

Central Campus

Worksite Address:

25 Science Park and 2 Science Park

Work Week:

Standard (M-F equal number of hours per day)

Total # of hours to be worked:

37.5

Position Summary:

Yale Medicine Administration (YMA) is one of the largest academic multispecialty group practices in the United States. Our physicians are the clinical faculty for the Yale School of Medicine (YSM). We have over 1,500 practicing providers with more than 100 specialties and subspecialties and is a major referral center for Greater New Haven, Connecticut, and New England. The Yale Medicine Administration physicians generate approximately \$750 million in annual clinical revenue and provide services to over 1 million patients annually.

The goal of the Yale Medicine Administration Summer Internship is to provide selected New Haven Promise students with exposure and learning experience in one or more of the following areas: Clinical Workflow and Management, Healthcare Finance, Healthcare Technology and Informatics and Patient Experience. In this position, the intern will work under the direction of the area manager. The internship is for a period of 8-10 weeks. This is a fantastic opportunity for an energetic, dedicated individual looking to gain real world healthcare experience!

As a YMA Intern, you will learn the business of healthcare from a unique perspective – you will experience the healthcare management system as it functions. You will have an opportunity to rotate through several different areas including some of the following: Clinical Operations – this team provides hands on patient care in our ambulatory clinics including front desk reception, insurance verification, scheduling of appointments/procedures, direct patient care in collaboration with our physicians, patient flow management, patient satisfaction and training. Project Management – this team works on a variety of initiatives that support the overall practice across the Yale School of Medicine. Joint Data Analytics Team – this team is responsible for the informatics and clinical reporting for YMA and YNHH. Patient Financial Services – this group handles a wide variety of patient focused work including patient registration, collection, cash posting, reimbursement, revenue cycle management, and patient services. Financial Management – this team provides support to the clinical practice for budget preparation, clinical financial reporting, cost analysis, and forecasting. **The 2020 Summer Internship for Yale Medicine Administration will specifically support the following two departments: Coding & Billing located at 2 Science Park, and the YM CARE Center (Patient Access Call Center) located at 25 Science Park.**

Principal Responsibilities: Complete assignments, as requested.

Required Education and Experience

Will vary depending on the specific title of the position. Some undergraduate/graduate positions may specify a student of a specific degree program, field of study, etc.

Required Skill/Ability 1:

Excellent verbal and written communication skills with the ability to provide strong customer service.

Required Skill/Ability 2:

Ability to work in a team environment.

Required Skill/Ability 3:

Ability to remain professional and maintain strict confidence. Commitment to information security; protecting our patient information.

Required Skill/Ability 4:

Proficient with MS Office programs, particularly Outlook, Excel and Word.

Required Skill/Ability 5:

Must be detail-oriented, well-organized, with the ability to manage multiple projects simultaneously.

Preferred Education, Experience and Skills:

- Currently a rising sophomore, junior or senior at an undergraduate institution
- Genuine interest in healthcare administration or patient care as a career option
- Excellent verbal, written communication and customer service skills
- Ability to operate and deliver in high paced, high demand environment
- Experience in Epic system