

Position Title: Health Informatics/Electronic Health Records (EHR) Intern (Health Informatics Internship)

Reports to: EHR System Manager – Komal Hak

Intern Position Overview:

The Health Informatics (Electronic Health Records – “EHR”) Intern gains technical software and workflow management experience while learning how healthcare organizations manage information and handle HIPAA regulations. In addition to optimizing EHR curriculum and access, the EHR Intern participates in troubleshooting errors, helps with learning aids, and supports other work and projects as needed.

Duties:

- Optimize documentation library for agency’s EHR system
- Research workflows for input into curriculum design/scripts for technical EHR training, including input for the development of training manuals
- Assist with providing support for technical issues in specific areas such as patient charts, technical workflows and operations of EHR system
- Assist in end-user documentation and learning aids of specific duties
- Assist with EHR operational audits as determined by EHR System Manager
- The volunteer can expect to be assigned special projects periodically

Position Experiences and Goals:

- Marketable experience learning an EHR software system used in Healthcare
- Gain an understanding of clinical/compliance requirements in an operational Healthcare setting and experience working within HIPAA regulations
- Assist in the development of training materials, training content, and topics for optimization of care delivery to underserved populations
- Potential to develop advanced interpersonal skills and build relationships with Healthcare providers
- Letter of Recommendation available for those providing a 3-month commitment

Minimum Qualifications:

- Interest in increasing access and equity in healthcare
- Desire to learn about Health Informatics
- High proficiency with Microsoft Word and Document Management
- SharePoint or EHR experience is a plus, but not required
- Willingness to learn and attention to detail
- Able to commit to a consistent weekly schedule
- Able to commit to at least one 4-hour shift per week between 8am –5pm

Diversity, Equity, and Inclusion:

CommuniCare OLE is an inclusive environment that promotes and values diversity and life experience. CommuniCare OLE encourages people of all backgrounds to contribute their unique perspectives to CommuniCare OLE as a volunteer including, but not limited to, Black, indigenous, people of color, immigrants, refugees, LGBTQIA+, people with disabilities, veterans, individuals of all ages and religions, as well as those who have experienced the criminal justice system.

Intern Expectations and Physical Requirements:

We expect all our volunteers, interns, externs, and learners to be punctual, effective communicators, and team players. Attendance and timeliness are necessary but flexible, dependent upon department needs, as long as communication is provided. Strong interpersonal skills and the ability to take direction are expected as well as the ability to work independently. Physical demands may include operating office equipment, the ability to sit or stand for long periods of time, occasional walking, and the ability to bend and lift up to 25 pounds. Hearing and vision required.