



HEALTHCARE PATHWAYS PROGRAM

Emergency Department Internship

Volunteer and Student Services

Introduction

The Healthcare Pathways Program at Maimonides Medical Center offers an opportunity for high school and college students who are interested in a career in healthcare to spend time as an unpaid team-member in the Emergency Department of the busiest hospital in Brooklyn. Maimonides Medical Center is a large teaching hospital based in the heart of immigrant Brooklyn New York. The Emergency Department cares for over 120,000 patients each year. This internship is aimed at students considering a future in healthcare such as physician, nurse, nurse practitioner, physician assistant, physical therapist, psychologist, social worker or paramedic. Those who are selected will be referred to as “interns” or “participants” in the rest of this document. Selected individuals will be part of a corps of interns who will interact with and help patients from tremendously varied cultural and ethnic backgrounds. They will spend time working along side a team of healthcare providers and observing the roles of various medical professionals who interact with patients in the Emergency Department (ED). Additionally, they will be introduced to fundamental principles of clinical medicine.

The primary goals of this program are to assist in patient care and to support staff members who are caring for patients, while also receiving an in-depth introduction to healthcare. Interns will spend time rotating through various areas of the ED, including the main adult ED and the pediatric ED.

Requirements

A complete application for the program includes submission of all required forms, a brief essay explaining one’s interest in the program (not to exceed 500 words), documentation of vaccination status including COVID and Flu, and two brief letters of recommendation. A virtual interview lasting 15-20 minutes will be scheduled upon submission of the essay and application form.

Those who have been accepted to the program will be informed by email and will have to be processed as volunteers through the Department of Volunteer and Student Services. The process includes completing volunteer application and medical packets, in-person interview, and a 3-hour mandatory orientation in the Volunteer office.

Eligibility

High school students in 11th and 12th grade, as well as college students are eligible to participate in the program.

Orientation

As part of the volunteer mandatory orientation, participants will be required to complete training in the following areas: HIPAA (the 1996 federal law protecting patient health information and privacy) course, as adherence to patient confidentiality is of utmost importance; sexual harassment, corporate compliance, infection control, emergency management, environment of care safety, and others. An additional training and on-the-job instruction will be provided by ED staff upon beginning the internship program.

Responsibilities

Participants will perform a variety of functions with the primary goals of helping patients and assisting ED staff. Activities will include speaking with patients and hearing their stories, clarifying their needs, improving communication, and being helpful in ways that improve their experience in the ED. Interns will be viewed as a member of the healthcare team and will gain exposure to how a busy urban ED operates. In addition to communicating the needs of the patient to the ED physician and nursing staff, interns will assist with other basic but essential patient-oriented tasks. They will strive to create a rapport with patients and serve the indispensable role of helping and comforting patients and their families during their time in the ED and assuaging some of their anxieties about being in a hospital.

For those who are interested, there may be an opportunity to participate in ongoing Emergency Department research projects. Such individuals will need to undertake an additional mandatory training module.

Attendance

The internship will last for three months. Participants will be expected to work one five-hour shift per week. Attendance will be monitored. Participants are expected to arrive 10 minutes before the beginning of their shift in order to be ready to start on time. If an intern is unable to make it to their shift they should inform the program director, Grace Glassman, MD. It is expected that the intern can make up the shift in the same week. We understand that academic deadlines and exam periods will occasionally coincide with ED shifts. The purpose of this experience is to enhance one's academic career, not to create excessive pressure, and we will work to accommodate academic scheduling conflicts.

Education and Career Pathways

As a component of the program, there will be weekly virtual and in-person lectures given by ED staff on topics in healthcare. There will be presentations on healthcare careers, as well as lectures on pathology, physiology, and the care of a patient.

There will be a weekly Emergency Medicine resident conference each Wednesday morning that currently alternates between remote and in-person. Participants are invited to take part, however it is not mandatory.

Schedule and Application Deadlines

Rotation Dates	Deadline for Submission of All Materials
Block 1: August 1-October 31	June 1
Block 2: November 1 – January 31	August 1
Block 3: February 1 – April 30	November 1
Block 4: May 1 – July 31	February 1

Attire

Participants must maintain professionalism during their shifts in the ED, and this rule extends to attire. Interns will be provided with gray colored shirts, which will help to identify them while in the Emergency Department. In addition, the hospital-issued Volunteer ID badge should also be worn while on shift. Comfortable shoes such as black sneakers are encouraged, as a significant amount of time will be spent standing.

The following articles of clothing are not permitted while on shift:

- Jeans
- Open-toe shoes and sandals
- Sweat pants, sweatshirts or hoodies
- Ripped clothing
- Baseball Hats
- Short pants or other revealing clothing

For infection control and safety reasons, long hair should be tied back in a neat ponytail.

Difficulties on Shift

In the event that an intern becomes sick or is injured while working, the Lead Attending in the Emergency Department should be immediately informed.

If there is any conflict between the intern and a patient or family member, they should immediately inform an ED staff member, who will take steps to resolve or mitigate the situation.

Interns will never be placed in a situation that is beyond their abilities or makes them feel uncomfortable. If such a situation arises, they should immediately inform an involved staff member and appropriate steps will be taken to assist the intern.

Cellphones

It is expected that interns will not be using their cellphones while on shift, unless it is patient-related. Specifically, interns should not be checking email or social media sites. *It is absolutely forbidden to take photos, videos, or audio recordings of patients.*

Program Completion

Upon satisfactory fulfillment of the requirements of the program, a certificate of completion from Maimonides Medical Center will be awarded. In order to receive the certificate, the intern must turn in their hospital ID and complete the exit paperwork.

Code of Conduct

Failure to comply with Emergency Department rules and the policies described in this document may result in termination from the program. If an intern is dismissed from the program, the hospital ID must be submitted immediately.

March 11, 2022