



Beth Israel Lahey Health
Primary Care

Clinical Assistant Training Program

**Are you passionate about helping others?
Are you interested in a career as
a Medical Assistant?**



Beth Israel Lahey Health Primary Care (BILHPC) is pleased to offer the Clinical Assistant Training Program. This program will train people interested in medical assisting into that role. No prior experience is necessary.



What is the Clinical Assistant Training Program?

The Clinical Assistant Training Program is an eight-week, paid learning experience where participants will train to become a Clinical Assistant in a BILH primary care setting.

The program consists of:

- **Six weeks of instruction from 9 a.m. to 3:30 p.m. daily (with 30 minutes for lunch) to include:** prepping the exam room, clinical intake with the patient during exam, medication assessment, end of visit, and follow up. Concepts such as medical terminology, vital signs, and medical documentation are included in the curriculum.
- **Two 40-hour weeks of hands-on training within a primary care practice,** where you will be able to apply your knowledge and receive mentorship. You will be assigned a preceptor who will further train and provide resources to you.
- The first Clinical Assistant Training Program will **begin in September 2022.**

Following successful completion of the Clinical Assistant Training Program, participants will be offered a Clinical Assistant position within a BILHPC practice. We will work to place graduates in a location that is convenient for them and provides them with the best possible resources and experience.



After a period of successful employment, Clinical Assistants will be promoted to the Medical Assistant role. BILH will then work with them to attain certification.

What is a Clinical Assistant?

Clinical Assistants provide support to patients and are an integral part of the care team. They prepare patients for their visit, assist the provider and care team during the visit, and assure the medical history for the patient is updated and accurate. This role is a direct path to the Medical Assistant role.

What Does a Clinical Assistant Do?

- **Prepares** and preps the exam room for the patient visit
- **Interacts** with patients to update medical history
- **Takes** vitals and reconciles medications with patients
- **Assures** the care team has all sufficient medical record information for the visit



Employment of medical assistants is **projected to grow 18 percent** from 2020 to 2030, much faster than the average for all occupations.



Beth Israel Lahey Health Primary Care includes a network of more than **400 primary care providers** across **87 practices** throughout eastern Massachusetts and southern New Hampshire.



From Seabrook, New Hampshire, to Sandwich, Massachusetts, our primary care providers serve more than **420,000 patients** through approximately **900,000 visits** each year in **50 communities.**



BILHPC has **one of the largest** primary care provider networks in all of New England.

Why are Clinical Assistants important to Beth Israel Lahey Health Primary Care?

Clinical Assistants partner with the care delivery team to ensure the patient is cared for with the highest level of quality and, of course, respect. Our providers rely on the clinical assistant to communicate with the patient and assure that their visit runs smoothly and efficiently. It is important that the patient has a positive experience and is confident in the care they receive. The clinical assistant role is at the heart of that success.

What are the Benefits of Becoming a Clinical Assistant in our Program?

- Becoming a critical member of a healthcare team that prides itself in providing excellent service and care to BILHPC patients.
- Having a direct impact on patients' safety and outcomes.
- Enjoying a gratifying career that affords work/life balance with a Monday through Friday work week and generous employment benefits.
- This is a stepping stone to other jobs in health care such as LPN, RN, and Practice Manager. BILH offers best in class career development for its employees to support them in moving up to other jobs in health care roles.

What are the Essential Responsibilities Once Employed?

- Standard hours are 8:30 a.m. – 5 p.m. with some flexibility.
- Clinical assistants generally work a 40-hour week, Monday through Friday, with no nights or weekends.
- Computer work is involved in this role, as we work in an electronic health record.
- Clinical assistants have an active and physical role that consists of standing, walking, and possible physical support during patient weigh-ins.

What Qualities Make a Successful Clinical Assistant?

- Enjoys helping patients and caring for them during their visit
- Enjoys challenges and being a part of a team
- Has great attention to detail
- Possesses strong interpersonal skills
- Communicates effectively and can be empathetic and supportive
- Is highly motivated and sets high standards for self
- Is able to navigate a computer and type efficiently

What is the application process?

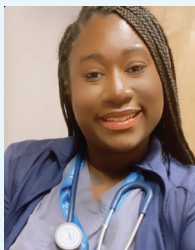
- To apply, just follow these 5 easy steps:
 1. To apply, just click on this link: <https://careers.lahey.org/jobs/10206172-clinical-assistant>
 2. Click on the **“Apply Now”** button
 3. Read, and click **“I agree to these terms”**
 4. Select the best option for you to **share your work experience** with us
 5. Click **“Submit”** to officially apply to the program
- Qualified applicants will be contacted to take the Test of Adult Basic Education (TABE) to assess their reading and math skills
- Submit responses to short essay questions
- Participate in a virtual interview

What are the Required Qualifications?

- You must be 18 years of age or older
- You must have a high school diploma or GED
- No prior work experience is necessary, however any customer service experience or skills is a plus
- All candidates must meet the minimum requirements of employment including compliance with our COVID-19 and Flu vaccination policies, all pre-employment background checks, and pre-employment drug screen

For more information, please contact Mary Lou Regan, BILH Workforce Development Program Manager at MaryLou.Regan@bilh.org

What do you like about being a Medical Assistant?



Irveline Marshall
Lead Medical Assistant

What do you like about being a Medical Assistant?

I like the ability to make an impact on patients' lives and their medical care. Some patients we see more often than others and we become like a family using names like Nana and Poppa and Auntie.

What qualities do you feel are important in being a successful Medical Assistant?

Being compassionate and a good listener but absolutely being able to multi task. We are always very busy and helping each other out.

What do you like about working for Beth Israel Primary Care?

Growth! I worked for three years in another system before coming here. At 30 days, 60 days, 90 days and one year I thought it was pretty cool they kept asking me my goals and where did I want to be. It's nice to feel valued. Now I am the North Regional Lead Medical Assistant.

Do you use a computer a lot in your job?

A lot. Tracking medical information in the EMR (electronic medical record) is a very important part of this job.

What advice would you give to someone about becoming a Medical Assistant or entering the health care field?

I am a believer that there is no I in Team! If we all work together then we are successful together. I just had my second child a year ago while working in this practice. I could not have done it without our team. They helped me, reminded me of appointments, we did it together. That's what working in health care is like.



Gina Korpai
Lead Medical Assistant

What do you like about being a Medical Assistant?

There is a lot of opportunity for growth. We get to work closely with the physicians which provides endless opportunity to gain medical knowledge. It is great way to enter the medical field and build a foundation for those looking to further their career in medicine.

What qualities do you feel are important in being a successful Medical Assistant?

Empathy, patience, and humility. It is important to know when to ask questions and to trust your own judgement. Having the confidence to ask the question when something doesn't feel right. Medical assistants must also possess critical thinking skills and be easily adaptable.

What do you like about working for Beth Israel Primary Care?

Mostly that I feel valued at my place of employment. I also like the autonomy and flexibility of my position.

Do you use a computer a lot in your job?

Yes I do. I would not want that to be a deterrent to anyone that wants to enter this field. This is a skill that can be learned as you grow.

What advice would you give to someone about becoming a Medical Assistant or entering the health care field?

Be humble. Be open minded. Have patience with others and yourself. Learning a new field is a process and a journey. Anyone can work in medicine as long as they have drive, dedication, and willingness to learn.



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