



Indiana University Health

Medical Assistant Education Program Trainee Booklet

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It is the policy of the IU Health that equal opportunities be available to all without regard to race, color, gender, gender identity, sex, religion, national origin, age, disability, sexual orientation, or veteran status. This policy applies in all phases of an individual's career, beginning with the initial application process, recruitment and selection, placement, job change, compensation, discipline, and separation.

To affirm this policy, the organization subscribes to the following principles: the organization will recruit, hire, train, and promote individuals without regard to race, color, gender, gender identity, sex, religion, national origin, disability, sexual orientation, or veteran status.

All personnel actions regarding compensation, benefits, job changes, training, educational assistance, etc. will be administered without regard to race, color, gender, gender identity, sex, religion, national origin, age, disability, sexual orientation, or veteran status.

The organization has Human Resources staff available to consult with any job applicant or employee who has questions or issues concerning this policy's application.

The information contained in this document was accurate at the time of printing and is subject to change without notice.

Introduction

About IU Health (Indiana University Health)

Indiana University Health is Indiana's largest and most comprehensive health system. With hospitals, primary care, and specialty care offices, and allied services, IU Health provides access to the full spectrum of healthcare services for adults and children. IU Health offers a full range of specialty services for children and adults, including cancer, cardiovascular, neuroscience, orthopedics, pediatrics, and transplant services. IU Health consists of the Central, Indy Suburban, West, East, and South Regions. IU Health offers:

- The widest choice – statewide – of highly skilled, compassionate physicians and advanced practice providers (physician assistants and nurse practitioners).
- 16 hospitals and more than 300 primary care and specialty care offices
- A coordinated, personalized approach that includes a wide range of services from primary care and preventive healthcare to end-of-life care.
- A growing network of urgent care centers and other clinical support services, including IU Health Video Visits
- Regional LifeLine bases provide care for the most critically ill and injured patients with advanced air medical helicopters and mobile intensive care units.

IU Health hospitals downtown Indianapolis have been ranked amount the best in the nation for 23 consecutive years by *U.S. News & World Report*, Riley hospital for Children at IU Health is nationally ranked in 10 out of 10 pediatric specialties. (*U.S. News & World Report*, 2020-2021).

Eight IU Health hospitals have earned Magnet® status, and eight hospitals have the Pathway to Excellence designation.

Officers & Faculty

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Program Mission Statement & Objectives

IU Health has been on a path to create a healthy culture for all. The IU Health Way describes our shared culture and how we aspire to treat each other, our patients, and the communities we serve.

- Our vision: To make Indiana one of the nation's healthiest states.
- Our promise: The Best Care, Designed for You
- Our values:
 - **Purpose:** We work to do good in the lives of all others
 - **Excellence:** We do our best at all times and in new ways
 - **Compassion:** We treat all people with respect, empathy, and kindness
 - **Team:** We count on and care for each other

The Medical Assistant Education Program's objectives and goals are:

- To prepare medical assistants who are competent in cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession utilizing the IU Health values of Team, Compassion, Excellence, and Purpose.
- To provide a well-rounded education program as a foundation for future advancement and professional development within the medical assistant field for graduates.

Trainee Resources

1. Faculty – See office hours and contact information on class syllabus.
2. Food – Various food options are available in and around the hospitals and other buildings.
3. Parking – Trainees will be provided with temporary parking Ruth Lilly Center. Clinical practicum parking is different for each location. Parking will be covered by the program or clinical site if payment is needed.
4. Team Member Portal – Accessing Policies & Procedures, Resources, Paycheck, Timecard, Team Directory, Oracle Learn, IU Health News and Announcements, and others.
<https://team.myiuhhealth.org/>
5. Library –The library and media center are located on the first floor in the Methodist Professional Center. <https://iuhealthindianapolis-open.ovid.com>
6. Learning resources – [Lippincott® Learning \(lww.com\)](https://lippincottlearning.com) & McGraw Hill Connect
7. Growth & Development Resources - [Individual Development \(myiuhhealth.org\)](https://myiuhhealth.org/individual-development) & [Learning Institute Calendar & Course Catalog \(iuhealthlearning.org\)](https://iuhealthlearning.org/learning-institute-calendar-course-catalog)
8. Safety & Security – [Safety-Security and Police \(myiuhhealth.org\)](https://myiuhhealth.org/safety-security-and-police)
9. Occupational Health: All injuries must be reported to the Program Director immediately and referred to the appropriate Occupational Health Center. [Employee Occupational Health Services \(myiuhhealth.org\)](https://myiuhhealth.org/employee-occupational-health-services)
10. Employee Assistance Program (EAP) - The purpose of the EAP is to help team members cope at home and work and for improved work-life balance. Team members of IU Health and their immediate household members are eligible for up to 8 no cost

counseling sessions each year. In addition, EAP offers group support, education and guidance as requested for work teams and leaders. [Employee Assistance Program-EAP \(myiuhealth.org\)](https://myiuhealth.org/Employee-Assistance-Program-EAP)

11. The [Mosaic Center for Work, Life + Learning](https://myiuhealth.org/Mosaic-Center-for-Work-Life-Learning) is a new community-based unit within IU Health dedicated to cultivating a diverse pipeline of youth and adults across Indiana with the skills, resources, and confidence to achieve meaningful careers in healthcare. Our coaches meet people wherever they are in their life journeys without judgment, working collaboratively to build individualized plans for success while connecting our members with a mosaic of resources to help build upon their skills and talents, stabilize their finances, support their education, and eliminate barriers. Learn more about how the Mosaic Center can help you start or grow your career in healthcare at worklifelearn.org.
12. Other well-being resources: [My Well-being \(myiuhealth.org\)](https://myiuhealth.org/My-Well-being)

About Medical Assistants

- Demand for medical assistants is high and is expected to grow 18% between 2020 and 2030 as reported by The U.S. Bureau of Labor Statics. This is much faster than the average for all occupations.
- Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments.
- Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with great responsibility.

Inspired by providing compassionate care and serving others? Want to develop meaningful relationships with providers and patients? Consider a Medical Assistant career at Indiana University Health. While serving in this role, you will feel appreciated and recognized for the important contribution you make in your patients' lives whether in a full-time or part-time role.

Our Medical Assistant team cares directly for patients. As a critical member of the care team, you will partner with physicians and advanced practice providers to deliver the highest level of care for our patients.

While working as a Medical Assistant at IU Health, you will be able to grow your career through professional development opportunities. We also offer comprehensive benefits and support for your education and your career, including:

- Career growth ladder which provides the opportunity for IU Health Medical Assistants to grow in their field.
- Support for Medical Assistants through their career progression from our IU Health leaders.
- Tuition reimbursement available for eligible associate degrees, bachelor's degrees, and certificate programs.

The Indiana University Health Medical Assistant Education Program is an opportunity for IU Health team members and external candidates to advance their professional growth to become a certified Medical Assistant (MA) within IU Health.

There are many opportunities in many different outpatient specialties within IU Health as a Medical Assistant. Current open positions can be found at <https://careers.iuhealth.org/pages/medical-assistants>

Roles and Responsibilities

Medical Assistants perform a combination of duties to assist medical providers in the outpatient setting. These may include:

- Complete patient intake and medical histories.
- Perform vital signs and documentation.
- Update and maintain patient medical files and electronic health records.
- Educate and instruct patients on proper usage of medications and procedures.
- Phlebotomy, including venipuncture and capillary sampling.
- Collecting non-blood specimens and point of care testing.
- Performing 12 lead EKGs and EKG strip analysis.
- Prepare and assist with medical examinations.
- Prepare patients for x-rays.
- Perform various injections.
- Administer oral medications.
- Perform aseptic techniques and infection prevention.
- Assist with minor procedures.
- Perform proper use and disposal of biohazards and sharps.
- Perform patient registration and scheduling activities.

Other responsibilities and expectation include:

- Connect to Promise - Demonstrates a commitment to IU Health's mission, vision, and values by exhibiting behaviors and delivering results that align with the strategic direction of the organization. Ensure IU Health is working toward its vision of improving the health of all Hoosiers by providing the best care for each person as we practice our values of purpose, excellence, compassion, and team.
- Clinical Practice - Performs direct patient care services utilizing appropriate techniques and procedures as defined by the department. Independently executes care based on provider orders and approved protocols and supports outreach initiatives for closing gaps in patient care. Under the direction of the provider, obtains and provides education, training, and support to patient/family to assist with treatment requirements, discharge planning and home programming. Strives to meet and exceed individual/patient/ family and other customer expectations. Assists team leaders with scheduling, as needed.

- Ethical Practice - Demonstrates the highest level of confidentiality standards in handling of customer relations, medical and prescription records and Health Insurance Portability and Accountability Act (HIPAA) compliance. Maintains confidentiality as appropriate, earns trust and respect of others, and exhibits behaviors that express the ethical practice of a healthcare organization.
- Relationship building and Customer Care - Establishes and maintains respectful working relations with internal and external customers by being courteous and helpful in all interactions. Shows appreciation and respect for customers' needs, expectations, and perspectives. Represents one's organization by demonstrating behaviors that reflect an attitude of customer service, responsiveness, and concern.
- Safety Awareness - Demonstrates appropriate use of equipment and consistently follows safety procedures to protect oneself, coworkers, customers, and the public.
- Quality Assurance - Maintains a consistent, high level of quality outcomes by adhering to every stage of the process, continuously planning, and systematically measuring the effectiveness of outcomes.
- Adaptability - Adapts to changes in job demands, work priorities, and organizational structure without adverse effects on job performance. Takes guidance and instruction from leaders and implements accordingly.

Working Conditions & Occupational Risks

Medical Assistants work in clean, well-lit, outpatient environments in clinics and hospital settings. Most full-time Medical Assistants work 40 hours a week Monday through Friday. Medical Assistants will be alert and may stand or walk for prolonged periods of time.

As this is a healthcare position, there are occupational risks and hazards with being a medical assistant. This includes:

- Exposure to communicable diseases
- Exposure to our handling of biohazard specimens and bloodborne pathogens
- Sharps injuries
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks (i.e., lower back injury)
- Latex allergies
- Mental and physical stress

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Certification and Accreditation

During the final two weeks of the program, the Medical Assistant trainee will schedule and complete a national Medical Assistant certification exam. Once satisfactory performance in the

didactic and clinical practicum is achieved and the certification exam is passed, the trainee will be a Certified Medical Assistant.

Accreditation will be applied for within the program's first few years. Once accreditation is achieved, trainees that completed this program within 3 years prior to the accreditation will be granted completion of an accredited program.

Academic Calendar

January 2025 Cohort 5

- | | |
|---------------------------------|------------------------------|
| • Application process opens | September 27, 2024 |
| • Selection & Interview Process | October 7 - November 2, 2024 |
| • Education Program start date | January 13, 2025 |
| • Graduation | March 14, 2025 |

April 2025 Cohort 6

- | | |
|---------------------------------|------------------------------|
| • Application process opens | December 27, 2024 |
| • Selection & Interview Process | January 5 – February 3, 2025 |
| • Education Program start date | April 7, 2025 |
| • Graduation | June 6, 2025 |

July 2025 Cohort 7

- | | |
|---------------------------------|-----------------------|
| • Application process opens | March 28, 2025 |
| • Selection & Interview Process | April 7 - May 2, 2025 |
| • Education Program start date | July 14, 2025 |
| • Graduation | September 12, 2025 |

Oct 2025 Cohort 8

- | | |
|---------------------------------|------------------------|
| • Application process opens | June 27, 2025 |
| • Selection & Interview Process | July 6- August 1, 2025 |
| • Education Program start date | October 6, 2025 |
| • Graduation | December 12, 2025 |

Application Process and Criteria

Process

All candidates will apply to the Medical Assistant Education Program with the completion of:

- When the application process is open, search and apply to the MA trainee position through IU Health Careers, selecting the location where the desired final working location is.
- Once applications are sent to the director, you will receive an email requesting at least three references forms (one from a current or past leader and two from peers).
- In this email, there will also be an Application Form with short answer questions (mini essays).
- Each candidate will have one week (7 days) to complete. A reminder email of what elements are missing will be sent to the candidate.
- After the 7-day window, the candidate pool will be reduced to approximately 40 candidates. The remaining candidates will be scheduled for an interview with a panel of educators and the program director. Once interviews are complete, the final section for the cohort will be communicated.
- This entire process will take 6-7 weeks.
- All selected MA trainee must meet the IU Health hiring requirements.

Once accepted in the program, the Medical Assistant Trainee will be required to complete:

- 140 hours minimum of didactic and stimulation course work including in-person & online classes, online modules, weekly quizzes, or assessments, in-person simulation instruction and check offs. See Satisfactory performance and progress.
- 160 hours minimum of supervised, clinical practicum. Practicum can be up to a 40-minute drive from your home. See Satisfactory performance and progress.
- Certification exam
- Post-completion survey

Clinical practicum hours will be at an IU Health location. This will be coordinated and scheduled through each region's ambulatory NPD (Nursing Professional Development), MA program manager, MA program practicum coordinator, or at your hired location.

Requirements

- Be at least 18 years of age by the start of the program
- High School Diploma or equivalency.
- Must be a United States citizen or possess a permanent resident card
- For candidates with English as their second language, English proficiency will be assessed via the written and verbal portions of the application process. An official test result of an English as a foreign language test or completed class may be required.
- Meet technical and physical standards.

- Qualify as a benefits-eligible team member.
- Immunization requirement: Measles, Mumps, Rubella, Rubeola, Varicella, Tetanus, Diphtheria, Pertussis, Hepatitis B, and Influenza
- Flu vaccine is required every fall
- Two-step Tuberculin Test (offered as part of the hiring process, if needed)
- Background check and Drug screen will be required after acceptance for new team members.
- Completion of RQI (Resuscitation Quality Improvement) BLS (Basic Life Support) every 3 months. Team members not required to complete the RQI for their current position or are new to IU Health will have 5 weeks to complete after the program begins.
- For current IU Health team members,
 - You must be an IU Health team member for at least twelve (12) months, unless the current leader approves of an early transfer.
 - You must be in good standing, which includes:
 - Have not received a Corrective Action Level III within the last 6 months.
 - Have not received a level 2 Attendance Warning or conversation within the last 6 months.
 - Have not received an overall performance rating of “partially meets” or “does not meet” within the last 6 months.
 - Must be a full or part time team member. If the team member is part-time, they must be willing to accept and work a full-time (40 hours a week Monday through Friday) position with the start of the program.
 - If a team member does not meet the eligibility criteria, their leaders along with the local Human Resources Vice President can submit an exception request to the Medical Assistant Education Program Director.

Technical & Physical Standards

Technical and physical standards must be met with or without accommodation. A trainee seeking admission into the Medical Assistant Education Program at IU Health should carefully review these technical and physical standards and decide if he or she has any limitations that may restrict or interfere with the satisfactory performance of any of these requirements. The applicant should consult with the program director to discuss any individual situation that would prohibit the applicant from meeting any of these standards.

Before enrollment, applicants must complete and sign the Medical Assistant Technical and Physical Standards Acknowledgement Form.

The Medical Assistant specializes in the application of scientific knowledge and theory in the skillful performance of their profession. All applicants should possess the following attributes:

Physical

- Standing, walking, squatting, or sitting for up to eight hours a day, five days a week. Standing and walking could be 75% of the day.
- Carry and lift fifty (50) pounds.

- Pushing requirement of up to 200 pounds with use of mobility equipment.
- Bending, kneeling, stooping, and/ or crouching may be required for CPR, assisting patients, and retrieving items from cabinets located below waist level.
- Have sufficient fine motor manual dexterity to grasp with both hands, pinch with thumb or forefinger, to manipulate equipment and delicate instruments, and perform patient care tasks. Example include using computer keyboard and medical equipment, ability to perform CPR, handling needles and syringes, opening medication bottles, phlebotomy, handling small containers, setting up sterile fields, and ability to talk on the telephone and write or input into a computer simultaneously.
- Palpate physical attributes, such as pulse, temperate differences, muscle contractions, body landmarks, and edema.

Visual & Auditory

- Have a visual acuity (either on your own or with corrective lenses) that enables you to read information (numbers and letters) printed on medication labels or electronic devices, discriminate shapes, and observe changes in a patient.
- Have sufficient color vision to recognize differences in pills, colors of medication solutions, and physical properties of various body fluids.
- Have an auditory acuity (either on your own or with auditory aids) that allows you to understand a normal speaking voice without seeing the speaker's face, hear over the telephone or intercom, hear heart sounds or distress sounds, and to adequately receive verbal communication in person, virtually, or on the telephone.

Cognitive & Mental

- Read, write, understand, and verbally communicate in fluent English to interact effectively with individuals. Communication is to be clear and concise. This can include questioning patients, relaying information to others, and receiving information.
- Comprehend oral and written language.
- Assimilate and apply knowledge acquired through lectures, discussions, and readings.
- Function and work safely, responsibly, and effectively in a sometimes-stressful situation and maintain a calm demeanor.
- Remain alert to all surroundings and potential emergencies.
- Display the IU Health values and interact appropriately with patients, families, providers, and other team members.
- Protect patient confidentiality.

Background Check and Drug Screen

For new IU Health team members, if you are selected to be in this program, your acceptance will be based upon your ability to pass a criminal background check and drug screen. Failure to pass the background check and drug screen may disqualify you from entering the program.

Having a criminal conviction does not automatically disqualify you from entering this program; however, certain convictions will disqualify you. These limitations are imposed for the safety

and well-being of IU Health patients, employees, visitors, and volunteers. Your record will be evaluated individually.

Technology and Other Requirements (Trainee provided)

With enrollment and acceptance in this program, the trainee will need to obtain:

- IU Health branded Navy-blue scrub shirt or jacket and pants.
 - The IU Health logo will need to be embroidered on the top left side of the shirt and/or jacket. This is not required for scrub pants.
 - New hire and current non-scrub wearing team members will be given an uniform credit for partial coverage for uniforms. Uniform wearing team members will not receive credit until the new year.
- Stethoscope (about \$50-100)
- Personal computer with a monitor screen no more than 3 years old and administrative rights for downloading and installing applications. A tablet will not be able to be used.
- Reliable internet connection to support good video streaming.
- Digital desktop or laptop camera
- Microphone within camera or computer
- Computer speakers or headset
- Operating system for computer: Windows 10 or newer OR Mac OS X 10.15 or newer

Fees

On acceptance, all trainees will be required to purchase the online textbook. The textbook is approximately \$140 and is non-refundable.

Credits

The Medical Assistant Education Program does not accept advance credits, transferred credits, or credit for experience. All didactic and clinical practicum hours must be completed to complete the Medical Assistant Education Program.

Admission Selection

Once all applications are reviewed, all applicants to the program are assigned admission points for the following criteria:

- Completion of High School
- Completion of College courses and or degree
- Direct patient care or customer service experience
- Three reference forms (leader and 2 peers)
- Response to application short answer essay questions

For those who meet all requirements and are in the top candidates based on points, a virtual interview will be scheduled with the Medical Assistant Education Program team. This interview will focus on understanding the candidates' interest in the program, growth opportunities, and abilities to complete the program. Candidates will be notified via email or a telephone call of their acceptance into the program.

Acceptance

Each accepted trainee will receive an acceptance packet via email. **Acceptance depends upon the return of the completed and signed technical standards form, enrollment agreement, promissory note, and work commitment agreement.** Failure to return any of the documents may result in your offer being rescinded and your seat being given to another applicant.

Additional policies and information are found in the Medical Assistant Education Program Trainee Policy Handbook. The trainee will receive this document with the Acceptance packet.

Withdrawal and Termination from the Program

Termination from the program is when the trainee voluntarily or involuntarily terminates from the program. Voluntary termination (withdrawal) is when the trainee chooses to withdraw from the program. Involuntary termination is when the program faculty decides to dismiss the trainee from the program.

The following are grounds for involuntary termination:

- Violation of Code of Ethics and Professional Conduct Policy.
- Failure to maintain the required level of academic achievement.
- Violation of the program's attendance policy.
- Failure to comply with other company policies.

Acts subject to immediate involuntary termination include but are not limited to:

- Falsification of records
- Violation of Confidentiality Policy
- Violations of Code of Ethics and Professional Conduct Policy, depending upon the severity of the infraction

If voluntary termination from the program becomes necessary, the trainee must notify the program director in writing as soon as possible so arrangements for formal termination from the program can be made. If readmission to the program is requested, the trainee must reapply to the next class. A decision regarding readmission will depend on past program performance (prior to termination), the trainee's current situation, and the program's ability to accommodate reentry. Readmission is at the discretion of the program director. If the applicant is readmitted, the applicant may be required to repeat courses and/or clinical time. Be aware that there is no guarantee of readmission after termination.

This may result in a position reassignment period to locate an appropriate & qualified position within IUH.

- If the team member elects to leave IU Health, it will be a voluntary termination.
- If the team member declines reassignment, it will be a voluntary termination.
- Accept reassignment into a comparable position. Upon acceptance, the team member would enter a ninety (90) calendar day Performance Period as outlined under Hiring and Job Change policy. Any resignation within thirty (30) days of transfer to the new position will result in a voluntary termination.
- Accept redeployment into a non-comparable position. Upon acceptance, the team member would enter a ninety (90) calendar day Performance Period as outlined under Hiring and Job Change policy. Any resignation within thirty (30) days of transfer to the new position will result in a voluntary termination.
- Accept an available re-training opportunity. Within the first thirty days of entering the re-training program, management and team members will evaluate suitability for the program. Any determination of unsuitability will result in a voluntary termination.
- If no reassignment, redeployment, or re-training opportunities are available by the end of the Consideration Period, the team member will be involuntarily terminated.

Team members not fulfilling the commitment/ enrollment agreement or failure to complete the program will repay the program cost and fees. See Work Commitment Agreement and Promissory Note.

If a team member leaves the organization within the 12-month period for any reason other than job elimination, they must repay the program cost and fees. Repayment is made through the HRSS/Payroll department. See Work Commitment Agreement and Promissory Note.

Program Details

Duration

This program is a 9-week education and practicum session. This includes a 7-week didactic/simulation session and an integrated 8-week clinical practicum. This program contains at least 140 hours of didactic/simulation, 28 hours of scheduled online modules, and 160 hours of clinical practicum. Practicum hours may be extended to be completed within a 10-week period, with the MA ED Program director's approval.

Example Program Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	New hire Orientation	Virtual Class	Virtual Class	Virtual Class	In-person class & skills lab
Weeks 2-6	Additional Skill time or Clinical	Virtual Class	Virtual Class	In-person class & skills lab	Clinical
	Virtual class	Clinical	Clinical		
Week 7	Additional Skill time or Clinical	Clinical	Clinical	In-person class & skills lab	Clinical
Weeks 8-9	Clinical	Clinical	Clinical	Clinical	Clinical

** Depending on clinical site and trainee arrival to site, the schedule may vary between 7:30a to 5:00p. **

Additional non-paid time outside of classes will be needed for additional reading, homework, supplemental learnings, and studying. This can average 10-20 hours a week or 2-3 hours a day.

Each educational session will begin at the beginning of January, April, July, and October.

In-person class and skills lab days will be completed in Indianapolis at the Ruth Lilly Conference Center. This is once a week for the first 7 weeks. IU Health mileage compensation may be offered to trainees outside the Central Region.

Trainees will schedule the national Medical Assistant Certification exam to be completed during week 8 of the program. This may be extended to be completed within a 10-week period, with the MA ED Program director's approval.

Satisfactory Performance, Progress, and Attendance

All trainees are expected to abide by all policies and procedures established for this program and the organization. These are explained further in the Trainee Policy Handbook and Policy Tech. Following completion of each course and the clinical practicum, a post-evaluation will need to be completed and submitted to receive final grade or to be considered as satisfactory progress. All trainees are expected to perform satisfactorily and progress through the program in the prescribed period.

Satisfactory performance and progress include:

- Meeting academic standards of at least a 75% average or better for all course work and a “Competent” rating for all performance-based activities (competency skills labs & clinical practicum).
- Meeting attendance and behavioral standards and expectations:
 - Consistent attendance without tardiness (see Trainee handbook: Program Attendance & Value Based Attendance Policy).
 - For virtual classes, the trainee’s video camera must be on, and the trainee must be visual throughout the class time. 100% engagement is expected during the class and will be required for pop up questions and group discussions.
 - A willingness to learn.
 - A spirit of cooperation as a member of the IU Health team.
 - A professional demeanor and polished communication skills that reflect positively on yourself, the program, and the institution that you represent.
 - The utmost respect for your fellow trainees, patients, instructors, preceptors, and other health care professionals with whom you interact.
 - Patient confidentiality.
 - Other behavioral standards detailed in the Trainee Handbook.

To complete the Medical Assistant Education Program as a MA II, trainees will:

- Demonstrate satisfactory progress in all courses.
- Obtain a passing score on the Medical Assistant Certification Exam.

Grades and Competency Levels

Each course has criteria or procedures for monitoring the trainee’s progress. These include written and practical examinations, clinical evaluations, proficiency assessments, and other projects and assignments. Trainees are expected to demonstrate satisfactory progress to complete the course in the prescribed time.

Trainees are expected to pass all didactic courses with a grade of 75% or better and a Competent rating for all performance-based activities (skill lab and clinical practicum).

Unsatisfactory progress may result in remediation, an incomplete grade, or a failing grade in course work. The faculty will counsel trainees if there is academic difficulty. The faculty may also refer trainees to appropriate source(s) for further guidance, if needed.

Failure to receive 75% or better in all didactic courses, a “Competent” rating in all performance-based activities or complete all required clinical rotation hours set forth by the program by the program conclusion will result in a failing grade and termination from the program if remediation is unsuccessful. Failure to demonstrate satisfactory progress may result in probation or termination from the program.

Trainees will also receive an incomplete grade if they voluntarily withdraw from the program prior to the completion date or if they are involuntarily withdrawn from the program.

The grading scale for all coursework:

100-91%	A
90-81%	B
80-75%	C
Below 74%	F

The grading scale for skill lab and clinical practicum:

Competent	Pass
Non-Competent	Fail

Make-up and Late Work

Assignments (homework, labs, quizzes, discussion forums, and skill labs) will not be accepted late unless there is communication to the instructor of the trainee's situation within 24 hours of the due date and time. Each request to submit work after its published due date will be handled on a case-by-case basis and holds no guaranteed outcomes.

Interventions and Possible Restrictions

If a trainee fails to maintain satisfactory performance and progress, a series of interventions and related restrictions may apply.

Intervention strategies and restrictions could include, but are not limited to:

- Required counseling and/or tutoring sessions.
- Daily to weekly meetings with faculty.
- Additional required in person skills lab training.
- Additional learning requirements, such as virtual labs, readings, assignments, and trainings.
- Additional clinical practicum hours.
- Probation for a specific time.
- Termination from the program.

If you are terminated from the program for any reason, you must reapply for admission to the next program offering to continue your studies. Before applying for readmission, you must meet with the program director to review recommendations for improvement and strategies to overcome deficiencies. Be aware that there is no guarantee of readmission after termination from the program. See Medical Assistant Education Program Academic and Remediation Policy.

Articulation Agreement

IU Health Medical Assistant Education Program graduates that successfully pass the NHA CCMA certification will receive 5 points on the IVY tech community college application process for the LPN Program.

IU Health does not award college credit for these courses. Upon graduation, you will receive a certificate of completion. If the trainee thinks they will continue their education in the future, they should retain this document along with final grades from these courses. Other learning institutions may require this information to determine transferability of course work.

Job Placement Process

During Week 4 & 5 of the program, the MA Ed Program Director and educators work with the IUH MA Talent Acquisition (TA) team for all trainees to apply for qualified, active MA openings in the region they are associated with. Trainees will apply and be active to no more than 5 openings. Resumes and mock behavioral interviews are included in the program as skills lab stations or homework assignments. The MA Education Program team coach and track the interview process for all trainees. Shadows are required for all interested positions and are not included as clinical practicum hours. Offers need to be obtained before graduation for all MA trainees projected to pass the program. At IUH, MA 1 positions are for non-certified and MA 2 for certified Mas. The work commitment will be voided, if an open MA position is unavailable by graduation. All MA trainees must accept an offer if they only have one offer. If a MA trainee has multiple offers, they may choose which to accept. Acceptance of an offer needs to be made within 3 days of an offer being delivered by the TA team.

Program Courses

MA 101 – Medical Assistant Profession

This course will provide an understanding of the Medical Assistant profession, medical ethics & law, the medical team, communication, safety procedures, infection prevention, documentation, the administrative skills, and emergency management in an ambulatory clinical setting.

MA 102 – Anatomy & Physiology with Medical Terminology

This course will provide a comprehensive overview of the human body's organization, structure, and functions as it relates to medical processes, diseases, and providing patient care. Trainees will learn medical terminology, anatomy, physiology, and pathology for each body system.

MA 103 – Assisting in Clinic

This course will build on cognitive skills from Anatomy & Physiology to advance the understanding of pharmacology, testing, and assisting providers with different patient populations.

MA 104 – Skills Lab

This course will enhance learned cognitive skills through hands on training in our skills lab with check offs, role playing, interviewing, case studies, and more. Trainees will gain psychomotor and adaptive abilities in a controlled setting before entering a patient care area in the Clinical Practicum course.

MA 105 – Medical Assistant Clinical Practicum

This concurrent course will advance trainees in real-world clinical skills and learned cognitive knowledge from other courses in this program. In the Clinical Practicum, trainees will complete at least 160 hours of ambulatory clinical experience in a patient care setting. Trainees will demonstrate and apply psychomotor abilities under supervision to extend their experience and awareness of patient care.

Virtual Class Expectations

- Trainees must have reliable internet and a working computer.
- Respect all team members in this cohort. We all come from different perspectives, situations, and backgrounds.
- Cameras should be turned on, and the trainee should be visible during class.
- Interaction, posting, and discussion are required as part of your grade. It is expected for each class.
- Mute microphones during lecture section of class. Use the "Raise" Hand or chat features to ask questions.
- Phones are not to be visible during class and are to be silent.
- Email, Teams, and Canvas are expected to be checked daily.

Application Submission & Contact Information

Directions regarding the Application

- 1) Read all these materials thoroughly to ensure program qualifications are all met.
- 2) Apply to a MA trainee position through IUH Careers page when the application process is open.
- 3) The application form with the essays will be email to all candidates. This is completed via Forms. Be sure to complete all pages. Initial and sign require fields. For the essay: Give a lot of thought to this, the admissions committee reads this very carefully.
- 4) For the candidate reference forms:
 - At least three references are required. One from a leader and two from different peers.
 - A forms link will be provided to each candidate to send to the desired references.
 - IU Health reserves the right to contact your references to verify information on the forms.

Contact Us

For questions regarding the application process or specific questions about the program, contact the program team at MAEdProgram@iuhealth.org

Updated last 5/12/2025