

CORPS CONNECTIONS

SCHOLARS
February 2011

NHSC Scholar Customer Service Portal is Now Available!

On February 15, the National Health Service Corps Scholarship Program Customer Service Portal became available for all scholars. The portal allows you to view your information and conduct some transactions online at any time of the day.

NHSC scholars are able to:

- View payment information
- View W-4 information
- Update contact information
- Ask BCRS a question
- Request to defer a service start date

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You must activate your account first. Follow the instructions below to register your account:

- 1) Visit the site: <https://programportal.hrsa.gov/extranet/participant>
- 2) Select the "Create an Account" button located on the bottom left-hand section of the page.
- 3) Fill in the series of fields in order to create an account. Once you select "Register," the system will send an email to the address used to create the account. The email will be from noreply@hrsa.gov with a subject of "Activate Your BCRS Program Portal Account."
- 4) Select the link included in the email to log in and activate your account.
- 5) The first time you log in, you must enter your last name, date of birth, and the last **six** digits of your social security number.
- 6) Once you have entered your information successfully, your account will be activated and you will be ready to use the portal.

If you see errors in your data or profile information, contact the Health Resources and Services Administration, Bureau of Clinician Recruitment and Services, Division of Program Operations support center, which is open Monday through Friday from 9:00 a.m. to 5:30 p.m. ET (except Federal holidays) at 1-800-221-9393 (TTY: 1-877-897-9910).

Congratulations to Two Former NHSC Clinicians!

Dr. Kurt Zimmer and Dr. Maggie Wilson recently received the Samuel U. Rogers Achievement Award, which recognizes vision and commitment to public service. Named after a pioneer in public health, this award honors those who empower others and improve the health of individuals and local communities. Congratulations to both Dr. Zimmer and Dr. Wilson, both former NHSC clinicians, who have been at their community health centers for over 20 years!



Dr. Kurt Zimmer and staff
Missouri Highlands Community Health Center of Ellington, MO



Dr. Maggie Wilson
Northeast Missouri Community Health Center CHC of Kirksville, MO

Learn More about the SEARCH Program

Have you heard about the [Student/Resident Experiences and Rotations in Community Health \(SEARCH\)](#) program? As a scholar interested in primary care and community health, the NHSC wanted to make you aware of unique opportunities available through your local SEARCH* program.

Students and residents can further hone their skills and gain valuable clinical and community health experience by working with clinicians at sites. Ideally, this experience in underserved communities will provide you with helpful guidance and mentorship. Contact nhscupdate@hrsa.gov for additional information!

*SEARCH is available in the following States/territories: AZ, CA, CT, FL, ID, IL, KS, LA, MA, ME, MI, MO, NC, ND, NE, NH, NJ, NY, OH, OR, PR, SC, TN, TX, UT, VT, WI, WV.

NHSC Retention Survey Coming in 2011!

NHSC will be distributing online and hard copy survey (pending OMB clearance) to NHSC clinicians, alumni, and site administrators later in 2011. The purpose of the survey is to evaluate personal and professional development of NHSC clinicians in an effort to retain the clinicians providing care in underserved communities. The NHSC would appreciate your participation when the survey is released.

True



False



New Complimentary Patient Education Resources Available!

Resources Available for Seasonal Flu Guide for Community & Faith-based Organizations & Leaders

According to [Centers for Disease Control and Prevention data](#), February has historically been the peak in the flu season. The U.S. Department of Health and Human Services, Center for Faith-based & Neighborhood Partnerships has released the *Influenza (Flu) Guide for Community & Faith-based Organizations & Leaders*, which is now available in English and Spanish. The *Seasonal Flu* guide comes in an accessible, easy-to-read format and provides: flu facts; every day prevention steps; and ways that community leaders can contribute to the flu prevention effort. This guide is an important fight the flu resource for the Spanish-speaking community and faith-based partners.

- Download the *Seasonal Flu* guide in [English](#) or [Spanish](#)
- Order printed copies of the *Seasonal Flu* guide (in English or in Spanish) from the HHS Partnership Center by emailing partnerships@hhs.gov. Please include the number of copies requested, specify if you want the English or Spanish version, and include your name, address, phone number, and email address.

Free Patient Education Resources from AHRQ

The Health Resources and Services Administration's sister agency, the Agency for Healthcare Research and Quality (AHRQ), is pleased to offer NHSC clinicians its free, evidence-based patient education aids in English and Spanish. These publications and videos include guides for screening exams recommended by the U.S. Preventive Services Task Force and patient guides derived from AHRQ's patient-centered outcomes research on the comparative benefits and risks of drugs and other therapies for selected disorders.

The free patient education resources also include tips on patient safety and improving quality of care. AHRQ can provide clinicians with up to 200 copies of each publication at no cost. AHRQ also has a limited supply of free Spanish-language DVDs for Web site embedding or patient viewing that include six, 1 minute-duration health advice videos.

E-mail ahrqpubs@ahrq.gov to order the *Consumer/Patient Education Materials- Samples Kit* (AHRQ Pub. No.OM11-0020) and/or the *Patient Advice Videos by "La Doctora Ileana" for Better Health*, (AHRQ Pub. No.11-0019-DVD).

Meet NHSC Scholar, Diana Tucci

2nd year student, University of Pittsburgh

Diana's decision to pursue a career in medicine evolved over time, but today she is taking full advantage of every opportunity to expand her experience and understand what life might be like when she is an NHSC clinician in service.

During medical school, Diana decided that she wanted to work in primary care, specifically with the underserved. Encouraged by one of her professors, she applied to the NHSC and was accepted. In order to expand her knowledge and experience, she got involved in the University of Pittsburgh's Family Medicine Interest Group, which has helped to connect her with others interested in family practice. Every year, the group organizes a spring break service trip for members put on local health fairs in the Pittsburgh area.

Recently, Diana was able to spend time at the Sto-Rox Community Health Center in McKees Rocks, PA, a suburb of Pittsburgh. Her experiences there only reinforced her desire to work in family medicine. In addition to her studies, she serves as an FMIG Network Regional Coordinator for the American Academy of Family Physicians to assist with their outreach programs. Once she has completed her studies, she's open to moving anywhere in the U.S. to serve a community in need as a family physician.

Resume or CV: How to Decide What Works Best for You

Whether you are looking for a permanent position or applying for a short rotation, you may be asked to develop a curriculum vitae (CV) or resume during the application and interview process. Each of these tools will help to organize your experience, education, and accomplishments, while helping to stand out among other candidates! In order to figure out what will work best for you, a brief overview of each of these formats is included below:

- A **Curriculum Vitae (CV)** is Latin for “life’s course” and includes a comprehensive listing of medical experience, professional appointments, board affiliations, degrees, publications, presentations, projects, awards, and grants. Physicians, dentists, and other medical professionals with advanced degrees are usually expected to submit a CV when applying for hospital, university, and other institutional positions. A CV is often the best approach if you want to list all of your medical experience and credentials.
- A **Resume** presents career highlights in a more succinct format than a CV and is usually only one to two pages. Often allied health professionals or administrators use resumes to apply for a medical position at a health care practice or organization.

As you prepare your CV or resume, consider including the following fields in addition to your basic contact information, work history, and education:

- ✓ Honors and awards
- ✓ Languages
- ✓ Public speaking
- ✓ Research and publications
- ✓ Technology equipment and instruction
- ✓ Teaching and training experience
- ✓ Committees and task forces
- ✓ Professional affiliations
- ✓ Civic affiliations

(Source: Expert Resumes for Health Care Professionals by Wendy S. Enelow and Louise M. Kursmark)

Questions or Comments?

If you have ideas or suggestions for future issues, please e-mail your ideas to info@nhscrtsc.net.

