



National Occupational Framework: Medical Assistant

Medical assistants perform administrative and some clinical duties under physician direction. They schedule appointments and maintain medical records, billing, and coding information for insurance purposes. They also provide patient education and follow-up support and may perform basic diagnostic tests or medical procedures as allowed by state and federal law.

Medical Assistant
National Occupational Framework
<https://urbn.is/3OPqGIL>



Apprenticeship: A Solution for Recruiting and Training Medical Assistants

Apprenticeship programs combine learning on the job and in the classroom to train workers in the exact skills needed by employers. Medical assistants play a vital role in the health care industry, and more of these workers are needed to meet the increasing demand for health care services. Through apprenticeships, workers can develop the required knowledge and skills in medical terminology, medical office procedures, and clinical procedures to enter this high-growth occupation.



Apprenticeship Benefits:

90%
employment retention for apprentices

86%
of employers with programs recommend apprenticeship

\$1.44
return on investment for every dollar spent

WHAT'S INCLUDED IN A [NATIONAL OCCUPATIONAL FRAMEWORK](#)?

- background information to help you learn more about the occupation
- comprehensive list of the competencies apprentices need to do the job
- building blocks of information for employers developing a registered apprenticeship program

Questions? Visit the National Apprenticeship Resource Hub at apprenticeships.urban.org or contact the Urban Institute at apprenticeship@urban.org.



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