



Comprehensive Community Health Centers
Your Health, Our Mission.

MSW Internship Workflow

- When orienting students, CCHC will emphasize the importance of clear and consistent communication with clinic staff around the scheduling of patients. Every effort will be made to provide a welcoming atmosphere for students and to include them in a team approach.
- Interns are here to contribute, but their primary role is a learning role, so the workflow and schedule is built to allow for flexibility.
- Interns will accept referrals from their field work supervisors as well as from other members of the clinical team, such as PCPs and PAs. The preference is for a warm handoff, described below.
- Interns will be providing case management, counseling, engagement and assessment sessions, as well as prevention activities.
- As noted above, preference is for a warm handoff so that interns can start the engagement process with the patient. A warm handoff might take place when the PCP feels that the patient will benefit from immediate engagement, and the intern is available. If that is not possible, the PCP staff will follow the usual referral process. The PCP can also invite the intern to be in the room with the patient during a medical screening or assessment that does not compromise patient privacy.
- When the intern engages with the patient as a result of a warm handoff, the intern will explain the value of a counseling relationship, will assess whether the patient has immediate case management needs and will assist in making the appointment with the Behavioral Health provider. If the patient expresses a desire to continue with the intern, this will be discussed with the FWI supervisor and a determination will be made as to whether it is an appropriate student case.
- Clinics will be instructed to open the schedule only for the days that the intern is actually at that site. The interns will also block their schedule (or notify the front desk) to block their schedule when he/she is out for a meeting or during their supervision time.
- If an intern is seeing a patient that is beyond their scope and the on-site BH provider is not available, he/she will contact the Director of Social Work and Behavioral Health Services for support and guidance.