



May 2016

Dear ANCO & MOASC Member Practices:

ANCO has conducted staff salary surveys since 1995. In 2016, ANCO is joined by MOASC in conducting another staff salary survey. The purpose of the staff salary survey is to update data relevant to practice expenses in California. Past survey results are reported at [www.anco-online.org/salsrvy.html](http://www.anco-online.org/salsrvy.html).

The attached survey was adopted from *The Health Care Group* and updated by studying other salary surveys. **Please complete the survey and return it to the ANCO or MOASC office at your earliest convenience but no later than September 30, 2016. Respondents will be provided with a \$50 Visa gift card.**

Surveys are being sent to all ANCO & MOASC physician members *and* their practice managers in our database. Please direct the survey to the one individual in each practice who is best qualified to provide the necessary information.

**Survey results** will be published in the fourth quarter of 2016. If you wish to receive survey results in advance of their publication, then please inform the ANCO or MOASC office directly.

Please use the **job definitions** provided in the survey that most closely correspond to the jobs in your practice. Although these definitions may differ from your own job descriptions, using them will make comparative analysis of the survey results more accurate and valid.

To retain confidentiality, please do not give employee names. However, where you have **multiple employees** filling a specific job category, please provide information for each employee.

Be sure to tell us the **number of hours** in a normal workweek. We want to determine what difference exists in hourly rates between full and part-time employees. For most employees, convert **salaries** to **hourly rates**. However, information on office managers and administrators should indicate an annual salary. Finally, please do **NOT** include bonuses or the costs of benefits in salary data.

The frequency and form of performance **evaluations** is an important issue. Please complete these questions on the survey.

Finally, circle all appropriate **benefit** codes for full-time, part-time, and irregular employees.

ANCO and MOASC look forward to your participation in this survey. Please contact ANCO or MOASC if you have any questions or concerns:

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Sincerely,



José Luis González  
*ANCO Executive Director*



Mariana S-B Lamb, MS  
*MOASC Executive Director*

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## 2016 STAFF SALARY SURVEY JOB DEFINITIONS

### Front Office

**File Clerk:** Pulls and files charts and correspondence.

**Multi-Purpose Worker:** Receptionist duties described below as well as assisting the Doctor, preparing the rooms, or handling insurance, filing, and some transcription.

**Office Assistant/Clerk:** Responsible for general administrative duties as assigned by the Administrator or Small Office Manager. Provides secretarial support to Administrator and/or Small Office Manager, physicians, and staff. Provides clerical support by typing letters, legal documents, and reports.

**Receptionist (*Hello* or *Goodbye* desk):** Duties are primarily telephone, appointments, computer, and/or daysheets, checking patients in or out.

**Transcriptionist:** Primarily handles Doctor's transcription and correspondence. May handle administrative secretarial work.

### Business Office

**Billing Coordinator/Manager:** Oversees all facets of billing and collection with some supervisory responsibility.

**Biller:** Duties are exclusively insurance work and/or billing-related activities. Processes charges that are directly billed to government agencies, medical service bureaus, insurance companies, and/or firms. Receives and applies payments to proper accounts. Responds to patients regarding their billing record by telephone, correspondence, or in person. Audits charge tickets for accuracy of CPT and diagnosis codes, identifies and solves coding problems, and responds to coding questions from clinical staff. Enters charges and payments into data processing system.

**Bookkeeper:** Does bookkeeping, accounts receivable, payroll, and accounts payable.

### Supervisory Positions

**Administrator/Executive Director:** Responsible for overall management, contracting, long range planning, and day-to-day operations of the practice with no routine clerical duties. Responsibilities include physician and personnel recruitment and employment, maintaining personnel files and employee benefits programs, processing employee and physician payroll, and may be required to process accounts payable and coordinate maintenance requests.

**Site (Satellite Office) Manager:** Position reserved for multi-site. Site managers are responsible for day-to-day operations of a satellite office of a multi-site group. Prepares and coordinates doctors schedules. Provides front desk and billing support to the site. Oversees at least two employees. Acts as liaison between multi-site group administration and satellite office physicians and staff. Directs and delegates site activities and schedules staff hours.

**Small Office Manager:** Position reserved for groups with less than three physicians. Responsible for day-to-day operations, human resources functions, office payroll, accounts payable, and oversees and approves all supplies and equipment. Prepares and coordinates doctors schedules. Provides front desk and billing support to the practice. Oversees at least two employees. Site managers act as liaisons between administration, physicians, and staff. Directs and delegates department activities, and schedules staff hours.

## **Clinical**

**Laboratory Assistant/Phlebotomist:** Assists technologists by performing venipunctures, taking throat cultures, setting up urinalysis and ECGs. Greets and admits patients to department, accesses patient information, receives calls, and gives routine instructions to patients.

**Laboratory Manager:** Oversees all aspects of the organization's laboratory department. Usually reports to the Administrator. Laboratory managers are responsible for the selection, training, and performance evaluation of department personnel.

**Medical Assistant:** Graduate of Medical Assistant courses, or equivalent, whose *main* duties are assisting Doctor and preparing and cleaning rooms.

**Medical Technologist:** Performs all laboratory procedures and conducts a variety of qualitative and quantitative tests.

**Nurse Manager:** Oversees all aspects of the organization's nursing practices. In most cases, this position requires certification as a Registered Nurse. Oversees all nursing staff. Usually reports to the Administrator.

**Oncology Nurse:** A nurse who specializes in caring, educating, and treating people with cancer with chemotherapy working closely with an oncologist.

**Other Nursing:** All other LVNs, RNs in the practice.

**Pharmacy Technician:** A non-RN, RPh, or PharmD staff member that mixes and/or dispenses chemotherapy and cancer care medications.

**Physician Extender:** Nurse Practitioner or Physician Assistant.

**Chief Radiation Technologist:** A certified staff member that supervises and monitors the quality of patient care in order to prevent mistakes and ensure that all staff follow necessary safety regulations. Chief radiation therapists rarely perform therapies, but must be prepared to do so in case of a staff shortage. Chief therapists typically hire, train, schedule, coach, evaluate and discipline radiation therapists. The chief therapist serves as a resource to subordinates and is available to answer questions that arise about treatments and communicate any concerns about patients' progress to their respective physicians.

**Radiation Technologist:** A certified staff member that administers radiation treatments.

**Research Assistant (RN):** A RN assistant on research studies performed in the organization.

**Research Assistant (non-RN):** A non-RN assistant on research studies performed in the organization.

**Research Manager/Coordinator:** Responsible for the coordination of research studies performed in the practice.

**X-ray Technician:** Performs radiological examinations, including general diagnostic, fluoroscopy, and mammography. Provides necessary clerical and darkroom support as needed.







8. Circle all benefits provided to each staff category:

Regular full-time staff:           A B C D E F G H I J K L M N O

Regular part-time staff:           A B C D E F G H I J K L M N O

Irregular/As needed staff:       A B C D E F G H I J K L M N O

A. Health Insurance (\_\_\_% paid for employee; \_\_\_% paid for dependents)

B. Dental Insurance

C. Vision Insurance

D. Life Insurance

E. Retirement Plan (e.g., 401K)

F. Vacation Days  
(#=\_\_\_ if employed < 1 year; #=\_\_ if employed 1-5 years; #=\_\_ if employed > 5 years)

G. Disability/Personal Days/Sick Days

H. Professional Development/Education (e.g., meeting registrations, CEUs)

I. Career Development (e.g., tuition assistance)

J. Staff Malpractice Insurance

K. Dependent/Child Care

L. Flex-Time

M. Uniforms/Allowance

N. Profit-sharing.

O. Bonus (Please list positions provided with bonuses in last 12-18 months)

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*Thank you for your participation in this survey!  
Please send the \$50 Visa Gift Card to:*

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