

# Gap Year Intern Position Descriptions

## ESSENTIAL FUNCTIONS OF ALL POSITIONS

- Work creatively and collaboratively with GMH staff and volunteers to deliver services consistent with our mission, vision and values.
- Resolve conflicts productively and efficiently.
- Strong attention to detail.
- Maintain a clean, safe and organized work area and practices efficient use of supplies.
- Intern a **minimum of 25 hours/week (2 ½ days weekly.)**
- Communicate effectively with supervisor with scheduling concerns/issues or for additional training needs.
- Perform all other duties as assigned.

## CARE COORDINATION INTERN

- Promotes and facilitates effective use of medical practice resources in the Care Coordination Department.
- Continuously monitor patient progress due to change in patient /family needs and resource availability.
- Assist with planning an individual comprehensive care management plan addressing patient/family needs and transition to the next appropriate level of care.
- Maintain Referral Tracking System that allows referrals to be followed to completion including the creation of cases in the EMR and obtaining results that complete the referral.
- Monitor and evaluate data, clinical outcomes, and other relevant information to develop and implement strategies for process improvements related to case management activities.
- Communication of progress of referrals to PCP and Specialist on a regular basis including any delays due to patient compliance or resource constraints.
- Represent GMH in the community and develop collaborative relationships with community resources and ancillary services for comprehensive patient care management.
- Interact directly with patient/family to address issues/concerns of a clinical nature (medical necessity) as appropriate to facilitate efficient movement through the continuum of care.
- Acts as an advocate for patient's health care needs.

## SCRIBE/CARE MANAGER INTERN

- Assists staff and volunteer physicians with overall patient care management and documentation in the electronic health record including preparation of the visit and accurate charting of the visit either through live scribing or inputting information after the visit.
- Supports and helps organize UCF KNIGHTS clinic volunteers (medical students) on all aspects of patient care.
- Works closely with volunteer clinicians and assists with documenting recommended treatment options for whole-patient care.
- Communicates appropriate information regarding the patient's condition to the clinical team to ensure the highest quality of care.
- Oversees interns and medical scribes to ensure proper charting and care management.
- Works with physicians/clinical team to assess all patients within assigned populations including but not limited to: diagnosis/medical history; current treatments/therapies; age; payment source; criteria compliance; resources; support systems; anticipated needs; appropriate level of service; special / personal needs; and other relevant information.

# Gap Year Intern Position Descriptions

## MEDICATION MANAGER INTERN

- Maintains and updates monthly medication donation record and QS/1, our digital inventory management system, to record dispensed, expired and donated medications.
- Assists staff and volunteer physicians with overall patient care management and patient documentation through appropriate charting and organizing of the medication storage room, as well as navigating Prescription Assistance Programs.
- Supports and helps our clinical volunteers on all aspects of accessing donated medications for optimum patient care.
- Works closely with the physician and nurses to ensure that patient medications are organized and ready to dispense during patient appointments, nurse visits, and medication pick-up hours.
- Receives and processes donated medications and patient education material and calculates the donation value. Ensures that controls are in place to identify and track medications by lot number.
- Works with physicians/clinical team to notify providers that patient medication has arrived with appropriate name of drug and dosage, and other relevant information.
- Calls patients to inform them their medications are ready to be picked up, answering any basic questions they might have.
- Updates doctor handbook with medication price guidelines
- Access The Pharmacy Connection (TPC) software to create and print new PAP applications.
- Creates and organizes all medication education materials.
- Reads assigned pharmacy textbook and answer chapter questions during internship.
- ***Must commit to 5 shifts per week minimum (2 ½ days weekly.)***