UNC Health Clinic-Based Ambulatory Care Pharmacy Internship

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OVERVIEW OF INTERNSHIP

The UNC Clinic-Based Ambulatory Care Pharmacy Internship is a two-year experience that combines concentrated summer programs with requirements during the academic year. It is aimed at providing future pharmacy leaders with exposure to the complexities of ambulatory care practice sites and the role of a Clinical Pharmacist Practitioner (CPP) in a unique clinic setting. The student intern will be exposed to a broad range of services and programs, with a focus in a specific therapeutic area, sharing in the goal to maintain UNC Medical Center's Department of Pharmacy mission to provide patient-centered medication management that optimizes outcomes through an alignment of practice, education, research, and leadership.

The program offers a number of opportunities for intern exploration that may include pharmacy technician activities, pharmacist shadowing in a variety of clinics, medication reconciliation and patient counseling, active learning, literature reviews, leadership and mentorship opportunities, and ownership and completion of patient-related and/or quality improvement projects in collaboration with CPPs in their respective clinics. Each intern will also have the opportunity to complete a longitudinal research project with their supervising CPP. During their time in clinic and staffing, interns will gain experience with good communication skills through patient interactions as well as discussions and presentations with pharmacists, residents, and other health care professionals.

PROGRAM FORMAT

The internship encompasses a concentrated experience during the summer that continues throughout the academic year. Students completing the program should expect to gain an understanding of clinical programs and operations within the UNC Medical Center Specialty and Primary Clinic (SPC) team practice sites that often include a specialty pharmacy component.

Each intern will have a designated clinic as their primary focus, intended to serve as the longitudinal clinic experience throughout the program. During the summers, the intern will have the opportunity to rotate throughout different ambulatory care clinics based on their preferences and clinic need/availability. Potential clinics include:

- Neurology
- Hepatology/Gastroenterology
- Rheumatology
- Pulmonology
- Infectious Diseases
- Cardiorenal/Nephrology
- Heart & Vascular Clinic
- Solid Organ Transplant
- Geriatrics
- Diabetes & Endocrinology
- Family Medicine
- Pain Management

Interns are required to staff approximately 4-6 hours per week (except during early immersion rotations) in the Enhanced Care Program (ECP), which supports the SPC team and is designed to help close medication access gaps, improve consistency and completeness of patient care, and increase direct patient care time of CPPs. Intern staffing responsibilities may include but are not limited to completing manufacturer assistance and patient assistance program (MAP/PAP) applications, patient follow-up calls for lab and medication adherence reminders, assisting with sending lab orders and reviewing results, and clinical patient calls for additional support in between CPP visits.

Start Date:	May or July following PY1 year, depending on learner rotation schedule
Duration:	2 years (compensated)
Time Commitment:	Hours during PY2/PY3 school year: 40 hours/month • 8-12 hours per week Hours during Rotation months: None required (0-6 hours/week) Hours during Summer months: Full-time (40 hours/week)
Year 1 Breakdown:	Summer: 1 month of training with current PY2 intern(s) & Enhanced Care Program (ECP) 1 month of training in intern-specific designated clinic PY2 School Year: Technician-based responsibilities in intern-specific designated clinic Enhanced Care Program (ECP) staffing
Year 2 Breakdown:	Summer: 1 month training the new CB-ACP intern in intern-specific designated clinic 1 months rotating in different ambulatory care clinics, based on intern preference and clinic need/availability PY3 School Year: Technician-based responsibilities in intern-specific designated clinic Enhanced Care Program (ECP) staffing

OBJECTIVES OF PROGRAM

- Expose student intern to a variety of ambulatory care clinical pharmacy practices
- Expose student intern to the roles and responsibilities of clinical pharmacist practitioners (CPPs) serving on an interprofessional healthcare team
- Provide the student intern with experience in the operational aspects surrounding the optimization of medication access
- Provide student intern with opportunities to review and improve policies and procedures which aim to serve the ambulatory care specialty pharmacy patient population
- Enhance the student intern's didactic and clinical training to be more competitive in seeking future training and educational opportunities

WORDS FROM PAST & CURRENT INTERNS

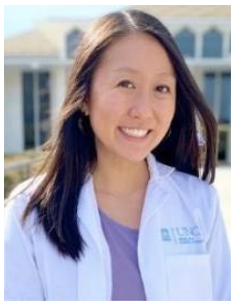
Amanie Khairullah, PharmD Class of 2019

Intern-Specific Clinic: Hepatology

Being a CB-ACBP intern has allowed me to expand my clinical skills by applying and building on what I learned in the classroom. The most rewarding aspect of this internship is building relationships with patients and listening to how much they appreciate the care and help we provide. It also has allowed me to better my patient communication skills. This internship is a great opportunity for students to explore the role pharmacy has in ambulatory care, as well as grow personally and professionally.

Erin Mays, PharmD, Class of 2020
Intern-Specific Clinic: Infectious Diseases

The most rewarding part of this internship for me has been the chance to establish long-term relationships with patients and other healthcare professionals on the clinic staff, a component of pharmacy practice that is unique to ambulatory care. Thanks to this internship, I am able to gain exposure to specialty pharmacy operations, CPP responsibilities, and a variety of therapeutic areas, all of which will prepare me well for residency & the evolving practice of pharmacy.



Anita Yang, PharmD, Class of 2021
Intern-Specific Clinic: Hepatology

As a CB-ACP intern, I am able to work alongside Clinical Pharmacist Practitioners in out-patient clinics and directly impact patients' disease states. This has been a unique opportunity to counsel and assist patients throughout their specialty medication therapies and allows patients to instill their trust in a pharmacy team. This internship has allowed me to build my problem-solving, professionalism, and communication skills with patients and also various healthcare providers. This is an excellent opportunity for students to get exposure to ambulatory care pharmacy and gain direct patient-care experience.

Ellen Montgomery, PharmD, Class of 2022
Intern-Specific Clinic: Family Medicine

As the pharmacy intern at UNC Family Medicine Center I have been able to assist the clinical pharmacist in seeing patients, taking medication histories, and calling to follow-up with patients. I have gotten a great sense of how pharmacists, physicians, and social workers can all collaborate to optimize patient management by assisting with transitions of care visits. These experiences with direct patient care have been complimented by multiple projects I have worked on, including developing Epic templates for the population health team, creating patient-friendly medication lists, and working to meet some of the clinics COPD/asthma quality metrics by engaging patients in inhaler counseling. This internship has developed my confidence as a future clinician and I could not be more thankful to be in an ambulatory care setting to learn and grow.

Justin Suero, PharmD, Class of 2023
Intern-Specific Clinic: Hepatology

Serving as the CB-ACP intern has been one of the major highlights of my pharmacy school experience. This opportunity has allowed me to broaden my clinical pharmacy experience and apply what I learn in the classroom into practice. Working alongside the interdisciplinary team, I had an active role in providing exceptional direct patient care to our hepatitis C and liver cirrhosis patient populations by conducting medication adherence calls, monitoring treatment progress, and eliminating barriers to procurement of specialty medications. This internship provided numerous opportunities for research, quality improvement projects, shadowing, and professional development, and I look forward to continuing to build upon my clinical skills with the foundational knowledge and experiences that I have gained.

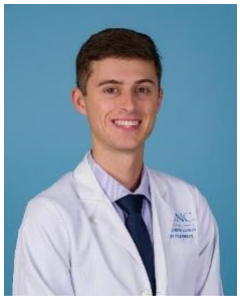
Updated: September 2026

Layna Fox, PharmD, Class of 2024
Intern-Specific Clinic: Family Medicine

Working closely with CPPs at UNC Family Medicine revealed the great impact that pharmacists have on patients' health. I've seen first-hand how pharmacist-driven interventions lead to improvements in the management of T2DM, HTN, and other chronic diseases. I've grown immensely in my ability to communicate with patients, rationalize treatment decisions, and navigate access dilemmas through direct patient care tasks. Other projects I've contributed to include developing interprofessional education materials on prescribing CGMs and medication affordability. I feel so lucky to have worked with such an amazing pharmacy team at UNC and gain practical experience that will set the foundation for a career in ambulatory care.

Lindsey Mahn, PharmD Candidate, Class of 2025
Intern-Specific Clinic: Solid Organ Transplant

Becoming the CB-ACP intern was easily the best decision I have made in pharmacy school. I have gained lasting mentorship, confidence in patient interactions, and interprofessional collaboration skills throughout my years as an intern. Each clinic is so unique, and observing the CPPs practice at the top of their license has inspired me to follow in their footsteps by pursuing a career in ambulatory care. Additionally, the Enhanced Care Program has made me more comfortable with the process of medication access as many patients need help obtaining their meds. Overall, this internship has allowed me to grow both clinically and professionally and I am confident that these skills will help me be successful in my future endeavors.



Ryan Clark, PharmD Candidate, Class of 2026
Intern-Specific Clinic: Rheumatology

As the pharmacy intern at the UNC Rheumatology Clinic, I have experienced significant growth as both a pharmacy student and future clinician. I assisted the pharmacist with medication counseling and dose titrations for immunosuppressive therapies, and I had the opportunity to engage in several research projects within the clinic. Rotating with other CPP's allowed me to deepen my understanding of various disease states, including those in family medicine, pulmonology, solid organ transplant and more! Working with the Enhanced Care Program has also highlighted the critical role of nonclinical support in addressing medication access and adherence challenges for patients. This internship has not only solidified my passion for ambulatory care pharmacy but has also equipped me with invaluable skills and knowledge. I am truly grateful for the experience and pharmacy team I had the privilege to work alongside.

Alisha Desai, PharmD Candidate, Class of 2026
Intern-Specific Clinic: Family Medicine

My time as the pharmacy intern at the UNC Family Medicine clinic has been the highlight of my co-curricular activities during pharmacy school. I have had the opportunity to work in an interdisciplinary clinic where I learned from CPPs, pharmacy residents, physicians, social workers, and dietitians. I have developed my direct-patient care skills by leading encounters, creating treatment plans, and presenting to preceptors. Additionally, I have had the opportunity to work with the chronic care management program at Family Medicine, particularly examining the clinical benefit of having a pharmacist on that team. Through my involvement with the Enhanced Care Program, I have learned about the complexities of medication access and vital role

pharmacists can play in ensuring patients receive their medications at an affordable cost. I am so thankful for the incredible pharmacy team at UNC for providing me opportunities to increase my clinical knowledge, interpersonal skills, and love for the ambulatory care space.

Gabrielle Boukaia, PharmD Candidate, Class of 2027
Intern-Specific Clinic: Solid Organ Transplant

I couldn't be more grateful for my experience as an ambulatory care intern in the Solid Organ Transplant Clinic. My experience during this internship has genuinely shaped the direction of my pharmacy career. This role has given me the opportunity to engage with ambulatory pharmacy practice and learn at a high level. Through this internship, I have been given opportunities for mentorship, research involvement, collaborative practice, and networking. Additionally, through my work in the Enhanced Care Program, I have learned to navigate the complexities of medication access and appropriate medication follow-up. Above all, this internship has provided a space to strengthen my patient care abilities. My favorite part of each day is the relationships I get to build with both patients and providers. I am also incredibly thankful to have been surrounded by a team that truly valued me as a learner and supported my curiosity throughout this experience.

Claire Marshall, PharmD Candidate, Class of 2028
Intern-Specific Clinic: Cardiorenal

My experience as an ambulatory care intern in the Cardiorenal Clinic has been the most meaningful experience of my pharmacy career. In the Cardiorenal Clinic, I have had the opportunity to lead patient visits independently, document encounters, present to preceptors, and work closely with CPPs, residents, nurses, and physicians. Having the opportunity to become involved in direct patient care so early in pharmacy school has shaped the trajectory of my future as a clinician. The internship program also provides valuable mentorship, research opportunities, and shadowing experiences that have allowed me to explore the wide variety of clinics in which CPPs see and support patients. Through the Enhanced Care Program, I have learned immensely about the challenges of medication access and affordability, as well as the ways pharmacists can help ensure that patients are able to access and take the medications prescribed to them. I could not speak more highly of my experience as an ambulatory care intern!

APPLICATION INFORMATION

- Refer to UNC Hospitals Pharmacy Internship Programs for application cycle details.
- Applicants must be first year pharmacy students at the UNC Eshelman School of Pharmacy.
- This internship requires one letter of recommendation for a complete application.