



# FREE CLINIC LA CLÍNICA GRATUITA

Healthcare – Advocacy – Volunteerism – Education – Neighborhood

## Volunteer Opportunities at HAVEN

Descriptions of each department at the HAVEN Free Clinic are provided below. Please feel free to contact the Student Relations Directors at [hfc.recruitment@yale.edu](mailto:hfc.recruitment@yale.edu) for general volunteer information. For department specific questions, you are encouraged to contact the director(s) of your department of interest directly. Contact information can be found at <https://havenfreeclinic.com> (About/Leadership Board).

**The expected volunteer commitment is one shift per month for most positions. Please note that you must be enrolled as a student at Yale University during your volunteer term, except in specific instances noted below. Yale-affiliates are otherwise not eligible for volunteer positions.**

Please note that returning volunteers will only be given priority to continue in their current volunteer positions if they have met volunteer expectations and are in good standing. Returning volunteers who wish to change departments are not guaranteed acceptance into the new department.

\* *JCTM = Junior Clinical Team Member, SCTM = Senior Clinical Team Member*

Department	Description	Who Can Apply
<b>Behavioral Health</b>	<p>The Behavioral Health Program for Depression is a program that started with funding from the American Psychiatric Association to provide mildly to moderately depressed patients with first-line interventions, including psychoeducation, reduction of social stressors, and promotion of healthy behaviors. Volunteers will screen patients during clinic to determine program eligibility. Enrolled patients will be offered one-on-one psychoeducation led by student facilitators under the supervision of a psychiatrist and psychologist.</p> <p>All volunteers receive training specific to the curriculum, as well as principles of population health, quality improvement, and motivational interviewing. The department meets weekly with our faculty advisors to review clinic screening, discuss program content, troubleshoot any issues, and prepare students for future program sessions.</p> <p>Opportunities are also available to lead weekly sessions and/or participate in ongoing projects to connect patients to relevant community resources and expand behavioral health offerings at HAVEN (i.e. substance use, smoking cessation, supportive parenting, etc).</p>	<p>Any Yale student; those with prior experience delivering educational curricula, particularly if health-related, or those with a specific interest in mental/behavioral health have found the program to be an especially good fit. Fluency in Spanish is strongly preferred. Medical and Nursing/PA students are encouraged to apply.</p>

<p><b>Care Coordination - Patient Navigator</b></p>	<p>Many HAVEN patients face multiple challenges in accessing quality healthcare, from transportation and language barriers, to a lack of support in navigating a complex healthcare system. The Patient Navigation (PN) program is a new initiative at HAVEN that aims to empower patients and provide them with the support they need to access care at HAVEN and in the larger healthcare system. Each PN volunteer works closely with several patients that they follow longitudinally. They will support patients in addressing their medical and social goals by helping them reach the resources they need. Much of the work is done outside of clinic hours - volunteers will call patients to discuss their goals, liaise with other HAVEN departments and outside providers to ensure patients receive the resources they require, and facilitate appropriate check-ins between appointments. PN volunteers will be expected to accompany patients to their HAVEN appointments, and they may also attend specialist appointments if both volunteer and patient agree. The overall goal of the PN program is to help patients gain the skills and resources they need to take control of their health and wellbeing.</p>	<p>Any Yale student, no clinical experience required. Fluency in Spanish preferred but not required. Volunteers who can stay on for at least 2 terms will be given priority (please mention this in your application)</p>
<p><b>Care Coordination – Transfer of Care</b></p>	<p>As a clinic, HAVEN works as a bridge to connect patients to long-term care providers and the larger healthcare system. The Transfer of Care program aims to empower patients and provide them with the support they need as they transition outside of HAVEN. Transfer of Care volunteers facilitate the transfer process for patients who meet the criteria for transitioning to ensure a warm handoff. Volunteer responsibilities are to track the progress of specific panels of transfer of care patients which includes discussing the transfer of care process with the patient, calling outside clinics (Fair Haven, CSHH, etc.) to establish appointments, and liaising with other HAVEN medical/ancillary departments to facilitate smooth transitions to clinics outside of HAVEN. Much of the work will be done outside clinic hours with LCC directors' support. Volunteers are expected to contribute 1-5 hours per week depending on the number of patients actively in the transfer process. The Transfer of Care program aims to ensure a smooth transition to long-term care providers and help patients access resources needed to take control of their health and well-being. This is a newly formed program, and thus offers a special opportunity for volunteers to contribute suggestions and feedback to improve this program and eventually improve continuity and care quality for HAVEN patients.</p>	<p>Any Yale student, no clinical experience required. Fluency in Spanish preferred but not required. Volunteers who can stay on for at least 2 terms will be given priority (please mention this in your application).</p>
<p><b>Diabetes Care Coordinator</b></p>	<p>The diabetes care coordinator will work closely with SCTMs and Clinical Advisors to closely track patients with diabetes. The care coordinator will be responsible</p>	<p>All Yale Medical, Yale Nursing, and Yale PA students are eligible to apply.</p>

	<p>for keeping a list of patients with diabetes, tracking their A1C, microalbumin, and foot/eye exam screening, and helping patients apply for patient-assistance programs to afford brand-name medications. This position will be fully remote and will require familiarity with Epic to view labs and orders. Coordinators will be encouraged to work with JCTMs and the Education department to improve patient literature on diet and lifestyle modifications.</p>	<p>Must have computer access with Yale VPN capability to access EPIC remotely for telehealth patients.</p>
<p><b>Care Coordinator - Reproductive Health Department (RHD)</b></p>	<p>The RHD Care coordinators work closely with the RHD Directors to provide communication of normal lab results via phone (during the week on clinic day) to patients so that patients receive their results within &lt;1w of the result. These results include pap smears, STI testing, mammogram results, other routine lab tests – blood count, metabolic panels, etc. as they pertain to their reproductive health. The care coordinators also help assemble equipment and supplies needed for the procedures scheduled on clinic day (IUD/Nexplanon kits, pap kits, autoclaved tools, etc.) or help print and fill out patient forms needed for colposcopies or send-out labs collected in clinic. Per patient seen on clinic day, they assist SCTMs in scribing their “After Visit Summaries” (AVS's) that summarize their visits and are texted to patients after the visit is over.</p> <p>Overall, this role is intended to help ensure logistics of the Reproductive Health Department run smoothly, and the complexities of care coordination are closely followed. As a result, this role is constantly evolving and is open to your input and creativity.</p>	<p>Any Yale student, staff or affiliate.</p>
<p><b>Education</b></p>	<p>The Education Department provides one-on-one counseling on health and wellness, tailoring plans to patients’ individual needs. We work with a variety of patients with chronic conditions, including diabetes and hypertension. We also create educational materials and assist patients with financial needs for maintaining a healthy diet. In addition, we collaborate with Community Relations and Advocacy, Medical Debt &amp; Insurance Counseling, and Social Services departments on the Food as Medicine Initiative, a program that provides financial support and nutritional resources for patients who are food insecure. Finally, our department works with the Interpreting &amp; Diversity department on providing health workshops for patients centered around diet and exercise.</p> <p>All volunteers have opportunities to learn and practice motivational interviewing and counseling skills that will be invaluable in the health professions and many other fields. Volunteers must be available for at least 5 shifts per term, and willing to complete minor tasks outside of the clinic (5 hours/term), including mandatory</p>	<p>Any Yale student. Relevant experience is preferred but not required for application. If you are able to volunteer for more than one term/the summer, that is a plus but not required. Must be available for at least 5 shifts.</p>

	<p>training Zoom sessions. Volunteers are also expected to get access to EPIC, the electronic medical record system used widely by the Yale New Haven System, to prepare for counseling visits with patients and provide informed motivational counseling and follow-up for their patients.</p> <p>The Education Department operates on a hybrid model where visits are held with patients in-person or via telehealth. However, all volunteers are expected to be in New Haven for the entire term and able to make in-person shifts.</p>	
<b>Interpreting</b>	<p>Interpreters are critical in allowing us to care for our Spanish-speaking patients. One interpreter will be assigned to each clinical team and will accompany patients throughout the clinical visit. Interpreters will also be assigned to the Education, Social Services, Reproductive Health, and Medical-Legal departments whenever possible, and interpreters' preferences for specific departments can be taken into consideration. Without interpreters, the clinic cannot function, as 85% of our patients speak only Spanish. This is a great opportunity for those interested in health professions to get involved in clinical care.</p>	<p>Anyone who is fluent in Spanish (does not need to be affiliated with Yale). Spanish skills will be evaluated by our interpreting director before you start. There is also need for fluency in the following languages: Hindi, Urdu, Bengali, Arabic, Creole, French, &amp; Portuguese.</p>
<b>IT &amp; Communications</b>	<p>The Information Technology (IT) &amp; Communications Department is responsible for the management of all HAVEN electronic resources and provides technological expertise and support for all clinic departments. This includes Epic EMR (electronic medical records), online databases, HAVEN websites, messaging and file storage platforms. IT volunteers have opportunities to be involved in many projects, including but not limited to Epic optimization, EMR access and training, quality reporting, clinical database management, and website maintenance. Departmental volunteers should be available to work on projects independently throughout the semester and will not work shifts in the clinic.</p>	<p>Any Yale student. Volunteers will ideally have some familiarity and interest in information technology, website design, and/or electronic medical record systems, but experience in these areas is not required.</p>
<b>JCTM - Primary Care</b>	<p>JCTMs accompany patients through each step of their day at the clinic, working with an SCTM throughout the clinical visit. They are responsible for taking vital signs, eliciting the chief complaint and some history, and ensuring that the patient receives any additional services as needed. Once a term, the JCTM's role will be to communicate lab results to patients under the guidance of the Clinical Advisor.</p>	<p>All Yale Medical, Yale Nursing, and Yale PA students who have completed 1 semester of their program.</p>
<b>JCTM - Reproductive Health</b>	<p>Reproductive Health clinical volunteers provide a wide variety of services to HAVEN patients including pelvic exams, pap smears, endometrial biopsies, breast exams, IUD and Nexplanon insertion and removal, provision and counseling on contraceptive methods, STI testing, and gender affirming care or menopause</p>	<p>All Yale Medical, Yale Nursing, and Yale PA students who have completed 1 semester of their program.</p>

	<p>hormone replacement therapy. Generally, the department evaluates any reproductive health concern, orders diagnostic testing (labs, imaging) and provides treatment (medication or referral to specialized care in the Yale Medicine / YNHH system). They also provide referrals for mammograms, ultrasounds, colposcopy and other more specialized gynecologic care. RHD clinical teams are made up of both JCTMs and SCTMs.</p> <p>The responsibilities of an RHD JCTM are similar to those of a primary care JCTM (see above) with assisting in history taking &amp; performing a general (non-sensitive) physical with the SCTM, with an additional emphasis on reproductive health-related topics/chief concerns and trauma-informed care. Maintenance of RHD inventory/supply cart for procedures and pelvic exams, room set up and break down are also part of the role. Unlike Med JCTMs, RHD JCTMs are not involved in communicating lab results via phone (RHD care coordinators do this).</p>	RHD JCTMs are expected to volunteer in-person on Saturdays that they're assigned.
<b>Lab</b>	HAVEN has a fully functioning on-site laboratory that collects and processes a variety of clinical specimens. Volunteers will perform blood draws and package these and other specimens to be tested off site. They will also administer injections and perform various in-house labs. Volunteers work with SCTMs, JCTMs, and attendings to provide the most appropriate tests for each patient. No prior experience is necessary. All volunteers for lab in the past have received venipuncture training with a phlebotomist at the volunteer orientation and have been evaluated before interacting with patients.	<ol style="list-style-type: none"> <li>1) All Yale Medical, Yale Nursing, and Yale PA students.</li> <li>2) Any students with prior EMT, EMS, phlebotomy, nursing, medical, or medical assistant experience. Proof of certification will be required.</li> </ol>
<b>Medical Debt and Insurance Counseling</b>	Medical debt and health insurance status are often sources of stress for patients and deter them from seeking appropriate healthcare. The Medical Debt and Insurance Counseling volunteers play a crucial role in overseeing the process of securing free care for patients. This process will involve speaking directly with patients to learn about their unique circumstances, completing and filing Medicaid & YNHH Free Care applications, as well as acting as a liaison between Yale healthcare facilities, debt collecting agencies, and HAVEN's Medical-Legal Partnership. Ultimately, volunteers will work to ensure that patients receive the best care possible without incurring debt and to reduce stress in patients' lives by eliminating existing sources of debt.	Any Yale student. Opportunities are available for fully-remote volunteering for the summer term.
<b>Patient Services</b>	The Patient Services (PS) department is responsible for all communication between patients and the clinic. We provide a highly energetic and interactive environment, working closely with our patients and all other departments to coordinate the clinic days and	Any member of the Yale community with at least an advanced level of Spanish

	<p>provide a welcoming environment. A PS volunteer will meet with each new patient, collect his/her intake information, and discuss the services provided at HAVEN. In addition, PS volunteers track patient flow, manage appointments, and make patient phone calls, thereby ensuring the clinic runs smoothly.</p>	
<b>Pharmacy</b>	<p>The Pharmacy Department is dedicated to locating and providing affordable, cost-effective medications for HAVEN's patients. Volunteers will follow up with the Clinic's patients to ensure they receive their medications. Furthermore, they will ensure that the Clinic's patients are able to obtain appropriate medications by dispensing on-site medications/ supplies for patients and documenting them on designated spreadsheets. They will help organize new medication shipments, log the pharmacy inventory and dispose of expired medications appropriately. Furthermore, they will assist medical teams with finding affordable drug options for patients and will work closely with the Pharmacy Directors on other ongoing projects.</p>	<p>Open to any Yale student, with both remote and in-person opportunities. In your application, please indicate if you are interested in volunteering in clinic, volunteering remotely or delivering medications to patients at home. No preference in application will be given based on your response; this is for planning purposes only.</p>
<b>QA/QI (Quality Assurance/ Quality Improvement)</b>	<p>The QA/QI department helps drive HAVEN toward its mission through project-based improvements and/or research-based investigations of clinic processes and quality. QA/QI volunteers undertake 1-2 projects per term and get the unique opportunity to interface with other departments to guide changes that impact daily clinic operations. Projects range from analyzing efficacy of new disease management programs, to streamlining the patient intake process, to analyzing clinical outcomes, etc. Time commitment ranges from 2-6 hours/week, depending on your project load. Meetings occur throughout the week depending on volunteer schedules; however, we do not require volunteers to regularly attend clinic days outside of occasional shadowing events, unless required by the volunteer's project(s) - this is mostly a virtual position! If interested in applying and want to learn more about projects from this past term, feel free email <a href="mailto:charlotte.smilow@yale.edu">charlotte.smilow@yale.edu</a> or <a href="mailto:fahmid.rahman@yale.edu">fahmid.rahman@yale.edu</a> with any questions.</p>	<p>Any Yale student;</p> <p>Not required, but we are looking for some students with strong statistical and survey backgrounds, as well as a few Spanish speakers!</p>
<b>Referrals</b>	<p>The referrals department provides access to specialty services and diagnostic testing to complement the primary care available at HAVEN. Volunteers serve as patient navigators and are integral in providing continuity in the care of our patients. Volunteers have a chance to come into clinic weekly and work directly with SCTMs/JCTMs/Patient Services/Education to provide optimal patient care. Outside of clinic, volunteers make phone calls to patients to ensure that</p>	<p>Any Yale student</p>

	<p>they attend their appointments and are not lost to follow up. Being Spanish speaking is a good benefit, but absolutely not required! The commitment ranges from 2-4 hr/week – but can be flexible based on your schedule.</p> <p>Under the COVID-19 telehealth model, you will not be coming into clinic and all volunteer work will be done remotely.</p>	
<p><b>SCTM - Primary Care</b></p>	<p>The SCTM is primarily responsible for providing each patient’s clinical care. SCTMs take a complete history and conduct a physical exam, develop a treatment plan with the attending, and write a note in the chart.</p> <p>We have two tracks for Primary Care SCTMs, <b>General Primary Care and Longitudinal Care (Care Coordination)</b></p> <p><b>General Primary Care: A minimum of 3 Saturday shifts</b> is required for the term. General SCTMs must sign up for at least one “on-call” SCTM shift during the term. This entails taking 3-4 triage calls from patient services during the week. Except for triage shifts, general SCTMs do not have any responsibilities outside of Saturday shifts.</p> <p><b>Longitudinal Care SCTM:</b> will follow their own panel of medically complex patients who would benefit from continuity in their primary care. Longitudinal Care SCTMs must be able to commit to <b>2 consecutive terms and must volunteer at least once every 3-4 weeks (at least 4 shifts per term, ideally 5 or more)</b>. In clinic, Longitudinal Care SCTMs will primarily see the patients that they follow longitudinally, but they are also expected to see regular HAVEN patients when their own patients are not scheduled for one of their shifts. Longitudinal Care SCTMs will sometimes also have responsibilities between shifts, such as following up with patients or coordinating with specialists, in order to ensure patients receive the best care possible.</p> <p>SCTMs have the option of receiving elective credit, if they choose. Enrolling in the elective is NOT a requirement to be an SCTM.</p>	<p>Yale Medical students (including MD/PhD) who have completed their Primary Care and Internal Medicine clerkships. Yale Nursing students who have completed their first specialty year including primary care. Yale PA students who have completed three rotations including Primary Care or Medicine.</p>
<p><b>SCTM - Reproductive Health</b></p>	<p>Reproductive Health clinical volunteers provide a wide variety of services to HAVEN patients including pelvic exams, pap smears, endometrial biopsies, breast exams, IUD and Nexplanon insertion and removal, provision and counseling on contraceptive methods, STI testing, and gender affirming care or menopause hormone replacement therapy. Generally, the department evaluates any reproductive health concern, orders diagnostic testing (labs, imaging) and provides treatment (medication or referral to</p>	<p>Open to Yale Medical, Yale Nursing, and Yale PA students who have completed at least one clinical rotation in OB/GYN or reproductive health. Yale Nursing students can be SCTM without a reproductive health rotation, as long as they have taken coursework in reproductive health (i.e. Women’s Health I).</p>

specialized care in the Yale Medicine / YHH system). They also provide referrals for mammograms, ultrasounds, colposcopy and other more specialized gynecologic care. RHD clinical teams are made up of both JCTMs and SCTMs.

The responsibilities of an RHD SCTM are similar to those of a regular SCTM (see above) with an additional emphasis on reproductive health related topics and trauma-informed care and occasionally they also

1. (if trained) perform pelvic exams, pap smears, depo shots (if RN) with attending supervision,
2. Assist attending with procedures (IUD/Nexplanon placement, endometrial biopsies, etc.) and
3. Instruct patients on how to collect point-of-care urine testing (e.g. UA or Urine bhCG) or do self-swabs for Vaginitis/vaginosis or STI panel swabs collected in-clinic.

Unlike Med SCTMs, RHD SCTMs do not take triage calls during the week, unless Longitudinal RHD SCTM (more on this during RHD SCTM training and briefly in the next paragraph). Otherwise, the RHD Directors oversee triage calls. All RHD SCTMs responsibilities are limited to Saturday Clinic.

**Longitudinal Care RHD SCTMs (distinct from Med LC SCTM):** To provide the opportunity for our SCTMs to experience providing care comprehensively (from start to finish) for RHD patients, being this type of SCTM allows SCTMs to manage and work-up patients with a chief concern from initial evaluation, HPI, physical exam findings, lab work, imaging to treatment – with the intention to equip them with the workflow of care once students become full providers one day.

This is a specialized role of some SCTMs who elect to serve as Longitudinal Care RHD SCTMs. They will be assigned (or often self-identify) to see a panel of 1-3 patients longitudinally during their clinic days, in addition to seeing patients with no longitudinal needs. Then will also follow-up on their care (lab that have resulted, imaging that has been performed) to make phone calls or schedule follow-up to provide counseling and coordinate treatment/referrals or further work-up. Ideally LC RHD SCTMs will commit to serving for ~1-year term (3 consecutive volunteer terms) and provide ~1 shift per month availability. However, exceptions can be made. Directors will prioritize scheduling LC RHD SCTM desired shifts and coordinate closely match up those shifts with a set of patients you will follow throughout the semester.

RHD SCTMs are expected to volunteer in-person on Saturdays that they're assigned. New SCTMs will have a training shift (see only 1 patient that is medically straightforward, to learn the HAVEN workflow).



<p><b>Social Services</b></p>	<p>Social Services volunteers help address the social and financial context surrounding our patients' health by connecting them with valuable community resources and helping them to apply for a variety of public and private programs. As a volunteer, you will learn how to screen for important issues like food and housing insecurity, immigration and housing difficulties, and more. You will then work with SS Directors to tailor a comprehensive plan for patients to access available resources like food assistance, energy assistance, and English language classes. You will also collaborate closely with volunteers in other HAVEN departments (i.e. Medical Debt and Insurance Counseling, Medical-Legal Partnership) to ensure our patients receive quality care. SS volunteers also have the opportunity to work on small-group community outreach projects.</p> <p>We plan to have a mix of in-person and telehealth shifts for the summer.</p>	<p>Any Yale student</p> <p>Volunteers must be able to access Zoom, and call via a U.S.-based phone number.</p> <p>To help us plan, please indicate in the comments section if 1) you will / will not be in NH, and 2) if you feel comfortable coming into the clinic to see patients.</p>
<p><b>TB Advocate</b></p>	<p>TB Advocates are clinical volunteers in the HAVEN Latent Tuberculosis Department, and work independently to advocate for a unique patient population in need of latent TB treatment. Patients with Latent Tuberculosis require many months of antibiotic treatment to eliminate their infections. Our volunteers screen all HAVEN patients for possible TB exposure, collecting labs as required. For patients receiving treatment, volunteers meet biweekly with patients, fostering the development of high-quality provider-patient relationships.</p> <p>During visits, TB Advocates will provide in-depth health education and counseling, check for medication side effects, complete focused physical assessments, support treatment adherence, prescribe necessary TB medication, collect labs as required, and address any other health concerns as needed. Volunteers collaborate with HAVEN attendings by presenting patients and finalizing a care plan to meet the patient's needs. Finally, volunteers will have the opportunity to learn infectious disease reporting protocols, and will ensure compliance with CT Department of Public Health regulations.</p> <p>This position is tailor-made for any future clinicians with an interest in Public Health and Infectious Disease!</p>	<p>All Yale Medical, Yale Nursing, and Yale PA students are eligible to apply.</p> <p>Must have computer access with Yale VPN capability to access EPIC remotely for telehealth patients.</p> <p>Due to the in-depth on-the-job training required for our department, preference is given to students available for 6 or more shifts per semester.</p>
<p><b>Vaccine Administrator</b></p>	<p>The vaccine administrator plays a key role in administering vaccines to patients during appointments. They work alongside the vaccine coordinator to ensure smooth distribution of vaccines, and retrieve vaccines from refrigeration occasionally for other departments.</p>	<p>Must be a Yale RN, NP, PA, or otherwise certified to give vaccines.</p> <p>This role requires a commitment of 4 hours on clinic day.</p>