University of Wisconsin Medical Assistant Apprenticeship Program Overview

This document gives an overview of an on-the-job training approach that helps individuals add patient care responsibilities to their roles.

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What is the Medical Assistant Apprenticeship Program?
The Medical Assistant Program is an internal training program designed for current employees who are interested in receiving training, on paid work time, in direct patient care tasks, processes, and procedures to assist members of a patient care team in providing a broad range of healthcare services to our patients as a Medical Assistant. All instruction will be provided on paid time and all instructional materials will be provided by UW Health at no cost to the participants.

Who should participate in the program?
The Medical Assistant Program has been developed for current employees looking for a professional development and training opportunity to move from their current role to become a Certified Clinical Medical Assistant (CCMA).

What courses will I be taking in the program?
- Digital Literacy for Healthcare
- Human Body in Health and Disease
- Medical Office Insurance and Finance
- Medical Terminology
- Pharmacology for Allied Health
- Medical Law, Ethics, and Professionalism
- Written Communication
- MA Administrative Procedures

Clinical/Lab Experiences
- MA Clinical Procedures I
- MA Clinical Procedures II
- MA Laboratory Procedures I
- MA Laboratory Procedures II
- Medical Assistant Practicum

Certification
- Eligibility to take the Medical Assistant Certification Examination (CCMA) through the National Healthcare Career Association (NHA).
**Who is eligible for to participate in the program?**

Any UW Health employee* who meets the following requirements is encouraged to apply:

- Has a 0.9 FTE or greater appointment
- Has been a UW Health employee for at least 1 year
- Has received no formal discipline or been on a performance improvement plan within the last 12 months
- Has earned a high school diploma or equivalent
- Has a Leader Statement of Support Form submitted by their current supervisor
- Continues to meet eligibility requirements throughout participation in the program
- Would receive a wage increase by moving into a Medical Assistant job title
- Identifies with one or more demographics considered underrepresented (including but not limited to: racial/ethnic minority, gender identification, first generation higher education student, socio-economic status at poverty level or below, protected veteran status, single parent, or other)

Part of the application process includes completing a 2-hour job shadow and completing the Accuplacer test prior to acceptance into the Medical Assistant Training Program.

*Temporary employees, employees in training, and student employees are not eligible for the Medical Assistant Training Program

**How will my current employee benefits be impacted if I participate in the program?**

Pay and benefits should not be impacted throughout participation in the program. Upon successful completion of the program and certification, participants can expect a pay increase when they move into a Medical Assistant position. Since each employee’s pay and benefit situation is different, interested participants can contact the HR Service Center through an Ask HR case or by calling (608) 263-6500 with specific questions.

**What are the costs for participating in the program?**

Participants will be provided with the following:

- Textbooks
- Lab materials
- Additional instructional resources
- Academic support and tutorial services
- Clinical work attire (e.g., scrubs)

Additional expenses, such as transportation to clinics for clinical requirements, are not covered as part of this program.
Who do I contact with questions about the program?

Questions regarding the Medical Assistant Training Program can be directed to the HR Service Center through an Ask HR case or by calling (608) 263-6500.

How do I schedule my job shadowing experience?
To schedule your job shadowing experience as part of the application process, please contact Lisa Fahey directly at lfahey@uwhealth.org.

What are the important dates to know?
- April 1st – Applications available
- June 28th - Application deadline
- July 8th through July 22nd – Interviews with Program Manager
- July 29th - Acceptance letters e-mailed to students
- Month of August – UW Health Onboarding Process (if needed)
- September 3rd– Classes Begin

The class/term schedule will be provided all participants via email once accepted into the program.