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 seven 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	**Student fills out general information needed** The school instructor and or onboarding coordinator will have the student log in and fill out the general information. Student will not complete any assessments or upload any documentation at this time.
3	**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.
4	**Site confirmed** Once a site accepts the request, the Medical Assistant Onboarding Coordinator will notify the school instructor.
5	**Student now completes requirements** The instructor will notify the student that they must log in to ACEMAPP to complete all assigned onboarding requirements and upload all required documentation. *Instructors may also upload required documents if they choose to do so*
6	**School verifies all uploaded documents** School instructors or placement coordinators are responsible for reviewing all student uploaded compliance documents and approving them through ACEMAPP.
7	**Placement and start date are confirmed** Medical Assistant onboarding coordinator will send an email confirming 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 into ACEMAPP promptly and only fill out general information. * DOES NOT COMPLETE ASSESMENTS OR UPLOAD DOCUMENTATION AT THIS TIME*	Evaluate placement opportunities and confirm placement site with school to move to next steps.
Instruct student to now log in and upload compliance documents and complete assessments ASAP.	Log in to ACEMAPP promptly once notified by school and upload all required documents and complete all assessments and training.	Monitor for approved documents and completed assessments by student.
Approve all student uploaded documentation and monitor the request	Attend orientation if required (Stepful & Skilltrade only).	Confirm the site, start date and all other important details via email.

3. Partnership School Steps

1	**Confirm student readiness** Confirm that the student is eligible, understands the externship commitment, and can attend during available clinic hours.
2	**Submit at least four weeks in advance** Allow time for document review, placement, onboarding, and required access steps. *Please allow extra time during Holiday seasons*
3	**Create the ACEMAPP rotation request** Complete every required field, including the requested start date, required externship hours, available days and hours, and faculty contact.
4	**Include placement preferences** Use additional location details or comments field for the preferred region, specialty interest, or other helpful scheduling information.
5	**Student outreach** Let student know to log in promptly to submit general information details so HFH can use information provided to find a placement site. *STUDENT SHOULD NOT UPLOAD ANY DOCUMENTATION OR COMPLETE ASSESMENTS UNTIL SITE IS CONFIRMED*
6	**Upload all required documentation** Once a site is confirmed, ensure all required documents are uploaded and current and approve all student uploaded documentation. Missing information may delay review.
7	**Monitor the request** Respond promptly to requests for missing information and direct the student to complete assigned ACEMAPP requirements as soon as possible once notified.
8	**Communicate changes** 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 as a guide for submitting the full rotation request.

✓	CONFIRM BEFORE SUBMITTING
☐	Student contact information is complete and accurate.
☐	Student home address and emergency contact information are provided.
☐	The requested start date is listed.
☐	Two emails are provided by the student, personal and school issued email.
☐	Available days and hours are accurate and up to date.
☐	Total externship hours required by the school are listed.
☐	Preferred region, location, or specialty details are included if requested.
☐	Employment interest is identified when requested.
☐	Required compliance documents are uploaded, current, and verified.
☐	Faculty contact is identified.
☐	The student understands that placement and the start date depend on availability and final clearance.

5. What Henry Ford Health Will Do

1	**Review the submission** Verify that request includes students availability, days and hours available to report, etc.
2	**Evaluate placement options** Consider the student's address, preferences, availability, and sites capacity.
3	**Site confirmed** Once a site is confirmed, reach out to school and let them know that we can host the student once all documents are uploaded and assessments are completed.
4	**Monitor for completion and request HF issued badge** Once everything has been completed, the MA coordinator will submit for the student's EPIC access for clinic use. In addition, once a badge photo has been uploaded, coordinator will submit for a badge and confirm with student once photo is ready for pick up.
5	**Confirm placement** Communicate the confirmed clinical site and start date once requirements are complete. An email will be sent to the student, nurse manager of the hosting site, and school instructor with all information and expectations once the ACEMAPP process is 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 3-4 weeks before the desired start date. If a request is going to be submitted during a Holiday season, we ask that requests are submitted 4 weeks in advance.

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 ACEMAPP, 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 the 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 in a timely fashion.

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, all required onboarding steps are complete, epic access is granted, and the HF issued badge has been picked up.

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 Medical Assistant Onboarding Coordinator cash3@hfhs.org	Submission review, placement, onboarding, orientation, or start-date questions
ACEMAPP support	844-223-4292 support@acemapp.org	Login, account, access, fee, or technical issues
Self-service help	ACEMAPP School User Guide: School User Guide | ACEMAPP and support ticket portal	Platform instructions or submission of a technical support ticket
School user ACEMAPP training	Select a Date & Time - Calendly	To set up an upcoming date and time to meet with ACEMAPP for a training session

When reporting an ACEMAPP issue

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

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