
HealthSource of Ohio's Patient Navigation Internship Frequently Asked Questions

What are the requirements to apply for the Patient Navigation Internship Program?

Individuals must be 18 years or older, and currently enrolled in college or university.

How do I apply?

The Patient Navigation Internship Program accepts applications three times a year during the Fall, Spring, and Summer. You may contact navigationprogram@hsohio.org or 513-576-7700 x4749 for an application, information regarding the application process, and other questions. Once your application is complete, select students will be invited for an interview. Students accepted into the program must complete mandatory training at our HealthSource Administrative Office, complete a background check, and drug screen.

Is this internship a paid position?

HealthSource of Ohio's Patient Navigation Internship is an unpaid position.

What do you consider when selecting applicants to interview?

HealthSource of Ohio is interested in applicants who want to work with underserved populations and have a strong interest in the healthcare field. We are looking for applicants with good communications skills and can work well in a team environment.

How do I know if I received an interview?

You will be contacted through email.

What if I am not accepted into the program?

If you are not accepted into the program, you are encouraged to apply again for the next application cycle.

What are the benefits of the program?

- The Patient Navigation Internship is a competitive program that supports students who are interested in a career in health care.
- Interns are a valuable member of patient care team experience who work directly with health care providers and care coordinators.
- Interns gain valuable experience working with patients.
- Clinicians and clinical staff provide mentorship and clinical training.
- There are options to shadow clinicians or professional staff at their clinical site during the internship program.
- Interns have the opportunity for a letter of reference upon completion of the program.

How long is commitment to the program?

This is a yearlong unpaid internship in which interns are required to commit 4 hours per week, with a minimum of 150 hours a total.

Can I request time off during the internship?

Yes, interns/students can take time-off during the internship program. Interns are allowed a total of 12 weeks' time-off during their internship, which may be taken all at once or split into intervals. Interns entering their first rotation must complete a total of 12 assignments before requesting time off. Interns who wish to take time off during the internship program must fill out a Time-off Request Form at least two weeks prior to their requested time-off. Interns will be notified of approval based on the decisions of HSO staff.

There are multiple HSO clinical sites. Which locations do interns work out of?

Currently, interns will be working out of the Batavia, Mt. Orab, and New Richmond offices. The program hopes to expand to their other clinical sites. Interns who are paired with a clinical site are expected to stay at that clinical site for the remainder of the program.

How does scheduling my assignments work?

Each assignment is 4 hours long. Interns can choose what day and time they would like to be at the clinical site (Monday – Friday) for their assignment granted he/she is the only intern present during that time. Scheduling may also be dependent on the site's care coordinator/manager's schedule. Interns should contact the HSO staff should there be any schedule discrepancies or changes.

Are there assignments on the weekend?

Although some offices may be open on the weekends, interns will not be able to work during the weekends.

What is the typical role for an intern in the Patient Navigation Internship Program?

Interns will be working closely with HealthSource of Ohio's clinical site team members to ensure patients have access to their healthcare needs. Interns are referral specialists for our patients who have not gone to their referrals after a set amount of time. Interns would assist these patients with scheduling appointments and abstracting appointment results into the electronic medical record. At the same time, interns will determine if there are any barriers to health care that our patients face. Interns will also be working closely with the site care coordinators to discover what resources are available to our patients.

I am thinking of attending graduate/professional school. How can I shadow a HealthSource of Ohio professional?

Interns have opportunities to shadow staff including physicians, medical residents, nurse practitioners, pharmacists, care coordinators, and diabetes educators at their respective clinical site. Shadowing days can be arranged every 4th scheduled assignment with the HSO team, or based on the clinician's schedule. Interns are responsible for arranging their own shadowing experience (e.g. contact dental, pharmacy supervisor or practice manager for clinician schedules).

Do I have assignments during the summer break, winter break, or holidays?

Interns can attend their scheduled assignments during the summer or winter break if they choose to. If interns have other obligations during this time, they may submit a Time-off Request Form for time-off. Interns are not required to schedule assignments on holidays. If an intern's respective clinical site is open during a holiday, he/she may choose to schedule an assignment during that day.

What happens if I missed an assignment?

Interns who missed an assignment are required to complete a make-up assignment during their current rotation. Each make up assignment is equivalent to a regular scheduled assignment (4 hours), but must be scheduled outside of the intern's regularly scheduled assignment times.

How can I continue my internship after my year long time commitment has ended?

Interns may complete and submit an Extension Request Form. Note specific criteria will be taken into consideration before an extension is granted.

How do I become eligible for and request a letter of reference?

Letters of reference are given out to interns who demonstrate exceptional work during their assignments. To receive a letter of reference, an intern must be nominated by 2 separate staff members at their HSO clinical site. Intern must also be in good standing. Interns must complete and submit a Letter of Reference Request Form within one year of completion of the program.

What does it mean to be in good standing?

Interns who are in good standing will have completed at least 150 hours (approximately 38 weekly assignments) requirement during a year period, and have finished all their required rotations. If an intern has taken time-off one of their rotations, he/she must have submitted a Time-Off Request Form. Interns must also have an acceptable attendance record as decided by HSO staff.

Who can I list as a reference from the program for school or job application?

Please contact the HSO Patient Navigation Team at navigationprogram@hsohio.org for more information.

What documentation do I have to submit to complete the program?

Interns who have completed the Patient Navigation Internship Program must complete and submit a Completion/Inactivation Request form.

What is the process to inactivate or leave the program?

Interns who would like to be inactivated from the Patient Navigation Program must complete and submit a Completion/Inactivation Request form.

How can I get documentation of the service hours for HealthSource of Ohio's Patient Navigation Internship program?

Interns must complete and submit an Hours Verification Request Form.



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Who do I contact if I have specific questions?

You may contact the HSO Patient Navigation Internship Team at navigationprogram@hsohio.org or at (513) 576-7700 x 4749 to speak with the HealthSource of Ohio Patient Navigation Internship team member.