



If you're interested in a career in **Healthcare Administration and Clinical Office Support**, this training could be a good option.

1. Organization providing the training:

Health Tech Alley

2. Physical location where training occurs:

- Anne Arundel County - TBD
- Baltimore City (UMB Community Engagement Center) – 16 S. Poppleton, Baltimore, Maryland 21201
- Baltimore City (Druid Heights CDC) – 2140 McCulloh St, Baltimore, Maryland 21217
- Howard County – Maryland Innovation Center, 6751 Columbia Gateway Dr, Suite 300, Columbia Maryland 21046
- Virtual (ZOOM) – Please contact HTA via email at info@healthtechalley.org

3. Description of the training offered:

The Medical Office Technology Training Program consists of:

- Healthcare 101 (18 hours). The Healthcare Career Fundamentals course provides an opportunity to obtain the fundamental skills needed to succeed in finding and succeeding in a job and building the foundation for a rewarding career within the healthcare administrative and clinical support sectors. Topics include Healthcare 101 and Workforce Skills.
- IT 101 & Digital Literacy (20 hours). This module focuses on computer basics including computer hygiene, Introduction to Microsoft Office, and Introduction to Electronic Health Records.
- On the Job Training and Paid Internships. This module includes 80-hours of on-the-job training with an employer partner to apply skills learned in the classroom.

4. Trainees have the opportunity to earn the following industry-recognized certifications:

Upon successful completion of IT 101 & Digital Literacy, candidates will qualify for a Microsoft Digital Literacy Certificate and be positioned to move on to advanced certification modules if

interested. Candidates may also receive placement with an employer partner. Microsoft Digital Literacy Expert Certificate requires taking Microsoft online certification exam (fees included).

Upon successful completion of Healthcare 101, candidates will also qualify for a Certificate of Completion issued by Howard Community College.

5. Am I eligible?

To be eligible for this training program, applicants must:

- Be 18 years or older
- Be a resident of the state of Maryland
- Have high school diploma or GED®
- Ability to read and write in English- bilingual (desirable)
- Ability to solve basic math problems

6. What is the application process?

Interested candidates should apply online: <https://form.jotform.com/222683670468061> and complete an intake application. One of our intake specialists will follow up to confirm eligibility.

7. How much can I expect to earn if I complete this program and obtain employment in the health administration field?

Applicant participants who complete this program are qualified for a variety of entry-level positions in various healthcare settings. Those that complete the program may obtain employment as a Unit Secretary, Medical Registrar, Front Desk Clerk, Patient Care Liaison, Admissions Coordinator, IT Support or similar roles in health facilities, clinics or in direct care support. The average compensation for workers in these occupational roles is generally \$35,000-\$40,000 plus benefit packages, and additional training opportunity. These positions are attainable with a high school education, some work experience, 1-3 months of general computers use, knowledge of Microsoft office, understanding of healthcare fundamentals and demonstrated soft skills.

8: How much do I have to pay for this program?

There is no cost to applicants with referral from workforce development organizations or who enroll in one of our subsidized programs.

9. Where can I find more information?

Information about the program can be found online at www.healthtechalley.org or by emailing gmill@healthtechalley.org or lstaten@healthtechalley.org