

VOLUNTEER/INTERN POSITION DESCRIPTION

Position Title: Electronic Medical Records (EMR) Intern (Health Informatics Internship)

Reports to: EMR System Manager – Komal Hak

About CommuniCare+OLE

Established in 2023, CommuniCare+OLE is the result of a union of two health centers with a deep roots in their respective communities and reputations for providing high-quality primary care to all, regardless of insurance or ability to pay: OLE Health of Napa and Solano Counties and CommuniCare Health Centers of Yolo County. Building on a legacy established by both organizations in 1972, CommuniCare+OLE is a network of federally-qualified health centers with 17 sites across Napa, Solano, and Yolo Counties. It offers comprehensive care, including medical, dental, behavioral health and substance use treatment, nutrition, optometry, pharmacy, care coordination, referrals, and enrollment assistance to more than 70,000 individuals, and no one is turned away due to lack of insurance, immigration status, or ability to pay. Many services are offered outside of its sites, including mobile health, home visiting, and community and school-based programs.

Volunteer/Intern Position Overview:

The Health Informatics EMR Intern gains technical software and workflow management experience while learning how healthcare organizations manage information and handle HIPAA regulations. In addition to optimizing EMR curriculum and access, the EMR Intern participates in troubleshooting errors, helps with learning aids, and supports other work and projects as needed.

Duties:

- Optimize documentation library for agency's EHR system
- Research workflows for input into curriculum design/scripts for technical EHR training, including input for the development of training manuals
- Assist with providing support for technical issues in specific areas such as patient charts, technical workflows and operations of EHR system
- Assist in end-user documentation and learning aids of specific duties
- Assist with EHR operational audits as determined by EHR System Manager
- The volunteer can expect to be assigned special projects periodically

Volunteer/Internship Goals:

- Marketable experience learning an EHR software system used in Healthcare
- Gain an understanding of clinical/compliance requirements in an operational Healthcare setting and experience working within HIPAA regulations
- Assist in the development of training materials, training content, and topics for optimization of care delivery to underserved populations
- Potential to develop advanced interpersonal skills and build relationships with Healthcare providers
- Letter of Recommendation available for those providing a 3-month commitment

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Minimum Qualifications:

- Interest in increasing access and equity in healthcare
- Desire to learn about Health Informatics
- High proficiency with Microsoft Word and Document Management
- SharePoint or EHR experience is a plus, but not required
- Willingness to learn and attention to detail
- Able to commit to a consistent weekly schedule
- Able to commit to at least one 4-hour shift per week between 8am –5pm

Diversity, Equity, and Inclusion:

CommuniCare OLE is an inclusive environment that promotes and values diversity and life experience. CommuniCare OLE encourages people of all backgrounds to contribute their unique perspectives to CommuniCare OLE as a volunteer including, but not limited to, Black, indigenous, people of color, immigrants, refugees, LGBTQIA+, people with disabilities, veterans, individuals of all ages and religions, as well as those who have experienced the criminal justice system.

Volunteer, Intern and Student Learner Expectations and Physical Requirements:

We expect all our student learners, interns, and volunteers to be punctual, effective communicators, and team players. Attendance and timeliness are necessary but flexible, dependent upon department needs, as long as communication is provided. Strong interpersonal skills and the ability to take direction are expected as well as the ability to work independently. Physical demands may include operating office equipment, the ability to sit or stand for long periods of time, occasional walking, and the ability to bend and lift up to 25 pounds. Hearing and vision required.

Volunteer, Intern and Student Learner Acknowledgement:

This document does not create any contract, implied or otherwise. I recognize that I have no guarantee of volunteer/internship hours at CommuniCare OLE. My signature below is to acknowledge that I have received a copy of this intern position description. I have read and I understand the information contained herein. If I have any questions about the content of this position description, I can contact my Supervisor/Manager, the Volunteer and Student Program Supervisor, or another person in the Human Resources department.

Volunteer Name (please print)

Volunteer Signature

Date