

## Medical Assistant Apprenticeship Program FAQs

### ***What does a Medical Assistant do?***

Medical Assistants (MAs) are valued members of the clinic care team. The MA role is fast-paced, wide-ranging, and guided by patient care and safety. The MA is the first person to welcome a patient to the clinic, setting the stage for a comfortable, efficient, and supportive experience for each patient and their care team.

In general, MAs are responsible for efficiently managing clinic flow and rooming patients in a high-volume environment. Duties may include obtaining vital signs, administering immunizations, and completing necessary point-of-care tests such as EKGs, bladder scans, throat swabs, and urinalysis dipsticks. MAs work to maintain supply inventory in addition to other responsibilities as needed. MAs must have a strong work ethic, be flexible with scheduling, maintain a high level of professionalism, and be able to work as part of a team and communicate effectively.

### ***What does the Medical Assistant Apprenticeship Program offer?***

The Dartmouth Health Career Institute (DHCI) Medical Assistant Apprenticeship Program begins with 12 weeks of paid classroom instruction and skills training to provide the foundational knowledge and certification needed to work as a medical assistant in a Dartmouth Health Clinic. Classes taken during the program include:

1. Intro to Anatomy & Physiology
2. Medical Terminology
3. Pathophysiology
4. Communication for Healthcare Professionals
5. Medical Assistant Standards & Practices
6. Clinical Medical Assisting Lab
7. Medical Assistant Practicum

At the conclusion of the 12-week program, trainees sit for the Certified Clinical Medical Assistant (CCMA) Exam administered by the National Healthcareer Association (NHA) and then work full-time in the clinic as a Medical Assistant Apprentice to gain on-the-job experience while completing a required 2,000-hour Registered Apprenticeship with the US Department of Labor.

### ***Where is the program offered, and how are candidates selected for the program?***

The DHCI Medical Assistant Program is offered in 2 classroom locations, Bedford and Lebanon, NH. At the time you apply, select the classroom location that will place you in the region that best aligns with your full-time employment needs.

- Bedford candidates are applying for full-time roles in one of the more southern New Hampshire Dartmouth Hitchcock Clinics located in:
  - o Manchester, NH
  - o Nashua, NH
  - o Concord, NH
- Lebanon candidates are applying for full-time roles at clinics in central New Hampshire and Vermont, specifically:
  - o Alice Peck Day Multi-Specialty Clinics, Lebanon, NH
  - o Dartmouth Hitchcock Clinics, Lebanon, NH (includes Lyme and Hanover)
  - o Mt. Ascutney Health Center, Windsor, VT
  - o New London Hospital Clinics, New London, NH
  - o Newport Health Center, Newport, NH
  - o Ottaquechee Health Center, Woodstock, VT
  - o Valley Regional Hospital Clinics, Claremont, NH

Interested candidates should submit a location-specific [DHCI Program Application](#) with a statement of interest. A DHCI representative will work with candidates to complete additional application requirements.

Qualifying candidates will have the opportunity to interview with DHCI program staff and representatives from hiring clinics in the specific region.

If an offer to join the program is extended, it includes both a spot in the training program and a full-time role at a specific Dartmouth Health Clinic upon completion of the training program.

Training seats are limited to 20 per cohort per classroom location. The training program is offered twice per year, starting in mid-September and mid-March.

### ***What is the pay rate for Medical Assistants through the training program?***

During the 12-week training program, trainees are paid \$12.04/hour (40 hours per week), plus a \$198-per-week homework stipend. This averages out to \$17/hour for a 40-hour week. Trainees are considered full-time employees and are eligible for all Dartmouth Health employee benefits.

The hourly rate increases to \$20.50 on the first day of apprenticeship. After approximately 1,000 hours of the apprenticeship, the hourly rate increases to \$20.75. Upon completion of the apprenticeship, the hourly rate increases to \$21.19.

### ***Is there a sign-on or retention bonus for Medical Assistants?***

Some of our medical assistant trainees may be eligible to receive a sign-on/retention bonus. If eligible, details are provided in the job offer letter if an offer is extended. You may also ask a DHCI representative for eligibility details earlier in the application process.

### ***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. Monthly professional and technical competencies are reviewed, and learning plans are developed with supervisors. Technical and professional competencies are introduced during the classroom education portion, with the expectation that the apprentice develops proficiency throughout the apprenticeship.

### ***What is the work schedule like for a Medical Assistant?***

During the initial 12-week training program, the schedule is Monday through Friday. Most weeks during classroom training include 1 remote learning day and 1 clinical practicum day. In addition to 40 hours/week in the classroom, trainees can expect a significant amount of homework and studying outside of classroom hours.

Once the training program is completed, MAs can expect to work 40 hours/week, Monday – Friday. Some clinics offer four 10-hour days, but this is only in some clinics.

### ***How much does it cost to participate in the program?***

There is no direct cost, but there is a work commitment for this no-cost training program. Selected individuals agree to complete their 2,000-hour apprenticeship and work a minimum of 1 additional year as a Medical Assistant in a Dartmouth Health Clinic.

Throughout training, DHCI will provide the basic learning materials to complete the program, including textbooks, a set of scrubs, and a loaned classroom computer. Trainees will need reliable internet access for remote work and homework.

***Will I receive a certificate if I complete the program?***

Yes. Trainees receive a certificate of completion from the Dartmouth Health Career Institute (DHCI) upon completion of the 12-week training. 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?***

Yes. Training program participants are co-enrolled as Colby Sawyer College (CSC) students at the beginning of the program. Upon successful completion of the 12-week training program, candidates earn 22 college credits at no cost. During the 2,000-hour apprenticeship, candidates are eligible to enroll in 4 CSC courses at no cost, earning an additional 21 credits toward their Associate in Science and Health Sciences (ASHS).