



Intern Job
Description

Intern Position Title: Access to Care Intern

Purpose/objective: The Access to Care (ATC) Intern will interact with our diverse patient population to assist them in obtaining access to medical care such as medicals visits, free medications, and referrals. This position allows you to interact one-on-one with our patients (Patient interaction is a mixture of phone and in-person depending on the ATC position), get to know their stories, and assist them in bettering their health with the smallest gestures. As a department, we handle the administrative work to ensure the patient's medical care is not delayed due to paperwork. This is a non-paid intern position.

Location: Open Door Clinic within UMWC 1390 Capital Blvd. Raleigh NC, 27603.

Key responsibilities: Below are the various positions, and their responsibilities, within the Access to Care Internship; you will be assigned one for the duration of your internship. If you have a preference in a position, please indicate that in your cover letter.

1. **New Patient Specialist** is the first point of contact with prospective new patients.
2. **Patient Advocate** helps our patients obtain free medications from various pharmaceutical companies and low-cost specialty referrals from referral programs by assisting the patient to complete a yearly application.
3. **Patient Advocacy Specialist** follows up with patients with pending applications to ensure their applications do not expire.
4. **Patient Liaison Specialist** is responsible for ensuring patients are communicated back in a timely fashion.
5. **Document Management Specialist** manages all the documentation we receive from patients for their pending applications.
6. **ATC Huddle Specialist** ensures all patient accounts, with upcoming appointments, are updated.
7. **Outreach Specialist** works with our Clinic Outreach Coordinator in establishing partnerships to increase new patients. Works in collaboration with the UM Food Pantry in recruiting new patients.

Skills & Interests:

1. Health Care Management, Pre-Health, Non-Profit, Social Work
2. Ability to practice Spanish speaking skills (not a requirement)

Time commitment: 10 hours a week, assigned 2 regular shifts per week

Schedule: Available shifts are Monday –Thursday: 8:30am–1:30pm / 1:30–6:30pm

Training/support provided: Orientation will provide general overview training for all ATC Interns. Each ATC Intern position will have their own guide/manual which details each position's responsibilities and a step by step with snapshots on how to accomplish them. Shadowing sessions will be available. Lastly, ATC staff members are always available for assistance.

Benefits: Increasing access to medical care to our neighbors in need. Assist in reducing the barriers in which the uninsured low-income population experience when attempting to obtain medical care. Educating those in our community on the importance of having a primary care home and what that means. Obtain administrative office work experience.

Intern Supervisor: All 3 ATC staff members will be available as intern supervisors.

