

PARTNERSHIP SCHOOL RESOURCE

# Medical Assistant Externship ACEMAPP Process Guide

Submission, placement, and onboarding steps

## Purpose

This guide outlines what partnership schools, students, and Henry Ford Health are responsible for during the Medical Assistant externship placement process.

**Requests must be submitted in ACEMAPP before placement review can begin.**

Requested locations and start dates are not guaranteed.

## 1. Process Overview

The process moves through four clear steps.

1

### School submits the student

The partnership school enters a complete rotation request in ACEMAPP at least four weeks before the desired start date.

2

### Henry Ford Health reviews the request

The Medical Assistant Onboarding Coordinator reviews the submission and evaluates placement options based on student information and site availability.

3

### Student completes requirements

Once the request is accepted, the student logs in to ACEMAPP and completes all assigned onboarding requirements.

4

### Placement and start date are confirmed

Henry Ford Health confirms the clinical site and start date after placement and onboarding requirements are complete.

## 2. Who Is Responsible?

| PARTNERSHIP SCHOOL                                             | STUDENT                                                            | HENRY FORD HEALTH                             |
|----------------------------------------------------------------|--------------------------------------------------------------------|-----------------------------------------------|
| Submit the rotation request in ACEMAPP.                        | Log in to ACEMAPP promptly.                                        | Review the request for completeness.          |
| Enter complete student, scheduling, and placement information. | Complete assigned training, assessments, and documents.            | Evaluate placement opportunities.             |
| Upload required school and compliance documents.               | Upload a badge photo and resume if not already uploaded by school. | Coordinate onboarding and monitor completion. |
| Monitor the request and communicate changes.                   | Attend orientation if required (Stepful & Skilltrade only).        | Confirm the site and start date.              |

## 3. Partnership School Steps

|   |                                                                                                                                                                                            |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <b>Confirm student readiness</b><br>Confirm that the student is eligible, understands the externship commitment, and can attend during available clinic hours.                             |
| 2 | <b>Submit at least four weeks in advance</b><br>Allow time for document review, placement, onboarding, and required access steps.                                                          |
| 3 | <b>Create the ACEMAPP rotation request</b><br>Complete every required field, including the requested start date, required externship hours, available days and hours, and faculty contact. |
| 4 | <b>Include placement preferences</b><br>Use the additional location details or comments field for the preferred region, specialty interest, or other helpful scheduling information.       |
| 5 | <b>Upload required documentation</b><br>Ensure all required documents are uploaded and current. Missing information may delay review.                                                      |
| 6 | <b>Monitor the request</b><br>Respond promptly to requests for missing information and direct the student to complete assigned ACEMAPP requirements after acceptance.                      |
| 7 | <b>Communicate changes</b><br>Notify the Medical Assistant Onboarding Coordinator if the student's availability, start date, contact information, or placement needs change.               |

## 4. School Submission Checklist

Use this checklist before submitting the student's rotation request.

| ✓                        | CONFIRM BEFORE SUBMITTING                                                                             |
|--------------------------|-------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Student contact information is complete and accurate.                                                 |
| <input type="checkbox"/> | Student home address and emergency contact information are provided.                                  |
| <input type="checkbox"/> | The requested start date is listed.                                                                   |
| <input type="checkbox"/> | Available days and hours are accurate and up to date.                                                 |
| <input type="checkbox"/> | Total externship hours required by the school are listed.                                             |
| <input type="checkbox"/> | Preferred region, location, or specialty details are included.                                        |
| <input type="checkbox"/> | Employment interest is identified when requested.                                                     |
| <input type="checkbox"/> | Required compliance documents are uploaded and current.                                               |
| <input type="checkbox"/> | Faculty contact is identified.                                                                        |
| <input type="checkbox"/> | The student understands that placement and the start date depend on availability and final clearance. |

## 5. What Henry Ford Health Will Do

|   |                                                                                                                                                                                                                 |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <b>Review the submission</b><br>Verify that required information and documents are available.                                                                                                                   |
| 2 | <b>Evaluate placement options</b><br>Consider the student's address, preferences, availability, and current site capacity.                                                                                      |
| 3 | <b>Accept or follow up</b><br>Accept the request when a placement path is available or contact the school for additional information.                                                                           |
| 4 | <b>Coordinate onboarding</b><br>Monitor required ACEMAPP assignments and outstanding documents. Once everything has been completed, the MA coordinator will submit in for student's EPIC access for clinic use. |
| 5 | <b>Confirm placement</b><br>Communicate the confirmed clinical site and start date once requirements are complete.                                                                                              |

**Henry Ford Orientation requirement**

Only students from the online programs **Skilltrade** and **Stepful** are required to attend the Henry Ford Health Medical Assistant Orientation before beginning their externship. Please continue to follow our orientation calendar to see upcoming dates.

## 6. Frequently Asked Questions

**How far in advance should a request be submitted?**

Submit the request at least four weeks before the desired start date.

**Is a requested location guaranteed?**

No. Placement depends on student availability, site capacity, location options, and other active placement requests.

**What happens if information is missing?**

The school will be contacted for the missing information via ACEMAPPs, and placement review may be delayed.

**When should the student log in to ACEMAPP?**

The student should log in promptly and complete assigned requirements as soon as they become available. Failure to complete within 3-4 days can delay start date.

**Will the student receive a separate email with all assignments?**

Assignments included in the new process are completed through ACEMAPP. The school should ensure the student monitors ACEMAPP and completes all assigned items.

**Which students must attend Henry Ford Health orientation?**

Students from Skilltrade and Stepful are required to attend the Henry Ford Health Medical Assistant Orientation.

**When can the student begin?**

The student may begin only after the placement and start date are confirmed and all required onboarding steps are complete.

**What if the student's information changes?**

Update ACEMAPP when possible and notify the Medical Assistant Onboarding Coordinator promptly.

## 7. Contacts and Support

| QUESTION TYPE        | CONTACT                                                                       | USE FOR                                                                        |
|----------------------|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Program or placement | Chanel Ash, CMA<br>Medical Assistant Onboarding Coordinator<br>cash3@hfhs.org | Submission review, placement, onboarding, orientation, or start-date questions |
| ACEMAPP support      | 844-223-4292<br>support@acemapp.org                                           | Login, account, access, fee, or technical issues                               |
| Self-service help    | ACEMAPP School User Guide and support ticket portal                           | Platform instructions or submission of a technical support ticket              |

### When reporting an ACEMAPP issue

Include the school name, student name, rotation number if available, a short description of the issue, and a screenshot when appropriate.

**Thank you for partnering with Henry Ford Health to support Medical Assistant students.**