

Undergraduate Health Leadership Initiative
Summer Internship Program

Martin's Point Health Care
27 Northport Drive
Portland ME 04104



About the Organization

Looking for a great summer internship experience? Here's your chance to gain valuable work experience with a leading health care provider. Martin's Point Health Care – an innovative, not-for-profit organization offering care and coverage to residents of Maine and beyond – is looking for talented summer interns to join our team.

As a united force of people caring for people, we're on a mission to transform the health care system and create a healthier community. Our employees enjoy a culture of trust and respect, where our values – taking care of ourselves and others, continuous learning, helping each other, and having fun – come to life every day. No wonder Martin's Point has been recognized as a certified Great Place to Work since 2015!

For more information, please visit

<https://martinspoint.org/meet-martins-point/about-martins-point>

And to see how we are supporting health in our communities, please check out our videos at

<https://vimeo.com/showcase/6578905>

Internship Title

Patient Care Quality Intern (Clinical Integration)

Mentor

Cathy Nugent

Work location

Please note that this is a hybrid working arrangement, meaning some work will be done in one of our Portland offices and some remotely. This is also subject to change and may be 100% remote based on health-related guidelines and recommendations.

Time Commitment

32 hrs/week

Internship Description

The intern will provide support for various patient care quality improvement initiatives primarily through supporting teams in obtaining patient records to support holistic patient care. These clinical documents are part of a patient's electronic medical record and will need the interns support in updating electronic record systems thoroughly and accurately. This role involves providing excellent customer service primarily through email with a focus on patient centered care and improving health outcomes.

Job Description:**Responsibilities include:**

- Meticulous maintenance of patient outreach efforts
- Analysis of patient chart information
- Data tracking
- Supporting nurses in obtaining and managing hospital records
- Outbound patient communication via email

Knowledge, Skills, Abilities and Qualifications**Skills, Education and Experience:**

- Currently enrolled in two or four-year degree program
- Genuine interest in the health care field
- Ability to provide the highest level of customer service both to internal and external customers, with excellent interpersonal and communication skills
- Analytical and problem-solving skills with strong attention to detail
- Experience working in an administrative and/or customer service-oriented environment preferred
- Ability to handle confidential and sensitive information in a discreet and professional manner
- Ability to collaborate with team members and all internal departments
- Working knowledge of Microsoft Office products and other technologies (Excel, Word) as required
- Ability to work independently and collaboratively, and be able to prioritize tasks within an assigned project under deadlines
- Possesses a general understanding or desire to learn medical terminology and abbreviations.

Rate of Pay

\$15/hr

Additional Notes about the Position

Beginning in June, duration of the internship program is 12 weeks.