



Job Title(s):

Certified Clinical Support Intern (Part-Time) CNA/EMT

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

Salaries: \$17.60/hour Certified Clinic Support Intern (CNA/EMT certified)

Overview of Internship:

This intern will become well-integrated with clinical staff, providers, and patients during the intake, in-house labs, 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 intern will 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. The internship will last for a year with a possibility for extension, starting in April 2023. Certified Clinic Support Intern duties include providing administrative and clinical support, conducting the intake process, and assisting with reception. Certified Clinical Support interns have a CNA/EMT or equivalent certification.

Clinical Hours:

Tuesday, 9 am-3 pm,

Wednesday 2 pm-7 pm

Thursday 9 am-3 pm, Medication Pick up 5-6 pm

(Intern can work outside these hours but is required on-site during operational hours. The intern should arrive 30 minutes earlier to the start of Clinical opening hours)

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 to access 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, answering client inquiries about essential services, scheduling, and documenting 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.
- Co-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, Specific to 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 material in examination rooms