

# Norton Healthcare Medical Assistant Training Program

## Frequently asked questions

### What is the Norton Healthcare Medical Assistant Training Program?

This eight-week, full-time paid training program prepares individuals who have little to no medical background to deliver safe, patient-centered care as a medical assistant in an outpatient care setting.

When you participate in the program, you will receive classroom instruction and hours with a trainer (preceptor) at a Norton Medical Group practice and/or Norton Immediate Care Center. Education topics will include anatomy and physiology, medical terminology, medication math, pharmacology, clinical skills and administrative skills. When you successfully complete the program, you will remain employed with Norton Healthcare as a medical assistant, giving you the opportunity to provide exceptional care to our community.

### Where will the classes be held and what hours would I work during the program?

<b>Classroom location</b> <i>(subject to change)</i>	1001 Breckenridge Lane Suite 109 Louisville, Kentucky
<b>Meeting dates/times</b>	Monday through Friday, 8 a.m. to 4:30 p.m.
<b>After-program orientation hours</b>	200 to 280 (over five to seven weeks)

### Can I continue to work at my current job while in the program?

The goal of the program is to train individuals to take jobs with Norton Healthcare as a medical assistant. Because the training program is the equivalent of a full-time job, it is recommended that you do not continue working at another job. If you are selected to be part of the program, you will be paid and receive comprehensive health benefits throughout your training. Keep in mind that in addition to the time spent in the classroom, you also will need time to study content covered during the program.

### After completing the program, will I be able to work in a hospital?

No. Currently, we do not hire medical assistants to work in our hospitals. Norton Healthcare's medical assistants work in our medical offices and immediate care centers. If you are interested in a hospital-based job, visit [NortonHealthcareCareers.com](https://www.nortonhealthcarecareers.com) to see our available openings.

### Does this program have a work commitment?

Yes. You must commit to working for Norton Healthcare for 18 months after successfully completing the program.

### I am interested in being a medical assistant, but I also want to advance in the health care field. Will this program help me access growth opportunities at Norton Healthcare?

Although Norton Healthcare encourages our employees to seek growth opportunities within our organization, the goal of this program is to meet our high demand for medical assistants. We ask that you work at least two years in the medical assistant role before accessing additional education programs available at Norton Healthcare.

### Can I choose where I complete my clinical experiences and my job placement?

Clinical experiences and job placements will be at various Norton Medical Group primary care offices and Norton Immediate Care Centers in Greater Louisville, including Southern Indiana. We do our best to consider preferences, but we cannot guarantee that you will be placed at medical offices or immediate care centers close to your home, day care or other location. Once you are placed at a location as a medical assistant, your hours may vary, including nights, weekends and holidays.

### What do I need to wear?

During week 1 of the program, you may wear pewter scrubs or business casual clothing to class. Beginning with week 2 and for the remainder of the program, you must wear pewter scrubs.



## Is there a required textbook?

Yes, the course follows the National Healthcareer Association (NHA) Medical Assistant (CCMA) Certification Study Guide 2.0. When you are accepted into the program, this textbook will be provided to you at no charge.

## Will I need to buy any supplies for the program?

Some supplies are needed for participation in this program, including a watch with a second hand and a stethoscope. You also may wish to buy a manual blood pressure cuff to practice taking blood pressures at home.

## Will I need to pass exams and skills checkoffs?

You must obtain a cumulative average of 70% on all exams and quizzes and satisfactorily pass clinical skills competency checkoffs during the program. You also must obtain a score of 90% or higher on the medication math exam and satisfactorily pass the Preceptorship Clinical Evaluation to successfully complete the program.

## Am I eligible for certification as a medical assistant after successfully completing the program?

Medical assistants are not required to be certified in Kentucky or at Norton Healthcare. This program is a paid training program and does not meet the criteria needed to obtain certification in medical assisting through traditional routes. However, a few professional organizations offer certification opportunities for medical assistants after they have worked in the field for a set number of years.

## What is the difference between a certified medical assistant and a registered medical assistant?

A medical assistant may choose to be registered (with the credential RMA) or certified (CMA). There is no difference in these designations. These designations merely depend on the organization to which they belong.

## Will I be able to interview for open Norton Medical Group medical assistant positions after successfully completing the program?

Yes. During the program, you will have opportunities to apply for open positions and interview with managers of

*Program participation does not guarantee an interview or provide preferential treatment in the selection process. We reserve the right to modify, initiate, alter, limit and/or terminate this program.*

*Norton Healthcare is an Equal Opportunity Employer M/F/Disability/Veteran/ Sexual Orientation/Gender Identity*



Norton Medical Group practices and Norton Immediate Care Centers. Once you have successfully completed the program, you will begin your five- to seven-week orientation at the location where you accepted a position.

## May I apply if I am a current employee?

Yes, current Norton Healthcare employees may apply for the program. Go to **NortonHealthcareCareers.com** to complete an application. You must have worked in your current role for at least one year. If you have not, your application may be placed on hold. A hold also may occur for other reasons. If this happens, talk with your manager and ask for the hold to be removed.

## Who do I contact for further information about this program?

If you have questions about this training program, email Cyndi Sluman, educator, Norton Medical Group, at **[cyndi.sluman@nortonhealthcare.org](mailto:cyndi.sluman@nortonhealthcare.org)**.



**NortonHealthcareCareers.com**