

New! Medical Assistant Training Resource

NEW!

MEDICAL ASSISTANT TRAINING RESOURCE

By Stephen A. Dickens, JD, FACMPE

All aspects of human resources, especially the recruitment and orientation processes, consume a tremendous amount of time for the average practice. The Great Resignation forced medical groups to rethink their hiring and training processes in the current employee-driven market. One of the most difficult positions to fill is that of a medical assistant. While the struggle to find experienced employees continues, innovative practice executives are looking to non-traditional approaches and training their own medical assistants.

Medical assistants fill a pivotal role and often perform a wide variety of functions in a practice. Ensuring these individuals are well trained and qualified for the position is essential to efficiently assisting the practitioner, providing a positive patient experience, and managing the risks associated with a non-licensed individual involved in patient care. Since most states do not define the scope of practice for a medical assistant, it is essential that a practice carefully consider the MA's role since liability for their actions can be

imputed to the physician. While a formal and vetted training program is desirable, practices can build their own orientation programs with a thorough education and observation process. A skills checklist is a great way to begin assessing new and existing employee skills.

SVMIC is pleased to share with our members and their practice leaders our newly developed Medical Assistant Training Resource. The Medical Assistant Training Resource serves as a guide for practices to build their own training and orientation program. This resource is designed to be modified and customized to their specialty and practice model. Members and their staff may access the [MA Resource](#) on the Vantage® policyholder portal.

The MA Resource is one of the many ways SVMIC can help with your HR challenges. Our Medical Practice Services Consultants are available to assist with tough HR questions. Be sure to check out our [HR Toolkit](#) if you are not already using it.

Additionally, SVMIC can perform an assessment of your practice's culture to help you keep those great employees once you find them. A variety of educational topics are also available to supplement your professional development efforts with your team. Reach out to us at ContactSVMIC@svmic.com or 800.342.2239 and ask for Medical Practice Services.

The contents of The Sentinel are intended for educational/informational purposes only and do not constitute legal advice. Policyholders are urged to consult with their personal attorney for legal advice, as specific legal requirements may vary from state to state and/or change over time.