

## MA Pathway Program Overview

### Application:

Students apply online through [Professional Education](#) at the University of Utah. All applicants are contacted to discuss program requirements, interview, and a potential start date. Chosen applicants will be notified that they have been accepted to the program pending tuition payment and the results of a required national background check and 10-panel drug screen. Students are then enrolled in a hybrid course that includes online self-paced modules (total of 265 hours), eight in-person skills lab classes (totaling 22 hours), and 180 hours of clinical training (externship or apprenticeship) at University of Utah Health.

### Orientation:

All students **must attend** MA Program Orientation at 250 Tower (250 E, 200 S, Salt Lake City) during the first week. Orientation is scheduled at 9:00 am on a Wednesday morning and lasts until noon (3 hours). Accepted students will receive details in their welcome letters. During this class, the following information will be covered.

- Program Overview and Introduction to the MA Role
  - Requirements and tips for success
- Canvas (access and tutorial)
  - Online modules & due dates
  - Calendar and skills class sign-up
- Pulse (access and tutorial)
  - UUH resources
- Skills lab walk-through and class expectations
- Introduction to Soft Skills & Communication
- Immunization requirements
- Clinical training (Externship or Apprenticeship)
- Students will also have their photos taken for their UUH badge

### Basic Life Support (BLS) Certification

Students will be given a unique code to register for BLS training by the American Heart Association (AHA). This training involves an online component and one in-person class, offered monthly on a Saturday at University of Utah's main campus. Students who are already BLS certified (with AHA), and their certification will not expire until after their clinical training is complete, are not required to duplicate this training. Students hired into an apprenticeship role for their clinical training are provided with this training within the first 30 days of their employment.

### Online Modules

Students can access online training anytime. Online content includes an estimated 265 hours of course material and is designed to be completed in 24 weeks while dedicating approximately 12 hours per week to study.

### In-Person Skills Classes:

Eight In-Person Skills Lab classes are offered on various days and times throughout each month so students can sign-up for classes that work best with their schedule. These classes must be completed

in sequence, with all prerequisite modules completed before attending class. Each class is three hours and will provide students with an opportunity for hands-on skills practice. All classes are held at 250 Tower (250 E, 200 S, Salt Lake City, UT). Classes are scheduled Monday-Thursday, at 9:00 am or 1:00 pm, with each class offered at least twice a month. The calendar below is a typical month, but please note that this schedule may be adjusted to accommodate university holidays.

Monday	Tuesday	Wednesday	Thursday
7 Orientation 9 am Final Simulation 1 pm	8 Clinical Procedures 9 am Medication Administration 1 pm	9 Blood Draw & POC 9 am Foundational Skills 1 pm	10 EKG & Rapid Response 9 am Final Simulation 1 pm
14 Patient Care Basics 9 am Open Lab 1 pm	15 Final Simulation 9 am Clinical Procedures 1 pm	16	17 Medication Administration 9 am Final Simulation 1 pm
21 Foundational Skills 9 am Clinical Procedures 1 pm	22 Patient Care Basics 9 am Blood Draw & POC 1 pm	23 Final Simulation 9 am Orientation 1 pm	24 Foundational Skills 9 am EKG & Rapid Response 1 pm
28 Open Lab 9 am Patient Care Basics 1 pm	29	30 Medication Administration 9 am EKG & Rapid Response 1 pm	31 Blood Draw & POC 9 am Final Simulation 1 pm

**Example Schedule:** For a student starting in **May**, the table on the right indicates which in-person class they must complete each month, including 180 hours of clinical training (Externship or Apprenticeship) at the end.



Class	Month
Orientation	May
Foundational Skills	June
Patient Care Basics	July
EKG & Rapid Response	August
Clinical Procedures	September
Blood Draw & POC	October
Medication Administration	November
Final Simulation	December
<b>Clinical Training (180 hours)</b>	<b>January-April</b>

Class	Month
Orientation	May
Foundational Skills	May
Patient Care Basics	June
EKG & Rapid Response	June
Clinical Procedures	July
Blood Draw & POC	July
Medication Administration	August
Final Simulation	August
<b>Clinical Training (180 hours)</b>	<b>September</b>

**Example Accelerated Schedule:** Students who are able and willing to dedicate more time to completing modules faster and attending in-person classes more frequently.

**Progression through Online Modules and In-Person Class Attendance:**

Students will sign up for classes in Canvas and can adjust their classes based on their overall progress. Students who un-reserve a class they have already signed up for must cancel (in Canvas) at least 48 hours in advance. Within a 48-hour period before class, if students cannot attend, they must communicate with their instructor by emailing [MApipelineprogram@utah.edu](mailto:MApipelineprogram@utah.edu) or calling 801-587-2464.

Students must be on time for in-person classes. If a student is more than 10 minutes late for a class, they will be asked to reschedule and attend the class on another date. In addition, students must complete prerequisites and gain access to class materials before attending.

Students not maintaining attendance in at least one skills class per month must meet with their instructor to create a plan for success to continue the program. Students continually behind monthly milestones may be removed from the program with no refund.

## Program Pace

The more time a student dedicates to progressing through the material and skills classes, the faster they will graduate. Most students will graduate nine months after their start date, but you have up to one year. This timeframe includes 180 hours of clinical training, which can take one to four months, depending on how much time you can commit each week. Students must attend at least one skills class monthly to stay on track.

## Program Sections

The didactic portion of the program is split into eight sections. Students on track to complete the program in one year must complete one section monthly for the first eight months. The remaining one to four months are dedicated to clinical training. The sections are as follows:

### **Section 1: Orientation, Communication & Soft Skills**

- Soft Skills
- Introduction to Essential Skills
- Emotional Intelligence
- Communication & Customer Service
- Teamwork
- Showcase Your Skills
- Problem-Solving with a Co-Worker
- Receive Professional Feedback

### **Section 2: Foundational Skills** Online modules & quizzes due before attending skills class:

- Medical Terminology and A&P
- Concepts, Suffixes, and Prefixes
- Body Structure and Organ Systems
- Organization of the Human Body
- Chemistry, Matter, and Life
- Cells and Their Functions
- Tissues, Glands, and Membranes
- Disease and Treatment
- Disease-Producing Organisms
- Vital Signs and Body Measurement

#### **Skills Class: Foundational Skills**

Practice and reinforce infection prevention, handwashing, donning and doffing PPE, Vital signs, rooming patients, and pre-visit planning.

### **Section 3: Patient Care Basics** Online modules & quizzes due before attending skills class:

- Integumentary System
- Skeletal System
- Bones and Joints
- Muscular System
- Special Senses: Ears and Eyes
- Sensory System
- Eye and Ear Procedures
- Pediatric Procedures
- Patient Care Coordination and Education
- General Patient Care
- Pathophysiology and Disease Processes

#### **Skills Class: Patient Care Basics**

Vision screenings, ear irrigation, eye irrigation, laceration/wound irrigation, simple wound care, staple and suture removal, patient positioning, durable medical equipment, wheelchairs, and safe patient handling.

**Section 4: EKG & Rapid Response** Online modules & quizzes due before attending skills class:

- The Nervous System and Mental Health
- The Spinal Cord and Spinal Nerves
- The Brain and Cranial Nerves
- Cardiovascular and Lymphatic
- The Heart and Heart Diseases
- Respiratory System
- Cardiac and Respiratory Procedures
- EKG and Cardiovascular Testing
- Psychology

**Skills Class: EKG and Rapid Response**

Learning the basics of EKG recordings and recognizing abnormal or emergent results, 12 lead EKG placement, simulations of performing EKG. Defining Code Blue and Rapid Response and the MA responsibilities during those situations.

**Section 5: Clinical Procedures** Online modules & quizzes due before attending skills class:

- Lymphatic System and Lymphoid Tissue
- Immunity Lesson Materials
- Male Reproductive
- Female Reproductive
- Pregnancy and Birth
- Development and Birth
- Heredity and Hereditary Diseases
- Healthcare Systems and Settings
- Infection Control
- Microbiology
- Minor Surgical Tasks Lesson Materials
- OB/GYN Procedures
- Medical Law and Ethics

**Skills Class: Clinical Procedures**

Exam room preparation, procedure setup, procedural tools and equipment, microscope setup, wet mount slides, written consents, time outs, sterile field, sterile gloves, sterile processing.

**Section 6: POC & Blood Draw** Online modules & quizzes due before attending skills class:

Online Modules: Due before attending skills class

- Blood and Immunity
- Blood Vessels and Blood Circulation
- Urinary System
- Body Fluids
- Urine Collection and Analysis
- Laboratory Tests and Procedures
- Phlebotomy and Related Testing
- Administrative Assisting

**Skills Class: POC and Blood Draw:**

Capillary blood tests, precautions and protection from pathogen exposure, throat swabs, specimens, Urine specimens, fecal specimens, specimen labeling and handling, and venipuncture techniques.

**Section 7: Medication Administration** Online Modules: Due before attending skills class

- Body Systems: Endocrine
- Endocrine System: Glands and Hormones
- Body Systems: Digestive
- Digestive System
- Metabolism, Nutrition and Body Temperature
- Pharmacology, Basic Pharmacology
- Nutrition

**Skills Class: Medication Administration:**

Six rights of medication administration, how to find drug information, reading drug labels, common conversions, calculating drug dosages, CDC vaccine recommendations, USIIS, oral medications, inhalers, nebulizers, injections (IM, SQ, intradermal), topical (transdermal, eye, ear) medications, safety devices on sharps/needles, hazardous drug handling.

**Section 8: Final Simulation** Online Modules: Due before attending Final Simulation

- Principles of Health Coaching
- SkillsBuilder Administrative
  - Telecommunication
  - Patient Registration
  - Scheduling
- Beginning the Visit
- Coding the Visit
- Billing the
- Ending the Visit

**Skills Class: Final Simulation**

Perform in a simulation that includes several skills learned in previous skills classes. Demonstrate knowledge of soft skills as well as clinical skills.

**Clinical Training: 180 hours, in-person**

Upon completing the online modules and In-person skills requirements, students must complete clinical training at a University of Utah Health clinic. This can be done via an Externship (unpaid clinical hours) or the MA Apprenticeship (paid clinical hours). An apprenticeship requires a one-year work commitment at University of Utah Health after graduation.

<b>Externship</b>	<b>Apprenticeship</b>
180 hours of clinical training, under supervision	180 hours of clinical training, under supervision
Students are “placed” in a clinic, and do not apply, interview, or choose the location.	Students apply for open positions, interview, and are hired into a clinic. Students can choose from multiple open positions.
Student is not guaranteed a job at externship location but may apply after graduation if one is open.	Employee continues working for UUH for one year after clinical training is complete
Unpaid training	Paid training
Must complete training hours in a four-month period	Must complete training hours 20-40 hours per week

**Immunizations**

All students must be current on student health requirements (immunizations) by the start of their clinical training hours. Supporting documents must be provided for verification. Acceptable documents include medical record copies, doctor's notes, state Immunization records, immunization cards, or other verified records signed by a licensed professional. Students are responsible for any associated costs of obtaining such records and must submit them to their program instructor before the start of clinical training.

### **TB Screening**

- Negative TB Skin Test x 2 **or**
- Quantiferon TB Gold Lab Test **or**
- Chest X-Ray

### **MMR Immunity**

- MMR Immunizations x 2 or positive titers

### **Varicella (Chickenpox) Immunity**

- Varicella Immunizations x 2 or
- Positive titer or
- Documented history of disease per provider.  
(Student statement of disease is not sufficient.)

### **Hepatitis B Immunity**

- Hep. B positive titers are required, or Evidence of negative titer and subsequent vaccination series started.

### **Tetanus-Diphtheria-Pertussis (Tdap)**

- Immunization within the past ten years

### **Influenza**

- If any part of clinical experience occurs during flu season, October 1st, through May 31st.

### **COVID-19**

- Proof of vaccination

## Externship

The MA student placement coordinator will assign each student to a clinic/department for their externship. Students will be provided with contact information for the assigned manager/supervisor. Students are responsible for contacting the manager in the clinic of their placement to coordinate the externship schedule. Externship placements are assigned based on clinic availability. We do our best to place you in the area of your preference (clinic type, location), but this is not always possible. Students should plan accordingly as most clinics are open from 8 am-5 pm Monday through Friday.

## Apprenticeship

Students interested in the apprenticeship option must inform the MA program instructor. The vaccination and BLS documents are not required for this option as those are completed through the new employee onboarding process. Students must apply for an open MA Apprentice position, interview, and be hired by a participating University of Utah Health clinic. Much like an externship, MA Apprentices must be under the direct supervision of another employee for their first 180 hours. As a condition of apprenticeship, candidates will sign a contract to continue working as a MA at University of Utah Health for the equivalent of one year (1,800 productive hours) upon completion of their apprenticeship.

Benefits of being hired as an apprentice:

- Students can choose the clinic they train and work at.
- Students will be paid for clinical training hours.
- Students will begin their MA career sooner.

## Hours Tracking

For both the Externship and Apprenticeship, students are responsible for tracking their completed hours throughout on a provided hours log. Each clinical shift should be documented on the log and signed by a preceptor. After the externship experience, the student will submit the hours log to their instructor.

## Program Completion

Upon completing all online modules, in-person skills classes, and clinical externship or apprenticeship, the student will "graduate" from the program and receive a Certificate of Program Completion. Students will receive instructions to register for the CCMA exam and become Certified Clinical Medical Assistants through the National Healthcareer Association (NHA). The cost of this exam is included in the tuition for this program. Students are eligible to apply for and accept open Medical Assistant positions at University of Utah Health after program completion, before taking the certification exam.

## Frequently Asked Questions

### How long does the program take?

Most students will graduate nine months after their start date, but you have up to one year. This timeframe includes 180 hours of clinical training, which can take one to four months, depending on how much time you can commit each week. Students must attend at least one skills class monthly to stay on track.

### Where will I complete my clinical training?

You will be placed in a 180-hour externship at a University of Utah Health location. We do our best to place you in the area of your preference (clinic type, location), but this is not always possible. Most clinics are open Monday through Friday from 8 am-5 pm.

### When can I start?

We accept up to 20 students every month. The registration process can take a few weeks, so students typically start the program one to two months after applying.

### What are the qualifications?

Students must have a high school diploma (or GED equivalent) to be enrolled in the program. Students must pay tuition and pass a background and drug screening upon acceptance. In addition, students must complete the required immunizations before clinical training.

### How much is online vs. in-person?

The estimated time spent completing online modules is 265 hours or an average of 12 hours per week for six months. In addition, students must attend at least one (3-hour) in-person skills class monthly (22 hours total) and complete 180 hours of clinical training at a University of Utah Health location (in the greater Salt Lake area).

### I'm from out of state. Can I still take this program?

This program includes regular in-person requirements. If you do not live in the Salt Lake area or are considering moving, this program might not be for you. While this program prepares you to be certified in Utah, other states may have additional requirements.