



## **Title: Telephone Triage Nurse Job Description**

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### **Job Overview**

The Telephone Triage Nurse assures that communication with each caller will be handled in a professional and tactful manner. When appropriate, the caller's symptoms will be assessed and triaged using the nursing process and approved guidelines in order to assist in obtaining the appropriate level of care and/or self-care advice. This position reports to the call center Director of Clinical Services. This position's functions are supervised by the clinical services managers.

### **Essential Functions**

1. Uphold and support the mission, objectives and policies of the TeamHealth AccessNurse.
2. Respond promptly to each incoming call.
3. If call warrants a triage, the caller's stated symptoms will be assessed to determine the appropriate level of care required to safely meet the patient's medical needs. (Emergent, urgent, non-urgent or home care status)
4. When appropriate, provide home care instructions using the approved, written guidelines as well as approved reference material provided.
5. Utilize all resources and guidelines at his/her disposal to effectively assess, prioritize, advise, schedule classes or physician appointments, or refer calls when necessary to the appropriate medical facility, personnel or specialized community service.

6. Refer patients to appropriate medical facilities or providers for care, utilizing approved guidelines as indicated by individual client profiles.
7. Thoroughly complete documentation utilizing the appropriate computer software in compliance with the approved policies and procedures.
8. Fax all completed Telephone Advice Records and Transaction calls to appropriate physician client immediately by internal fax
9. Actively participate in new employee orientation, ongoing in-service programs, staff meetings, continuous quality improvement, and periodic performance/protocol evaluations and development.
11. Maintain current nursing licensure by completing applications for renewal in a timely manner and by complying with all requirements for continuing education. No nurse will be scheduled to work any shift if their nursing license has expired or has been revoked for any reason. It is the nurse's responsibility to notify the Call Center Director of Operations immediately if their license status changes. Failure to comply with this requirement will result in termination of employment.
12. Maintain current nursing skills and knowledge base by attendance at workshops and seminars, completion of mandatory continuing education, reading of professional journals, publications, and participation in professional organizations.

### **Job Qualifications**

1. Graduate of an accredited School of Nursing.
2. Current Registered Nurse licensure in the State of Tennessee or other nursing compact state and other states as deemed necessary by state law or client contract.
3. Prefer minimum of three years recent clinical experience in a physician office, home health, critical care and/or emergency room.
4. Participation in continuing education programs
5. Familiarity/experience with patient interactions on the telephone

6. Strong communication and interpersonal skills
7. Must be able to pass a basic test on computer and clinical knowledge and typing skills

### **Knowledge and Abilities**

1. An ability to establish and maintain effective working relationships with patients, physicians, coworkers, staff and medical service providers.
2. Strong ability to communicate effectively both verbally and in writing; thoughts are logical and clearly expressed.
3. Excellent organizational abilities and documentation skills.
4. Must be capable of making independent nursing decisions.
5. Must be able to work well under stress and relate to the general public, nurses and physicians in a tactful manner.
6. Must have adequate typing skills and basic computer knowledge.

### **Physical and Environmental Demands**

The Telephone Nurse Consultant will be assigned a workstation, computer terminal, and telephonic equipment in a regular office environment. The nurse must have good manual and finger dexterity, excellent verbal and written communication, hearing and visual acuity and color distinction. The nurse must sit in front of a computer screen for prolonged periods of time.

*This enumeration of essential functions in this job description neither states nor implies that these are the only duties to be performed by this employee. Performance of other nonessential duties may be requested by the supervisor.*