

Hillsboro Pediatric Clinic LLC

Title: Resource (Telephone Triage) RN/Care Coordinator

Job Description

Summary: Collaborate with patients, providers and support staff in the delivery of integrated team-based pediatric patient care primarily through telephone triage. Facilitate best practices, patient satisfaction, and improve HPC patient health relative to chronic disease management of identified clinically important conditions. Assess, plan, implement, educate, and evaluate safe, quality patient care. Facilitate communication, coordinate services, and address barriers relative to patient care. Evaluate data and provide a summary to the healthcare team.

Supervision Received: Reports directly to Clinical Staff Manager, under the general and direct supervision of the Physicians and Clinic Administrator.

Supervision Exercised: None

A. EDUCATION AND EXPERIENCE:

1. Education: AA or BA from an accredited school of nursing.
2. Experience: one year as an RN or in a telephone triage situation, preferably in pediatrics preferred
3. Certificate/License: current, unencumbered license as a RN in the state of Oregon.
4. Certificate: current certificate in Basic Life Support.

B. SKILLS, KNOWLEDGE AND ABILITIES REQUIRED:

1. Speaks and writes English proficiently. Bilingual English/Spanish desired.
2. Relates well with others, including patients/family members, employees, managers and medical staff. Demonstrates positive and professional demeanor and good customer service skills, both in person and via telephone communications.
3. Knows the Oregon State Nurse Practice Act and Code of Ethics for Nurses; current theories, techniques and practices of nursing in the area of pediatrics and is able to apply these within the concept of the telephonic medical advice role; and triage principles in client assessment.
4. Operates computer, telephone and headset, fax, printer and copier efficiently and accurately.
5. Works well independently, and as a team member. Able to concentrate when working in close proximity to other nurses who are performing the same telephone function.
6. Assesses patient's symptoms, goals and concerns with thorough and comprehensive documentation.
7. Requires full range of motion. Must be able to reach above shoulder height.
8. Requires sufficient visual acuity for observation of patients and use of a computer. Must hear adequately to understand the spoken voice in person and on the telephone and to respond to any audio alarms within the clinic.
9. Possesses eye-hand coordination for various procedures and handling the tools and equipment of the profession.
10. Possesses manual and finger dexterity.
11. Must be able to follow verbal and written instructions.

C. CONDITIONS:

1. Works inside under normal temperature conditions.
2. Frequent exposure to communicable diseases, toxic substances, medicinal preparations and other conditions common to a clinic environment. Possible exposure to bodily fluids and sharps
3. May experience sudden and loud noise from patients and moderate noise from parents, providers and equipment.
4. Requires lengthy sitting, writing, and use of the telephone.

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D. DUTIES:

1. Maintain confidentiality for current and former patients, medical staff, employees, etc. This includes ensuring that patient-related information on the clinic premises is shielded from auditory or easy viewing access by non-clinic personnel.
2. Utilize department written protocols and approved triage protocols when responding to nurse triage calls. Ascertain necessary information and obtains patient history from caller. Record notes in EHR, make appointments and other tasks related to patient care.
3. Provide non-judgmental advice based on guidelines and resources.
4. Consult with providers when treatment recommendations are not clearly provided by department protocols and references, or in unusual or exceptional situations.
5. Clarify and accurately execute provider orders, per established protocol.
6. Observe patient-family and clinic interactions. Use problem solving skills, adapt responses and advocate pro-actively as needed.
7. Provide patient instruction, education and document in EMR.
8. Maintain concise, accurate charting in the EHR.
9. Evaluate patient and their family's ability to provide home care and monitoring when appropriate.
10. Identify situations which pose an immediate potential health risk and take appropriate action to assure effective patient care management.
11. Identify inappropriate calls to nurse triage and direct caller to appropriate resource.
12. Perform physical triage in situations when ill patients arrive at the clinic but do not have a scheduled appointment.
13. Participate in resuscitations and emergency patient care under the supervision of the doctor or nurse practitioner. Monitor patient's medical condition and stability while awaiting ambulance transfer to medical facilities. Report any changes in patient condition to the appropriate medical provider.
14. Administer medications which involve patient observation or medication administration techniques beyond the scope of practice of the licensed practical nurse or medical assistant, according to clinic policy.
15. Prioritize tasks and seek assistance or consultation from providers as needed.
16. Assume responsibility and accountability for individual nursing judgments and actions.
17. Assume responsibility for maintaining personal competency on all equipment and demonstrate the ability to utilize equipment and resources in a cost effective and safe manner.
18. Maintain proper attendance and punctuality. Complete accurate time reporting.
19. Attend team, department and other clinic meetings as required. Participate in committees as requested or desired.
20. Implement clinic Medical Home policies and serve as a resource for coordinated team based care: Collaborate with multiple specialties and ancillary services; identify family strengths and barriers to medical care compliance; locate and refer patient families to appropriate community resources; formulate patient-centered care plans; monitor and implement patient tracking and registries and reports outcomes; follow up on patient compliance for medications, diagnostics and referral consultations.
21. Continue professional growth and development.
22. Make immediate, rational decisions in high stress situations.
23. Perform related work and other duties as assigned.

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ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of this job description and have read and understand its contents. I am aware this job description can be revised at any time. I realize my annual Performance Evaluation relates to these expectations stated above.

Employee Name (Please Print)

Employee Signature

Date