

Boev Clinic Triage Nurse Job Description

The triage nurse compassionately delivers an exceptional experience to our patients. Processes, assesses, plans, implements, and documents the effects of care. Performs with integrity and delivers the best customer service experience making patients and team members feel better because they talked to you. The Triage RN is responsible for using nursing judgment in answering and returning patient calls. Working cooperatively to provide support to team members by serving as a clinical resource while maintaining professional nursing standards. These nursing functions of the RN are carried out according to the Nurse Practice Act, and the employee handbook. Opportunities to identify and exceed patient expectations by committing to building strong relationships. This will include providing test results when appropriate, directing prescription refills to the appropriate provider, following a protocol established by the providers for the triage of patient and family medical questions and concerns.

- Answers patient inquiries over the telephone, assessing the severity of the patient's symptoms and medical needs. Triage telephone calls for providers.
- Calls patients with lab and test results
- Respond to incoming patient portal messages
- Assist with multidisciplinary care coordination and patient education
- Guide the patient to the appropriate level of care, schedules patient appointments over the phone with appropriate healthcare providers/facilities/physicians.
- Assist with placing specialty referrals for patients
- Documents information provided to every patient during triage within the health record systems
- Send telephone notes to providers with patient updates and questions from parent/patient
- Process medication refills and send to provider for review and approval
- Records patients health conditions for follow up patient care
- Maintains and develops triage protocols
- Ensures patients' healthcare information is updated in a timely fashion
- Must be able to respond to inquiries through multiple methods of technology
- Provide nursing care via telephone to patients
- Assists with scheduling appointments for patients
- Respond to inquiries and answer patient/family questions and needs
- Follow approved written protocols, triages, and schedule patients as appropriate, ensuring preference is given to patients in emergency situations
- Document clinical information, including patient phone calls, and maintain accurate and complete patient documentation according to medical professional standards
- Accurately document all patient encounters, phone triage, test results and office visits
- Act as a liaison, coordinate and integrate service for patients by continually collaborating with Provider
- Report patient concerns and symptoms, reactions, and any changes to the Provider
- Observe, record and report patient's condition and reaction to drugs and treatments to clinicians
- Adheres to infection control/safety guidelines
- Other duties as assigned. Works on special projects as needed

- Demonstrates effective communication skills on every call
- Verifies patient demographics
- Serves as a clinical resource for other team members
- Prioritizes calls, responds to patient communications and routes complete and accurate messages to the appropriate team member
- Ascertains patient's chief complaints and provides accurate and succinct description in chart
- Reviews drug allergies and current medications. Assists with patient education re: diet, medications, etc.
- Creates a positive patient experience during each encounter, and attempts to resolve any issues or patient concerns when first presented
- Handles escalated calls, resolving more complex patient issues independently and in real time
- Research complex clinical issues and work with support resources to resolve patient issues and partner with others to resolve escalated issues
- Demonstrates competency in the assessment, range of treatment, knowledge of growth and development as well as communication appropriate to the age of the patient being treated
- Assist with appointment scheduling or connections with urgent care or emergency departments when appropriate