



Position Title: Access to Care Intern

Status: Internship

Department: Open Door Clinic

Reports To: Access to Care Manager

Job Description:

Are you driven by a passion for ensuring healthcare is a right, not a privilege? Elevate your commitment to community well-being by joining the Access to Care (ATC) Internship at Open Door Clinic. This transformative opportunity empowers you to directly impact the lives of our patients in the Behavioral Health and Wellness Department, assisting them in securing essential medical care. As an intern, you will be at the forefront of facilitating medical visits, providing access to free medications, and offering vital healthcare referrals. Embark on a journey with us to break down barriers to healthcare access and create lasting positive change in the lives of our diverse patient population.

ATC Roles:

Indicate your preferred role in your cover letter and become a catalyst for change in the lives of those in need. Please note that while we strive to accommodate your preferences, the final role assigned may be subject to the evolving needs and priorities of the department. Your flexibility and willingness to contribute to various aspects of our mission are highly valued as we work together to make a meaningful impact on community health

- 1. New Patient Specialist:** As the welcoming face for prospective new patients, you will play a pivotal role in their journey towards accessing healthcare at Open Door Clinic. Guide individuals through the initial steps, assist with necessary paperwork, provide essential information about our services, and ensure a seamless onboarding process. Your warm and empathetic approach will set the tone for a positive and supportive patient experience.
- 2. Patient Advocate:** Step into the shoes of a dedicated advocate for our patients. Navigate the complex landscape of healthcare by assisting individuals in obtaining free medications from pharmaceutical companies and low-cost specialty referrals. Your role involves guiding patients through the completion of yearly applications, ensuring continued support and fostering a sense of empowerment in managing their health.
- 3. Patient Liaison Specialist:** Take on the responsibility of ensuring seamless communication with patients regarding their yearly renewals. You'll be the point of contact, keeping patients informed, addressing inquiries, and providing the necessary support to maintain an ongoing and positive patient relationship. Your attention to detail and communication skills are vital in creating a supportive environment for our patients.
- 4. ATC Huddle Specialist:** Be the linchpin in our team's coordination efforts by ensuring that all patient accounts with upcoming appointments are meticulously updated. Your organizational skills will contribute to the efficiency of our healthcare operations, guaranteeing a streamlined and patient-focused experience. This role is crucial in maintaining the integrity of our patient care processes.

Preferred Qualifications:

- Passion for Healthcare Equity:** Demonstrate a genuine passion for promoting healthcare equity and accessibility for underserved populations.
- Empathy and Cultural Competency:** Exhibit a high level of empathy and cultural competency in interacting with individuals from diverse backgrounds. A strong understanding of cultural nuances and the ability to navigate language barriers will be crucial in fostering trusting relationships with our diverse patient population.
- Advocacy Experience:** Prior experience or a keen interest in advocacy work, especially in the healthcare or social justice sector, will set you apart.
- Collaborative Spirit:** Emphasize your ability to work collaboratively within a team-oriented environment.
- Problem-Solving Skills:** The ability to navigate complex situations, particularly in the context of addressing healthcare access issues.
- Community Engagement:** Demonstrate a history of community engagement, whether through volunteer work, community projects, or extracurricular activities. Also, your dedication to community well-being and your understanding of the importance of community involvement in healthcare initiatives.
- Tech Savvy:** Proficiency in utilizing technology to streamline administrative tasks and enhance communication will be valuable. Showcase any experience with healthcare management systems, outreach tools, or Microsoft Office applications to highlight your ability to leverage technology for effective program support.
- Commitment to Lifelong Learning:** Illustrate a commitment to ongoing learning and professional development; particularly in healthcare management, non-profit, or social work domains.
- Bilingual Proficiency:** Proficiency in Spanish, Arabic, or both, is highly desirable.

This internship offers a fulfilling and valuable experience for those dedicated to enhancing community well-being. **Interns who successfully complete 120 hours per semester will receive a comprehensive letter of recommendation, recognizing their commitment and contribution to our mission. Exceptional interns who demonstrate outstanding dedication and proficiency may also be considered for future employment opportunities within our organization.** Your work will support community members in gaining access to healthcare that might be unaffordable elsewhere, reducing barriers for the uninsured low-income population. You will play a vital role in educating the community on the importance of having a primary care home. This experience will impact the wellness and health of over 300 patients annually, their families, and the community. Aspiring medical professionals will gain insights into the human side of healthcare, while those pursuing business or administrative careers will acquire knowledge in operations, business administration, healthcare management systems, and advocacy. **Comprehensive training and daily support from the Access to Care staff members will ensure a successful and enriching internship experience. Join us in making healthcare accessible and inclusive for all.**

Work Schedule:

Minimum of 10 hours a week between Monday-Thursday 8:30am-6:30pm. Interns must not exceed 15 hours per week. Requests for exceptions requires the manager's approval