

Medical Assistant Training

Program Overview

The MA onboarding training program prepares new Medical Assistants to develop and perform basic medical procedures and practices as required by PPPSW.



In This Together—Everyone has a role

The success of the new MA's onboarding relies on several staff members throughout the organization.

The following defines each position's responsibilities that help guide and impact the MA's journey.

» New MA

Expected to:

- * Attend and participate in all components of the onboarding program
- * Ask questions, monitor their progress through the MA Training Record, and share any concerns about their progress, skills, or training content with the Center Manager or Lead MA

» Center Manager

- * First point of contact with the new MA on their first day in the health center
- * Ultimate responsibility for monitoring training progress, providing feedback, and managing performance

» Lead MA

- * An experienced MA who works in the new MA's health center
- * You will be partnered with your Lead MA throughout the duration of your in-clinic training
- * Assesses and signs-off on all tasks, skills, and competencies during in-clinic learning

» MA Training Specialist

- * A PPPSW employee with expert MA skills who serves the agency in a training capacity
- * Facilitates the MA Onboarding in-person and virtual learning
- * Check-in with you and your Lead MA throughout your in-clinic training to ensure progress is being made and provide support.



Onboarding Components

The onboarding training program contains several components that new MA's must attend, complete, and perform. Listed are the components of onboarding with a brief description.

1 New Employee Workshop (NEW)

- * Introduction to Planned Parenthood and to PPSW
- * One day training held at HFAC by Human Resources
- * Typically new MAs attend NEW on their first day employment

2 Virtual/In-Person Learning

- * Multi-day learning experience to develop core knowledge and gain a deeper understanding of the MA role at PPSW
- * In-person learning will focus on patient education, basic technical skills, and EHR documentation
- * Skills learned during the am virtual sessions are practiced during the second half of the day in the center

3 In-Clinic Learning

- * On-the-job training that takes place in the new MA's health center unless coordinated otherwise
- * Intended for the MA to practice and develop skills and competencies required to perform the MA job
- * A designated Lead MA facilitates parts of the in-clinic learning
- * An MA Training Record outlines skills to be developed and learning tasks to be completed
- * Lead MA assesses and signs off competencies on the MA Training Record

4 Onboarding Completion

- * Lead MA sends completed training record to MA Training Specialist for approval
- * Approval of the MA Training Record signals the completion of MA Onboarding and allows the MA to work independently

Onboarding Schedule

	Mon	Tues	Wed	Thurs	Fri
Week 1		Day 1: NEW	In-Person Classroom	→	
Week 2	Virtual Learning & HC Observations →				
Week 3-5	In-Clinic Learning and Competency Sign-off →				