

## Medical Assistant Apprenticeship Program

Medical Assistants (MAs) are valued members of the clinic care team. The MA role is fast-paced, interesting, and patient safety guides every interaction. The MA is the first person to welcome a patient to the clinic and they set the stage for a comfortable, caring experience.

### Program Overview:

The Medical Assistant Apprenticeship training program is 11 weeks long. Class is held Monday through Friday from 7:45am to 4:15pm. In addition to classroom instruction, trainees can expect significant amount of homework and studying outside of the classroom. The course material is taught using a combination of classroom instruction, online activities, skills labs and shadowing.

Classes offered during the program include: Anatomy & Physiology with Lab, Medical Terminology, Pathophysiology, Pharmacology, Introduction to Healthcare, Healthcare Professional Communications, Healthcare Customer Service Skills, Medical Assistant Standards & Practices, and Clinical Medical Assisting Lab.

At the conclusion of the 11-week classroom component, trainees sit for the Certified Clinical Medical Assistant (CCMA) Exam. Upon starting work in the clinic they will be enrolled in a 2,000 hour Registered Apprenticeship with the US Department of Labor. The salary will increase from the training wage to \$14.50 per hour, with increases based on competency development and performance at both the midpoint of the apprenticeship year (approx. 1,000 hours) and again at the conclusion of the apprenticeship (2,000 hours) up to \$16.50 per hour.

## Frequently Asked Questions

### What is a registered apprenticeship?

Apprenticeship provides a unique, flexible training system that combines job related technical instruction with structured on-the-job learning experiences. Apprentices have the opportunity to “earn while they learn” as they become more proficient on the job. Monthly behavioral and technical competencies are reviewed and learning plans are developed with supervisors. Technical and behavioral competencies are introduced during the classroom educational portion with the expectation that the apprentice will develop proficiency over their apprenticeship.

### How much does it cost to participate?

There is no direct cost to the individual associated with participating in the program. Trainees are provided with the basic materials to complete the education program, including textbooks, a pair of scrubs and loaned a classroom computer. *Participants commit to two years of employment within the role of an MA at D-H. The first year being the apprenticeship.*

**Will I receive a certificate if I graduate?**

Yes. Trainees receive a certificate of completion from the Dartmouth-Hitchcock Workforce Readiness Institute for the 11-week training. At the conclusion of the classroom component, trainees sit for the Certified Clinical Medical Assistant (CCMA) Exam. Upon passing, trainees earn the CCMA credential. Upon completion of the one-year apprenticeship, apprentices receive a Certificate of Apprenticeship Completion from the US Department of Labor.

**Do I earn college credit?**

Graduates of the program are eligible to earn college credits for the program and apprenticeship. This is at no cost to the apprentice. College credits are awarded through Columbia College and additional information will be provided to selected trainees during enrollment.

**Will I be paid while I am a student during the 11 weeks?**

Yes. Trainees will be hired by a clinic and earn a training wage of approximately \$400 per week during the 11 weeks of class. Trainees will become eligible for benefits after their first 30 days of employment.

**Is there anything I need to do before being hired by D-H?**

Yes, all selected individuals will go through D-H pre-employment screenings, which include a Criminal Background Check, Education Verification, Reference Checks, Comprehensive Drug Screen, Immunization Review and a Health Screening. If there is something that may come back on a criminal record check, we ask that candidates disclose to the WRI Specialist, as non-disclosure could be a barrier moving forward.

**What if I am unable to enroll in the program at this time?**

Please visit <http://go.d-h.org/wri> to learn about other training opportunities through the **D-H Workforce Readiness Institute**. If you would like to receive e-mail notifications when new programs are being offered please submit contact information at [dhwri.org](http://dhwri.org)

**Other questions? Email us at [wri@hitchcock.org](mailto:wri@hitchcock.org)**

**For interview tips visit:**

[http://careers.dartmouth-hitchcock.org/your\\_application/preparing\\_for\\_your\\_interview.html](http://careers.dartmouth-hitchcock.org/your_application/preparing_for_your_interview.html)