

# **STANDARDS OF APPRENTICESHIP**

**DEVELOPED BY**

**ALASKA PRIMARY CARE ASSOCIATION  
1231 Gambell Street, Suite 200  
Anchorage, Alaska 99501**

**FOR ALL OCCUPATIONS REGISTERED**



**Alaska Primary Care  
ASSOCIATION**

**APPROVED BY  
U.S. DEPARTMENT OF LABOR  
OFFICE OF APPRENTICESHIP**

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IN ACCORDANCE WITH THE BASIC STANDARDS OF APPRENTICESHIP  
ESTABLISHED BY THE SECRETARY OF LABOR**

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## **FOREWORD**

These Alaska Primary Care Association (APCA) apprenticeship standards have as their objective the training of healthcare workers skilled in all phases of their chosen occupation. The sponsor recognizes that in order to accomplish this, there must be well-developed on-the-job learning combined with related instruction.

This recognition has resulted in the development of these standards of apprenticeship. They were developed in accordance with the basic standards recommended by the U.S. Department of Labor, Office of Apprenticeship, as a basis from which the sponsor can work to establish an apprenticeship training program that meets the particular needs of the participating health care organizations.

<b>Occupations</b>	<b>RAPIDS Code</b>	<b>O*NET Code</b>	<b>Term of Training</b>
A1: Community Health Worker	2002HY	21-1091.00	2,000 -2,200 hours
A2: Medical Billing and Coding Specialist	1114	29-2071.00	2,500 hours
A3: Clinical Medical Assistant	1085	31-9092.00	4,000 hours
A4: Medical Administrative Assistant	0751	43-6013.00	2,000 hours
A5: Electronic Health Records Specialist	2024HY	15-1151.00	2,000 -2,200 hours

## **SECTION I – PROGRAM ADMINISTRATION**

Program Sponsors are responsible for the administration of all aspects of a Registered Apprenticeship program. Sponsor means any person, association, committee, or organization operating an apprenticeship program and in whose name the program is (or is to be) registered or approved. Alaska Primary Care Association will establish an Apprenticeship and Training Committee (ATC) to assist with the responsibilities and duties required of a Program Sponsor as described in these Standards of Apprenticeship. A list of the ATC membership and the areas of expertise they represent must be provided to the Registration Agency.

### **Responsibilities of the Sponsor**

- A. Cooperate in the selection of apprentices as outlined in this program.
- B. Ensure that all apprentices are under written apprenticeship agreements.
- C. Review and recommend apprenticeship activities in accordance with this program.
- D. Establish the minimum standards of education and experience required of apprentices.
- E. Register the local apprenticeship standards with the Registration Agency.
- F. Hear and resolve all complaints of violations of apprenticeship agreements.
- G. Arrange evaluations of apprentices' progress in manipulative skills and technical knowledge.
- H. Maintain records of all apprentices, showing their education, experience, and progress in learning the occupation.
- I. Certify to the Registration Agency that apprentices have successfully completed their apprenticeship program.
- J. Notify, within 45 days, the Registration Agency of all new apprentices to be registered, credit granted, suspensions for any reason, reinstatements, extensions, completions and cancellations with explanation of causes
- K. Supervise all the provisions of the local standards and be responsible, in general, for the successful operation of the standards by performing the duties here listed. Cooperate with public and private agencies, which can be of assistance in obtaining publicity to develop public support of apprenticeship. Keep in contact with all parties concerned, including apprentices, employers, and journeyworkers.
- L. Provide each apprentice with a copy of these standards, along with any applicable written rules and policies. Require the apprentice to sign an acknowledgment receipt of same. Follow this procedure whenever revisions or modifications are made to the rules and policies.
- M. When notified that an apprentice's related instruction or on-the-job progress is found to be unsatisfactory, the sponsor will determine whether the apprentice should continue in a probationary status and may require the apprentice to repeat a process or series of processes before advancing to the next wage classification. Should it be found in the course of this determination that the apprentice does not have the ability or desire to continue the training to become a journeyworker, the sponsor will, after the apprentice has been given adequate assistance and opportunity for corrective action, terminate the apprenticeship agreement, as provided in 29 CFR § 29. 7(h)(1)(2)(i) and (ii).

- N. The sponsor will provide each registered apprentice with continuous employment opportunities sufficient to provide the opportunity for completion of his or her apprenticeship program. If the sponsor is unable to fulfill its training and/or employment obligation in conformance with these standards, the sponsor will, per Section XXIII of these standards and with the apprentice's consent, make a good-faith effort to facilitate a transfer of the apprentice to another registered sponsor for completion of the apprenticeship.

If conditions of business make it necessary to temporarily suspend the period of apprenticeship. Apprentices suspended for this reason will be given the opportunity to resume their active apprenticeships before any additional apprentices are employed. The suspension and reinstatement of apprentices shall be done in relation to retention of the most advanced apprentice and in accordance with the company policy for breaks in seniority.

### **Structure of the Apprenticeship and Training Committee (ATC)**

- A. The ATC will be a committee of the APCA Board of Directors.
- B. Members of the ATC will be appointed by the APCA Board Chair.
- C. Membership will be composed of five representatives of the employer(s) and of four representatives of apprentices (one from each occupation). Terms will be for two years.
- D. The APCA Apprenticeship Training Coordinator will be a non-voting member of the ATC.

### **Administrative Procedures**

- A. The ATC will elect a chairperson with the office voted on every two years.
- B. Meetings will be held at least quarterly and as needed to effectively manage the program. Written minutes of the meetings will be kept.
- C. A quorum will be defined as 5 members in attendance.
- D. Committee decisions will be ratified by the APCA Board of Directors.

### **Responsibilities of the Participating Employers:**

All employers of apprentices must satisfy the Sponsor that they can meet the following qualifications:

- A. Submit a completed Appendix-E Employer Acceptance Agreement to the Program Sponsor for review and approval.
- B. Be financially responsible.
- C. Have the necessary facilities to assure safe and effective training.
- D. Assure that apprentices work under the direct supervision of qualified journeyworkers/mentors.
- E. Meet the ratio requirements as set within these standards.
- F. Employers will designate a "Supervisor of Apprentices" who is responsible for coordinating

training and education of apprentices with the Sponsor and to provide records of training progress to the Sponsor.

- G. To see that the apprentices are rotated from job process to job process in accordance with the intent of these standards and in accordance with the schedule of work experience included in these Standards.
- H. Notify the Sponsor within 45 days of all new apprentices to be registered, credit granted, suspensions for any reason, reinstatements, extensions, completions, and cancellations with explanation of causes and notice of completions of Apprenticeship Agreements.
- I. Agree to adhere to the program as administered by the Sponsor, including the selection of apprentices and all Equal Employment Opportunity and Affirmative Action provisions.
- J. Maintain for a period of five (5) years, a record of each apprentice's application, selection, education, experience and progress in on-the-job training/work processes and in related classroom instruction. These records will be made available on request to the Sponsor or Registration Agency upon request.

Employers who do not meet the above qualifications for participation in the apprenticeship program will not employ apprentices registered under these Standards.

## **SECTION II - EQUAL OPPORTUNITY PLEDGE - 29 CFR §§ 29.5(b)(21) and 30.3(5)(c)**

Alaska Primary Care Association will not discriminate against apprenticeship applicants or apprentices based on race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, or because they are an individual with a disability or a person 40 years old or older. The sponsor will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, part 30.

## **SECTION III - AFFIRMATIVE ACTION PLAN AND SELECTION PROCEDURES - 29 CFR §§ 29.5(b)(21), 30.4, and 30.5**

Sponsors with 5 or more registered apprentices are required to adopt an affirmative action plan (Appendix C) and selection procedures (Appendix D), which will become part of these standards of apprenticeship. However, the Office of Apprenticeship encourages the development of these two plans for all programs regardless of apprentice numbers. For programs with fewer than 5 apprentices, these plans are not required, and the sponsor may continue to select apprentices in conformance with its current human resources and equal employment opportunity hiring policies.

## **SECTION IV - QUALIFICATIONS FOR APPRENTICESHIP - 29 CFR § 29.5(b)(10) (EXAMPLES)**

Applicants will meet the following minimum qualifications. These qualification standards, and the score required on any standard for admission to the applicant pool, must be directly related to job performance, as shown by a statistical relationship between the score required for admission to the pool and performance in the apprenticeship program:

A. Age

Minimum qualifications required by the sponsor for persons entering the apprenticeship program, with an eligible starting age not less than 18 years. School-to-Registered Apprenticeship applicants may be 16-17 years of age.

B. Education

A high school diploma, General Educational Development (GED) equivalency is required, or an associate or bachelor degree from an accredited college. Applicant must provide an official transcript(s) for high school and any postsecondary education. Applicant must submit the GED certificate if applicable.

C. Physical

Applicants will be physically capable of performing the essential functions of the apprenticeship program, with or without a reasonable accommodation, and without posing a direct threat to the health and safety of the individual or others.

D. Other

Applicants may be required to pass a physical fitness test, back ground check, and/or drug test prior to being employed as an apprentice.

**SECTION V - APPRENTICESHIP AGREEMENT - 29 CFR §§ 29.3(d), 29.3(e), and 29.5(b)(11)**

After an applicant for apprenticeship has been selected, but before employment as an apprentice or enrollment in related instruction, the apprentice will be covered by a written apprenticeship agreement (Appendix B) which can be submitted electronically through the Registered Apprenticeship Partners Information Data System, using the Apprentice Electronic Registration process by the sponsor and the apprentice and approved by and registered with the Registration Agency.

Such agreement will contain a statement making the terms and conditions of these standards a part of the agreement as though expressly written therein. The sponsor shall provide a copy of the apprenticeship agreement to the apprentice, the Registration Agency, and the employer. An additional copy will be provided to the veteran's state approving agency for those veteran apprentices desiring access to any benefits to which they are entitled.

Prior to signing the apprenticeship agreement, each selected applicant will be given an opportunity to read and review these standards, the sponsor's written rules and policies, and the apprenticeship agreement. The Registration Agency will be advised within 45 days of the execution of each apprenticeship agreement and will be given all the information required for registering the apprentice.

**SECTION VI – SUPERVISION OF APPRENTICES AND RATIOS –29 CFR § 29.5(b)(14) and 29 CFR § 29.5(b)(7)**

No apprentice shall work without proper or adequate supervision of the journeyworker.

For the purpose of these apprenticeship standards, adequate or proper supervision of the apprentice means the apprentice is under the supervision of a fully qualified journeyworker or supervisor at all times who is responsible for making work assignments, providing OJL, and ensuring safety at the worksite.

To adequately or properly supervise an apprentice does not mean the apprentice must be within eyesight or reach of the supervisor, but that the supervisor knows what the apprentice is working on; is readily available to the apprentice; and is making sure the apprentice has the necessary instruction and guidance to perform tasks safely, correctly, and efficiently.

The sponsor shall establish a numeric ratio of apprentices to fully proficient workers (journeyworkers) consistent with proper supervision, training, safety, and continuity of employment throughout the apprenticeship. The ratio language must be specific and clearly described as to its application to the jobsite, workforce, department, or plant. The ratio of apprentices to fully proficient workers (journeyworkers) will be as noted in Appendix A.

**SECTION VII - TERM OF APPRENTICESHIP – 29 CFR § 29.5(b)(2)**

The term of the occupation will be: time-based, hybrid, or competency-based with an OJL attainment supplemented by the required hours of related instruction as stated on the Work Process Schedule and Related Instruction Outline (see appropriate Appendix A).

**SECTION VIII - PROBATIONARY PERIOD – 29 CFR §§ 29.5(b)(8) and 29.5(b)(20)**

Every applicant selected for apprenticeship will serve a probationary period. The probationary period cannot exceed 25 percent of the length of the program or 1 year, whichever is shorter for a given occupation.

During the probationary period, either the apprentice or the sponsor may terminate the apprenticeship agreement, without stated cause, by notifying the other party in writing. The records for each probationary apprentice will be reviewed prior to the end of the probationary period. Records may consist of periodic reports regarding progression made in both the OJL and related instruction, and any disciplinary action taken during the probationary period.

Any probationary apprentice evaluated as satisfactory after a review of the probationary period will be given full credit for the probationary period and continue in the program.

After the probationary period, the apprenticeship agreement may be cancelled at the request of the apprentice or may be suspended or cancelled by the sponsor for reasonable cause after documented due notice to the apprentice and a reasonable opportunity for corrective action. In such cases, the sponsor will provide written notice to the apprentice and to the Registration Agency of the final action taken.

<b>Occupations</b>	<b>Term of Training</b>	<b>Probationary Period</b>
A1: Community Health Worker	2,000 - 2,200 hours	500 hours
A2: Medical Billing and Coding Specialist	2,500 hours	500 hours
A3: Clinical Medical Assistant	4,000 hours	1000 hours
A4: Medical Administrative Assistant	2,000 hours	500 hours
A5: Electronic Health Records Specialist	2,000 - 2,200 hours	500 hours

### **SECTION IX - HOURS OF WORK**

Apprentices will generally work the same hours as fully proficient workers (journeyworkers), except that no apprentice will be allowed to work overtime if it interferes with attendance in related instruction classes. Apprentices who do not complete the required hours of OJL during a given segment will have the term of that segment extended until they have accrued the required number of hours of training.

### **SECTION X - APPRENTICE WAGE PROGRESSION – 29 CFR § 29.5(b)(5)**

Apprentices will be paid a progressively increasing schedule of wages and fringe benefits during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction. Before an apprentice is advanced to the next segment of training or to fully proficient or journeyworker status, the sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in OJL and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor will be guided by the work experience and related instruction records and reports.

The progressive wage schedule and fringe benefits will be an increasing percentage of the fully proficient or journeyworker wage rate. The percentages that will be applied to the applicable fully proficient or journeyworker rate are shown on the attached Work Process Schedule and Related Instruction Outline (Appendix A). In no case will the starting wages of apprentices be less than that required by any minimum wage law that may be applicable.

### **SECTION XI - CREDIT FOR PREVIOUS EXPERIENCE – 29 CFR §§ 29.5(b)(12) and 30.4(c)(8)**

The sponsor may grant credit toward the term of apprenticeship to new apprentices. Credit will be based on demonstration of previous skills or knowledge equivalent to those identified in these standards.

Apprentice applicants seeking credit for previous experience gained outside the supervision of the sponsor must submit the request at the time of application and furnish such records, affidavits, and other to substantiate the claim. An applicant who is a veteran and who wishes to receive consideration for military training and/or experience must submit a DD-214. Applicants requesting credit for previous experience who are selected into the apprenticeship program will start at the beginning wage rate.

The request for credit will be evaluated and a determination made by the sponsor during the probationary period, when actual on-the-job and related instruction performance can be examined. Prior to completion of the probationary period, the amount of credit to be awarded will be determined after review of the apprentice's previous work and training/education record and

evaluation of the apprentice's performance and demonstrated skill and knowledge during the probationary period.

An apprentice granted credit will be advanced to the wage rate designated for the period to which such credit accrues. The Registration Agency will be advised of any credit granted and the wage rate to which the apprentice is advanced. The granting of advanced standing will be uniformly applied to all apprentices.

#### **SECTION XII - WORK EXPERIENCE - 29 CFR § 29.5(b)(3)**

During the apprenticeship, the apprentice will receive OJL and related instruction in all phases of the occupation necessary to develop the skill and proficiency of a skilled journeyworker. The OJL will be under the direction and guidance of the apprentice's supervisor.

#### **SECTION XIII - RELATED INSTRUCTION - 29 CFR § 29.5(b)(4)**

Every apprentice is required to participate in coursework related to the job as outlined in Appendix A. A minimum of 144 hours of related instruction is recommended for each year of the apprenticeship. Apprentices agree to take such courses as the sponsor deems advisable. The sponsor will secure the instructional aids and equipment it deems necessary to provide quality instruction. In cities, towns, or areas having no vocational schools or other schools that can furnish related instruction, the sponsor may require apprentices to complete the related instruction requirement through electronic media or other instruction approved by the Registration Agency.

Apprentices will not be paid for hours spent attending related instruction classes.

The sponsor will inform each apprentice of the availability of college credit when determined.

Any apprentice who is absent from related instruction will satisfactorily complete all coursework missed before being advanced to the next period of training. In cases of failure of an apprentice to fulfill the obligations regarding related instruction without due cause, the sponsor will take appropriate disciplinary action and may terminate the apprenticeship agreement after due notice to the apprentice and opportunity for corrective action.

To the extent possible, related instruction will be closely correlated with the practical experience and training received on the job. The sponsor will monitor and document the apprentice's progress in related instruction classes.

The sponsor will secure competent instructors whose knowledge, experience, and ability to teach will be carefully examined and monitored. The sponsor may require the instructors to attend instructor training to meet the requirements of 29 CFR § 29.5(b)(4)(i)(ii) or state regulations.

#### **SECTION XIV - SAFETY AND HEALTH TRAINING - 29 CFR § 29.5(b)(9)**

All apprentices will receive instruction in safe and healthful work practices both on the job and in related instruction that are in compliance with the Occupational Safety and Health Administration standards promulgated by the Secretary of Labor under 29 U.S.C. 651 et seq., as

amended, or state standards that have been found to be at least as effective as the federal standards.

#### **SECTION XV - MAINTENANCE OF RECORDS – 29 CFR §§ 29.5(b)(6), 29.5(b)(23), and 30.8**

Program sponsors are responsible for maintaining, at a minimum, the following records:

- summary of the qualifications of each applicant;
- basis for evaluation and for selection or rejection of each applicant;
- records pertaining to interview;
- the original application;
- records of each apprentice's OJL;
- related instruction reviews and evaluations;
- progress evaluations;
- record of job assignments, promotions, demotions, layoffs, or terminations, rates of pay; and
- any other actions pertaining to the apprenticeship

Program sponsors will also maintain all records relating to apprenticeship applications (whether selected or not), including, but not limited to, the sponsor's outreach, recruitment, interview, and selection process. Such records will clearly identify minority and female (minority and nonminority) applicants and must include, among other things, the basis for evaluation and for selection or rejection of each applicant. For a complete list of records that each sponsor is required to maintain under 29 CFR § 30, please refer to 29 CFR § 30.8.

All such records are the property of the sponsor and will be maintained for a period of 5 years from the date of last action. They will be made available to the Registration Agency upon request.

#### **SECTION XVI - CERTIFICATE OF COMPLETION OF APPRENTICESHIP – 29 CFR § 29.5(b)(15), and Circular 2015-02**

Upon satisfactory completion of the requirements of the apprenticeship program as established in these Standards, the Sponsor will so certify to the Registration Agency and request the awarding of a Certificate of Completion of Apprenticeship to the completing apprentice(s). Such requests may be completed electronically using the Registered Apprenticeship Partners Information Data System (RAPIDS) or in writing using the supplied U. S. Department of Labor, ETA, Office of Apprenticeship, Application for Certification of Completion of Apprenticeship Form in (Appendix B), accompanied by the appropriate documentation for both on-the-job learning and the related instruction as may be required by the Registration Agency.

#### **SECTION XVII - NOTICE TO REGISTRATION AGENCY – 29 CFR §§ 29.3(d), 29.3(e), and 29.5(b)(19)**

The Registration Agency must be notified within 45 days of any apprentice action - e.g., registered, reinstated, extended, modified, granted credit, completed, transferred, suspended, canceled - and a statement of the reasons therefor.

**SECTION XVIII - REGISTRATION, CANCELLATION, AND DEREGISTRATION - 29 CFR §§ 29.5(b)(18), 29.8(a)(2), and 29.8(b)(8)**

These standards will, upon adoption by the sponsor, be submitted to the Registration Agency for approval. Such approval will be acquired before implementation of the program.

The sponsor reserves the right to discontinue at any time the apprenticeship program set forth herein. The sponsor will notify the Registration Agency within 45 days in writing of any decision to cancel the program.

The Registration Agency may initiate deregistration of these standards for failure of the sponsor to abide by the provisions herein. Such deregistration will be in accordance with the Registration Agency's regulations and procedures.

The sponsor will notify each apprentice of the cancellation of the program and the effect of same. If the apprenticeship program is cancelled at the sponsor's request, the sponsor will notify the apprentice(s) within 15 days of the date of the Registration Agency's acknowledgment of the sponsor's request. If the Registration Agency orders the deregistration of the apprenticeship program, the sponsor will notify the apprentice(s) within 15 days of the effective date of the order. This notification will conform to the requirements of 29 CFR § 29.8.

**SECTION XIX - AMENDMENTS AND MODIFICATIONS - 29 CFR § 29.5(b)(18)**

These standards may be amended or modified at any time by the sponsor provided that no amendment or modification adopted will alter any apprenticeship agreement in force at the time without the consent of all parties. Such amendment or modification will be submitted to the Registration Agency for approval and registration prior to being placed in effect. A copy of each amendment or modification adopted will be furnished to each apprentice to whom the amendment or modification applies.

**SECTION XX - ADJUSTING DIFFERENCES; COMPLAINT PROCEDURE - 29 CFR §§ 29.5(b)(22), 29.7(k), and 30.11**

The sponsor will have full authority to enforce these standards. Its decision will be final and binding on the employer, the sponsor, and the apprentice, unless otherwise noted below.

If an applicant or an apprentice believes an issue exists that adversely affects his/her participation in the apprenticeship program or violates the provisions of the apprenticeship agreement or standards, the applicant or apprentice may seek relief through one or more of the following avenues, based on the nature of the issue:

**29 CFR § 29.7(k)**

The sponsor will hear and resolve all complaints of violations concerning the apprenticeship agreement and the registered apprenticeship standards for which written notification is received within 15 days of the alleged violations. The sponsor will make such rulings as it deems necessary in each individual case within 30 days of receiving the written notification. Either party to the apprenticeship agreement may consult with the Registration Agency for an interpretation of any provision of these standards over which differences occur. The name and address of the appropriate authority to receive, process, and dispose of complaints is

Cherise Fowler - Apprenticeship Training Coordinator  
Alaska Primary Care Association  
1231 Gambell Street, Suite 200  
Anchorage, AK 99501  
Phone: 907-929-2739      Fax: 907-929-2734  
Web: [www.alaskapca.org](http://www.alaskapca.org) or [www.apcaapprentice.com](http://www.apcaapprentice.com)

**29 CFR § 30.11**

Any apprentice or applicant for apprenticeship who believes that he/she has been discriminated against on the basis of race, color, religion, national origin, or sex with regard to apprenticeship or that the equal opportunity standards with respect to his/her selection have not been followed in the operation of an apprenticeship program may, personally or through an authorized representative, file a complaint with the Registration Agency or, at the apprentice or applicant's election, with the private review body established by the program sponsor (if applicable).

The complaint shall be in writing and shall be signed by the complainant. It must include the name, address, and telephone number of the person allegedly discriminated against, the program sponsor involved, and a brief description of the circumstances of the failure to apply the equal opportunity standards provided in 29 CFR § 30.

The complaint must be filed not later than 180 days from the date of the alleged discrimination or specified failure to follow the equal opportunity standards, and in the case of complaints filed directly with the review body designated by the program sponsor to review such complaints, any referral of such complaint by the complainant to the Registration Agency must occur within the time limitation stated above or 30 days from the final decision of such review body, whichever is later. The time may be extended by the Registration Agency for good cause shown.

Complaints of discrimination and failure to follow equal opportunity standards in the apprenticeship program may be filed and processed under 29 CFR § 30 and the procedures set forth above. The sponsor shall provide written notice of its complaint procedure to all applicants for apprenticeship and all apprentices.

**SECTION XXI - TRANSFER OF AN APPRENTICE AND TRAINING OBLIGATION - 29 CFR § 29.5(13)**

The transfer of an apprentice between apprenticeship programs and within an apprenticeship program must be based on agreement between the apprentice and the affected apprenticeship committees or program sponsors and must comply with the following requirements:

- i. The transferring apprentice must be provided a transcript of related instruction and OJL by the committee or program sponsor;
- ii. Transfer must be to the same occupation; and
- iii. A new apprenticeship agreement must be executed when the transfer occurs between the program sponsors.

The apprentice must receive credit from the new sponsor for the training already satisfactorily completed.

## **SECTION XXII - RESPONSIBILITIES OF THE APPRENTICE**

Apprentices, having read these standards formulated by the sponsor, agree to all the terms and conditions contained herein and agree to abide by the sponsor's rules and policies, including any amendments, and to serve such time, perform such manual training, and study such subjects as the sponsor may deem necessary to become a skilled journeyworker.

In signing the apprenticeship agreement, apprentices assume the following responsibilities and obligations under the apprenticeship program:

- A. Maintain and make available such records of work experience and training received on the job and in related instruction as may be required by the sponsor.
- B. Develop and practice safe working habits and work in such a manner as to assure his/her personal safety and that of fellow workers.
- C. Work for the employer to whom the apprentice is assigned for the duration of the apprenticeship, unless the apprentice is reassigned to another employer or the apprenticeship agreement is terminated by the sponsor.

## **SECTION XXIII - TECHNICAL ASSISTANCE**

Technical assistance, such as that from the U.S. Department of Labor's Office of Apprenticeship, recognized state apprenticeship agencies, and vocational schools, may be requested to advise the sponsor.

The sponsor is encouraged to invite representatives from industry, education, business, private organizations, and public agencies to provide consultation and advice for the successful operation of its training program.

## **SECTION XXIV - CONFORMANCE WITH FEDERAL LAWS AND REGULATIONS**

No Section of these Standards of Apprenticeship shall be construed as permitting violation of any Federal Law or Regulation.

## **SECTION XXV - DEFINITIONS**

**APPRENTICE:** Any individual employed by the employer meeting the qualifications described in the standards of apprenticeship who has signed an apprenticeship agreement with the local sponsor providing for training and related instruction under these standards and who registers with the Registration Agency.

**APPRENTICE ELECTRONIC REGISTRATION (AER):** An electronic tool that allows for instantaneous transmission of apprentice data for more efficient registration of apprentices and provides program sponsors with a faster turnaround on their submissions and access to their apprenticeship program data.

**APPRENTICESHIP AGREEMENT:** The written agreement between the apprentice and the sponsor setting forth the responsibilities and obligations of all parties to the apprenticeship agreement with respect to the apprentice's employment and training under these standards. Each apprenticeship agreement must be registered with the Registration Agency.

**APPRENTICESHIP COMMITTEE (COMMITTEE):** Those persons designated by the sponsor to act as agents for the sponsor in the administration of the program. A non-joint committee, which may also be known as a unilateral committee or (if it includes workers' representatives) a group non-joint committee, has employer representatives but does not have a bona fide collective bargaining agent as a participant.

**CERTIFICATE OF COMPLETION OF APPRENTICESHIP:** The credential issued by the Registration Agency to those registered apprentices certified and documented as having successfully completed the apprentice training requirements outlined in these standards of apprenticeship.

**COMPETENCY-BASED OCCUPATION:** An occupation using an apprenticeship approach that requires the attainment of manual, mechanical, or technical skills and knowledge, as specified by an occupation standard and demonstrated by an appropriate written and hands-on proficiency measurement.

**ELECTRONIC MEDIA:** Media that utilize electronics or electromechanical energy for the end user (audience) to access the content. Includes, but is not limited to, electronic storage media, transmission media, the Internet, extranets, lease lines, dial-up lines, private networks, and the physical movement of removable/transportable electronic media and/or interactive distance learning.

**EMPLOYER:** Any person or organization employing an apprentice, whether or not such person or organization is a party to an apprenticeship agreement with the apprentice. A person, business, or company signatory to this sponsor's standards that is responsible for providing hours of work, supervision, wages, and/or benefits to apprentices in its employ as registered under these standards.

**EMPLOYER ACCEPTANCE AGREEMENT:** The written agreement between the Program Sponsor and the Employer that undertakes to participate in the Apprenticeship Program.

**HYBRID OCCUPATION:** An occupation using an apprenticeship approach that measures the individual apprentice's skill acquisition through a combination of a specified minimum number of hours of on-the-job learning and the successful demonstration of competency as described in a work process schedule.

**JOB CORPS CENTER:** Any of the federally funded Job Corps centers throughout the U.S. and Puerto Rico. Job Corps serves youths and young adults 16-24 years of age. Sponsors that wish to hire Job Corps graduates who are trained in any occupation covered under these standards and who meet the minimum qualifications for apprenticeship may do so via the direct entry provision described in Appendix D: Qualifications and Selection Procedures.

**JOURNEYWORKER:** A worker who has attained a level of skills, abilities, and competencies recognized within an industry as mastery of the skills and competencies required for the occupation. The term may also refer to a mentor, technician, specialist, or other skilled worker who has documented sufficient skills and knowledge of an occupation, either through formal apprenticeship or through practical on-the-job experience and formal training.

**O\*NET-SOC CODE:** The Occupational Information Network (O\*NET) codes and titles are based on the new Standard Occupational Classification (SOC) system mandated by the federal Office of Management and Budget for use in collecting statistical information on occupations. The O\*NET classification uses an 8-digit O\*NET-SOC code. Use of the SOC classification as a basis for the O\*NET codes ensures that O\*NET information can be readily linked to labor market information such as occupational employment and wage data at the national, state, and local levels.

**ON-THE-JOB LEARNING (OIL):** Tasks learned on-the-job in which the apprentice must become proficient before a completion certificate is awarded. The learning must be through structured, supervised work experience.

**PRE-APPRENTICESHIP:** Pre-apprenticeship services and programs are designed to prepare individuals to enter and succeed in Registered Apprenticeship programs. Quality pre-apprenticeship programs contribute to the development of a diverse and skilled workforce by preparing participants to meet the basic qualifications for entry into one or more Registered Apprenticeship programs. Through a variety of unique designs and approaches, pre-apprenticeship programs can be adapted to meet the needs of differing populations being trained, the various employers and sponsors they serve, and specific opportunities within the local labor market.

**PROVISIONAL REGISTRATION:** The 1-year initial provisional approval of newly registered programs that meet the required standards for program registration, after which program approval may be made permanent, continued as provisional, or rescinded following a review by the Registration Agency, as provided for in 29 CFR §§ 29.3(g) and (h).

**REGISTERED APPRENTICESHIP PARTNERS INFORMATION DATA SYSTEM (RAPIDS):** A federal system that provides for the automated collection, retention, updating, retrieval, and summarization of information related to apprentices and apprenticeship programs.

**REGISTRATION AGENCY and FIELD REPRESENTATIVE:** The U.S. Department of Labor's Office of Apprenticeship or a recognized State Apprenticeship Agency that has responsibility for registering apprenticeship programs and apprentices, providing technical assistance, conducting reviews for compliance with 29 CFR §§ 29 and 30, and conducting quality assurance assessments. The field representative shall mean the person designated by Office of Apprenticeship to service this program. The Registration Agency is: U.S. Department of Labor, Office of Apprenticeship; 605 West 4<sup>th</sup> Avenue, Room G-30; Anchorage, AK 99501.

**RELATED INSTRUCTION:** An organized and systematic form of instruction designed to provide the apprentice with knowledge of the theoretical and technical subjects related to the apprentice's occupation. Such instruction may be given in a classroom, through occupational or industrial courses, or by correspondence courses of equivalent value, electronic media, or other forms of self-study approved by the Registration Agency.

**SPONSOR:** Any person, association, committee, or organization that operates an apprenticeship program and in whose name the program is registered. That assumes the full responsibility for administration and operation of the apprenticeship program.

**STANDARDS OF APPRENTICESHIP:** This entire document, including all appendices and attachments hereto, and any future modifications and additions approved by the Registration Agency.

**SUPERVISOR OF APPRENTICE(S):** An individual designated by the program sponsor to supervise or have charge and direction of an apprentice.

**TIME-BASED OCCUPATION:** An occupation using an apprenticeship approach that measures skill acquisition through the individual apprentice's completion of at least 2,000 hours of on-the-job learning as described in a work process schedule.

**TRANSFER:** A shift of apprenticeship registration from one program to another or from one employer within a program to another employer within that same program, where there is agreement between the apprentice and the affected apprenticeship committees or program sponsors.

**SECTION XXVI - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS**

The Alaska Primary Care Association hereby adopts these standards of apprenticeship on this 26<sup>th</sup> day of March, 2018.

---

Nancy Merriman  
APCA Executive Director

*Sponsor(s) may designate the appropriate person(s) to sign the standards on their behalf.*

Developed in cooperation with the Alaska Department of Labor and Workforce Development:

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Jacqueline Garcia  
Statewide Apprenticeship Coordinator

**REGISTRATION**

Registered as by U.S. Department of Labor’s Office of Apprenticeship as required by Title 29 of the Federal Code of Regulations, parts 29 and 30.

On behalf of U.S. Department of Labor, Office of Apprenticeship:

---

John P. Hakala  
Alaska State Director

Registration Date: February 1, 2017  
Revised: March 26, 2018

**SECTION XXVI - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS**

The Alaska Primary Care Association hereby adopts these standards of apprenticeship on this 26<sup>th</sup> day of March, 2018.

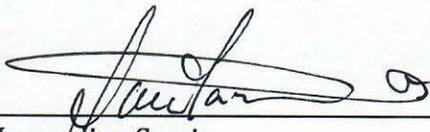


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Nancy Merriman  
APCA Executive Director

*Sponsor(s) may designate the appropriate person(s) to sign the standards on their behalf.*

Developed in cooperation with the Alaska Department of Labor and Workforce Development:



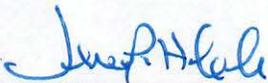
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Jacqueline Garcia  
Statewide Apprenticeship Coordinator

**REGISTRATION**

Registered as by U.S. Department of Labor's Office of Apprenticeship as required by Title 29 of the Federal Code of Regulations, parts 29 and 30.

On behalf of U.S. Department of Labor, Office of Apprenticeship:



---

John P. Hakala  
Alaska State Director

Registration Date: February 1, 2017  
Revised: March 26, 2018

**Appendix A.1**

**COMMUNITY HEALTH WORKER  
WORK PROCESS SCHEDULE  
AND  
RELATED INSTRUCTION OUTLINE**

## Appendix A.1

### WORK PROCESS SCHEDULE COMMUNITY HEALTH WORKER O\*NET-SOC CODE: 21-1094.00 RAPIDS CODE: 2002HY

This schedule is attached to and a part of these Standards for the above identified occupation.

#### 1. TYPE OF OCCUPATION

Time-based                       Competency-based                       Hybrid

#### 2. TERM OF APPRENTICESHIP

The term of the hybrid occupation is one year with an OJL attainment of 2000 - 2200 hours, and supplemented by the required hours of related instruction.

#### 3. RATIO OF APPRENTICES TO JOURNEYWORKERS

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to journeyworker mentors will be:

Two (2) apprentices may be employed at each clinical/job site for each regularly employed Office or Business Manager, or Supervisor. Apprentices will be supervised in-person and via phone, internet webcam, text or email to ensure that a mentor is available to answer questions and monitor their progress throughout their apprenticeship under the Alaska Primary Care Association registered apprenticeship program.

#### 4. APPRENTICE WAGE SCHEDULE

Apprentices are paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction courses. Before an apprentice is advanced to the next segment of training or to journeyworker completion status, the program sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in their on-the-job learning (OJL) and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor shall be guided by the work experience and related instruction records and reports.

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Community Health Worker journeyworker completion wage rate, which is: \$18.37 per hour.

Period	Percent	Hourly Wage	OJL Hours	Related Instruction
1 <sup>st</sup>	60%	\$11.02	500 hours	Satisfactory progress
2 <sup>nd</sup>	70%	\$12.86	500 hours	Satisfactory progress
3 <sup>rd</sup>	80%	\$14.70	500 hours	Satisfactory progress
4 <sup>th</sup>	90%	\$16.53	500 - 700 hours	Satisfactory progress
	100%	\$18.37	2000 - 2200 hours	Completion

Subject to approval by the program sponsor and registration agency, the current base Community Health Worker journeyworker completion wage rate may be adjusted regionally by a participating employer if they pay a higher wage rate, and the adjusted base rate will apply equally to all apprentices who are hired by that employer. Such wages will become part of the approved Appendix-E Employer Acceptance Agreement.

**5. WORK PROCESS SCHEDULE** (See attached Work Process Schedule)

**6. RELATED INSTRUCTION OUTLINE** (See attached Related Instruction Outline)

**Appendix A.1**

**WORK PROCESS SCHEDULE  
COMMUNITY HEALTH WORKER  
O\*NET-SOC CODE: 21-1094.00 RAPIDS CODE: 2002HY**

During the term of apprenticeship, the Apprentice shall receive such instruction and experience, in all branches of the occupation, as is necessary to develop a practical and versatile worker. Major processes in which Apprentices will be trained (although not necessarily in the order listed) and approximate hours (not necessarily continuous) to be spent in each are as follows:

<b>Community Health Worker Work Processes</b>	<b>OJL Hours</b>
<p><b>A: Linking Individuals and Families to Health/Social Service Resources</b></p> <ol style="list-style-type: none"> <li>1. Identify federal, state and local resources for health insurance, food assistance, housing assistance, medical/dental care and health information/education.</li> <li>2. Locate individuals or groups within a community who are in need of health/social services.</li> <li>3. Explain to others the nature of federal, state and local resources, how to access those services and any restrictions or requirements related to accessing those services.</li> <li>4. Identify particular resources that address the needs of a given individual, family or group. Make referrals and coordinate services.</li> <li>5. Help individuals or groups access health/social services, including by facilitating communication and empowering individuals to interact with health care/social service systems.</li> <li>6. Facilitate communication between service providers and individuals or groups in need of services, including translating and interpreting information.</li> <li>7. Enroll individuals into programs such as health insurance and public assistance.</li> </ol>	<b>450 - 495</b>
<p><b>B. Provide Information, Education and Informal Counseling to Individuals or Groups</b></p> <ol style="list-style-type: none"> <li>1. Identify events in the community or local businesses where health education and information could be presented or shared.</li> <li>2. Procure or prepare materials to be distributed during educational presentations or meetings.</li> <li>3. Request permission to provide education or information at community or business centers or events.</li> <li>4. Show up at educational events on time and prepared to provide information.</li> <li>5. Use audio/visual aids as necessary and appropriate to convey information.</li> </ol>	<b>450 - 495</b>

<ol style="list-style-type: none"> <li>6. Provide accurate information, including referral resources or information links, without providing medical advice, regarding disease prevention and healthy lifestyle choices.</li> <li>7. Answer questions clearly, concisely and accurately.</li> <li>8. Help individuals access healthcare/dental/social services resources, understand their healthcare rights, and make appropriate requests for services.</li> <li>9. Promote wellness by providing culturally appropriate health information to clients and providers.</li> <li>10. Provide education on topics relevant to setting and population served.</li> </ol>	
<p><b>C. Develop Community-Based Networking and Advocacy</b></p> <ol style="list-style-type: none"> <li>1. Identify community groups and organizations that could facilitate networking and advocacy. Map community to help locate and support needed services.</li> <li>2. Schedule meetings with appropriate community leaders, community groups and individuals to learn about their needs. Develop a networking or advocacy plan to address those needs.</li> <li>3. Invite individuals or groups to participate in networking or advocacy planning process.</li> <li>4. Establish goals and timeline for networking and advocacy action plan.</li> <li>5. Communicate advocacy strategy clearly and effectively.</li> <li>6. Recruit participants for networking and advocacy activities and explain strategy and techniques to achieve goals.</li> <li>7. Provide follow-up information regarding progress in meeting networking and advocacy goals.</li> <li>8. Provide follow-up information regarding progress in meeting networking and advocacy goals.</li> <li>9. Serve as spokesperson for individuals unable to speak for themselves.</li> <li>10. Provide advocacy and support to individuals to assist them in accessing necessary resources or assistance.</li> </ol>	<b>450 – 495</b>
<p><b>D. Collect and Interpret Data Related to Community Health and Social Service Needs.</b></p> <ol style="list-style-type: none"> <li>1. Utilizes electronic data collection tools to accurately record and report data.</li> <li>2. Collects data using sound experimental design methods to reduce sample bias.</li> <li>3. Uses technology to manipulate data and display it visually using basic charts and graphs.</li> <li>4. Designs program evaluations or survey tools to adequately assess the impact of a program, intervention or service on the intended population.</li> <li>5. Identifies methods for accessing an appropriate experimental or study population depending upon the nature of the program or intervention and the population in need of services.</li> <li>6. Collects, reports and stores data according to security protocols to prevent accidental release; abides by all patient privacy and HIPAA rules and regulations regarding personal data.</li> </ol>	<b>450 – 495</b>

<p><b>E. Provide Basic Health Screening and Services to Individuals or Groups</b></p> <ol style="list-style-type: none"> <li>1. Provide blood pressure screenings and recommend follow-up care based on reading.</li> <li>2. Perform simple blood glucose testing.</li> <li>3. Conduct basic vision screening.</li> <li>4. Conduct cancer screenings.</li> <li>5. Measure and record height and weight.</li> <li>6. Collects and record medical history observing all laws and regulations related to HIPAA and patient privacy requirements.</li> <li>7. Monitor patient medications.</li> </ol>	<p><b>200 - 220</b></p>
<p><b>Total Hours</b></p>	<p><b>2,000 - 2,200</b></p>

**Appendix A.1**

**RELATED INSTRUCTION OUTLINE  
COMMUNITY HEALTH WORKER  
O\*NET-SOC CODE: 21-1094.00 RAPIDS CODE: 2002HY**

Related Instruction Provider: Alaska Primary Care Association  
Method: Online, Electronic Media

Patty Linduska, R.N.  
Senior Director of Training and TA  
Alaska Primary Care Association  
1231 Gambell St, Ste. 200  
Anchorage, AK 99501  
Phone: 907-929-2730  
E-mail: [PattyL@AlaskaPCA.org](mailto:PattyL@AlaskaPCA.org)  
Website: [www.alaskapca.org](http://www.alaskapca.org) | [www.apcaapprentice.com](http://www.apcaapprentice.com)

Instructional References:

- *Foundations for Community Health Workers, 2nd Edition*, Berthold, T., John Wiley & Sons, 2016.
- *Community Health Worker Certificate Program*, City College of San Francisco.

The related instruction outlines the courses that provide the technical ability that supplements the on-the-job training. It is through the combination of both the on-the-job training and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the suggested course curriculum during the term of apprenticeship.

<b>Part 1: Introduction to Community Health Work: The Big Picture</b>	
<b>Chapter 1 - The Role of Community Health Workers:</b> <ul style="list-style-type: none"><li>• Roles, competencies and characteristics of CHWs</li><li>• Identifying characteristics of successful CHW's</li></ul>	<b>8 Hours</b>
<b>Chapter 2 - The Evolution of the Community Health Worker</b> <ul style="list-style-type: none"><li>• History of the Community Health Workers</li><li>• Value of Community Health Workers as advocates</li><li>• Community Health Worker's scope of practice</li></ul>	<b>8 Hours</b>
<b>Chapter 3 - Introduction to Public Health</b> <ul style="list-style-type: none"><li>• Define public health in the USA</li><li>• Identify public health inequalities and spectrum of prevention</li></ul>	<b>8 Hours</b>

<b>Chapter 4 - Health for all: Promoting Health Equality</b> <ul style="list-style-type: none"> <li>• Defining health inequalities (social/health)</li> <li>• Using data analysis to promote health justice</li> <li>• Prevention and the role of the CHW in overcoming health inequalities</li> </ul>	<b>8 Hours</b>
<b>Part 2: Core Competencies for Providing Direct Services</b>	
<b>Chapter 6 - Practicing Cultural Humility</b> <ul style="list-style-type: none"> <li>• Introduction to cultural humility</li> <li>• Define cultural humility (aka cultural competence) and concepts of client-centered practice</li> <li>• Discuss cultural health beliefs and practices, roles of culturally effective CHWs</li> </ul>	<b>6 hours</b>
<b>Chapter 7 - Guiding Principles</b> <ul style="list-style-type: none"> <li>• Ethics and professional boundaries</li> <li>• Scope of practice</li> <li>• Working with a multidisciplinary team</li> <li>• Providing client-centered practice</li> <li>• Understanding behavior change</li> </ul>	<b>12 Hours</b>
<b>Chapter 8 - Conducting Initial Client Interviews</b> <ul style="list-style-type: none"> <li>• Model types of client interviews</li> <li>• Client confidentiality, informed consent for interview</li> <li>• Building rapport with clients</li> <li>• Secure client documentation</li> </ul>	<b>10 Hours</b>
<b>Chapter 9 - Client-Centered Counseling for Behavior Change</b> <ul style="list-style-type: none"> <li>• Define and understand client-centered counseling concepts</li> <li>• Facilitating motivational interviewing</li> <li>• Understanding challenges to providing client-centered counseling</li> </ul>	<b>17 Hours</b>
<b>Chapter 10 - Care Management</b> <ul style="list-style-type: none"> <li>• Care coordination and care management concepts</li> <li>• Understanding gender identity concepts</li> <li>• Develop client and team action plans</li> <li>• Understand meaningful referrals to community resources</li> <li>• Develop client and program documentation systems</li> </ul>	<b>17 hours</b>
<b>Chapter 11 - Home Visiting</b> <ul style="list-style-type: none"> <li>• Preparing for and conduct home visits</li> <li>• Home visit safety concerns</li> </ul>	<b>6 Hours</b>

<ul style="list-style-type: none"> <li>Challenges with out of office visits</li> </ul>	
<b>Part 3: Enhancing Professional Skills</b>	
<b>Chapter 12 - Stress Management and self-care</b> <ul style="list-style-type: none"> <li>Prevent stress and burn out, recognizing common stressors and stress responses, and prevention</li> </ul>	<b>6 Hours</b>
<b>Chapter 13 - Conflict Resolution Skills</b> <ul style="list-style-type: none"> <li>Define and understand conflict and conflict resolution</li> <li>Common stresses in the work place</li> <li>Understanding personal and cultural conflicts,</li> <li>Strategies for conflict resolution</li> </ul>	<b>8 Hours</b>
<b>Part 4: Applying Core Competencies to Key Health Issues</b>	
<b>Chapter 16 - Chronic Conditions Management</b> <ul style="list-style-type: none"> <li>Common chronic conditions and limitations of traditional medical models for treatment of chronic conditions</li> <li>Team-based care, patient empowerment and self-management, action planning for chronic conditions management; HTN.</li> </ul>	<b>22 Hours</b>
<b>Chapter 17 - Promoting Healthy Eating and Active Living</b> <ul style="list-style-type: none"> <li>Guidelines for healthy eating, drinking, and exercise</li> <li>Develop concepts and skills for supporting clients to establish healthier patterns of eating and activity.</li> </ul>	<b>8 Hours</b>
<b>Total</b>	<b>144 Hours</b>

**Appendix A.2**

**MEDICAL BILLING AND CODING SPECIALIST**

**WORK PROCESS SCHEDULE**

**AND**

**RELATED INSTRUCTION**

**Appendix A.2**

**WORK PROCESS SCHEDULE  
MEDICAL BILLING AND CODING SPECIALIST  
O\*NET-SOC CODE: 29-2071.00 RAPIDS CODE: 1114 (Medical Coder)**

This schedule is attached to and a part of the Standards for the above occupation.

**1. TYPE OF OCCUPATION**

Time-based                       Competency-based                       Hybrid

**2. TERM OF APPRENTICESHIP**

The term of the time-based occupation is one year with an OJL attainment of 2,500 hours, and supplemented by the required hours of related instruction consistent.

**3. RATIO OF APPRENTICES TO JOURNEYWORKERS**

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to journeyworker/mentors will be:

Two (2) apprentices may be employed in each medical office for each regularly employed Office or Business Manager or Supervisor. Apprentices will be supervised in-person and via phone, internet webcam, text or email to ensure that a mentor is available to answer questions and monitor their progress throughout their apprenticeship under the Alaska Primary Care Association registered apprenticeship program.

**4. APPRENTICE WAGE SCHEDULE**

Apprentices are paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction courses. Before an apprentice is advanced to the next segment of training or to journeyworker completion status, the program sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in their on-the-job learning (OJL) and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor shall be guided by the work experience and related instruction records and reports.

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Medical Billing & Coding Specialist journeyworker completion wage rate, which is: \$20.34 per hour.

Period	Percent	Hourly Wage	OJL Hours	Related Instruction
1 <sup>st</sup>	60%	\$12.20	1250 hours	Satisfactory progress
2 <sup>nd</sup>	80%	\$16.27	1250 hours	Satisfactory progress
	100%	\$20.34	2500 hours	Completion

Subject to approval by the program sponsor and registration agency, the current base Community Health Worker journeyworker completion wage rate may be adjusted regionally by a participating employer if they pay a higher wage rate, and the adjusted base rate will apply equally to all apprentices who are hired by that employer. Such wages will become part of the approved Appendix-E Employer Acceptance Agreement.

**5. WORK PROCESS SCHEDULE** (See attached Work Process Schedule)

**6. RELATED INSTRUCTION OUTLINE** (See attached Related Instruction Outline)

## Appendix A.2

### **WORK PROCESS SCHEDULE MEDICAL BILLING AND CODING SPECIALIST O\*NET-SOC CODE: 29-2071.00 RAPIDS CODE: 1114 (Medical Coder)**

During the term of apprenticeship, the Apprentice shall receive such instruction and experience, in all branches of the occupation, as is necessary to develop a practical and versatile worker. Major processes in which Apprentices will be trained (although not necessarily in the order listed) and approximate hours (not necessarily continuous) to be spent in each are as follows:

<b>Medical Billing &amp; Coding Specialist Work Processes</b>	<b>OJL Hours</b>
<b>A. Manage General Office</b> <ol style="list-style-type: none"><li>1. Interact with staff and patients to optimize work flow</li><li>2. Coordinate patient/office communication<ol style="list-style-type: none"><li>a. Mail, Email, Phone, Fax and In Person</li></ol></li><li>3. Provide/coordinate office maintenance</li><li>4. Maintain &amp; update office procedure manuals</li><li>5. Inventory &amp; order office equipment &amp; supplies</li><li>6. Develop and maintain multiple files and lists</li><li>7. Maintain certifications and professional development files</li></ol>	<b>250</b>
<b>B. Regulatory Compliance</b> <ol style="list-style-type: none"><li>1. Identify documentation required for release of patient information.</li><li>2. Audit billing against medical documentation to prevent fraud and abuse.</li><li>3. Identify and comply with major laws, regulations and administrative agencies relevant to medical billing.<ol style="list-style-type: none"><li>a. HIPPA, Stark Law, Fair Debt Collection, False Claims Act</li></ol></li></ol>	<b>250</b>
<b>C. Claims Processing</b> <ol style="list-style-type: none"><li>1. Apply procedures for transmitting claims to third party payers</li><li>2. Apply specialized coding processes</li><li>3. Apply knowledge of the CMS-1500 form to accurately complete the appropriate fields</li></ol>	<b>250</b>
<b>D. Front-End Duties</b> <ol style="list-style-type: none"><li>1. Ensure accurate collection of appropriate patient demographics and insurance information</li><li>2. Verify insurance eligibility to determine benefits</li><li>3. Compare and contrast government and private insurance</li><li>4. Process appropriate patient authorization and referral forms</li><li>5. Prior to visit determine appropriate balance due</li></ol>	<b>250</b>

<p><b>E. Payment Adjudication</b></p> <ol style="list-style-type: none"> <li>1. Analyze aging reports</li> <li>2. Post payments accurately</li> <li>3. Interpret remittance advice to determine financial responsibility of patient and insurance company</li> <li>4. Determine reason for insurance company denial</li> </ol>	<b>500</b>
<p><b>F. Apply knowledge of Coding</b></p> <ol style="list-style-type: none"> <li>1. Apply specific coding guidelines and conventions for diagnostics and procedures</li> <li>2. Abstract the medical documentation by applying knowledge of medical terminology and anatomy and physiology</li> </ol>	<b>1,000</b>
<b>Total Hours</b>	<b>2,500</b>

**Appendix A.2**

**RELATED INSTRUCTION OUTLINE  
MEDICAL BILLING AND CODING SPECIALIST  
O\*NET-SOC CODE: 29-2071.00 RAPIDS CODE: 1114 (Médical Coder)**

Related Instruction Provider: Alaska Primary Care Association  
Method: Online, Electronic Media

Patty Linduska, R.N.  
Senior Director of Training and TA  
Alaska Primary Care Association  
1231 Gambell St, Ste. 200  
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Website: [www.alaskapca.org](http://www.alaskapca.org) | [www.apcaapprentice.com](http://www.apcaapprentice.com)

**Instructional Guide:**

*Certified Billing and Coding Specialist Study Guide*, National Healthcare Association

**Supplemental References:**

- *Understanding Health Insurance: A Guide to Billing and Reimbursement*, Michelle Green
- *Insurance Handbook for the Medical Office*, Marilyn Fordney
- *Step-by-Step Medical Coding*, Carol Buck
- *Principles of Healthcare Reimbursement*, Anne Castro
- *Health Information Management Technology: An Applied Approach*, Nanette Sayles

The related instruction outlines the courses that provide the technical ability that supplements the on-the-job training. It is through the combination of both the on-the-job training and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the suggested course curriculum during the term of apprenticeship.

<b>Billing and Coding Specialist (BCS) Study Guide</b>	
<p><b>Chapter 1 - Regulatory Compliance</b></p> <p>This course gives an introduction to BCS of the appropriate documentation required to release patient information, how to audit billing against medical documentation to prevent fraud and abuse, and how to identify laws and regulations relevant to medical coding.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>I. Appropriate Documentation<ul style="list-style-type: none"><li>a. Information and implied consent</li><li>b. Legislation protecting patient privacy</li></ul></li><li>II. Billing Audits<ul style="list-style-type: none"><li>a. Importance of being compliant</li></ul></li></ul>	<b>25 Hours</b>

<p>III. Laws, Regulations and Administering Agencies</p> <ul style="list-style-type: none"> <li>a. HIPPA, Stark Law, False Claims Act, Fair Debt Collection Practices Act, Office of the inspector General.</li> </ul>	
<p><b>Chapter 2 - Claims Processing</b></p> <p>This course the BCS will learn the CMS-1500 form, how to properly fill out the form and how to transmit claims to third party payers.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>I. Transmitting Claims <ul style="list-style-type: none"> <li>a. Correct claim processing</li> <li>b. Populating correct information on a claim</li> <li>c. The procedures for transmitting a claim</li> <li>d. How to identify the cause of transmission errors</li> <li>e. What are clean and dirty claims</li> </ul> </li> <li>II. CMS-1500 Form <ul style="list-style-type: none"> <li>a. Member information</li> <li>b. Rendering provider</li> </ul> </li> </ul>	<p><b>40 Hours</b></p>
<p><b>Course 3 – Front End Duties</b></p> <p>This course is designed to help the BCS to understand how to collect patient information, determine insurance eligibility and amount due on a bill.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>I. Collect patient information <ul style="list-style-type: none"> <li>a. Collect basic information</li> </ul> </li> <li>II. Insurance eligibility <ul style="list-style-type: none"> <li>a. Identify other patient insurance issues</li> </ul> </li> <li>III. Government and commercial Insurance <ul style="list-style-type: none"> <li>a. What is government insurance</li> <li>b. What id commercial insurance</li> </ul> </li> <li>IV. Patient Authorization and Referral forms <ul style="list-style-type: none"> <li>a. HMO's</li> <li>b. PPO's</li> </ul> </li> <li>V. Determine Balance Due <ul style="list-style-type: none"> <li>a. Deductibles</li> <li>b. Copayments</li> <li>c. Coinsurance</li> </ul> </li> </ul>	<p><b>35 Hours</b></p>
<p><b>Chapter 4 – Payment Adjudication</b></p> <p>In this chapter the BCS will analyze reports, interpret remittance advice, post payments and determine reasons for insurance company denials.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>I. Analyze aging reports <ul style="list-style-type: none"> <li>a. Manage aging reports</li> <li>b. Assessing the status of accounts</li> </ul> </li> <li>II. Interpreting remittance advice <ul style="list-style-type: none"> <li>a. Components of a RA</li> </ul> </li> </ul>	<p><b>40 Hours</b></p>

<ul style="list-style-type: none"> <li>b. RA's for Medicare participates</li> <li>III. Post payments</li> <li>IV. Determine reasons for insurance company denial <ul style="list-style-type: none"> <li>a. Managing denials</li> <li>b. Denial code</li> <li>c. Appeals Process</li> </ul> </li> </ul>	
<p><b>Chapter 5 – Apply Knowledge of Coding</b></p> <p>In this chapter the BCS will examine medical terminology. The apprentice will also develop their knowledge of the ICD and the HCPCS.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>I. Coding guidelines and conventions for diagnoses and procedures <ul style="list-style-type: none"> <li>a. Comparing ICD-9-CM and ICD-10-CM</li> <li>b. Procedures codes</li> </ul> </li> <li>II. Healthcare Common Procedure Coding Systems (HCPCS) <ul style="list-style-type: none"> <li>a. CPT HCPCS Level I</li> <li>b. HCPCS Level II</li> </ul> </li> <li>III. Abstracting medical documentation <ul style="list-style-type: none"> <li>a. Transfer information from encounter forms</li> <li>b. Coding abstracted information</li> <li>c. Consulting with physicians</li> </ul> </li> <li>IV. Common medical terminology <ul style="list-style-type: none"> <li>a. Body systems and their functions</li> </ul> </li> <li>V. Hospital terminology <ul style="list-style-type: none"> <li>a. Types of facilities</li> <li>b. Hospital departments</li> <li>c. Laboratory testing</li> <li>d. Identifying health care providers</li> </ul> </li> </ul>	<b>12 Hours</b>
<p><b>Case Studies – In Practice</b></p> <p><b>Case Study 1: Determine Patient Coverage</b></p> <p><b>Case Study 2: Billing Mistakes</b></p> <p><b>Case Study 3: Denied Insurance Form</b></p>	<b>12 Hours</b>
<b>Total</b>	<b>164 Hours</b>

**Appendix A.3**

**CLINICAL MEDICAL ASSISTANT  
WORK PROCESS SCHEDULE  
AND  
RELATED INSTRUCTION OUTLINE**

### Appendix A.3

#### **WORK PROCESS SCHEDULE CLINICAL MEDICAL ASSISTANT O\*NET-SOC CODE: 31-9092.00 RAPIDS CODE: 1085 (Medical Assistant)**

This schedule is attached to and a part of these Standards for the above identified occupation.

#### **1. TYPE OF OCCUPATION**

Time-based                       Competency-based                       Hybrid

#### **2. TERM OF APPRENTICESHIP**

The term of the time-based occupation is two years with an OJL attainment of 4,000 hours, and supplemented by the required hours of related instruction.

#### **3. RATIO OF APPRENTICES TO JOURNEYWORKERS**

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to journeyworker mentors will be:

Two (2) apprentices may be employed at each clinical site for each regularly employed Physician, Mid-Level Provider, Nurse, or Certified Medical Assistant.

#### **4. APPRENTICE WAGE SCHEDULE**

Apprentices are paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction courses. Before an apprentice is advanced to the next segment of training or to journeyworker completion status, the program sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in their on-the-job learning (OJL) and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor shall be guided by the work experience and related instruction records and reports.

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Clinical Medical Assistant journeyworker completion wage rate, which is: \$18.65 per hour.

Period	Percent	Hourly Wage	OJL Hours	Related Instruction
1 <sup>st</sup>	60%	\$11.19	1000 hours	Satisfactory progress
2 <sup>nd</sup>	70%	\$13.06	1000 hours	Satisfactory progress
3 <sup>rd</sup>	80%	\$14.92	1000 hours	Satisfactory progress
4 <sup>th</sup>	90%	\$16.79	1000 hours	Satisfactory progress
	100%	\$18.65	4000 hours	Completion

Subject to approval by the program sponsor and registration agency, the current base Community Health Worker journeyworker completion wage rate may be adjusted regionally by a participating employer if they pay a higher wage rate, and the adjusted base rate will apply equally to all apprentices who are hired by that employer. Such wages will become part of the approved Appendix-E Employer Acceptance Agreement.

**5. WORK PROCESS SCHEDULE** (See attached Work Process Schedule)

**6. RELATED INSTRUCTION OUTLINE** (See attached Related Instruction Outline)

**Appendix A.3**

**WORK PROCESS SCHEDULE  
CLINICAL MEDICAL ASSISTANT  
O\*NET-SOC CODE: 31-9092.00 RAPIDS CODE: 1085 (Medical Assistant)**

During the term of apprenticeship, the Apprentice shall receive such instruction and experience, in all branches of the occupation, as is necessary to develop a practical and versatile worker. Major processes in which Apprentices will be trained (although not necessarily in the order listed) and approximate hours (not necessarily continuous) to be spent in each are as follows:

<b>Clinical Medical Assistant Work Processes</b>	<b>OJL Hours</b>
<b>A. Manage General Office</b> <ol style="list-style-type: none"><li>1. Track licenses &amp; certificates of health care personnel</li><li>2. Coordinate Patient/office communication</li><li>3. Provide/coordinate office maintenance</li><li>4. Coordinate/process incoming/outgoing mail</li><li>5. Maintain account payable &amp; receivables</li><li>6. Maintain &amp; update procedure manuals</li><li>7. Inventory &amp; order office equipment &amp; supplies</li><li>8. Maintain &amp; control medication inventory</li></ol>	<b>300</b>
<b>B. Coordinate &amp; Schedule Appointments</b> <ol style="list-style-type: none"><li>1. Coordinate providers' schedules</li><li>2. Triage patients</li><li>3. Schedule patients' appointments</li></ol>	<b>400</b>
<b>C. Administrative Intake of Patient</b> <ol style="list-style-type: none"><li>1. Obtain referrals/authorizations for treatment</li><li>2. Coordinate insurance information</li><li>3. Collect Copayments/payments on account</li><li>4. Submit insurance claims</li><li>5. Provide billing statements to patient</li></ol>	<b>300</b>
<b>D. Maintain Health Information</b> <ol style="list-style-type: none"><li>1. Provide for patient confidentiality</li><li>2. Obtain and file consents</li><li>3. Document all patient information</li><li>4. Prepare patient chart of office visit</li><li>5. File office data</li><li>6. Transfer patient/client records</li></ol>	<b>250</b>

<p><b>E. Provide/Maintain Aseptic Environment</b></p> <ol style="list-style-type: none"> <li>1. Wash hands</li> <li>2. Maintain clean room environment</li> <li>3. Sterilize instruments</li> <li>4. Don gloves and PPE as appropriate</li> <li>5. Dispose of hazardous waste</li> </ol>	<b>250</b>
<p><b>F. Prepare Patient for Examination</b></p> <ol style="list-style-type: none"> <li>1. Measure patient's weight</li> <li>2. Obtain vital signs</li> <li>3. Obtain health history</li> <li>4. Set-up for exam and/or procedure</li> <li>5. Position/drape patient as appropriate</li> </ol>	<b>500</b>
<p><b>G. Assist/Implement Physician or Provider Orders</b></p> <ol style="list-style-type: none"> <li>1. Set/up assist with minor surgical procedures</li> <li>2. Administer medication</li> <li>3. Perform allergy tests</li> <li>4. Apply splints/support wraps</li> <li>5. Provide patient counseling/education</li> <li>6. Coordinate transportation of the patient</li> <li>7. Release patient</li> </ol>	<b>500</b>
<p><b>H. Perform Clinical Procedures</b></p> <ol style="list-style-type: none"> <li>1. Remove wound/incision closures</li> <li>2. Perform EKG's</li> <li>3. Perform auditory screening</li> <li>4. Perform pulmonary function study</li> <li>5. Obtain venous &amp; capillary specimens</li> <li>6. Measure visual acuity</li> <li>7. Perform ear lavage</li> <li>8. Apply/change dressing</li> <li>9. Administer breath/alcohol test</li> <li>10. Administer test for color blindness</li> </ol>	<b>1,000</b>
<p><b>I. Perform CLIA/State Approved in Office Lab Procedures</b></p> <ol style="list-style-type: none"> <li>1. Calibrate &amp; standardize all equipment</li> <li>2. Collect/process lab specimen</li> <li>3. Perform glucose testing</li> <li>4. Perform stool testing for occult blood</li> <li>5. Perform hemoglobin determination</li> <li>6. Perform hematocrit determination</li> <li>7. Perform rapid strep testing</li> <li>8. Perform mono testing</li> <li>9. Perform cholesterol testing</li> <li>10. Perform pregnancy testing</li> <li>11. Perform urinalysis (dip stick)</li> </ol>	<b>250</b>

<b>J. Maintain Professional Responsibilities</b> <ol style="list-style-type: none"> <li>1. Maintain personal hygiene</li> <li>2. Participate in continuing education</li> <li>3. Participate in community health activities</li> <li>4. Serve as mentor to other health care professionals</li> <li>5. Maintain basic life support certificate</li> <li>6. Maintain professional network</li> <li>7. Participate in performance improvement</li> <li>8. Perform within legal &amp; ethical boundaries</li> </ol>	<b>250</b>
<b>Total Hours</b>	<b>4,000</b>

### Appendix A.3

**RELATED INSTRUCTION OUTLINE  
CLINICAL MEDICAL ASSISTANT  
O\*NET-SOC CODE: 31-9092.00 RAPIDS CODE: 1085 (Medical Assistant)**

Related Instruction Provider: Alaska Primary Care Association  
Method: Online, Electronic Media

Patty Linduska, R.N.  
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**Instructional Guide:**

*Certified Clinical Medical Assistant*, National Healthcare Association

**Supplemental References:**

- *Kinn's The Medical Administrative Assistant: An Applied Learning Approach 12<sup>th</sup> Edition*, Deborah B. Proctor & Alexander Patricia Adams, Saunders, 2013.
- *Medical Assisting: Administrative and Clinical Procedures with Anatomy and Physiology 5<sup>th</sup> Edition*, Kathryn Booth, Leesa Whicker & Terri Wyman, McGraw-Hill, 2013.
- *Understanding EKG's: A Practical Approach*, Brenda M. Beasley, Prentice Hall, 2013.
- *Phlebotomy Handbook 9<sup>th</sup> Edition*, Dianna Graza & Kathleen Becan-McBride, Prentice Hall, 2014.

The related instruction outlines the courses that provide the technical ability that supplements the on-the-job training. It is through the combination of both the on-the-job training and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the suggested course curriculum during the term of apprenticeship.

<b>Clinical Medical Assistant – NHA Study Guide</b>	
<b>Chapter 1 - Patient Care</b> <b>Learning Objectives</b> <ol style="list-style-type: none"><li>1. Perform CLIA-waved laboratory procedures</li><li>2. Identify abnormal patient values for triage purposes</li><li>3. Obtain patient vital signs using manual and automatic devices</li><li>4. Administer medications</li><li>5. Explain the phlebotomy procedure to be performed on a patient</li><li>6. Review the requisition for testing and requirements and patient identity</li><li>7. Determine venipuncture site based on patient age and condition</li><li>8. Verify patient compliance with testing</li></ol>	<b>50 Hours</b>

9. Prepare the patient for monitoring	
<p><b>Chapter 2 - Communications</b></p> <p><b>Learning Objectives</b></p> <ol style="list-style-type: none"> <li>1. Document medical information using approved terminology</li> <li>2. Communicate with other health care professionals using medical terminology</li> <li>3. Adhere to HIPAA regulations regarding protected health information (PHI)</li> <li>4. Reinforce patient understanding of medical information</li> <li>5. Observe the chain of command in a health care setting</li> <li>6. Report abnormal patient values to appropriate health care providers</li> <li>7. Conduct written communications with patients and other health care professionals</li> <li>8. Conduct communications with patients and health care professionals using information technology</li> <li>9. Modify communications with patients based on special needs</li> <li>10. Locate community resources and information for patients/employers</li> </ol>	<b>40 Hours</b>
<p><b>Office Administration</b></p> <p><b>Learning Objectives</b></p> <ol style="list-style-type: none"> <li>1. Manage patient medical records</li> <li>2. Obtain patient information and consent for services</li> <li>3. Schedule inpatient and outpatient admissions and procedures</li> <li>4. Adhere to HIPAA regulations concerning insurance</li> <li>5. Respond during patient refusal of treatment (against medical advice)</li> <li>6. Perform office opening and procedures (answering service, security)</li> <li>7. Managing providers' professional schedules</li> <li>8. Maintaining human resources documentation (licensure, training, CEUs)</li> <li>9. Manage inventory of office supplies</li> <li>10. Perform basic diagnostic and procedural coding</li> </ol>	<b>40 Hours</b>
<p><b>Medical Law and Ethics</b></p> <p><b>Learning Objectives</b></p> <ol style="list-style-type: none"> <li>1. Address patient concerns according to the Patient's Bill of Rights</li> <li>2. Maintain safety in the workplace, regulatory standards (OSHA, CLIA)</li> <li>3. Follow chain of custody protocol (drug testing, rape kits)</li> <li>4. Report illegal or unsafe activities in the healthcare environment, to proper authorities (abuse/neglect of patients, harassment, substance abuse, fraud)</li> <li>5. Recognize and respond to emergencies (fire, hostage, biological hazard)</li> </ol>	<b>40 Hours</b>

<p><b>Phlebotomy</b></p> <p><b>Learning Objectives</b></p> <ol style="list-style-type: none"> <li>1. Demonstrate proper techniques for venipuncture and capillary collection based on patient age and condition</li> <li>2. Demonstrate appropriate infant heel stick procedures</li> <li>3. Perform the steps used in collecting a blood culture</li> <li>4. Explain proper specimen labeling techniques</li> <li>5. Maintain patient safety throughout the collection process</li> <li>6. Recognize common complications from primary collection and identify</li> <li>7. Explain how to best avoid pre-analytical errors when collecting blood specimens</li> <li>8. Prepare samples for transportation to testing laboratory</li> <li>9. Discuss handling requirements for non-blood specimens</li> </ol>	<p><b>58 Hours</b></p>
<p><b>EKG Monitoring</b></p> <p><b>Learning Objective</b></p> <ol style="list-style-type: none"> <li>1. Describe proper lead placement when acquiring various EKG tracings.</li> <li>2. List EKG wave forms</li> <li>3. Identify specific wave forms on the EKG</li> <li>4. Measure the duration of waveforms on the EKG</li> <li>5. Identify the direction of the wave deflection</li> <li>6. Determine T wave symmetry</li> <li>7. Determine P wave symmetry</li> <li>8. Measure heart rate from the EKG tracing</li> <li>9. Differentiate artifacts from expected EKG tracing waveforms</li> <li>10. Describe how to eliminate artifacts from an EKG</li> <li>11. Interpret arrhythmias originating in the atria, ventricles and accessory pathway</li> <li>12. Recognize pacemaker spikes on EKG</li> <li>13. Identify ischemia on the EKG</li> <li>14. Describe the proper response for life-threatening arrhythmias</li> <li>15. Describe how to maintain the EKG machine</li> </ol>	<p><b>60 Hours</b></p>
<p><b>Total</b></p>	<p><b>288 Hours</b></p>

**Appendix A.4**

**MEDICAL ADMINISTRATIVE ASSISTANT**

**WORK PROCESS SCHEDULE  
AND  
RELATED INSTRUCTION OUTLINE**

**Appendix A.4**

**WORK PROCESS SCHEDULE  
MEDICAL ADMINISTRATIVE ASSISTANT  
O\*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751 (Medical Secretary)**

This schedule is attached to and a part of these Standards for the above identified occupation.

**1. TYPE OF OCCUPATION**

Time-based                       Competency-based                       Hybrid

**2. TERM OF APPRENTICESHIP**

The term of the time-based occupation is one year with an OJL attainment of 2,000 hours, and supplemented by the required hours of related instruction.

**3. RATIO OF APPRENTICES TO JOURNEYWORKERS**

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to journeyworker/mentors will be:

Two (2) apprentices may be employed in each medical office for each regularly employed Office or Business Manager, or Supervisor.

**4. APPRENTICE WAGE SCHEDULE**

Apprentices are paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction courses. Before an apprentice is advanced to the next segment of training or to journeyworker completion status, the program sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in their on-the-job learning (OJL) and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor shall be guided by the work experience and related instruction records and reports.

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Medical Administrative Assistant journeyworker completion wage rate, which is: \$17.59 per hour.

Period	Percent	Hourly Wage	OJL Hours	Related Instruction
1 <sup>st</sup>	60%	\$10.55	1000 hours	Satisfactory progress
2 <sup>nd</sup>	80%	\$14.07	1000 hours	Satisfactory progress
	100%	\$17.59	2000 hours	Completion

Subject to approval by the program sponsor and registration agency, the current base Community Health Worker journeyworker completion wage rate may be adjusted regionally by a participating employer if they pay a higher wage rate, and the adjusted base rate will apply equally to all

apprentices who are hired by that employer. Such wages will become part of the approved Appendix-E Employer Acceptance Agreement.

**5. WORK PROCESS SCHEDULE** (See attached Work Process Schedule)

**6. RELATED INSTRUCTION OUTLINE** (See attached Related Instruction Outline)

**Appendix A.4**

**WORK PROCESS SCHEDULE  
MEDICAL ADMINISTRATIVE ASSISTANT  
O\*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751 (Medical Secretary)**

During the term of apprenticeship, the Apprentice shall receive such instruction and experience, in all branches of the occupation, as is necessary to develop a practical and versatile worker. Major processes in which Apprentices will be trained (although not necessarily in the order listed) and approximate hours (not necessarily continuous) to be spent in each are as follows:

<b>Medical Administrative Assistant Work Processes</b>	<b>OJL Hours</b>
<b>A. Manage General Office</b> <ol style="list-style-type: none"> <li>1. Track license &amp; certificate of health care personnel</li> <li>2. Coordinate Patient/office communication</li> <li>3. Provide/coordinate office maintenance</li> <li>4. Coordinate/process incoming/outgoing mail</li> <li>5. Maintain account payable &amp; receivables</li> <li>6. Maintain &amp; update procedure manuals</li> <li>7. Inventory &amp; order office equipment &amp; supplies</li> <li>8. Maintain &amp; control medication inventory</li> <li>9. Interact with staff and patients to optimize work flow</li> </ol>	<b>300</b>
<b>B. Coordinate &amp; Schedule Appointments</b> <ol style="list-style-type: none"> <li>1. Coordinate providers' and staff schedules</li> <li>2. Schedule patients' appointments</li> </ol>	<b>400</b>
<b>C. Administrative Intake of Patient</b> <ol style="list-style-type: none"> <li>1. Obtain referrals/authorizations for treatment</li> <li>2. Coordinate insurance information</li> <li>3. Collect copayments/payments on account</li> <li>4. Submit insurance claims</li> <li>5. Provide billing statements to patient</li> <li>6. Document patient communication, observations and clinical treatments</li> <li>7. Employ professional techniques during verbal, non-verbal and text based interactions</li> </ol>	<b>400</b>
<b>D. Maintain Health Information</b> <ol style="list-style-type: none"> <li>1. Obtain and file consents</li> <li>2. Provide for patient confidentiality</li> <li>3. Document and maintain all patient information</li> <li>4. Prepare patient chart of office visit</li> <li>5. File office data</li> <li>6. Transfer patient/client records electronically</li> </ol>	<b>400</b>

7. Abide by principles and laws related to confidentiality	
<b>E. Provide/Maintain a Safe and Aseptic Environment</b>	<b>250</b>
<ol style="list-style-type: none"> <li>1. Maintain clean office environment</li> <li>2. Practice standard safety precautions</li> <li>3. Don gloves and PPE as appropriate</li> <li>4. Maintain personal hygiene, wash hands</li> <li>5. Comply with risk management and safety procedures</li> </ol>	
<b>F. Maintain Professional Responsibilities</b>	<b>250</b>
<ol style="list-style-type: none"> <li>1. Adapt communications to an individual's understanding</li> <li>2. Demonstrate respect for individual diversity</li> <li>3. Participate in continuing education</li> <li>4. Participate in community health activities</li> <li>5. Serve as mentor to other health care professionals</li> <li>6. Maintain basic life support certificate</li> <li>7. Maintain professional network</li> <li>8. Identify potential consequences for failing to operate within the scope of practice of a medical assistant</li> <li>9. Participate in performance improvement</li> <li>10. Provide care within legal &amp; ethical boundaries</li> </ol>	
<b>Total Hours</b>	<b>2,000</b>

## Appendix A.4

**RELATED INSTRUCTION OUTLINE  
MEDICAL ADMINISTRATIVE ASSISTANT  
O\*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751 (Medical Secretary)**

Related Instruction Provider: Alaska Primary Care Association  
Method: Online, Electronic Media

Patty Linduska, R.N.  
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### **Instructional Guide:**

*Certified Medical Administrative Assistant*, National Healthcare Association

### **Supplemental References:**

- *Kinn's The Administrative Medical Assistant: An Applied Learning Approach 8<sup>th</sup> Edition*, Alexander Patricia Adams, Saunders, 2013.
- *Step-by-Step Medical Coding*, Carol J. Buck, Saunders 2015.
- *Understanding Health Insurance: A Guide to Billing and Reimbursement 12<sup>th</sup> Edition*, Michelle Green, Cengage, 2015.
- *Principles of Healthcare Reimbursement 4<sup>th</sup> Edition*, Anne Castro, AHIMA Press, 2013.

The related instruction outlines the courses that provide the technical ability that supplements the on-the-job training. It is through the combination of both the on-the-job training and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the suggested course curriculum during the term of apprenticeship.

<b>Medical Administrative Assistant – NHA Study Guide</b>	
<b>Chapter 1 - Scheduling</b> <b>Learning Objectives:</b> <ol style="list-style-type: none"><li>1. Types of Patient Scheduling<ol style="list-style-type: none"><li>a. Computer Scheduling</li><li>b. Book Scheduling</li><li>c. Type of Scheduling</li></ol></li><li>2. Determining Scheduling Needs<ol style="list-style-type: none"><li>a. Patient Needs</li><li>b. Provider Needs</li><li>c. Length of Appointment</li></ol></li></ol>	<b>10 Hours</b>

<ul style="list-style-type: none"> <li>3. Following Appointment Protocols <ul style="list-style-type: none"> <li>a. Late Payment</li> <li>b. Emergency Calls</li> <li>c. Patients without Appointments</li> <li>d. No-Shows</li> </ul> </li> </ul> <p><b>Chapter 1 - Scheduling continued</b></p> <ul style="list-style-type: none"> <li>e. Strategies for Preventing and Documenting No-Shows</li> </ul> <ul style="list-style-type: none"> <li>4. Arranging Diagnostic Testing and Procedures</li> <li>5. Confirming Future Appointments <ul style="list-style-type: none"> <li>a. Follow HIPAA Guidelines</li> <li>b. Confirming Insurance Details</li> </ul> </li> </ul>	
<p><b>Chapter 2 - Patient Intake</b></p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>1. Demographic Information <ul style="list-style-type: none"> <li>a. Collect Basic Information</li> <li>b. Collect Basic Information from People who have Disabilities</li> <li>c. Advance Directive Forms</li> <li>d. Building Patient Health Records</li> </ul> </li> <li>2. Insurance Information <ul style="list-style-type: none"> <li>a. Precertification and Preauthorization</li> <li>b. Primary and Secondary Coverages</li> </ul> </li> <li>3. Coding Systems <ul style="list-style-type: none"> <li>a. Transitioning between ICD-9-CM and ICD-10-CM</li> <li>b. Healthcare Common Procedures System (HCPCS)</li> </ul> </li> <li>4. Ensuring Completion Forms</li> <li>5. Preparing Encounter Forms <ul style="list-style-type: none"> <li>a. Processing Referrals</li> <li>b. Back-Office Procedures</li> </ul> </li> <li>6. Prepare Daily Charts <ul style="list-style-type: none"> <li>a. Filing Patients' Charts</li> <li>b. Retrieving Patients' Charts</li> <li>c. Elements of Medical Records</li> <li>d. Planning Ahead</li> </ul> </li> </ul>	<b>20 Hours</b>
<p><b>Chapter 3 - Office Logistics</b></p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>1. Filing Medical Records <ul style="list-style-type: none"> <li>a. Filing Systems for Paper Systems</li> <li>b. Organizing Charts</li> <li>c. Scanning Documents</li> <li>d. Differences between EHRs and EMRs</li> </ul> </li> <li>2. Financial Procedures <ul style="list-style-type: none"> <li>a. Basic Information about Health Insurance</li> <li>b. Fee Schedule</li> <li>c. Basic Bookkeeping Information</li> </ul> </li> </ul>	<b>20 Hours</b>

<ul style="list-style-type: none"> <li>3. Mail Deliveries <ul style="list-style-type: none"> <li>a. Steps for Shorting and Distributing Mail</li> <li>b. Classes of Mail</li> <li>c. Special Services</li> <li>d. Private Carriers</li> <li>a. Packing Slips</li> </ul> </li> </ul>	
<p><b>Chapter 4 – Compliance</b></p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>1. HIPAA Guidelines <ul style="list-style-type: none"> <li>a. Securing Charts</li> <li>b. Using a HIPAA – Compliant Sign-In Sheet</li> <li>c. Accessing PHI</li> <li>d. Communicating with Patients</li> <li>e. Electronic PHI</li> <li>f. Penalties for Violating Practices</li> </ul> </li> <li>2. OSHA Guidelines <ul style="list-style-type: none"> <li>a. Exposure Control Plan</li> <li>b. Reporting an OSHA Incident</li> <li>c. Evacuation Plan</li> </ul> </li> <li>3. Center for Medicare/Medicaid Services (CMS) Guidelines <ul style="list-style-type: none"> <li>a. Differences between Medicare and Medicaid</li> <li>b. Medicare and Medicaid Fraud</li> <li>c. Reporting Fraud</li> <li>d. Consequences of Fraud</li> <li>e. CMS-1500 Form</li> <li>f. UB-04 Form</li> </ul> </li> </ul>	<b>30 Hours</b>
<p><b>Chapter 5 – Patient Education</b></p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>1. Patient Bill of Rights <ul style="list-style-type: none"> <li>a. Introduction</li> <li>b. The Eight Points of the Patient’s Bill of Rights</li> <li>c. Explaining the Patient’s Bill of Rights</li> <li>d. Different Kinds of Consent</li> </ul> </li> <li>2. Patient Insurance Responsibilities</li> <li>3. Government and Private Insurance <ul style="list-style-type: none"> <li>a. Introduction</li> <li>b. Government Insurance</li> <li>c. Commercial Insurance</li> </ul> </li> </ul>	<b>30 Hours</b>
<p><b>Chapter 6 - General Office Policies and Procedures</b></p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>1. Opening and Closing Procedures <ul style="list-style-type: none"> <li>a. Starting the day</li> <li>b. Keeping Track of Supplies</li> <li>c. Closing the office</li> </ul> </li> <li>2. Greeting Patients <ul style="list-style-type: none"> <li>a. Courteous Behavior to All Patients</li> </ul> </li> </ul>	<b>30 Hours</b>

<ul style="list-style-type: none"> <li>b. Wait Times</li> <li>3. Telephone Etiquette <ul style="list-style-type: none"> <li>a. Identify the Facility</li> <li>b. Identify the Caller and the Reason for the Call</li> <li>c. Minimizing the Time "On Hold"</li> </ul> </li> <li>4. Creating Correspondence <ul style="list-style-type: none"> <li>a. Writing a Business Letter</li> <li>b. Other Types of Communication</li> <li>c. Applying Proper Postage</li> </ul> </li> <li>5. Basic Computer Skills <ul style="list-style-type: none"> <li>a. Use of internet</li> <li>b. HIPAA Regulations and Electronic Information</li> <li>c. Use of Hardware</li> </ul> </li> </ul>	
<p><b>Chapter 7 - Medical Terminology</b></p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>1. Using Medical Terminology with Patients and Providers <ul style="list-style-type: none"> <li>a. Tips for Pronunciations</li> <li>b. Tips for Spelling</li> <li>c. Identify Medical Terms</li> </ul> </li> <li>2. Abbreviations and Acronyms <ul style="list-style-type: none"> <li>a. Abbreviations</li> <li>b. Using Abbreviations Throughout the Day</li> <li>c. Standardized Medical Terminology</li> <li>d. Acronyms</li> </ul> </li> <li>3. Using Word Parts to Define Medical Terminology <ul style="list-style-type: none"> <li>a. Building Words</li> </ul> </li> </ul>	<b>30 Hours</b>
<b>Total</b>	<b>170 Hours</b>

**Appendix A.5**

**ELECTRONIC HEALTH RECORDS SPECIALIST**

**WORK PROCESS SCHEDULE  
AND  
RELATED INSTRUCTION OUTLINE**

## Appendix A.5

### WORK PROCESS SCHEDULE ELECTRONIC HEALTH RECORDS SPECIALIST O\*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 2024HY (Health IT Specialist)

This schedule is attached to and a part of these Standards for the above identified occupation.

#### 1. TYPE OF OCCUPATION

Time-based                       Competency-based                       Hybrid

#### 2. TERM OF APPRENTICESHIP

The term of the hybrid occupation is one year with an OJL attainment of 2000 - 2200 hours, and supplemented by the required hours of related instruction.

#### 3. RATIO OF APPRENTICES TO JOURNEYWORKERS

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to journeyworker mentors will be:

Two (2) apprentices may be employed at each clinical/job site for each regularly employed Office or Business Manager, or Supervisor. Apprentices will be supervised in-person and via phone, internet, text or email to ensure that a mentor is available to answer questions and monitor their progress throughout their apprenticeship under the Alaska Primary Care Association registered apprenticeship program.

#### 4. APPRENTICE WAGE SCHEDULE

Apprentices are paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction courses. Before an apprentice is advanced to the next segment of training or to journeyworker completion status, the program sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in their on-the-job learning (OJL) and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor shall be guided by the work experience and related instruction records and reports.

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Electronic Health Records Specialist journeyworker completion wage rate, which is: \$21.50 per hour.

Period	Percent	Hourly Wage	OJL Hours	Related Instruction
1 <sup>st</sup>	60%	\$12.90	500 hours	Satisfactory progress
2 <sup>nd</sup>	70%	\$15.05	500 hours	Satisfactory progress
3 <sup>rd</sup>	80%	\$17.20	500 hours	Satisfactory progress
4 <sup>th</sup>	90%	\$19.35	500 - 700 hours	Satisfactory progress
	100%	\$21.50	2000 - 2200 hours	Completion

Subject to approval by the program sponsor and registration agency, the current base Community Health Worker journeyworker completion wage rate may be adjusted regionally by a participating employer if they pay a higher wage rate, and the adjusted base rate will apply equally to all apprentices who are hired by that employer. Such wages will become part of the approved Appendix-E Employer Acceptance Agreement.

**5. WORK PROCESS SCHEDULE** (See attached Work Process Schedule)

**6. RELATED INSTRUCTION OUTLINE** (See attached Related Instruction Outline)

**Appendix A.5**

**WORK PROCESS SCHEDULE  
ELECTRONIC HEALTH RECORDS SPECIALIST  
O\*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 2024HY (Heath IT Specialist)**

During the term of apprenticeship, the Apprentice shall receive such instruction and experience, in all branches of the occupation, as is necessary to develop a practical and versatile worker. Major processes in which Apprentices will be trained (although not necessarily in the order listed) and approximate hours (not necessarily continuous) to be spent in each are as follows:

<b>Electronic Health Records Specialist Work Processes</b>	<b>OJL Hours</b>
<b>A. Onboarding Training</b> <ol style="list-style-type: none"><li>1. Classroom and practical training in common ambulatory practice operations, processes and workflows.</li><li>2. Introduction to practice analysis, benchmarking tools and dashboard tools.</li><li>3. Introduction to standard operating policies for the ambulatory practice setting.</li><li>4. Introduction to common remedial recommendations.</li><li>5. Successfully complete basic tests.</li></ol>	<b>85 - 115</b>
<b>B. Data Analysis</b> <ol style="list-style-type: none"><li>1. Conduct practice interviews.</li><li>2. Collect operational and financial data.</li><li>3. Use analytical tools and benchmarking tools to create standard practice operational profiles.</li><li>4. Identify priority areas for on-site assessment and further evaluation.</li></ol>	<b>625 - 675</b>
<b>C. Process Assessment</b> <ol style="list-style-type: none"><li>1. Participate in on-site practice process assessments and operational evaluations.</li><li>2. Prepare written reports summarizing data analysis and process assessment results.</li><li>3. Recommending remedial actions.</li></ol>	<b>625 - 675</b>
<b>D. Remediation</b> <ol style="list-style-type: none"><li>1. Assist with development of recommendations and remediation plans.</li><li>2. Assist in training practices on remediation and implementing dashboards for tracking performance.</li><li>3. Evaluate quarterly follow up reports and evaluate compliance with remediation.</li><li>4. Develop recommendations to address variances.</li></ol>	<b>625 - 675</b>

<b>E. Written Report</b> <ol style="list-style-type: none"> <li>1. Research and compose a whitepaper recommending an improvement to practice operations derived from an actual experience.</li> <li>2. Onboarding training derived from an actual experience.</li> </ol>	<b>40 - 60</b>
<b>Total Hours</b>	<b>2,000 - 2,200</b>

**Appendix A.5**

**RELATED INSTRUCTION OUTLINE  
ELECTRONIC HEALTH RECORDS SPECIALIST  
O\*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 2024HY (Health IT Specialist)**

Related Instruction Provider: Alaska Primary Care Association  
Method: Online, Electronic Media

Patty Linduska, R.N.  
Senior Director of Training and TA  
Alaska Primary Care Association  
1231 Gambell St, Ste. 200  
Anchorage, AK 99501  
Phone: 907-929-2730 Direct  
E-mail: [PattyL@AlaskaPCA.org](mailto:PattyL@AlaskaPCA.org)  
Website: [www.alaskapca.org](http://www.alaskapca.org) | [www.apcaapprentice.com](http://www.apcaapprentice.com)

**Instructional References:**

- *Certified Electronic Health Record Specialist*, National Healthcare Association
- *Essentials of Health Information Management* 3rd Edition, Bowie/Green, 2016.

The related instruction outlines the courses that provide the technical ability that supplements the on-the-job training. It is through the combination of both the on-the-job training and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the suggested course curriculum during the term of apprenticeship.

<b>ESSENTIALS OF HEALTH INFORMATION MANAGEMENT</b>	<b>Hours</b>
<b>CHAPTER 1: HEALTH CARE DELIVERY SYSTEMS</b> 1. Key Terms 2. Introduction 3. History of Medicine 4. Health Care Delivery in the United States 5. Continuum of Care 6. Health Care Facility Ownership 7. Health Care Facility Organizational Structure & Operation 8. Licensure, Regulation, & Accreditation	<b>15 hours</b>
<b>CHAPTER 2: HEALTH INFORMATION MANAGEMENT PROFESSIONALS</b> 1. Introduction 2. Health Information Management Careers 3. Professional Practice Experience	<b>15 hours</b>

<p><b>CHAPTER 3: HEALTH CARE SETTINGS</b></p> <ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. Acute Care Facilities (Hospitals)</li> <li>3. Ambulatory &amp; Outpatient Care</li> <li>4. Behavioral Health Care Facilities</li> <li>5. Home Care &amp; Hospice Facilities</li> <li>6. Long-Term Care Facilities</li> <li>7. Federal, State, &amp; Local Health Care Facilities</li> </ol>	<p><b>18 hours</b></p>
<p><b>CHAPTER 4: INTRODUCTION TO THE PATIENT RECORD</b></p> <ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. Definition &amp; Purpose of the Patient Record</li> <li>3. Provider Responsibilities</li> <li>4. Development of the Patient Record</li> <li>5. Patient Record Formats</li> <li>6. Archived Records</li> <li>7. Patient Record Completion Requirements</li> </ol>	<p><b>24 hours</b></p>
<p><b>CHAPTER 5: ELECTRONIC HEALTH RECORDS</b></p> <ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. Overview of Computer Terms</li> <li>3. Evolution of Electronic Health Records</li> <li>4. Electronic Health Record Systems</li> <li>5. Regional Health Information Organization</li> <li>6. Components of Electronic Health Record Systems Used in Health Care</li> <li>7. Beyond Health Data &amp; Health Information</li> </ol>	<p><b>15 hours</b></p>
<p><b>CHAPTER 6: PATIENT RECORD DOCUMENTATION GUIDELINES: INPATIENT, OUTPATIENT, AND PHYSICIAN OFFICE</b></p> <ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. General Documentation Issues</li> <li>3. Hospital Inpatient Record: Administrative Data</li> <li>4. Hospital Inpatient Record: Clinical Data</li> <li>5. Hospital Outpatient Record</li> <li>6. Physician Office Record</li> <li>7. Forms Control &amp; Design</li> </ol>	<p><b>24 hours</b></p>
<p><b>CHAPTER 7: NUMBERING &amp; FILING SYSTEMS AND RECORD STORAGE &amp; CIRCULATION</b></p> <ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. Numbering Systems</li> <li>3. Filing Systems</li> <li>4. Filing Equipment</li> <li>5. File Folders</li> <li>6. Filing Controls</li> </ol>	<p><b>15 hours</b></p>

<ul style="list-style-type: none"> <li>7. Loose Filing</li> <li>8. Circulation Systems Security of Health Information</li> </ul>	
<p><b>CHAPTER 8: INDEXES, REGISTERS, AND HEALTH DATA COLLECTION</b></p> <ul style="list-style-type: none"> <li>1. Introduction</li> <li>2. Indexes</li> <li>3. Register &amp; Registries</li> <li>4. Case Abstracting</li> <li>5. Health Data Collection</li> </ul>	<b>24 hours</b>
<p><b>CHAPTER 9: LEGAL ASPECTS OF HEALTH INFORMATION MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>1. Introduction</li> <li>2. Legal &amp; Regulatory Terminology</li> <li>3. Maintaining the Patient Record in the Normal Course of Business</li> <li>4. Confidentiality of Information &amp; HIPPA Privacy &amp; Security Provisions</li> <li>5. Legislation that Impacts Health Information Management</li> <li>6. Release of Protected Health Information</li> </ul>	<b>15 hours</b>
<p><b>CHAPTER 10: INTRODUCTION TO CODING AND REIMBURSEMENT</b></p> <ul style="list-style-type: none"> <li>1. Introduction</li> <li>2. Clinical Classification Systems</li> <li>3. Third-Party Payers</li> <li>4. Reimbursement Methodologies</li> <li>5. Processing Insurance Claims</li> </ul>	<b>15 hours</b>
<b>Total Hours</b>	<b>144</b>

**Appendix B**

**ETA-671 APPRENTICESHIP AGREEMENT**



APPRENTICE REGISTRATION – SECTION II

OMB No. 1205-0223 Expires: 06/30/2018

**Warning: This agreement does not constitute a certification under Title 29, CFR, Part 5 for the employment of the apprentice on Federally financed or assisted construction projects. Current certifications must be obtained from the Office of Apprenticeship (OA) or the recognized State Apprenticeship Agency shown below. (Item 24)**

The program sponsor and apprentice agree to the terms of the Apprenticeship Standards incorporated as part of this Agreement. The sponsor will not discriminate in the selection and training of the apprentice in accordance with the Equal Opportunity Standards in Title 29 CFR Part 30, and Executive Order 11246. This agreement may be terminated by either of the parties, citing cause(s), with notification to the registration agency, in compliance with Title 29, CFR, Part 29

**PART A: TO BE COMPLETED BY APPRENTICE. NOTE TO SPONSOR: PART A SHOULD ONLY BE FILLED OUT BY APPRENTICE.**

1. Name (Last, First, Middle) and Address      *Social Security Number _____ _____ _____ (No., Street, City, State, Zip Code, Telephone Number)		Answer Both A and B (Voluntary) (Definitions on reverse)	5. Veteran Status (Mark one) <input type="checkbox"/> Non-Veteran <input type="checkbox"/> Veteran
2. Date of Birth (Mo., Day, Yr.)	3. Sex (Mark one) <input type="checkbox"/> Male <input type="checkbox"/> Female	4. a. Ethnic Group (Mark one) <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Not Hispanic or Latino  b. Race (Mark one or more) <input type="checkbox"/> American Indian or Alaska native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or other Pacific Islander <input type="checkbox"/> White	6. Education Level (Mark one) <input type="checkbox"/> 8th grade or less <input type="checkbox"/> 9th to 12th grade <input type="checkbox"/> GED <input type="checkbox"/> High School Graduate or Greater <input type="checkbox"/> Post Secondary or Technical Training
7a. Employment Status (Mark one) <input type="checkbox"/> New Employee <input type="checkbox"/> Existing Employee			
7b. Career Connection (Mark one) (Instructions on reverse) <input type="checkbox"/> None <input type="checkbox"/> Pre-Apprenticeship <input type="checkbox"/> Technical Training School <input type="checkbox"/> Military Veterans <input type="checkbox"/> Job Corps <input type="checkbox"/> YouthBuild <input type="checkbox"/> HUD/STEP-UP <input type="checkbox"/> Career Center Referral <input type="checkbox"/> School-to-Registered Apprenticeship			
8. Signature of Apprentice      Date		9. Signature of Parent/Guardian (if minor)      Date	

**PART B: SPONSOR: EXCEPT FOR ITEMS 6, 7, 8, 10a. - 10c, REMAINDER OF ITEMS REPOPULATED FROM PROGRAM REGISTRATION.**

1. Sponsor Program No. Sponsor Name and Address (No. Street, City, County, State, Zip Code)	2a Occupation (The work processes listed in the standards are part of this agreement).	2b Occupation Code: 2b.1. Interim Credentials Only applicable to Part B, 3.b. and 3.c. (Mark one) <input type="checkbox"/> Yes <input type="checkbox"/> No
	3. Occupation Training Approach (Mark one) 3a. <input type="checkbox"/> Time-Based 3b. <input type="checkbox"/> Competency-Based 3c. <input type="checkbox"/> Hybrid	4. Term (Hrs., Mos., Yrs.)
	6. Credit for Previous Experience (Hrs., Mos., Yrs.)	5. Probationary Period (Hrs., Mos., Yrs.)
	7. Term Remaining (Hrs., Mos., Yrs.)	8. Date Apprenticeship Begins

9a. Related Instruction (Number of Hours Per Year)	9b. Apprentice Wages for Related Instruction <input type="checkbox"/> Will Be Paid <input type="checkbox"/> Will Not Be Paid	9c. Related Training Instruction Source
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10. Wages: (Instructions on reverse)

10a. Pre-Apprenticeship Hourly Wage \$ \_\_\_\_\_    10b. Apprentice's Entry Hourly Wage \$ \_\_\_\_\_    10c. Journeyworker's Hourly Wage \$ \_\_\_\_\_

Check Box	Period 1	2	3	4	5	6	7	8	9	10
10d. Term <input type="checkbox"/> Hrs., <input type="checkbox"/> Mos., or <input type="checkbox"/> Yrs.										
10e. Wage Rate (Mark one) % <input type="checkbox"/> or \$ <input type="checkbox"/>										

11. Signature of Sponsor's Representative(s)      Date Signed	13. Name and Address of Sponsor Designee to Receive Complaints (If applicable)
12. Signature of Sponsor's Representative(s)      Date Signed	

**PART C: TO BE COMPLETED BY REGISTRATION AGENCY**

1. Registration Agency and Address	2. Signature (Registration Agency)	3. Date Registered
------------------------------------	------------------------------------	--------------------

4. Apprentice Identification Number (Definition on reverse):

## Program Definitions and/or Instructions:

### Part A

#### Item 4.a. Definition - Ethnic Group:

**Hispanic or Latino.** A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. The term, "Spanish origin," can be used in addition to "Hispanic or Latino."

#### Item 4.b. Definitions - Race:

**American Indian or Alaska Native.** A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.

**Asian.** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

**Black or African American.** A person having origins in any of the black racial groups of Africa. Terms such as "Haitian" or "Negro" can be used in addition to "Black or African American."

**Native Hawaiian or Other Pacific Islander.** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

**White.** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

#### Item 7b. Instructions:

Indicate any career connection (definitions follow). Enter "None" if no career connection applies.

**Pre-Apprenticeship.** A program or set of strategies designed to prepare individuals to enter and succeed in a Registered Apprenticeship program which has or have a documented partnership(s) with a Registered Apprenticeship program(s).

**Technical Training School.** Graduates trained in an occupation from a technical training school related to an occupation registered by the program sponsor and who meet the minimum qualifications for Registered Apprenticeship.

**Military Veterans.** Veterans that completed a military technical training school and/or elect to participate in the Building and Construction Trades Helmets to Hardhats Program or trained in an occupation while in the military related to an occupation registered by the program sponsor and who meet the minimum qualifications for Registered Apprenticeship.

**Job Corps.** Graduates trained in an occupation from a federally funded Job Corps center related to an occupation registered by the program sponsor and who meet the minimum qualifications for Registered Apprenticeship.

**YouthBuild.** Graduates trained in an occupation from a federally funded YouthBuild program related to an occupation registered by the sponsor and who meet the minimum qualifications for Registered Apprenticeship.

**HUD/STEP-UP.** Applicants who successfully participated in the U.S. Department of Housing and Urban Development Step-Up program and received an apprenticeship experience which meets the minimum qualifications for Registered Apprenticeship.

**Career Center Referral.** Includes career center participants referred to the Registered Apprenticeship Program and/or apprentice(s) that receive workforce system funded services that support their participation in a Registered Apprenticeship program. This may include the use of individual training accounts and/or on-the-job training reimbursements.

**School-to-Registered Apprenticeship.** Program designed to allow high school youth ages 16 - 17 to enter a Registered Apprenticeship program and continue after graduation with full credit given for the high school portion.

### Part B

**Item 2.b.1. Interim Credentials.** Based on program standards that utilize the competency-based or hybrid training approach, and, upon request of the program sponsor, the credentials are issued as certificates by the Registration Agency. Interim credentials provide certification of competency attainment by an apprentice.

**Item 3. Occupation Training Approach.** The program sponsor decides which of the three training methods to use in the program as follows:

- 3.a. Time-Based Training Approach - apprentice required to complete a specific number of hours of on-the-job learning (OJL) and related training instruction (RTI).
- 3.b. Competency-Based Training Approach - apprentice required to demonstrate competency in defined subject areas and does not require any specific hours of OJL or RTI; or
- 3.c. Hybrid-Training Approach - apprentice required to complete a minimum number of OJL and RTI hours and demonstrate competency in the defined subject areas.

**Item 4. Term (Hrs., Mos., Yrs.).** Based on the program sponsor's training approach. See Part B, Item 4. Available in the terms of the Apprenticeship Standards.

**Item 5. Probationary Period (Hrs. Mos., Yrs.)** Probation period cannot exceed 25 percent of the length of the program or one year, whichever is shorter.

**Item 7. Term Remaining (Hrs., Mos., Yrs.).** Under Part B, Item 6., Credit for Previous Experience (Hrs., Mos., Yrs.) is determined by the program sponsor. The Term Remaining (Hrs., Mos., Yrs.) in Part B, Item 7., for the apprentice to complete the apprenticeship is based on the training approach indicated in Part B, Item 3. The term remaining is available in the terms of the Apprenticeship Standards.

#### Item 10. Wage Instructions:

10a. Pre-Apprentice hourly wage: sponsor enters the individual's hourly wage in the quarter prior to becoming an apprentice.

10b. Apprentice's entry hourly wage (hourly dollar amount paid): sponsor enters this apprentice's entry hourly wage.

10c. Journeyworker's wage: sponsor enters wage per hour.

10d. Term: sponsor enters in each box the apprentice schedule of pay for each advancement period based on the program sponsor's training approach. See Part B, Item 3., and is available in the terms of the Apprenticeship Standards.

10e. Percent or dollar amount: sponsor marks one.

- Note:**
- 10c. If the employer is signatory to a collective bargaining agreement, the journeyworker's wage rate in the applicable collective bargaining agreement is identified. Apprenticeship program sponsors not covered by a collective bargaining agreement must identify a minimum journeyworker's hourly wage rate that will be the basis for the progressive wage schedule identified in Item 10e, of this agreement.
  - 10d. The employer agrees to pay the hourly wage rate identified in this section to the apprentice each period of the apprenticeship based on the successful completion of the training approach and related instructions outlined in the Apprenticeship Standards. The period may be expressed in hours, months, or years.
  - 10e. The wage rates are expressed either as a percent or in dollars and cents of the journeyworker's wage depending on the industry.

**Example (Time-based approach) - 3 YEAR APPRENTICESHIP PROGRAM**

<u>Term</u>	<u>Period 1</u>	<u>Period 2</u>	<u>Period 3</u>	<u>Period 4</u>	<u>Period 5</u>	<u>Period 6</u>
Hrs., Mos., Yrs.	1000 Hrs.					
%	55	60	65	70	80	90

**Example (Time-based approach) - 4 YEAR APPRENTICESHIP PROGRAM**

<u>Term</u>	<u>Period 1</u>	<u>Period 2</u>	<u>Period 3</u>	<u>Period 4</u>	<u>Period 5</u>	<u>Period 6</u>	<u>Period 7</u>	<u>Period 8</u>
Hrs., Mos., Yrs.	6 Mos.							
%	50	55	60	65	70	75	80	90

**Item 13.** Identifies the individual or entity responsible for receiving complaints (Code of Federal Regulations, CFR, Title 29 part 29.7(k)).

**Part C.**

**Item 4. Definition:** The Registered Apprenticeship Partners Information Data System (RAPIDS) encrypts the apprentice's social security number and generates a unique identification number to identify the apprentice. It replaces the social security number to protect the apprentice's privacy.

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\*The submission of your social security number is requested. The apprentice's social security number will only be used to verify the apprentice's periods of employment and wages for purposes of complying with the Office of Management and Budget related to common measures of the Federal job training and employment programs for measuring performance outcomes and for purposes of the Government Performance and Results Act. The Office of Apprenticeship will use wage records through the Wage Record Interchange System and needs the apprentice's social security number to match this number against the employers' wage records. Also, the apprentice's social security number will be used, if appropriate, for purposes of the Davis Bacon Act of 1931, as amended, U.S. Code Title 40, Sections 276a to 276a-7, and Title 29 CFR 5, to verify and certify to the U.S. Department of Labor, Wage and Hour Division, that you are a registered apprentice to ensure that the employer is complying with the geographic prevailing wage of your occupational classification. Failure to disclose your social security number on this form will not affect your right to be registered as an apprentice. Civil and criminal provisions of the Privacy Act apply to any unlawful disclosure of your social security number, which is prohibited.

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The collection and maintenance of the data on ETA-671, Apprentice Registration – Section II Form, is authorized under the National Apprenticeship Act, 29 U.S.C. 50, and CFR 29 Part 29.1. The data is used for apprenticeship program statistical purposes and is maintained, pursuant to the Privacy Act of 1974 (5 U.S.C. 552a.), in a system of records entitled, DOL/ETA-4, Registered Apprenticeship Partners Information Management Data System (RAPIDS) at the U.S. Department of Labor, Office of Apprenticeship,. Data may be disclosed to a State Apprenticeship Agency to determine an assessment of skill needs and program information, and in connection with federal litigation or when required by law.

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Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Public reporting burden for this collection of information is estimated to average five minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond is required to obtain or retain benefits under 29 USC 50. Send comments regarding this burden or any other aspect of this collection of information including suggestions for reducing this burden to the U.S. Department of Labor, Office of Apprenticeship, 200 Constitution Avenue, N.W., Room N-5311, Washington, D.C. 20210 (Paperwork Reduction Project 1205-0023.)

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**Appendix E**

**EMPLOYER ACCEPTANCE AGREEMENT**

**APPENDIX E**

**EMPLOYER ACCEPTANCE AGREEMENT**

The foregoing undersigned Employer hereby subscribes to the provisions of the Apprenticeship Standards formulated and registered by the Alaska Primary Care Association.

*As a Participating Employer, we agree to carry out the intent and purpose of said Standards and to abide by the rules and decisions of the Program Sponsor established under these Apprenticeship Standards. We have been furnished a true copy of the Standards and have read and understood them, and do hereby request certification to train apprentices under the provisions of these Standards, with all attendant rights and benefits thereof, until cancelled voluntarily or revoked by the Program Sponsor or Registration Agency. On-the-job, we guarantee that the apprentice is assigned to a skilled and competent journeyworker, and we guarantee that the work assigned to the apprentice will be rotated so as to ensure training in all sections of the work process schedule. We further agree to accept for employment apprentices who are selected and referred to our organization by the Program Sponsor to the extent appropriate employment opportunities are available.*

This employer acceptance agreement will remain in effect until cancelled voluntarily or revoked by the Sponsor or Registration Agency.

This form must be signed and returned to the Program Sponsor prior to employing and training any apprentices.

Return completed form to: Cherise Fowler, Apprenticeship Training Coordinator  
Alaska Primary Care Association  
1231 Gambell Street, Suite 200  
Anchorage, AK 99501  
Phone: 907-929-2739 Fax: 907-929-2734  
E-mail: [CheriseF@alaskapca.org](mailto:CheriseF@alaskapca.org)

Employer Name: \_\_\_\_\_

Federal Tax ID Number: \_\_\_\_\_

Company Representative/Title: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_ Fax: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

This agreement is for all occupations sponsored by the Alaska Primary Care Association Apprenticeship Program.

Approved by Program Sponsor:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Disposition:  
Original – Program Sponsor  
Copies – Employer and Registration Agency