



Job Title(s):

Clinical Support Intern (Part-time)

Organization: Downtown Clinic, 611 South 2nd Street, Laramie, WY, 82070

Salaries: \$18.00 Clinic Support Intern (CNA/EMT certified)

Overview of Organization:

We are a free non-profit healthcare clinic providing free integrated healthcare services to uninsured and homeless individuals in Albany county. We believe in treating people with kindness, respecting clients' and individuals' identities, and providing high-quality care to our clients.

For two decades, the Downtown Clinic has provided primary and specialty healthcare services to residents and homeless individuals of Albany County, Wyoming. The Downtown Clinic (DTC) has three full-time employees, four part-time staff members, and over 80 community volunteers. The DTC provides free healthcare to more than 500 persons annually. Clients are eligible if they have no health insurance and are at <200% of the Federal Poverty Level). The Downtown Clinic receives nearly 75% of its funding from local sources. Services include primary care, lab, and diagnostic testing, limited pharmacy refills, mental health services, substance use referrals, specialty care referrals, emergency dental, social work, and Spanish interpreting for appointments. The DTC values a harm-reductionist approach and prioritizes respect when working with all staff, volunteers, and clients.

Clinical Hours:

Tuesday, 8:30 am-3 pm,

Wednesday 1:30 pm-7 pm

Thursday, 8:30 am-3:30 pm, Medication Pick up 5-6 pm

Overview of Internship:

This intern will become well-integrated with clinical staff, providers, and patients during the intake and front-of-the-house process at the Downtown Clinic. They will gain direct experience in non-profit, integrated healthcare, and healthcare settings.

The candidate will spend their internship supporting Downtown Clinic's daily operations and directly working with clients to gather information and data via human conversation. The candidate must be comfortable and familiar with working directly with a diverse, low-income population. The intern can grow their hours into a capstone or course project. The staff at the DTC welcomes a creative thought process and encourages interns to curate a project focus that aligns with their interests. The intern will gather information and data via human conversation and Electronic Medical Records (EMR) with clinical staff, providers, pharmacists, and clients to serve the client population.

Job Description:

The Downtown Clinic is looking to hire an intern to support the clinic's daily operations. The Certified Clinic Support Intern is a part-time 20-22 hour/week position requiring availability minimally during two out of three days of Clinic opening hours. Candidates are prioritized based on availability. The internship will last for a year with a possibility for extension, starting in March 2023. Certified Clinic Support Intern duties include providing administrative and clinical support to the facility while assisting with reception. The intern will be responsible for greeting and directing clients or visitors. Certified Clinical Support interns have a CNA/EMT or equivalent certification.

Roles include, but are not limited to

- Working with staff and HIPAA-protected Electronic Medical Records, AthenaHealth, to schedule appointments, support eligible processes, and adhere to documentation requirements.
- Phone Communication and Information Delegation: Screen and route calls to appropriate staff; take and deliver messages promptly to appropriate volunteers or staff members.
- Resource Distribution & Community Outreach: Handling and dispensing medications(working with in-house pharmacy), supporting clients in accessing tangible and intangible resources in the community. Help identify barriers to client care and improve access to health services.
- Health Coordination: Answer phones promptly and professionally, answer client inquiries about essential services, scheduling, and document medication refills. Direct clients to services within the clinic and the community.
- Team Work: Work alongside medical professionals and Clinic staff members by attending weekly meetings, using strong communication skills, and supporting outreach events.

- Document client incentive program.
- Delegate necessary tasks to volunteers.
- Generate Patient Summaries.
- Organize and manage medical records.
- Support implementation of the Wyoming Cancer Screening Program.
- Analyze Clinical Development.

Specific Duties for the Certified Clinic Support Internship include

- Take vitals for individual clients and log information in the EMR.
- Room clients, relay medical information to medical providers, and understand various clients' medical needs.
- Support medical staff and learn about basic point-of-care lab testing and documentation.
- Understand and maintain equipment and materials in examination rooms.

Desired Skills and Interests:

-Excellent Communication

-Administration Assistant

-Client Advocacy

-Ability to work with a team

-Comfortable with Microsoft Office and learning new software programs

-Growth mindset

- Adaptability

-Cultural Competency

-Spanish, ASL, or other language skills (optional)

-Organization skills

-Multi-tasking and prioritizing appropriately

-Attention to detail

Please submit your resume and cover letter to Pete Gosar at laramiedtc@gmail.com