

**Undergraduate Health Leadership Initiative
2024 Summer Internship Program**

**Martin's Point
331 Veranda St., Portland, ME 04103**



About the Organization: Martin's Point Health Care is a progressive, not-for-profit organization providing care and coverage to the people of Maine and beyond. The organization operates six primary care health care centers in Maine and New Hampshire, accepting most major insurance plans. Martin's Point also administers two health plans: Generations Advantage (Medicare Advantage plans available throughout Maine and New Hampshire), and the US Family Health Plan (TRICARE Prime® plan for active-duty and retired military families in northern New England, upstate New York, and western Pennsylvania).

Internship Title: Delivery System Operations Intern

Number of positions available: 4

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.

Primary responsibilities include:

- Health information management and document management work
- Create reporting and analysis of operational information
- Support of specific workstream stabilization efforts
- Beginning on 5/28, the duration of the internship program is 12 weeks.

We are an equal opportunity/affirmative action employer.

Knowledge, Skills, Abilities and Qualifications:

- Currently enrolled in two or four-year degree program, with a focus on Health Sciences or Business.
- 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.

Stipend: \$20/hour

Work Location: In-person

Time Commitment: 32 hours per week

Other logistical aspects to consider: Interns must reside in Maine throughout the program. Please note, housing is not provided.