

# Welcome to Futuro Health!

Where the Future of Care Begins

The Medical Assistant Program



## The Student Journey:

*What you Need to Know*



*I'm Ro! I'll be your guide!*

## Table of Contents

About Futuro Health .....	2
The Futuro Health Difference .....	2
Our Partners.....	4
What is Allied Health?.....	5
What if English Is Not My Primary Language? .....	6
Student Orientation .....	6
Student Agreement.....	6
The Medical Assistant Program .....	6
Medical Assistant Overview.....	6
Job Outlook & Salary.....	7
Where Do Medical Assistants Work?.....	7
Qualifications and Eligibility Requirements .....	7
What are the Minimum Qualifications for the Medical Assistant Program? .....	7
What are the Eligibility Requirements for Enrollment in the Medical Assistant Program? .....	7
Diploma or GED and Transcripts .....	8
Program Details.....	8
Pre-requisites .....	8
Wonderlic Assessment.....	9
Interviews for the Medical Assistant Program.....	9
How Do You Choose My Education Provider? .....	10
Externship in the Medical Assistant Program .....	10
Financial Aid .....	10
Program Specific Costs.....	11
Credential(s) Earned .....	12
Certified Medical Assistant (CMA) Exam .....	12
Phlebotomy Exam (NCCT) .....	12
Failure to Complete or Pass a Program or Course.....	12
Student Journey Options .....	14
Student Journey Checklist.....	15

## About Futuro Health

Futuro Health is 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.

Starting in California and scaling up to additional states, Futuro Health is pursuing a new and affordable education-to-work model. We offer adults who are interested in allied health with career exploration opportunities, education financing options, and support towards a credential or licensure attainment. We do the work to evaluate and pre-select education partners, courses, and programs so that your training is related to the skills and occupations that are in demand.

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

## The Futuro Health Difference



The healthcare field provides many opportunities for people interested in being of service to others. Futuro Health can help you take your first (or next) step in the world of healthcare in a variety of ways. We offer student support, education financing, and the interpersonal “Human Touch Healthcare™, skills training to ensure that you have the best experience during your education and throughout your career. We also connect you to a large network of healthcare workers (SEIU-UHW) who can support you through your studies and into your first (or next job) in the healthcare industry. For all these reasons, we hope you agree that Futuro Health is a great opportunity for you!

### **Student Support**

Futuro health provides you with a support coach 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.

Preparing for a career in healthcare will require time and commitment from you and the support of those around you. Your Futuro Health 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 program or course, you will receive support from a Futuro Health Navigator or directly from your education provider. They will provide support as you undertake your coursework, including any lab or clinical work, and cheer you on towards attaining your healthcare credential. You are not alone. Outside of your Futuro Health Navigator, you will meet fellow students, current healthcare workers, and future colleagues who also have a passion for the healthcare field. They can help you think through questions specific to success in your studies as well as how to navigate your healthcare career.



### **Education Financing**

At Futuro Health we believe that cost should not be a barrier to quality education. In recognition of the hardship brought on by the pandemic, Futuro Health is waiving tuition cost for all students admitted into a course or program during our first year of operation (2020). 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 to complete the enrollment steps and relay your commitment to your Navigator. Note that while tuition is waived, there are still small out-of-pocket student costs to consider. See [“Program Specific Cost”](#) section for more information.

### **Human Touch Healthcare Skills**

Healthcare employers report that students who have strong interpersonal or “soft” skills do better on the job. As part of your journey towards earning your credential, we will help you be more competitive for high demand allied health jobs by developing your interpersonal Human Touch Healthcare skills. The Human Touch Healthcare training is designed to make you proficient in skills such as communication, teamwork and collaboration, cultural competence, emotional intelligence, ethics and integrity, and more. Development of soft skills is highly valued when working with patients and care teams -- and essential for in-person and telehealth interactions with patients. Employers tell us that excellent soft skills are often the difference between a good employee and a GREAT employee.

## Our Partners

Our list of partners continues to grow everyday as we look for organizations who are good at what they do. Visit [Our Partners page](#) for the most updated list of partners.



SEIU-UHW & JOINT EMPLOYER EDUCATION FUND



UNIVERSITY OF DELAWARE

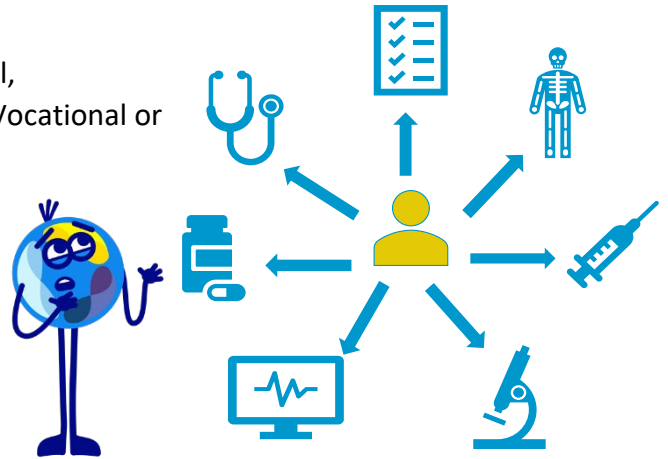


MTI COLLEGE  
Founded in Sacramento in 1965



## What is Allied Health?

The Allied Health sector includes a wide range of clinical, administrative, and support positions -- from Licensed Vocational or Practical Nurses (LVN/LPNs) to Medical Assistants (MA's) and Health IT technicians. The services that allied healthcare workers provide are critical to the care team and the patients they serve. Whether you are interested in working directly with patients or working behind the scenes, there are many career options available in the allied health field.



### 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. <sup>(1)</sup>

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. <sup>(2)</sup>

<sup>(1)</sup> *Employment Development Department, (2) EMSI*

### Demand of Allied Healthcare Workers

#### **65K+ Annual Demand for Allied Health workers in California.**

There is an expected annual demand for 65K+ allied healthcare workers in California through 2024, resulting in a total of ~500K new workers by then. <sup>(1)</sup> The supply of allied health professionals has been shrinking over the past five years and is projected to continue shrinking through 2024. <sup>(2)</sup>

<sup>(1)</sup> *Employment Development Department, (2) EMSI*

## What if English Is Not My Primary Language?

Allied health professionals need clear and concise communication skills to work with and meet the needs of patients, doctors, nurses, and the rest of the care team. If you indicated that English is not your primary language spoken at home while completing your Futuro Health profile, you will be prompted to complete a set of questions to determine your eligibility for the English Readiness for Allied Health course. We can initially serve Spanish speakers, but plan to add more courses over time to the catalog. Employers are looking for bilingual speakers so do take advantage of this course to improve your English language skills for the workplace.



## Student Orientation

As a new student with Futuro Health, some of you will need to complete our student orientation course depending on which program or course you enroll in. This orientation is online and refreshes you on the knowledge, skills, and behaviors that can help you find success in your educational journey. You will also gain tips and tools designed to make you more ready for your educational journey.

## Student Agreement

Students enrolled in an education program are required to complete a student agreement. The student agreement outlines student responsibilities and expectations, steps for conflict resolution, and executes an authorization for release/disclosure of information and records.

## 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:

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

### 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 career 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.

## Qualifications and Eligibility Requirements

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. Please read more on minimum and preferred qualifications in the [Futuro Health Course Catalog](#).

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 complete outline of Enrollment steps is outlined in the Student Journey checklist below. The following items can cause a candidate to become ineligible if they do not meet or cannot complete the following:

1. Ability to work in the U.S.
  - a. Candidate must be able to prove citizenship
2. Obtain high school diploma or GED prior to program enrollment ([details below](#))
3. Successfully complete prerequisite courses ([details below](#))
4. Clear background check ([details below](#))
5. Negative drug screen ([details below](#))



6. Complete required enrollment steps of the educational institution, such as completing a FASFA form, initial assessments, and/or orientation.

### *Health Insurance*

If Western Governors University is your assigned education provider, please note that proof of active health insurance is required to participate in their Medical Assistant program. Please contact your Futuro Health navigator if you are assigned to WGU and are unable to complete this requirement.

### *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 as well as transcripts for any prerequisite coursework you completed to your educational provider.

Candidates who have received their high school diploma or GED credential outside of the United States will need to submit an application through the International Education Resource Foundation (IERF) to complete a credential evaluation. Please contact the admissions office at your assigned education provider for details on which report is required.

### *Program Details*

The Medical Assistant Program coursework consists of both online and/or in-person classroom hours, in-person skills labs, exam prep and an externship designed to provide you with the necessary skills to take the certified Medical Assistant exam. The coursework is designed to be completed in 9-11 months.

### *Pre-requisites*

#### **English Readiness Courses**

Having strong communications skills is important for all candidates perusing a career in allied health, this is especially true for candidates who do not speak English as their primary language. If a need for English language learning has been identified, your starting point will be to complete English Readiness for Allied Health. This English Readiness course will provide you with the relevant English vocabulary and practice needed to be successful in your studies and your healthcare career.

There are two English readiness courses: English Readiness for Allied Health and English Readiness for Medical Assistants. The English Readiness for Allied Health is the first course you complete. Once you have proved competency in this course and have been accepted into the Medical Assistant program, you may select to take the second course -- entitled English Readiness for Medical Assistants -- while enrolled in the Medical Assistant Program. Being bilingual gives you an advantage when applying for healthcare jobs.



#### **Jump Start into Medical Assistant Courses**

Having a strong foundation of anatomy, physiology, and medical terminology is key to your success as a Medical Assistant. Therefore, if you have not yet taken these courses, we will enroll you in the Jump Start into Medical Assistant courses. These courses include an Anatomy & Physiology and Medical Terminology course. Each course is one unit and four weeks in length. You must successfully complete both courses with a “C” grade or higher to be considered for admission into the Medical Assistant Program.

The Jump Start courses, offered by our partner Pima Medical Institute, are fully online and are best taken sequentially (typically with Medical Terminology first). Both courses can be completed in eight weeks, 4 weeks per course. After completion of Medical Terminology with a passing grade of “C” or above, you will be eligible to take the Anatomy & Physiology course. While every learner is different, in general you can expect your study time to be approximately 7-10 hours per week.

You will not have to repeat these courses if you have previously completed them, under the following conditions:

- Anatomy and Physiology completed within the last five years from an accredited college or university and received a “C” grade or higher.
- Medical Terminology completed at any point in the past and received a grade of “C” or better from an accredited college or university.

Unofficial transcripts are required to prove course completion in these prerequisite courses and will need to be submitted to your education provider prior to apply for enrollment in a Medical Assistant Program.

#### Wonderlic Assessment

Students will need to take two Wonderlic exams during their jumpstart course. We know many people are anxious when taking standardized tests. Here are some free Wonderlic practice exams. Spend the time to get familiar with the assessment:

- <https://beatthewonderlic.com/take-a-free-wonderlic-test-online/>
- <https://www.test-guide.com/free-wonderlic-practice-tests.html>

#### Interviews for the Medical Assistant Program

A few of our education providers require candidates to complete an in-person interview at their campus prior to enrollment. During this interview, you will have time to ask your questions of the education provider team while they evaluate 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.

## 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 several education providers as our partners of which all are accredited institutions.

For the Medical Assistant Program, Futuro Health will geolocate you with an education partner based on the address you entered when completing your profile. Some of the education partners Futuro Health has selected offer both hybrid and/or in-person classes. If you choose the hybrid model, your course work will be completed online, and you will still have a weekly in-person lab commitment. If you attend Western Governor's University for your Medical Assistant Program, you will have a Saturday and Sunday in-person lab commitment every 10 weeks. Your Futuro Health Navigator will go over these options with you.

All Medical Assistant Programs prepare you to meet licensure requirements. You must complete an externship of 160-220 hours depending on the education partner (see Externship in the Medical Assistant Program below for more details). The externship is generally a Monday – Friday, full-time commitment. The externship placements will be facilitated by your education provider. You will need to have reliable transportation to get to and from the campus and to your externship experience. And, if you are currently working, you will need to rearrange your work schedule in order to complete the externship portion of your education. This is not an optional step.

### Externship in the Medical Assistant Program

An externship provides you with an opportunity to work closely with experienced professionals in your chosen field and engage with patients. 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 practice what you learned in your Medical Assistant Program. Externships typically occur in a clinic, hospital, or primary care office selected by your education provider.

The Medical Assistant Program externship is typically between 160-220 hours and is usually completed in 4-6 weeks. 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 so you can take the time off to do your externship.



### Financial Aid

You may be requested to complete a Free Application for Federal Student Aid (FAFSA) form, as it is required by select education partners. Completing the FAFSA form ensures that you are taking

advantage of federal grants, such as the Pell Grant. If you are assigned to an education provider with this requirement and are not willing to complete the form, an appeal must be submitted to Futuro Health Navigator stating the reasons you will not be completing a FAFSA form.

### **Student Loan Default**

Most education providers require students to be current with existing federal student loans. If you are assigned to an education provider in which you are in loan default, you will not be able to complete your program with that education provider. Your Futuro Health navigator will work with you to explore alternative options, if available.

### **Program Specific Costs**

We know that student debt is a barrier to many who want to start or return to school. Futuro Health is pursuing a new, affordable education-to-work model to ensure that cost is not a barrier in receiving quality education. While we are still evolving this model and the information below is subject to change, here is what you can expect in terms in 2020.

### **Tuition**

At Futuro Health we believe that cost should not be a barrier to quality education. In recognition of the hardship brought on by the pandemic, Futuro Health is waiving tuition cost for all students admitted into a course or program during our first year of operation (2020). A financial aid application may be required for select education providers prior to beginning the Medical Assistant Program.

### **Registration Fees**

All courses and programs have a nonrefundable registration fee which is used to cover 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.

### **Membership for Education and Training**

To ensure that you are successful in navigating the journey ahead, you will be connected to a large network of healthcare workers – through the SEIU-United Healthcare Workers West -- dedicated to making sure that all communities have access to affordable, high-quality care provided by valued and respected caregivers. This community of healthcare professionals will support you through your education and training into your first (or next) job in the healthcare industry. Joining this community costs \$20 per month and is part of your enrollment process. 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 Futuro Health Navigator to complete the payment process.

### **Immunization Records**

Because of the externship requirement of the Medical Assistant Program, all students must have up to date immunizations. We recommend you start early as it takes time to complete all required immunizations. Each education provider will require up to date immunizations so plan ahead.

### **Background Check and Drug Screen**

Students participating in externship programs at healthcare facilities must undergo a background check similar in scope to what is done on employees. 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, please discuss with your education provider.

A drug screen will also be required. Failure to have a negative drug screen will eliminate you from participating in the Medical Assistant Program.

### **Credential(s) Earned**

#### **Certified Medical Assistant (CMA) Exam**

After successfully completing the medical assistant program, students will be eligible to take their exam for certification: either the Certified Medical Assistant (CMA) Certification Exam and National Certified Medical Assistant (NCMA). The exams mentioned provide the same level of credential and is acknowledged by employers. There are several accrediting bodies that offer this Exam including the American Association of Medical Assistants (AAMA) and National Center for Competency Testing (NCCT). Completing your certification exam proves to employers that you have received 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. If you are in a program those offers phlebotomy training you will complete externship hours as phlebotomists, and then will need to pass a second exam to become certified by the State of California.

### **Failure to Complete or Pass a Program or Course**

The Futuro Health team is rooting for you to succeed. We provide you with the information and support needed to reach your education goals. However, we know that going back to school is an adjustment that may take some trial and error. If you are experiencing an extreme circumstance that requires you to drop or suspend your studies, your situation will be reviewed on case by case basis. Review our policy below as it applies to program and course completion:

### **Pre-requisite courses**

Pre-requisite courses, if required for enrollment into an education program, must be completed with a grade “C” or higher for a student to be eligible to move forward. If you do not earn the passing grade in a pre-requisite course as required by Futuro Health, you will need to redo the coursework at your own expense. Upon earning the passing grade, you are welcome to reapply with proof of the passing grade.

### **Education Journey Options**

Our catalog includes programs and courses. You are welcome to take more than one course from Futuro Health as long as you meet eligibility requirements. Candidates are also welcomed to participate in courses while enrolled in a program. Futuro Health wants to provide education opportunities to as many students as possible, for this reason candidates can express interest for one program at a time.

### **Program Completion**

If you have recently completed a program with Futuro Health, we encourage you to practice your new skillsets for three years before applying for an additional program. Because we want to offer opportunity to as many people as possible, there will be a 3-year hold on reapplying for another program. Once the 3 years have passed, you will be eligible to reapply to another Futuro Health program.

This three year hold also applies to students who attempt and do not successfully complete a program.

# Student Journey Checklist: Medical Assistant



## EXPRESSED INTEREST IN MEDICAL ASSISTANT PROGRAM

**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**

**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 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.

**FuturoHealth.org**





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