

**Patient Eligibility Services Intern**

**July 2021**

**WHO WE ARE**

Nationally recognized for our volunteer model, the Clinic mobilizes a statewide corps of volunteer doctors, medical professionals and community partners to provide a patient-centered medical home to uninsured, low-income Rhode Island adults, and job training to those in the healthcare field. Over 2,100 vulnerable adults annually receive access to primary care, specialty care, labs and diagnostics, wellness programs, medicine, dental services, and behavioral health services at the Clinic – for free.

**INTERN DESCRIPTION**

The Clinic seeks a savvy, outgoing, energetic, highly organized *Patient Eligibility Services Intern* to join our healthcare organization. Alongside the Clinic’s team of 11 staff and 7 AmeriCorps VISTAs, the *Patient Eligibility Services Intern* help develop strategies and procedures, implement best practices, and work within the Clinic’s highly professional, personable, dynamic volunteer model to bring new patients into the RIFC medical home. This position offers a unique opportunity to gain transferable skills in patient services, public health, human resources, business development, or volunteer management.

Throughout the ongoing COVID-19 Pandemic, the need for primary and specialty care services in our community has continued to increase significantly. Our clinic has remained open and dedicated to providing quality healthcare services to the most vulnerable and underserved population in Rhode Island. To date, our clinic has identified over 500 prospective members of the community who are in need of primary and specialty care services.

The *Patient Eligibility Services Intern* will be responsible for outreach to vulnerable patient populations to re-establish communication with the clinic. Interns will collect patient information telephonically to assess eligibility status based on clinic guidelines. In-person eligibility screenings will then be conducted where interns verify and organize documents within the electronic medical record (EMR) system. After successfully onboarding, interns will help coordinate care with medical staff to ensure successful integration of new patients into the Clinic. Individuals will be responsible for leading and organizing eligibility endeavors to improve clinical policies and procedures. *Two positions are available. These positions will be filled to start in July and August and will be 3 months long in duration with the option to extend.*

**DUTIES**

* Build the Clinic’s capacity in patient care and volunteer services by actively working with our VISTA Team and award-winning corps of volunteer medical professionals, community partners, and support personnel
* Champion clinic endeavors to screen and onboard 50+ new patients a month
* Develop strategies to implement a successful ‘Eligibility Open House’
* Conduct social determinants of health (SDOH) assessments to connect patients with appropriate resources
* Train future eligibility services volunteers and oversee their daily tasks
* Maintain and enhance scheduling and reporting in patient EMR software
* Identify and recruit for specific volunteer needs and activities

**QUALIFICATIONS & EXPERIENCE**

* ***Bilingual English and Spanish required***
* Savvy self-starter with demonstrated initiative interested in medicine or public health
* Excellent organizational, interpersonal, and analytical skills
* Flexible and capable problem solver with entrepreneurial, can-do spirit
* Creative thinker, enthusiastic people person and team player with the ability to motivate others
* Commitment to the Clinic’s mission, volunteer model, and service to the uninsured

**TO APPLY:** Please email Catherine Agudelo at cagudelo@rifreeclinic.org with resume and cover letter

*Rhode Island Free Clinic is an equal opportunity employer.*