



## Intern and Volunteer Program Information

**Mission Statement:** Promise Healthcare is dedicated to improving the health of the community through treatment, prevention, and enabling services

**Frances Nelson** is a primary care medical and behavioral health clinic dedicated to providing affordable and accessible high quality health care services to the medically underserved of greater Champaign County. We offer income based discounts and benefit enrollment assistance. We have bilingual Spanish/English/French/Mandarin staff and interpreters on site.

The **SmileHealthy Dental Programs** include a dental clinic, mobile services and dental health education dedicated to improving the oral health care of the underserved in Champaign County in providing preventive care, treatment, and education.

Promise Healthcare also delivers primary medical care at satellites including Community Elements and the Community Resource Center at Presence Covenant Medical Center.

*Thank you for your interest in the Intern and Volunteer Program at Promise Healthcare. Please take the time to review the information provided in this packet and follow the instructions to begin the application process.*

### APPLICATION DEADLINE:

Spring Semester 2017.....October 15, 2016

Summer Semester 2017.....February 26, 2017

Fall Semester 2017.....March 20, 2017

### Health Requirements:

Proof of Immunization for Hepatitis-B

“1-Step” TB test (valid for 12 months)

\*You must have the Hepatitis-B immunization and TB test prior to the start of your first shift.

## Internship and Volunteer Opportunities

*Interns are distinguished as those who dedicate at least fifteen hours of work per week.  
Volunteers are asked to dedicate at least eight hours of service per week.*

### NURSING/MEDICAL ASSISTING

Individuals are assigned to work with a Nurse, Medical Assistant (M.A.) or Certified Nurse Assistant (C.N.A.) in providing patient care. Duties include learning to room patients, check vital signs, stock exam rooms, assist in the lab, and give patients end-of-appointment instructions. Those working in this position will develop proficiency with the electronic health record (EHR) system and other aspects of patient care. At minimum, **C.N.A., E.M.T., M.A., or Registered M.A. certification is required.**

### REGISTRATION/PATIENT SERVICES REPRESENTATIVE

Intern will work closely with the Patient Services Representatives (PSRs) to assist in providing excellent customer service to our patients. Primary duties of the registration intern could include, but are not limited to: making reminder calls for appointments, verifying patient insurance eligibility, updating patient information (demographics, insurance, etc.), researching returned mail, and entering new patient information into the electronic health record. The ideal candidate would be bilingual, preferably in Spanish, French, or Mandarin.

### INTERPRETATION

Individuals assigned to interpret in medical settings will serve for patients and staff while accurately relaying medical information between speakers of two different languages both verbal and written in compliance with all clinic policies and procedures. Duties will include encouraging and fostering direct communication between provider and patient, interpreting accurately and completely and seeking clarification or repetition if message/information is not clear, as well as maintain confidentiality and professional integrity and respect patients' privacy. Some other duties may include assisting with scheduling patient appointments, reminder calls and translating documents.

### PRENATAL SERVICES

Those working in this position will be on the floor, assisting with prenatal clinics, which are conducted on Wednesday afternoons and Friday mornings. Other times of the health center week are devoted to American College of Obstetrics and Gynecology (ACOG) procedures and preparations for the next week's clinics. Interns will be responsible for setting up and helping the prenatal services coordinator with whatever he/she may need. \*Shifts only available Monday through Friday between 8:30 AM and 4 PM.

### PEDIATRIC SERVICES

Interns and volunteers who serve our Pediatrics Coordinator help build the health of the community. The goal of this department is to ensure that families stay up-to-date with Well-Child visits and immunizations. This is not a clinical internship. Typical duties are outlined below:

- A. Paperwork
  - 1. Make photocopies of various pediatric documents

2. Assist coordinator with panel calls
  - a. Establishing new patients
  - b. Scheduling appointments for existing patients
- B. Reach Out & Read (ROR) Books
  1. Entering inventory usage in database (monthly)
  2. Restock books when needed; assist in re-ordering
  3. Read to children in the lobby during the Well Child exam blocks
- C. Lobby
  1. Stock books for children to take home
  2. Straighten lobby for aesthetic purposes
  3. Wipe down toys to prevent the spread of germs

## DEVELOPMENT AND MARKETING

Interns and volunteers working in development will have the unique opportunity to assist with all areas of fund development, marketing, and communications—including event planning, gift acknowledgement, the donor database, fundraising appeal campaigns, social media, and an electronic newsletter. Intern will also update forms for various departments, create fliers and tickets for various events and maintain and improve the waiting room environment. Another on-going assignment is editing the newsletter that goes out to all staff members.

## ADMINISTRATION SERVICES – EXECUTIVE DIRECTOR

Intern will work closely with organization's Executive Director and manage tasks that pertain to the improvement of the organization. Interns and volunteers are assigned to a broad range of administrative functions—working with spreadsheets, updating documents, and the EHR system. Intern will assist with several different departments encompassed by administration and get a hands-on experience of what it's like to manage and operate different components of healthcare administration. Duties of intern include, but are not limited to, legislative contact information and maps (ie. federal, state, county, and cities of Champaign and Urbana), benchmarking for the Board of Directors (ie. medical, mental health, and dental volumes), financials, community support, and quality benchmarking.

**\*This role requires knowledge of accounting and advanced proficiency in excel.**

## OUTREACH AND ENROLLMENT ADVOCATE

Individuals assigned to this area assist in implementing changes in healthcare resulting from the instatement of the Affordable Care Act. Outreach and Enrollment interns and volunteers respond to a backlog of patient accounts through a Medicaid eligibility system. Using the State's electronic database and electronic health records (EHR), the advocate evaluates accounts of patients who have applied for Medicaid coverage and determines the next steps to assist the lead advocate in determining the next steps to assist patients in the enrollment process.

## FOOD AS MEDICINE

This program is designed to integrate healthy food into healthcare for the Pediatric and Prenatal population. The intern would assist with organizing the ordered food for the pantry, track data for monthly reporting, research nutritional literature, and assist in developing patient literature and assembly and distribution of bags to be given to patients.

## MEDICAL RECORDS

A long-range, all-encompassing project for individuals serving this department is the conversion of paper record-keeping to modern electronic systems of filing and storage. Interns and volunteers who work with the Medical Records Coordinator will learn the following:

- How to check for Records Release documents to be mailed or faxed, or to send to Health Port (our copy service) to copy or scan
- How to prepare releases, EHR records, and paper charts for entry into database
- Procedures for scanning daily documents, charts, and incoming records
- Application of the privacy-protecting provisions of the Health Insurance Portability and Accountability Act (HIPAA)
- How to use DataFile technologies NextGen Software.
- Maintain patient confidence by keeping patient records information confidential.
- Complete an audit trail for medical information previously filled by retrieves information in case of misfile in EMR workflows, and correct and communicate problems according to established procedures.
- Scan and file medical records from paper charts into EMR by creating and processing the patient care record folder in NextGen following the procedures.

## **DENTAL EXPERIENCES**

### ADMINISTRATION SERVICES – DENTAL PROGRAMS ADMINISTRATOR

Intern will work closely with organization's Dental Programs Administrator and manage tasks that pertain to the improvement of the organization. Interns and volunteers are assigned to a broad range of administrative functions—billing reports, grant reports, UDS projects, patient surveys, and get a hands-on experience of what it's like to manage and operate different components of healthcare administration. Duties of intern include, but are not limited to, researching best practices in the healthcare industry, working in our Electronic Health Records, data analysis, and occasionally helping with dental administrative tasks.

**\*This role requires knowledge of accounting and advanced proficiency in excel and data analysis.**

## DENTAL – ADMINISTRATIVE/CLINICAL

Interns and volunteers are required to complete two shifts (one administrative and one clinical). Intern will work closely with a Dental Patient Services Representative and Dental Programs Administrator during their administrative shift. Duties of interns during this time include, but are not limited to, scheduling appointments, answering incoming phone calls, registering new patients, and scanning necessary documents. Intern will get a hands-on experience on how to manage the schedule of a fast-paced dental clinic. The duties of the interns during their clinical shift include, but are not limited to, helping turn over rooms, sterilizing instruments, and assisting the doctors with dental treatments.

*Note: DENTAL – CLINICAL interns and volunteers will have administrative duties alongside their clinical work.*

## **Applying to be an Intern or Volunteer**

If you are interested in the opportunities described above, e-mail your **application, copy of ID, ranking preference sheet, availability sheet, resume, and cover letter** to the Intern & Volunteer Coordinator at [volunteer@promisehealth.org](mailto:volunteer@promisehealth.org).

NOTE: Staffing needs of Promise Healthcare vary over time. Not all internships are filled every academic semester or summer session; some internships may be filled by more than one student in a given semester or summer session.

NOTE: Strong preference is given to interns: students currently enrolled in a course for which credit is earned. Promise Healthcare has determined that our patients and programs are best served by interns whose service is provided under the auspices of a structured academic program.

Prospective interns and volunteers with strong motivation to serve at Frances Nelson and SmileHealthy will be interviewed on site at the health center.

Interns who serve at Promise Healthcare work under the guidance of a preceptor who accepts responsibility for completing mid-semester and final evaluations of students' performance for submission to their academic advisor or professor.

Interns and volunteers are expected to uphold commitments to the programs of Promise Healthcare, and be willing to accept the broad range of projects to which they may be assigned.

**Promise Healthcare business hours:  
7:30 am – 8:00 pm on Monday  
7:30 am – 6:00 pm on Tuesday through Friday**

# Intern and Volunteer Policy

Promise Healthcare relies heavily on the work of interns and volunteers and values their contribution highly.

## **Purpose:**

In order to maintain a quality workplace and represent Promise Healthcare in a positive manner, we ask that all interns and volunteers comply with the following policies. This policy is intended to ensure that interns and volunteers have work that is safe, significant, rewarding, and appreciated.

## **Requirements:**

All interns and volunteers must complete a General Orientation session before reporting to their first shift. Interns and volunteers will learn about the different departments within Promise Healthcare and consent to our confidentiality statement, information systems use policy, and alcohol, drugs, and controlled substance policy. Dental clinical interns and volunteers will have an additional Clinical Orientation they will have to attend before they can begin clinical work.

## **Definitions:**

Interns must work at least 15 hours a week.

Volunteers must dedicate at least 8 hours a week to the organization.

## **Time Commitment and Scheduling:**

Once you have agreed to be available for a particular shift, we need you to be there. In the event that you are unable to be at your shift, please call the Intern and Volunteer Coordinator at 217-403-5427. The Intern and Volunteer Coordinator will be responsible for organizing the recruitment, training, and supervision of interns and volunteers.

## **Supervision:**

All interns and volunteers will receive a preceptor that will provide appropriate supervision for their duties.

## **Signing in:**

You must sign in each time you come to work and sign out each time you finish your shift. If you fail to log your hours, we cannot verify your presence here. If you take a lunch break, that will not be included in your service hours.

## **Dress Code:**

We require that all interns and volunteers wear business casual attire with the exception of clinical shifts. Volunteers in inappropriate attire will be prohibited from interning or volunteering for that shift. For the duration of your service, you will be wearing a name tag that reads "intern" or "volunteer". These will be located in the Volunteer Services room and should be returned after every shift.

For clinical shifts, please wear clean scrubs and nonslip close-toed shoes. Volunteers in inappropriate attire will be prohibited from interning or volunteering for that shift.

## **Workplace Safety:**

Interns and volunteers should conduct themselves in a way that promotes safety for themselves, co-workers, and clients. Volunteers should never put themselves or others in a situation that makes them fearful or uncomfortable. If you feel uncomfortable, please notify a staff member immediately.

## **Injury:**

In the case that any personal injury occurs while interning/volunteering for Promise Healthcare, interns/volunteers should immediately report the incidence to a staff member. Interns and volunteers are not covered under the organizations insurance for injury to themselves.

## **Feedback:**

Promise Healthcare encourages volunteers to ask questions, make suggestions, and voice concerns about our organization. We are always open to new ideas and comments, so if you have any to share, please speak with the staff



# Application/Information Page

Name

\_\_\_\_\_ Last \_\_\_\_\_ First \_\_\_\_\_ Middle Initial \_\_\_\_\_

Local Address

\_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Permanent Address (if different from above)

\_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Cell Phone \_\_\_\_\_ Home Phone \_\_\_\_\_

Email Address \_\_\_\_\_

For Students: Year in School \_\_\_\_\_ Major \_\_\_\_\_

Are you required to do an internship for course credit: Yes \_\_\_\_\_ No \_\_\_\_\_

\*If so, please list the number of hours you need to complete \_\_\_\_\_

Emergency Contact Information (please list two):

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Cell Phone \_\_\_\_\_ Home Phone \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Cell Phone \_\_\_\_\_ Home Phone \_\_\_\_\_

All applicants must provide a valid driver's license, state-issued ID or passport for identification purposes. Please include a copy of your resume with your application. Providers and other licensed or certified assistants will need to be credentialed to deliver care.

*\*Before signing this document, verify that the content you are signing is correct.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

## Internship Availability

| M     | T     | W     | Th    | F     |
|-------|-------|-------|-------|-------|
| _____ | _____ | _____ | _____ | _____ |
| To    | To    | To    | To    | To    |
| _____ | _____ | _____ | _____ | _____ |

Expected hours of service per week: \_\_\_\_\_

## Ranking Preferences

Please rank available internship positions on a scale 1-12 (1 being the most wanted; 12 being the least).

\_\_\_ Nursing/Medical Assisting  
 \*Requires M.A., C.N.A., or E.M.T. licensure

\_\_\_ Prenatal Services

\_\_\_ Pediatric Services

\_\_\_ Language Interpreting/Translating  
 Bilingual? (circle one) Yes No  
 Languages spoken: \_\_\_\_\_

\_\_\_ Administrative Services: Executive Director  
 Proficiency in Excel? (circle one) Excellent Good Basic None

\_\_\_ Patient Services Representative/ Registration

\_\_\_ Outreach and Enrollment Advocate

\_\_\_ Food as Medicine

\_\_\_ Development and Marketing  
 Graphic design skills? (circle one) Excellent Good Basic None

\_\_\_ Medical Records

\_\_\_ Administration Services: Dental Programs Administrator  
 Proficiency in Excel (circle one)? Excellent Good Basic  
 None

\_\_\_ Dental: Clinical & Administrative (requires 1 admin. shift for every clinical shift)  
 Interest in mobile? \*Requires reliable transportation (circle one) Yes No