

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.

Medical assistants (MAs) perform a variety of administrative and clinical tasks as an integral part of the clinical care team. They interact directly with patients under the supervision of a provider and/or nurse manager. While not an inclusive list, some of the many functions the MA will perform include: rooming patients and obtaining initial health histories, performing tests (i.e., EKGs, hearing/breathing tests, strep throat assays), assisting providers with procedures, performing venipuncture, administering immunizations, and documenting efficiently in the electronic medical record.

Program Overview:

The Medical Assistant Apprenticeship Program has two phases. The first phase of the program is the 11 week, pre-apprenticeship training program. During this time apprentices are in class from Monday through Friday from 7:45am to 4:45pm in Lebanon, NH. In addition to classroom training, apprentices will have homework assigned each night and on weekends. The course material is taught using a combination of classroom instruction, skills labs and shadowing.

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

At the conclusion of the 11-week program, apprentices sit for the Certified Clinical Medical Assistant (CCMA) Exam and transition to a full-time role in one of our primary care or specialty clinics. Apprentices are also formally enrolled in a 2000 hour Registered Apprenticeship with the U.S. Department of Labor.

The starting wage for graduates of the Medical Assistant training program is \$14.50 per hour. Apprentices can earn up to \$16.50 per hour at the conclusion of the apprenticeship based on competency development and performance.

Program Timeline:

What:	When:	Important Information:
Information Session	August 20 th 6:00pm-7:30pm DHMC, Lebanon Auditorium A	Submit your resume, cover letter, professional reference and register for Aptitude Assessment
Aptitude Assessments *Each candidate will register for one session	August 21 st 9:00-11:00 am August 21 st 3:00-5:00 pm August 22 nd 9:00-11:00 am August 23 rd 9:00-11:00 am	Based on application package and aptitude assessments select applicants will be invited for an interview
Interviews	August 28 th , 29 th or 30 th	Interviews Clinic Leaders and Program Leadership
Candidate Notification	August 31 st 8:30-11:00 am	

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 clinic 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. Apprentices are provided with all necessary materials to complete the education program, including textbooks, a pair of scrubs and classroom computers.

Will I receive a certificate if I graduate?

Yes. You will receive a certificate of completion from the Dartmouth-Hitchcock Workforce Readiness Institute for the educational component. Upon completion of the one-year apprenticeship, you will receive a Certificate of Apprenticeship Completion from the U.S. Department of Labor. At the end of the educational component you will sit for Certified Clinical Medical Assistant (CCMA) exam and upon passing will earn the National Healthcareer Association’s CCMA credential.

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.

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

Yes. Apprentices will be hired and earn a training wage during the 11 weeks of class.

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, Drug Screen, Immunization Review and a Health Screening. If you have something that may come back on a criminal record check we ask you to disclose to the Program Leader 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 your contact information at www.dhcareers.org

For interview tips visit:

http://careers.dartmouth-hitchcock.org/your_application/preparing_for_your_interview.html