Welcome to Futuro Health!

Where the Future of Care Begins

Medical Assistant Program
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About Futuro Health

Futuro Health is committed to your success, and we are excited to be a part of your education and career journey!

We are a new non-profit organization established through a commitment of $130 million from Kaiser Permanente and SEIU-United Healthcare Workers West (SEIU-UHW). Our mission is to increase the wealth and health of all communities by growing the largest network of credentialed allied healthcare workers in the nation, starting in California. We believe that investing in education, skills training, and retraining results in better paying jobs for workers, better care for patients, and better workers for employers to hire.

California has an enormous projected shortage of healthcare workers -- over 500,000 needed by the year 2024 – mirroring the labor market need across the nation. The U.S. will need to hire 2.3 million new healthcare workers by 2025 in order to adequately care for its aging population. This is a huge and daunting challenge that will not be fixed by business as usual.

Starting in California and scaling up across to additional states, Futuro Health is pursuing a new, affordable education-to-work model. We offer adults who are interested in allied health with career exploration opportunities, education financing, and support towards a credential or licensure attainment. We do the work to evaluate and pre-select education courses, programs and partners so that your training is related to the skills and occupations that are in demand. During your education journey towards earning your credential, we help you be more competitive for high demand allied health jobs by developing your “soft” skills -- which are highly valued when working with patients and care teams. Finally, we connect you into a large network of healthcare workers and patients who can support you through your studies and into your first (or next) job in the healthcare industry.

Our goal is to graduate 10,000 new licensed and/or credentialed allied healthcare workers by 2024. We want you to be one of them. Are you ready?

Our Partners
Visit futurohealth.org/about/our-partners/ for the most updated list of partners.
What is Allied Health?

The allied health sector includes a wide range of clinical, administrative, and support positions. From licensed vocational nurses and medical assistants to medical coders and health information technicians. The services that allied healthcare workers provide are critical to other health professionals they work with and the patients they serve.

Why Allied Health?

2.3 million new Healthcare Workers to be hired in the U.S. by 2025

By 2030, California’s population is projected to reach 44.1 million, and the total number of adults 65 years of age and older is projected to grow from 5 million in 2014 to 8.6 million in 2030.1

The U.S. will need to hire 2.3 million new healthcare workers by 2025 in order to adequately take care of its aging population. But a persistent shortage of skilled workers will mean hundreds of thousands of positions will remain unfilled.2

Sources: 1 - Employment Development Department, 2 - EMSI

Demand of Allied Healthcare Workers

65K+ Annual Demand for Allied Health workers in California

There’s an expected annual demand for 65K+ allied healthcare workers in California through 2024, resulting in a total of ~500K new workers by then.1 The supply of allied health professionals has been shrinking over the past five years and is projected to continue shrinking through 2024.2

Source: 1 Employment Development Department, 2 EMSI
How Futuro Health Helps You

The health care field provides many opportunities for people interested in being of service to others. Whether you would like to work directly with patients or work behind the scenes, there are many different entry level and more advanced roles available.

Futuro Health can help you take your first (or next) step in the world of healthcare in a variety of ways. We have coaches available to help guide you along your education journey. We call them Futuro Health Navigators. For many adults, it has been a while since they have last been in school and, while some things have stayed the same, other aspects of being a student have changed.

Your life circumstances are different now, too. Preparing for a career in healthcare will require time and commitment from you and the support of those around you. Your Navigator can guide you on how to talk with your family or supervisor, how to apply and get enrolled, how to make time for your studies, and more. Once you’ve enrolled in a course or program, your Navigator will continue with you as you undertake your coursework, including any lab or clinical work, and cheer you on towards attaining your healthcare credentials. You are not alone.

And, as you progress through your educational journey, you’ll meet not only fellow students but others who work in or care about the healthcare field. They can help you think through questions specific to success in your studies as well as how to navigate a healthcare career.

In 2020, we are waiving tuition for a number of our courses and programs during our first year of operation, thanks to the contributions of our founding partners, Kaiser Permanente and SEIU-UHW. This is quite an opportunity for you and allows you to complete your education without taking on significant debt for tuition payments. Space is limited. If you are among the lucky ones invited to take the next step, act quickly. Share your commitment with your Navigator.

For all these reasons, we hope you agree that Futuro Health is a great opportunity for you!

The Medical Assistant Program

“Deciding to work in healthcare was the best decision I ever made because it’s exciting, fast paced, secure and it gives me great satisfaction to know that the work I’m doing really matters.”

— Anna Vasquez, Medical Assistant, Kaiser-Gilroy Primary Care
Medical Assistant Overview

Medical Assistants are in demand and an integral part of the healthcare team. Medical Assistants need to be problem solvers that are both compassionate and non-judgmental. They also need solid communication and organizational skills.

The Medical Assistant performs both clinical and administrative duties while getting an overview of the many different roles within the medical field. Some typical duties of a Medical Assistant include the following:

<table>
<thead>
<tr>
<th>Administrative Duties</th>
<th>Clinical Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greet/check-in patients</td>
<td>Take patient vitals</td>
</tr>
<tr>
<td>Answer telephones</td>
<td>Obtain patient medical history</td>
</tr>
<tr>
<td>Schedule appointments</td>
<td>Procedure/ Exam preparation</td>
</tr>
<tr>
<td>Maintain medical records</td>
<td>Administer shots/medication</td>
</tr>
<tr>
<td>Patient billing</td>
<td>Perform tests (ex: nasal swab)</td>
</tr>
</tbody>
</table>

Job Outlook & Salary

Jobs for Medical Assistants are expected to increase by 29.2% between 2016 and 2026. A career as a Medical Assistant is often a stepping-stone to other healthcare careers. With additional coursework and/or credentials, Certified Medical Assistants can move up the ladder to become a Care Coordinator, Licensed Vocational Nurse or a Registered Nurse.

Half of all Medical Assistants earn over $17.90 per hour and can earn up to $46,599 in metropolitan areas. The medical assistant salary varies by state and region. The median wage in 2019 for a Medical Assistant was $37,238 annually. (Source: EDD, State of California)

Where Do Medical Assistants Work?

Medical Assistants work in a variety of healthcare settings including hospitals, outpatient clinics, doctor offices, emergency rooms, long-term care facilities, and medical research centers.

What are the Minimum Qualifications for the Medical Assistant Program?

There are minimum qualifications set forth by Futuro Health and our education partners to be eligible for admittance into the Medical Assistant Program.

1. 18 years of age or older
2. Have the ability to work in the U.S.
3. Resident of the state of California
4. Ability to lift and move a minimum of 20 pounds
5. Ability to stand for long periods of time
6. Willingness to work with bodily fluids such as urine or blood
In addition to the minimum qualifications, candidates looking for a Medical Assistant career must have strong attention to detail.

What are the Eligibility Requirements for Enrollment in the Medical Assistant Program?
There are enrollment requirements set forth by Futuro Health and our education partners to finalize admittance into the Medical Assistant Program. A candidate may become ineligible to enroll if they do not meet or cannot complete the following within the necessary deadlines:

1. Obtain high school diploma or GED credential prior to program enrollment. Two official copies will be required.
2. Complete required prerequisite courses – Anatomy & Physiology and Medical Terminology -- with a grade “C” or better. You will need to provide transcripts for any completed prerequisite courses to your educational institution.
3. No felony conviction on your record
   - Unfortunately, if you have a criminal background with a felony on your record or an expunged felony, you will not be eligible to pursue a Medical Assistant career due to licensing board requirements. If you have a misdemeanor infraction, the educational institution will provide a review on a case-by-case basis. A background check is mandatory during your student journey and will need to be completed just prior to the externship portion of the program.
4. Clean drug screen
   - The drug screen is to detect the following substances: amphetamines, barbiturates, benzodiazepines, cocaine, opiates, encyclopedic, methadone, methaqualone, propoxyphene, and marijuana. The drug screen is completed just prior to the externship portion of the program and failure to have a clean drug screen means that you will not be allowed to interact with patients as required by the externship.
5. Sign Futuro Health’s Student Agreement
6. Provide up to date immunizations
7. Complete payment of all required fees
8. Sign up for $20/month membership for education and training
9. Have access to reliable transportation
10. Have access to a computer with reliable internet access, preferably at home
11. Complete required assessments and placement tests if requested by the educational institution
12. Complete a face-to-face interview if requested by the educational institution

How Do You Choose My Education Provider?
Futuro Health does the work to evaluate and pre-select education courses, programs and partners so that your training is related to the skills and occupations that are in demand. We have a number of education providers as our partners.
One way that we match you with your education provider is based on where you live. While you should expect to complete the majority of your coursework online, there are also in-person elements to your student journey. Students in the Medical Assistant Program must complete lab hours in-person at their education provider’s campus. Additionally, in order to meet licensure requirements, you must complete an externship of 160+ hours (see Externship in the Medical Assistant Program below for more details). Externship placements will be facilitated by your education provider. You will need to have reliable transportation to get to and from the campus and the externship for these parts of your program.

New Student Orientation
You will need to complete new student orientation. This orientation is online and will ready you with the necessary knowledge and behaviors to be successful throughout your program. You will also gain tips and tools for a more successful education journey as a student.

What if English Is Not My Primary Language?
Allied health professionals need clear and accurate communication skills to work with and meet the needs of patients, doctors, nurses, and the rest of the care team. While completing your Futuro Health profile, if you indicated that English is not your primary language spoken at home, you should have been asked to complete a set of questions to determine your eligibility for English Readiness courses.

Some learners may be required to successfully complete the English for Allied Health course prior to enrollment in other courses or programs. Today, we have courses for native Spanish speakers and hope to add other languages in the future. The English Readiness course will provide you with the relevant English vocabulary and practice needed to be successful in your studies and your healthcare career.

Diploma or GED and Transcripts
As a part of the enrollment process to an education institution for a Medical Assistant Program, you will need to provide two copies of your high school diploma or GED credential as well as transcripts for any prerequisite coursework you completed to your educational provider.

Jump Start into Medical Assistant Courses
The Jump Start into Medical Assistant courses include Anatomy & Physiology and Medical Terminology. Having a strong foundational knowledge of anatomy, physiology, and medical terminology is key to your success as a Medical Assistant. Futuro Health offers these courses through a number of our education partners and, if you have not yet taken them, we will enroll you first into the Jump Start into Medical Assistant courses.

Jump Start courses help students begin their educational journey online, acquire knowledge common across multiple allied health careers, and improve their candidacy for an education
program through Futuro Health. You must successfully complete these courses with a “C” grade or higher as a prerequisite to being considered for admission into a Medical Assistant Program.

Jump Start courses are fully online and can be taken sequentially or at the same time, though taking them one at a time is advised if you have a busy calendar. While the course length may vary by education partner, you can expect your homework time to be approximately 6-8 hours per week in addition to 8 hours per week required to do the coursework.

If you have completed a course in Anatomy and Physiology in the last five years at an accredited college or university and received a “C” grade or higher, you do not have to repeat this course.

If you have completed a course in Medical Terminology at any point in the past and received a grade of “C” or better, you will not need to re-take this course.

Please Note: Unofficial transcripts are required to prove course completion in these prerequisite courses and will need to be submitted to your education provider prior to beginning your Medical Assistant program.

Interviews for the Medical Assistant Program
A few of our education providers require candidates to complete an in-person interview at their campus. During this interview, you will have time to ask your questions while the education provider team evaluates whether you may need additional student support to help you be successful in their program. Note: During shelter-in-place orders, there may be a virtual option for conducting this interview.

Coursework in the Medical Assistant Program
The Medical Assistant Program coursework consists of online classroom hours, skills labs, exam prep and an externship and will provide you with the necessary skills to take the certified Medical Assistant exam. The coursework portion of the Medical Assistant Program is designed to be completed in 9-10 months. Some programs also include additional training in Phlebotomy. While everyone has different backgrounds and study needs, to be most successful in the program, our education partners recommend that you commit to no less than 2-3 hours per day of study time.

Externship in the Medical Assistant Program
An externship provides you with an opportunity to work closely with experienced professionals in your chosen field. Under the supervision of a senior Medical Assistant, you will provide direct patient care, perform treatments, educate patients and assist the doctor with procedures, allowing you to practice and develop the skills necessary to work in the healthcare industry. An externship allows you to apply what you learned in your Medical Assistant Program in real time. Externships typically occur in a clinic, hospital, or primary care office selected by your education provider.
The Medical Assistant Program externship is typically a 160-hour commitment and is usually completed within one month. For those programs offering an additional license in phlebotomy, an additional 40 hours of externship is required.

Because the externship is during the times when healthcare facilities are open and seeing patients, this is a full-time commitment (Monday-Friday, sometimes Saturday) for one month -- which means that it is very important that you discuss and pre-arrange with your employer ahead of time that you can take the time off to do your externship.

Certified Medical Assistant (CMA) Exam
After successfully completing a medical assistant program, you are eligible to complete the Certified Medical Assistant (CMA) Certification Exam offered through the American Association of Medical Assistants (AAMA). The CMA (AAMA) credential offers proof to employers that a you have achieved the highest standards of education and credentialing in the Medical Assistant Program.

Phlebotomy Exam (NCCT)
Some of our education providers also offer phlebotomy (blood draw) training as part of their Medical Assistant Program. Students that choose to complete this training will complete externship hours as phlebotomists, and then will need to pass a second exam to become certified by the State of California.

Student Costs: What Do I have to Pay For?
We know that student debt is a barrier to many who want to enter and move up in the healthcare field. Futuro Health is pursuing a new, affordable education-to-work model. While we are still evolving this model and the information below is subject to change, here is what you can expect in terms of cost to you in 2020.

Tuition
For a number of courses and programs occurring in 2020, our first year, Futuro Health is waiving tuition. This is quite an opportunity and savings. You will be able to do your studies without taking on any debt for your tuition.

Registration Fees
All courses and programs have a nonrefundable registration fee which is used to cover their administrative costs. The registration fee for the Medical Assistant Program is $100, the fee for English Readiness is $50 (waived for 2020), and the fee for Jump Start into Medical Assistant is $50. These fees are subject to change. You will work with your Navigator to complete the payment process.

Cost: $50-100 depending on the type of course or program

Monthly Membership for Education and Training
We know you’re ready to take the next step in your studies and career, and to ensure that you are successful in navigating the journey ahead, you will be connected with a large network of healthcare workers and patients dedicated to making sure that all communities have access to affordable, high-quality care provided by valued and respected caregivers. They can support you through your
education and training and into your first (or next) job in the healthcare industry. Joining this community costs $20 per month. This is a unique benefit that sets Futuro Health apart and gets you connected to a community of healthcare workers who are dedicated to helping you advance in your career. You will work with your Navigator to complete the payment process.

Cost: $20/month membership for education and training

**Immunization Records**
All students entering a Futuro Health educational program that has an externship requirement must have up to date immunizations. Students will be required to upload copies of their immunizations through American Data Bank’s Complio System. You will be alerted when it is time for you to complete and upload your immunization records by your Navigator.

Cost: $24 (Includes access to immunization records for a 12-month period)

**Background Check and Drug Screen**
Students participating in externship programs at healthcare facilities must undergo a background check similar in scope to the background check conducted on the facility’s own employees. The background check helps ensure the safety and well-being of patients, students and healthcare personnel. Unfortunately, if you have a criminal background with a felony on your record or an expunged felony, you will not be eligible to pursue a Medical Assistant career. If you have a misdemeanor infraction, the educational institution will provide a review on a case-by-case basis.

A drug screen will also be required. The drug screen is to detect the following substances: amphetamines, barbiturates, benzodiazepines, cocaine, opiates, encyclopedic, methadone, methaqualone, propoxyphene, and marijuana. Failure to have a clean drug screen means that you will not be allowed to interact with patients as required by the externship.

Note: The background check and drug screen must be completed within three months prior to enrollment in the externship program. You will be alerted by your Navigator when it is time for you to complete these screening processes.

Cost: $77-$119 for a combined background check and drug screen. (Note: Higher cost applies to individuals having to retake the drug screen.)

**Last Thoughts...**
We know that we’ve presented you with a lot of information in this Get Started Guide. If you have any questions, don’t hesitate to reach out to your Navigator at any time.

Information included here is subject to change. The latest version of this document will always be available on the Futuro Health website.
Student Journey Checklist: Medical Assistant

1. **OPTION 1**
   You are a Spanish speaker needing to strengthen your English.
   - English Readiness course(s)
   - Jump Start into Medical Assistant courses
   - Medical Assistant Program

2. **OPTION 2**
   You are proficient in English but need prerequisite courses.
   - Jump Start into Medical Assistant courses
   - Medical Assistant Program

3. **OPTION 3**
   You are fluent in English and have the required prerequisites. You’re ready to start!
   - Medical Assistant Program

FuturoHealth.org

FOUNDERS: Kaiser Permanente • SEIU-UHW
Option 1 starts here and works through each of the three checklists below:

Admission into English Readiness course(s)
» Skip step if you are proficient in English
» Currently only offered for Spanish speakers
» Registration fee is waived in 2020
» Tuition is waived in 2020

☐ Connect with Futuro Health Navigator
☐ Pay $20/mo membership for education & training
  » SEIU-UHW members exempt
☐ Complete Student Agreement
☐ Complete onboarding modules
☐ Enroll with education provider
☐ Complete English Readiness course(s)

Next Step:
Jump Start into Medical Assistant

Option 2 starts here and works through the next two checklists:

Admission to Jump Start into Medical Assistant courses
» Skip step if you passed Anatomy & Physiology with a grade C or better (completed in the last five years from an accredited institution) AND you passed Medical Terminology with a grade C or better
» Tuition is waived in 2020

☐ Connect with Futuro Health Navigator
☐ Pay $50 registration fee
☐ Pay $20/mo membership for education & training
  » Skip if done previously
  » SEIU-UHW members exempt
☐ Complete Student Agreement
  » Skip if done previously
☐ Complete onboarding modules
  » Skip if done previously
☐ Enroll with education provider
☐ Complete the needed prerequisite course(s): Medical Terminology and Anatomy & Physiology

Next Step:
Medical Assistant Program

Option 3 starts here and works through this checklist only:

Admission into Medical Assistant Program
» Tuition is waived in 2020
☐ Connect with Futuro Health Navigator
☐ Pay $100 registration fee
☐ Pay $20/mo membership for education & training
  » Skip if done previously
  » SEIU-UHW members exempt
☐ Complete Student Agreement
  » Skip if done previously
☐ Complete onboarding modules
  » Skip if done previously
☐ Obtain transcripts
  » High school diploma or GED
  » College transcripts for completed prerequisites
☐ Gather and upload immunization records
☐ Enroll with education provider
☐ Complete in-person interview
  (if requested by education provider)
☐ Complete assessments or placement tests
  (if requested by education provider)
☐ Begin coursework
  » Includes in-person labs or bootcamps
☐ Pass background test and drug screen
  » Must be completed prior to externship
☐ Complete medical assistant externship
  (in person, 160-hours)
☐ Complete phlebotomy externship
  (in person, 40-hours), if applicable
☐ Take certified medical assistant exam
☐ Take phlebotomy exam, if applicable
☐ Earn soft skill badges
☐ Prepare for transition into career

CONGRATULATIONS!
You have completed the Medical Assistant program.