12,480	\$30,160
General Accounting Manager	\$25.50	\$21.53	\$26.27	\$53,040	\$44,782	\$54,642
Insurance Manager	\$13.75	\$12.55	\$18.61	\$28,600	\$26,104	\$38,709
IT Programming/Support Staff	\$21.05	\$18.25	\$25.24	\$43,784	\$37,960	\$52,499
Laboratory Aide	\$8.00	\$8.00	\$8.00	\$16,640	\$16,640	\$16,640
Licensed Practical Nurse	\$14.43	\$9.00	\$25.75	\$30,014	\$18,720	\$53,560
Medical Assistant	\$11.97	\$0.00	\$16.75	\$24,898	\$0	\$34,840
Medical Records Staff	\$9.50	\$6.55	\$16.20	\$19,760	\$13,624	\$33,696
Medical Records Transcriptionist	\$14.25	\$9.07	\$19.77	\$29,640	\$18,866	\$41,122
Medical Technologist (ASCP)	\$12.00	\$12.00	\$12.00	\$24,960	\$24,960	\$24,960
Medical Transcription Manager	\$13.13	\$13.13	\$13.13	\$27,310	\$27,310	\$27,310
Nurse Practitioner	\$35.00	\$26.44	\$50.00	\$72,800	\$54,995	\$104,000
Office Manager	\$13.81	\$10.00	\$29.09	\$28,725	\$20,800	\$60,507
Patient Accounts Representative	\$13.00	\$8.00	\$18.40	\$27,040	\$16,640	\$38,272
Phlebotomist	\$11.06	\$10.92	\$11.20	\$23,005	\$22,714	\$23,296
Physical Therapist (RPT)	\$38.63	\$33.99	\$43.27	\$80,350	\$70,699	\$90,002
Physician Assistant	\$41.80	\$31.00	\$64.90	\$86,944	\$64,480	\$134,992
Practice Administrator/CEO (non-Physician)	\$36.54	\$19.73	\$43.27	\$76,003	\$41,038	\$90,002
Radiology Technologist (RRT)	\$18.79	\$14.43	\$27.28	\$39,083	\$30,014	\$56,742
Receptionist	\$10.00	\$8.47	\$14.50	\$20,800	\$17,618	\$30,160
Registered Nurse	\$32.62	\$15.00	\$34.00	\$67,850	\$31,200	\$70,720
Surgical Scheduler	\$14.36	\$11.03	\$21.00	\$29,869	\$22,942	\$43,680
Switchboard Operator	\$9.36	\$8.01	\$14.00	\$19,469	\$16,661	\$29,120
Triage Nurse	\$17.00	\$8.00	\$20.40	\$35,360	\$16,640	\$42,432
Ultrasound Technician	\$23.61	\$15.00	\$28.26	\$49,109	\$31,200	\$58,781
Workers Comp Liaison	\$12.62	\$12.62	\$12.62	\$26,250	\$26,250	\$26,250

*See job descriptions listed in **Appendix A** of this report.

**Reported hourly rate multiplied by 2080 hours.



Middle Tennessee Hourly Rates and Annual Salaries by Position

Position*	Hourly Rates			Annual Salary**		
	Median	Minimum	Maximum	Median	Minimum	Maximum
Administrative Assistant	\$17.43	\$12.85	\$22.00	\$36,254	\$26,728	\$45,760
Administrative Secretary	\$14.48	\$10.00	\$19.31	\$30,118	\$20,800	\$40,165
Appointment Secretary	\$8.96	\$8.00	\$14.50	\$18,637	\$16,640	\$30,160
Assistant Business Office Manager	\$13.00	\$13.00	\$13.00	\$27,040	\$27,040	\$27,040
Associate Administrator	\$45.78	\$43.69	\$49.52	\$95,222	\$90,875	\$103,002
Bookkeeper	\$16.99	\$12.93	\$21.04	\$35,339	\$26,894	\$43,763
Building Engineer/Maintenance	\$17.51	\$17.51	\$17.51	\$36,421	\$36,421	\$36,421
Business Office Manager	\$19.62	\$12.00	\$30.00	\$40,810	\$24,960	\$62,400
Business Office Staff	\$15.56	\$9.00	\$18.00	\$32,365	\$18,720	\$37,440
Cashier	\$10.35	\$8.21	\$11.54	\$21,528	\$17,077	\$24,003
CAT Scan Technician (CS Tech)	\$31.00	\$23.77	\$31.00	\$64,480	\$49,442	\$64,480
Coding Specialist	\$15.00	\$10.00	\$18.50	\$31,200	\$20,800	\$38,480
Courier	\$10.00	\$7.73	\$10.00	\$20,800	\$16,078	\$20,800
Credit/Collections Manager	\$17.83	\$14.00	\$21.50	\$37,086	\$29,120	\$44,720
Department Manager	\$15.68	\$13.00	\$16.22	\$32,614	\$27,040	\$33,738
Director of Laboratory	\$29.14	\$29.14	\$29.14	\$60,611	\$60,611	\$60,611
Director of Nursing	\$25.54	\$17.31	\$29.50	\$53,123	\$36,005	\$61,360
Director of Personnel	\$31.85	\$31.85	\$31.85	\$66,248	\$66,248	\$66,248
Director of Radiology	\$34.21	\$34.21	\$34.21	\$71,157	\$71,157	\$71,157
Front Desk Staff	\$11.00	\$8.75	\$16.38	\$22,880	\$18,200	\$34,070
General Accounting Manager	\$25.25	\$25.25	\$25.25	\$52,520	\$52,520	\$52,520
Housekeeper	\$10.00	\$10.00	\$10.00	\$20,800	\$20,800	\$20,800
Insurance Manager	\$18.00	\$11.00	\$19.81	\$37,440	\$22,880	\$41,205
IT Programming/Support Staff	\$22.06	\$17.05	\$29.76	\$45,885	\$35,464	\$61,901
Lab Section Supervisor	\$26.00	\$26.00	\$26.00	\$54,080	\$54,080	\$54,080
Laboratory Aide	\$16.50	\$13.00	\$20.00	\$34,320	\$27,040	\$41,600
Licensed Practical Nurse	\$14.47	\$10.00	\$18.50	\$30,098	\$20,800	\$38,480
Managed Care Coordinator	\$10.50	\$10.50	\$10.50	\$21,840	\$21,840	\$21,840
Medical Assistant	\$12.25	\$8.50	\$18.25	\$25,480	\$17,680	\$37,960
Medical Lab Technician (MLT)	\$18.34	\$15.00	\$18.34	\$38,147	\$31,200	\$38,147
Medical Records Staff	\$10.00	\$8.00	\$13.50	\$20,800	\$16,640	\$28,080
Medical Records Transcriptionist	\$12.75	\$10.75	\$14.65	\$26,520	\$22,360	\$30,472
Medical Technologist (ASCP)	\$20.76	\$20.76	\$20.76	\$43,181	\$43,181	\$43,181
Nurse Practitioner	\$36.50	\$32.52	\$45.00	\$75,920	\$67,642	\$93,600
Office Manager	\$23.00	\$12.50	\$40.00	\$47,840	\$26,000	\$83,200
Patient Accounts Representative	\$10.59	\$9.27	\$16.00	\$22,027	\$19,282	\$33,280
Payroll/HR Staff	\$14.71	\$14.71	\$14.71	\$30,597	\$30,597	\$30,597
Phlebotomist	\$9.40	\$9.00	\$10.27	\$19,552	\$18,720	\$21,362
Physician Assistant	\$42.79	\$36.00	\$50.00	\$89,003	\$74,880	\$104,000
Practice Administrator/CEO (non-Physician)	\$34.24	\$25.70	\$67.31	\$71,219	\$53,456	\$140,005
Radiology Technologist (RRT)	\$18.79	\$14.42	\$33.85	\$39,083	\$29,994	\$70,408
Receptionist	\$9.79	\$8.00	\$15.00	\$20,363	\$16,640	\$31,200
Registered Nurse	\$22.63	\$14.00	\$35.00	\$47,070	\$29,120	\$72,800
Surgical Scheduler	\$12.64	\$11.02	\$14.25	\$26,291	\$22,922	\$29,640
Switchboard Operator	\$10.64	\$10.50	\$11.44	\$22,131	\$21,840	\$23,795
Triage Nurse	\$14.74	\$11.00	\$18.48	\$30,659	\$22,880	\$38,438
Ultrasound Technician	\$27.36	\$21.00	\$41.35	\$56,909	\$43,680	\$86,008

*See job descriptions listed in **Appendix A** of this report.

**Reported hourly rate multiplied by 2080 hours.



East Tennessee Hourly Rates and Annual Salaries by Position

Position*	Hourly Rates			Annual Salary**		
	Median	Minimum	Maximum	Median	Minimum	Maximum
Administrative Assistant	\$18.43	\$13.48	\$19.81	\$38,334	\$28,038	\$41,205
Administrative Secretary	\$14.00	\$14.00	\$14.00	\$29,120	\$29,120	\$29,120
Appointment Secretary	\$8.88	\$8.25	\$9.50	\$18,470	\$17,160	\$19,760
Assistant Business Office Manager	\$17.46	\$16.00	\$18.92	\$36,317	\$33,280	\$39,354
Associate Administrator	\$25.48	\$19.41	\$28.85	\$52,998	\$40,373	\$60,008
Audiologist	\$29.91	\$29.91	\$29.91	\$62,213	\$62,213	\$62,213
Bookkeeper	\$15.87	\$12.00	\$21.30	\$33,010	\$24,960	\$44,304
Building Engineer/Maintenance	\$18.73	\$18.14	\$19.32	\$38,958	\$37,731	\$40,186
Business Office Manager	\$14.41	\$12.88	\$29.16	\$29,973	\$26,790	\$60,653
Business Office Staff	\$12.00	\$10.25	\$15.00	\$24,960	\$21,320	\$31,200
Cashier	\$10.30	\$9.00	\$12.56	\$21,424	\$18,720	\$26,125
CAT Scan Technician (CS Tech)	\$18.46	\$16.50	\$23.88	\$38,397	\$34,320	\$49,670
Certified Lab Assistant (CLA)	\$22.42	\$13.58	\$31.25	\$46,634	\$28,246	\$65,000
Clinical Research Coordinator	\$20.50	\$20.50	\$20.50	\$42,640	\$42,640	\$42,640
Coding Specialist	\$18.15	\$18.15	\$18.15	\$37,752	\$37,752	\$37,752
Compliance Officer	\$22.00	\$22.00	\$22.00	\$45,760	\$45,760	\$45,760
Courier	\$9.61	\$9.27	\$9.94	\$19,989	\$19,282	\$20,675
Department Manager	\$17.50	\$13.90	\$31.25	\$36,400	\$28,912	\$65,000
Director of Finance	\$36.14	\$36.14	\$36.14	\$75,171	\$75,171	\$75,171
Director of Managed Care	\$23.84	\$23.84	\$23.84	\$49,587	\$49,587	\$49,587
Director of Nursing	\$30.03	\$30.03	\$30.03	\$62,462	\$62,462	\$62,462
Director of Personnel	\$28.70	\$26.44	\$30.95	\$59,696	\$54,995	\$64,376
Director of Purchasing	\$16.35	\$13.87	\$18.82	\$34,008	\$28,850	\$39,146
EKG Technician	\$8.25	\$8.25	\$8.25	\$17,160	\$17,160	\$17,160
Front Desk Staff	\$10.40	\$8.08	\$15.02	\$21,632	\$16,806	\$31,242
General Accounting Manager	\$42.86	\$42.86	\$42.86	\$89,149	\$89,149	\$89,149
Housekeeper	\$14.04	\$10.00	\$18.07	\$29,203	\$20,800	\$37,586
Insurance Manager	\$19.00	\$13.25	\$22.71	\$39,520	\$27,560	\$47,237
IT Manager/Officer	\$35.37	\$25.06	\$45.67	\$73,570	\$52,125	\$94,994
IT Programming/Support Staff	\$16.83	\$14.86	\$26.56	\$35,006	\$30,909	\$55,245
Laboratory Aide	\$13.63	\$9.50	\$17.75	\$28,350	\$19,760	\$36,920
Licensed Practical Nurse	\$13.73	\$11.15	\$17.08	\$28,558	\$23,192	\$35,526
Managed Care Coordinator	\$12.32	\$10.75	\$13.88	\$25,626	\$22,360	\$28,870
Medical Assistant	\$11.44	\$7.50	\$17.34	\$23,795	\$15,600	\$36,067
Medical Lab Technician (MLT)	\$17.50	\$11.64	\$18.14	\$36,400	\$24,211	\$37,731
Medical Records Staff	\$8.96	\$7.50	\$11.70	\$18,637	\$15,600	\$24,336
Medical Records Supervisor	\$12.50	\$12.50	\$12.50	\$26,000	\$26,000	\$26,000
Medical Records Transcriptionist	\$11.69	\$9.50	\$18.00	\$24,315	\$19,760	\$37,440
Medical Secretary	\$12.55	\$9.50	\$14.93	\$26,104	\$19,760	\$31,054
Nurse Practitioner	\$34.62	\$28.85	\$62.20	\$72,010	\$60,008	\$129,376
Office Manager	\$16.14	\$12.63	\$33.15	\$33,571	\$26,270	\$68,952
Patient Accounts Representative	\$12.50	\$9.00	\$17.98	\$26,000	\$18,720	\$37,398
Payroll/HR Staff	\$20.50	\$20.50	\$20.50	\$42,640	\$42,640	\$42,640
Phlebotomist	\$11.07	\$9.20	\$21.00	\$23,026	\$19,136	\$43,680
Physical Therapist (RPT)	\$36.25	\$35.00	\$37.50	\$75,400	\$72,800	\$78,000
Physical Therapist Aide	\$9.96	\$9.25	\$10.66	\$20,717	\$19,240	\$22,173
Physical Therapy Assistant	\$23.63	\$23.40	\$23.85	\$49,150	\$48,672	\$49,608
Physician Assistant	\$33.17	\$30.29	\$43.27	\$68,994	\$63,003	\$90,002
Practice Administrator/CEO (non-Physician)	\$45.34	\$22.12	\$81.40	\$94,307	\$46,010	\$169,312
Radiology Technologist (RRT)	\$18.94	\$14.00	\$28.51	\$39,395	\$29,120	\$59,301
Receptionist	\$9.75	\$6.85	\$17.33	\$20,280	\$14,248	\$36,046
Registered Nurse	\$20.65	\$13.65	\$26.24	\$42,952	\$28,392	\$54,579
Social Worker	\$24.04	\$24.04	\$24.04	\$50,003	\$50,003	\$50,003
Surgical Scheduler	\$14.00	\$14.00	\$14.00	\$29,120	\$29,120	\$29,120
Switchboard Operator	\$14.00	\$14.00	\$14.00	\$29,120	\$29,120	\$29,120
Ultrasound Technician	\$26.90	\$25.71	\$27.08	\$55,952	\$53,477	\$56,326

*See job descriptions listed in **Appendix A** of this report.

**Reported hourly rate multiplied by 2080 hours.

West Tennessee Hourly Rates and Annual Salaries by Position

Position*	Hourly Rates			Annual Salary**		
	Median	Minimum	Maximum	Median	Minimum	Maximum
Administrative Assistant	\$18.62	\$18.00	\$19.23	\$38,730	\$37,440	\$39,998
Appointment Secretary	\$10.89	\$9.27	\$12.00	\$22,651	\$19,282	\$24,960
Assistant Business Office Manager	\$17.00	\$17.00	\$17.00	\$35,360	\$35,360	\$35,360
Bookkeeper	\$16.00	\$16.00	\$16.00	\$33,280	\$33,280	\$33,280
Building Engineer/Maintenance	\$8.00	\$8.00	\$8.00	\$16,640	\$16,640	\$16,640
Business Office Manager	\$20.60	\$13.50	\$25.00	\$42,848	\$28,080	\$52,000
Business Office Staff	\$12.86	\$10.35	\$16.50	\$26,749	\$21,528	\$34,320
Cashier	\$11.35	\$8.50	\$12.50	\$23,608	\$17,680	\$26,000
Certified Lab Assistant (CLA)	\$13.00	\$13.00	\$13.00	\$27,040	\$27,040	\$27,040
Clinical Research Coordinator	\$18.94	\$18.94	\$23.00	\$39,395	\$39,395	\$47,840
Coding Specialist	\$14.63	\$12.25	\$17.00	\$30,430	\$25,480	\$35,360
Credit/Collections Manager	\$13.56	\$12.00	\$15.11	\$28,205	\$24,960	\$31,429
Director of Laboratory	\$17.37	\$17.37	\$17.37	\$36,130	\$36,130	\$36,130
Director of Nursing	\$26.04	\$17.68	\$28.25	\$54,163	\$36,774	\$58,760
Director of Personnel	\$13.00	\$13.00	\$13.00	\$27,040	\$27,040	\$27,040
Director of Purchasing	\$13.13	\$13.13	\$13.13	\$27,310	\$27,310	\$27,310
Front Desk Staff	\$10.00	\$8.25	\$14.00	\$20,800	\$17,160	\$29,120
Insurance Manager	\$13.50	\$13.00	\$16.82	\$28,080	\$27,040	\$34,986
IT Manager/Officer	\$17.61	\$17.61	\$17.61	\$36,629	\$36,629	\$36,629
IT Programming/Support Staff	\$16.25	\$16.25	\$16.25	\$33,800	\$33,800	\$33,800
Lab Section Supervisor	\$18.50	\$18.50	\$18.50	\$38,480	\$38,480	\$38,480
Laboratory Aide	\$9.38	\$8.25	\$10.50	\$19,510	\$17,160	\$21,840
Licensed Practical Nurse	\$13.48	\$9.00	\$17.60	\$28,038	\$18,720	\$36,608
Medical Assistant	\$11.30	\$6.55	\$16.00	\$23,504	\$13,624	\$33,280
Medical Lab Technician (MLT)	\$15.21	\$15.21	\$15.21	\$31,637	\$31,637	\$31,637
Medical Records Staff	\$9.63	\$7.25	\$13.50	\$20,030	\$15,080	\$28,080
Medical Records Supervisor	\$10.85	\$10.51	\$15.12	\$22,568	\$21,861	\$31,450
Medical Records Transcriptionist	\$9.50	\$8.75	\$15.37	\$19,760	\$18,200	\$31,970
Nurse Practitioner	\$41.45	\$36.90	\$47.77	\$86,216	\$76,752	\$99,362
Office Manager	\$22.84	\$15.00	\$47.11	\$47,507	\$31,200	\$97,989
Patient Accounts Representative	\$10.65	\$8.60	\$12.00	\$22,152	\$17,888	\$24,960
Phlebotomist	\$10.26	\$9.00	\$11.50	\$21,341	\$18,720	\$23,920
Physician Assistant	\$36.00	\$36.00	\$36.00	\$74,880	\$74,880	\$74,880
Practice Administrator/CEO (non-Physician)	\$40.00	\$35.00	\$56.99	\$83,200	\$72,800	\$118,539
Practice Administrator/CEO (Physician)	\$176.20	\$176.20	\$176.20	\$366,496	\$366,496	\$366,496
Radiology Technologist (RRT)	\$15.32	\$12.42	\$20.11	\$31,866	\$25,834	\$41,829
Receptionist	\$11.39	\$8.60	\$13.94	\$23,691	\$17,888	\$28,995
Registered Nurse	\$20.26	\$15.50	\$24.40	\$42,141	\$32,240	\$50,752
Switchboard Operator	\$10.05	\$8.25	\$13.21	\$20,904	\$17,160	\$27,477
Ultrasound Technician	\$23.29	\$20.70	\$25.87	\$48,443	\$43,056	\$53,810

*See job descriptions listed in **Appendix A** of this report.

**Reported hourly rate multiplied by 2080 hours.

Appendix A – Position Descriptions

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Administration

Associate Administrator

Provides assistance to a top administrator (e.g., Practice Administrator) with the management of one or more functional areas of the practice, e.g., administration, managed care, human resources, finance, and/or operations. Normally has a limited scope of responsibility, such as marketing, human resources, or patient accounting. A medical practice may have multiple associate/assistant administrators.

Department Manager

Manages operation of one or more medical/surgical departments, ancillary service departments, or an ambulatory surgery facility (usually found in larger practices). Assists with budget planning and approves department expenditures. May supervise department non-medical staff.

Practice Administrator/Chief Executive Officer (non-Physician)

This is the top non-physician professional administrative position. Maintains broad responsibilities for all administrative functions, including operations, marketing, finance, managed care/third-party contracting, physician compensation and reimbursement, human resources, medical and business information systems, and planning and development. Oversees management personnel with direct responsibilities for these functional areas. Usually reports to the governing body of the organization.

Practice Administrator/Chief Executive Officer (Physician)

This is the top professional administrative position who also is a licensed and practicing physician. Maintains broad responsibilities for all administrative functions, including operations, marketing, finance, managed care/third-party contracting, physician compensation and reimbursement, human resources, medical and business information systems, and planning and development. Oversees management personnel with direct responsibilities for these functional areas. Usually reports to the governing body of the organization.

Office Manager

Manages the medical activities of a medical practice, with a more limited scope than that of a Practice Administrator. The focus of this position usually rests on the daily operations of the organization. May oversee some financial activities, such as billing and collections. Usually reports to physician management in smaller groups or to the Practice Administrator in medium to large sized groups.

Administrative Assistant

Carries out work projects assigned by the CEO/Administrator relative to the total clinic operation or to specific patient services. Investigates procedures and operations and gathers data for preparation of statistical and operational reports and makes recommendations for revision. Performs related duties directed.

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Administrative Secretary

Assists members of the administrative staff by performing secretarial/clerical and minor executive duties. Answers telephone, interviews and screens office callers, makes appointments, composes correspondence and memoranda.

Business Office

Business Office Manager

Directs and coordinates business office activities. Responsible for the areas of insurance processing and claim filing, billing, accounts receivable, credit, and collections. May have several managers or supervisors under this position.

Assistant Business Office Manager

Responsible for the direction of one or more major functions of the business office. Gets involved with the difficult or unusual billing or insurance problems.

Director of Managed Care

Responsible for the planning, development, direction and maintenance of outside managed care and provider relationships. Exercises general supervision over managed care department staff.

Managed Care Coordinator

Responsible for maintaining information flow in the managed care referral process for all contracted managed care health plans.

Insurance Manager

Responsible for supervision and coordination of all third-party indemnity insurance and state and federal medical assistance programs (Medicare, Medicaid, etc.) as they relate to the medical group patients. Involved in the implementation of insurance systems with the data processing department. Supervises all insurance personnel.

Credit/Collections Manager

Supervises personnel involved in the mailing of collection letters and counselors who interview patients to arrange methods of payment or extension of credit; in difficult cases will interview patient, evaluate credit history, and determine payment dates based on patient's ability to pay and clinic policy. Makes decisions on which delinquent accounts to turn over to a collection agency or recommends such action.

Director of Purchasing

Responsible for the purchase, storing, and distribution of all supplies and equipment. Manages and controls the standards of quantity, quality, and purchase price in accordance with established policy and procedure.

Business Office Clerk

Performs routine clerical work involving an elementary degree of skill and responsibility. Typical duties include filing, sorting, recording, answering telephone, and typing.

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Switchboard Operator

Operates a telephone switchboard to relay incoming and outgoing calls. Pages personnel over the intercom system.

Appointment Secretary

Assesses patient's appointment needs. Schedules, changes, cancels, or confirms appointments as appropriate. Schedules tests, procedures, or surgeries as requested. Sends appropriate forms, questionnaires, and instructions to patients as needed.

Registration Clerk

Assists patients and visitors by giving them directions or information. Usually stationed by main entrance. Directs patients to the departments where their appointments are. Registers patients who do not have an appointment and refers them to the appropriate department.

Receptionist

Greets patients or others arriving for appointments. Obtains information, answers questions, and provides assistance or directions as appropriate. Notifies physician of patient's arrival. Checks to assure all records needed by physician are available. Answers telephones. May schedule return visits and make appointments.

Front Desk Combination

Only found in small practices. This position performs all patient contact services: clerk typist, medical records, receptionist, appointment secretary, and answers phones for the practice.

Patient Accounts Representative/Clerk

Interviews and assists patients. Works with patient and patient's insurance carrier to determine benefits available and assist families in getting financial aid. Responsible for billing, servicing, and collecting delinquent accounts receivable.

Cashier

Collects payment and posts payment for services rendered. Works with billing of patients. Verifies account balances.

Finance

Director of Finance

Responsible for financial planning and fiscal policies to insure that adequate funds are available for attainment of clinic objectives and financial obligations.

General Accounting Manager

Responsible for the general accounting functions of the group and the preparation of reports and statistics reflecting earnings, profits, cash balances, and other financial results. Formulates and administers approved accounting practices throughout the group to assure

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that financial and operating reports accurately reflect the condition of the business and provide reliable information necessary to operations.

Controller

Directs the establishment and maintenance of accounting principles, practices, and procedures. Maintains all accounting records and is responsible for the development, analysis, and interpretation of statistical and accounting information to appraise operating results in terms of costs, budgets, policies, trends, and increased revenue possibilities.

Bookkeeper

Maintains accounts receivable and payable. Maintains a general ledger. May send out or prepare bills for distribution. May prepare financial statements, income statements, and cost reports.

Personnel

Director of Personnel

Develops, implements, and coordinates policies and programs covering all aspects of activities and personnel administration. Directs benefit services and other employee programs. Initiates and recommends policies and procedures necessary to achieve objectives of the institution and to insure utilization of personnel.

Payroll/Human Resources Clerk

Develops, implements, and coordinates policies and programs covering all aspects of activities and personnel administration. Directs benefit services and other employee programs. Initiates and recommends policies and procedures necessary to achieve objectives of the institution and to insure utilization of personnel.

Data Processing

Data Processing Manager

Directs and coordinates the planning and production activities of the data processing department. Reviews and evaluates project feasibility studies based on management's requirements and priorities and implements the installation and operation of data processing systems and equipment. Responsible for all phases of systems design, programming, installation, and operation.

Systems Analyst

Analyzes data processing systems requirements; determines type and extent of information to be transferred from storage units, variety of items to be processed, extent of storing, and format of computer reports. Tests, checks, and analyzes specific computer programs to reduce computer operating time and to improve programs.

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Computer Programmer

Applies knowledge of computer capabilities, mathematics, and logic employed by computers and particular subject matter involved to analyze charts and diagrams of the problem to be programmed. Develops sequence or program steps, writes detailed flow charts, converts these charts to coded computer instructions.

Computer Operator

Monitors and operates control console of computer to process data according to operating; studies instructions to determine equipment setup and operations; loads appropriate software, etc.; may test and assist in correcting programs.

Data Entry Clerk

Transcribes data from source documents into data formats acceptable to computer system following specific procedures or instructions. This is an entry level position.

Information Technology Technician

Employed by the practice to provide management, oversight and maintenance of information technology systems.

Marketing/Public Relations

Director of Marketing

Responsible for developing, implementing, and evaluating marketing programs for group services and products.

Medical Records

Coding Specialist

Maintains procedure code master file; reviews reimbursement from third-party payors; maintains diagnosis code master files; and/or audits, corrects patient demographic information and total charges; works to resolve coding issues and maintains fee schedules for Medicare, fee for service, health maintenance organizations.

Medical Records Supervisor

Supervises and coordinates the activities of personnel engaged in one or more of following functions: analyzing, coding, indexing, and/or filing of records. Prepares statistical reports and compilations on the clinic's medical activities as necessary.

Medical Transcription Manager

Directs the functions and staff of the transcription department to provide timely, accurate medical transcription services for the medical group practice.

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Accredited Records Technician (ART)

Responsible for preparing and coding statistical reports, diagnoses, and procedures. Maintains indexes according to established plans and procedures. Must be accredited by the American Association of Medical Record Administrators.

Medical Records Transcriptionist

Transcribes recorded dictation for physicians and residents. This includes dictation relating to medical, surgical and radiological reports, physicals, progress notes, surgical procedures, consultation, patient histories, and discharge summaries. Requires knowledge of medical terminology and medical records methods.

Records Clerk

Files charts returned to record room and sends charts out upon request. Keeps medical records in correct filing order.

Medical Secretary

Performs secretarial duties utilizing knowledge of medical terminology and hospital, clinic, or laboratory procedures. Takes dictation in shorthand or uses transcribing machine. Compiles and records medical charts, records, and correspondence.

Laboratory

Director of Laboratory

Provides administrative direction for clinical laboratories. Insures that timely and accurate lab services are provided to patients by selecting and evaluating supervisory personnel, organizing work flow, and assigning production to various lab sections.

Laboratory Section Supervisor

Assigns, coordinates, supervises, and evaluates individual categories of procedures as well as the personnel assigned to a specific section in the lab such as hematology, chemistry, microbiology, etc. Responsible to the Laboratory Director.

Medical Technologist (ASCP)

Performs variety of microscopic, chemical, and bacterial tests to obtain data for use in diagnosis and treatment of disease. Does routine and special laboratory tests in accordance with written requisition of physician. In smaller labs, technologist may perform clinical tests in any one or combination of areas of specialization; in larger labs technologist is more specialized in one area of clinical pathology. Requires college and must be ASCP.

Medical Laboratory Technician (MLT)

Conducts routine tests in clinical labs for use in the treatment and diagnosis of disease; prepares sterile media for use in growing bacterial cultures. Keeps detailed records of all tests performed and reports lab findings to authorized personnel. Graduation from a technical school either as a MLT or ASCP certification is required.

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Certified Laboratory Assistant (CLA)

Performs routine tests in various areas of the lab using standard techniques and equipment. Prepares sterile media such as agar in plates or test tubes for use in growing culture. Requires certification from the Board of Certified Laboratory Assistants.

Laboratory Aide

Cleans laboratory equipment such as glassware, metal instruments, sinks, tables, etc. Prepares simple stains, solutions, and culture media following established formulas and procedures. Under close supervision, may perform simple laboratory tests such as qualitative determinations of sugar and albumin in urine. Keeps records of specimens held in the laboratory. May perform minor repairs to laboratory apparatus.

Radiology

Director of Radiology

Directs x-ray services to include supervising staff, assuring timely processing of reports, maintenance of medical equipment, and the programming and budgeting for the purchase of new equipment and essential construction within the department.

Radiology Technologist (RRT)

Provides technical skills involving radiology and fluoroscopy; takes and may develop radiographs of various parts of the body to assist physician in the detection of foreign bodies and diagnosis of disease or injury.

CAT Scan Technician (CS Tech)

Operates the computed axial tomography machine. Applies prescribed radiation for the purpose of obtaining diagnostic information. Requires a Radiology Technologist with experience in special procedures.

Ultrasound Technician

At the direction of a qualified physician, performs a variety of procedures requiring independent judgment and initiative in the utilization of ultrasonic equipment for the diagnosis of disease in humans. Must be a graduate of a formal ultrasonographer program or trained on the job by a radiologist and eligible for certification.

Physical Therapy

Physical Therapist (RPT)

As prescribed by physician, treats patients with disabilities, disorders, and injuries to relieve pain, develop, or restore function to maintain maximum performance. Requires a college degree, certificate in physical therapy, and state license.

Physical Therapy Assistant

Prepares patients and equipment for therapy, assists PT in administering treatments, and maintains department in an orderly condition. Requires a two-year technical degree.

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Ophthalmic Services

Optical Shop Supervisor

Supervises the dispensing, fitting, and fabricating of eyeglasses and other eyewear. Deals with lens and frame manufacturers in negotiating the best price for the best quality. Considerable time may be spent working as optician.

Optician

Dispenses glasses and contact lenses utilizing prescription from referring Optometrist or Ophthalmologist. Includes grinding and tinting of lenses and frame adjustments.

Ophthalmic Technician

Assists Ophthalmologist or Optometrist with patient care. Performs different levels of eye tests such as visual fields, tonometry, and ocular motility required by Ophthalmologist. May assist Ophthalmologist in surgery. May be certified by JCAHPO as a COT.

Ophthalmic Assistant

Usually all on-the-job-trained position where the employee is trained in history-taking, basic skills and lensometry, instrument maintenance, and may assist patients in proper insertion, removal, and care of contact lenses.

Mental Health Services

Clinical Psychologist, PhD

Carries out functions related to individual and/or group psychotherapy, behavior modification techniques and psychometric and psychological evaluations. A doctoral degree in clinical psychology and a state license is required.

Social Worker

Either in a supervisory capacity or directly, performs a variety of services, including advising on social problems, arranging for discharge, postoperative care, and financial assistance to patients and their families, and alleviation of anxieties or fears concerning disabilities, illnesses, or an uncertain future. Performs marital and family counseling and group psychotherapy. May prepare a complete case history to provide information on a patient's personality and behavior as required for diagnosis and treatment. Master's degree in social work is required.

Audiology

Audiologist

Specializes in diagnostic, rehabilitative, and rehabilitative services and research related to hearing. Administers a wide variety of tests to determine patient's hearing level, to determine hearing loss, and to prescribe the use of a hearing aid and/or special training. Coordinates audiometric results with other diagnostic data, and assists in selection and use of suitable hearing aids. Plans, directs, conducts, or participates in rehabilitative and

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rehabilitative programs including counseling, guidance, auditory training, speech (lip) reading, and speech conservation.

Speech Pathologist

Diagnoses and treats speech and language problems of patients. Plans and conducts remedial program to restore or improve communicative efficiency of patients with functional or organic speech disorders. Determines need for referral to specialists in medicine, dentistry, education, and related areas. Master's degree in speech is required.

EEG

EEG Laboratory Supervisor

Responsible for the operation of the EEG (electroencephalography) lab, evoked potential lab, and all-night sleep lab. Supervises, plans, and reviews the work of the technical staff and performs their duties when required.

EEG Technician

Operates electroencephalograph machine to obtain tracings of impulse frequencies and differences in electrical potential between various areas of the brain, for use in diagnosing brain disorders. Must be a graduate of a two-year technical school with an EEG Tech. program.

EKG Laboratory Supervisor

Responsible for the supervision of all EKG lab personnel. Must be proficient in the use of EKG machines, Holter monitor scanners, treadmill equipment, and heart station computers.

EKG Technician

Records electromotive variations in action of the heart muscle on an electrocardiograph. Pastes or otherwise attaches electrodes to specified areas of patient's body and removes electrodes after completing test. Reviews recording from each electrode for clarity and for deviations from the norm. Requires high school graduation supplemented by completion of an approved training course in electrocardiographic techniques.

Nursing

Cast Technician

Assist physicians and nursing personnel with orthopedic casting procedures to include the application and removal of a variety of casts and splints.

Director of Nursing

Responsible for the overall management of patient care services including quality of nursing care, utilization of personnel, compliance with clinic policies, and development and implementation of patient care goals and objectives. Generally reports to the Chief Executive Officer or Chief Operating officer.

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Registered Nurse

Renders professional nursing care for the comfort and well-being of the patients. Prepares equipment and assists physician during examinations and treatments. Administers prescribed medications, changes dressings, cleans wounds, and monitors patient's vital signs. Observes and maintains records on patient's care, conditions, reaction, and progress. Must be state licensed and a graduate of a Registered Nurse program.

Patient Education Coordinator

Responsible for determining the patient education needs of the clinic, developing these identified needs into programs, and implementing and evaluating these programs. Coordinates and supervises community health care needs of patients in an ambulatory setting.

Triage Nurse

Primarily responsible for screening and placement of patients who walk in or telephone with medical problems or questions. Orders medical record and takes medical history. Administers first aid as appropriate. Sets up appointment with appropriate department as necessary. Requires a Registered Nurse degree and a state license.

Quality Assurance/Utilization Review Nurse

Implements programs designed to improve the quality of healthcare delivery. Measures the quantitative and qualitative aspects of health care delivery. This position is more likely to be found in larger organizations with some degree of integration with other healthcare organizations. Monitors inpatient and outpatient care activities to ensure that accepted utilization management procedures are maintained.

Licensed Practical Nurse

Performs assigned nursing procedures for the comfort and well-being of patients. Takes and records patient's vital signs and collects specimens for analysis. Dresses wounds and administers prescribed medications and procedures utilizing a variety of medical equipment when necessary. Must be state licensed.

Medical Assistant

Prepares treatment rooms; assists physician with materials, instruments, and equipment during exam; sterilizes and cleans instruments; maintains inventory of supplies; takes vitals; blood pressure, pulse, and temperature; completes the paperwork for lab tests, x-rays, and referrals. Must be a graduate of a technical school medical assistant program or have related job experience.

Other Midlevel Providers

Physician Assistant

A person who is trained, certified, and licensed to perform history taking, physical examination, diagnosis, and treatment of commonly encountered medical problems. This person works under the supervision of a licensed physician.

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Nurse Midwife

Nurse-midwives provide primary care to women, including gynecological exams, family planning advice, prenatal care, assistance in labor and delivery, and neonatal care.

Nurse Practitioner

A registered nurse with at least a master's degree in nursing and advanced education in primary care. Capable of independent practice in a variety of settings. A nurse practitioner is licensed to perform functions including taking medical histories, performing physical exams and laboratory tests, prescribing drugs and treating common illnesses and injuries.

Maintenance

Housekeeping Supervisor

Directs and administers the housekeeping program to maintain the practice's facilities in a sanitary, attractive, and orderly condition. Establishes and maintains standards, work procedures, and schedules for the housekeeping staff. Interviews, hires, and terminates housekeeping personnel and is responsible for their training and supervision.

Housekeeper

Performs simple repetitive tasks in maintaining an assigned area of the building in a clean, orderly, and attractive condition. Dusts and damp mops floors, cleans window sills, blinds, furniture, fixtures, and equipment within hand reach.

Building Engineer

Repairs routine to difficult electrical, plumbing, heating, and ventilating equipment problems. Participates in development and carries out the preventive maintenance program for the mechanical, electrical, steam, plumbing, heating, and air conditioning systems. Monitors energy consumption to control cost and use.