



Medical Assistant Training Program

TOOLKIT



Program Overview

Learn about MACHC's new Virtual Medical Assistant Training Program to prepare students for the National Healthcareer Association's Certified Clinical Medical Assistant exam. [Spanish translation is available here.](#)



Frequently Asked Questions

Addresses health center FAQs about the requirements, terms, and execution of MACHC's new Virtual Medical Assistant Training Program.



Enrollment Intake Form

Complete the intake form to enroll community health center employees into MACHC's Virtual Medical Assistant Training Program.



Required Textbook and Optional Study Guide

Purchase the required textbook, **Clinical Procedures for Medical Assistants, 11th Edition**, and optional study guide, using these links:

- [Electronic Textbook](#); [Electronic Study Guide](#)
- [Printed Textbook/Study Guide Package](#); [Printed Textbook Only](#); [Printed Study Guide Only](#)



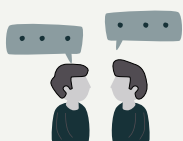
Career Ladder Considerations

Includes guidance for designing medical assistant career ladders, benchmark sources to set salaries, and language to use in job postings.



Medical Assistant Job Description Example

An example of a medical assistant position description can inform job postings, including career ladder language to attract new candidates



Empathetic Interview Questions

Example interview questions to assess candidates' empathy, collaboration, and resiliency at various levels of experience.