



JOB DESCRIPTION

JOB TITLE: Registered Nurse - Triage
EXEMPTION STATUS: Exempt Non-Exempt
REVISED DATE: 08/2022

SUMMARY: Under the direction of the Nurse Supervisor, the Registered Nurse - Triage provides indirect professional nursing care to a patient population from 0 to over 100 years of age in accordance with established Corporate and departmental policies and procedures, and state and federal laws, to ensure safe, efficient, and effective patient care. Functions as primary liaison between patients, staff, and physicians.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Triages, prioritizes, responds, and refers incoming patient phone calls.
- Instructs patient and family regarding medications and treatment instructions.
- Correctly manages physician referrals and appointment scheduling.
- Correctly manages physician-to-physician consultation and referrals.
- Manages health information inquiries. Offers options and alternatives within limits of nursing knowledge, approved health information resources, departmental and physician specific guidelines, established criteria and policies and procedures.
- Responsible for accurate documentation and maintaining complete record.
- Ensures charting reflects the conversation and instructions given to the caller and also reflects patients' and/or families level of understanding and compliance with instructions.
- Ensures that patient/caregiver is directed in accordance with physicians' instructions.
- Demonstrates professionalism and promotes a harmonious working environment by communicating clearly and working cooperatively with team members and all internal and external customers.
- Demonstrates concern for cost effective operations by working productively to reduce waste and inefficiencies.
- Accepts personal responsibility for updating and increasing professional skills and knowledge.
- Assists in evaluating and formulating the policies, procedures, decisions, and solutions related to Triage services.
- Participates in Corporate safety procedures and programs.
- Demonstrates proper use and care of ancillary equipment including phones, computers, printers, fax machines, copiers, etc.
- Ensures compliance program is adhered to.
- Performs clinic duties as needed.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: Associate's and/or bachelor's degree from a school of nursing and current license as a Registered Nurse in the State of Tennessee required. Two years experience working as a registered nurse with at least one year in telephone triage or a patient call center preferred.

LANGUAGE SKILLS: Ability to read, analyze, interpret, and comprehend instructions, (whether written or verbal), correspondence, documentation, professional journals, technical procedures, or governmental regulations. Ability to compose correspondence, documentation, reports, and procedures. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions, and decimals. Ability to calculate and apply concepts such as fractions, percentages, ratios, and proportions to practical solutions. Ability to perform medication computations.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and solve practical problems with an extensive variety of information that deals with several abstract and concrete variables. Ability to apply common sense, good judgment, and problem-solving skills in difficult situations.

OTHER SKILLS AND ABILITIES: Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities, including treatment alternatives, drug properties and interactions, and preventive healthcare measures. Demonstrate a high level of clinical skills and triage ability. Knowledge of the principles and practices of patient triage and nurse intervention skills. Ability to establish and maintain an effective working relationship with faculty members, students, residents, staff, patients and other third parties. Ability to operate computer, keyboard, and printer. Ability to concentrate on the situation at hand and listen effectively. Ability to organize tasks, work as a team member and independently using sound nursing skills with a variety of professional disciplines. Convey a professional and positive image and attitude.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Exposure to communicable disease, blood, body fluids, hazardous chemicals, radiation, and sharp instruments. Exposure to injury from patients or equipment.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand or sit for long periods of time, walk and use hands and fingers to handle or feel objects, tools, or other controls and talk or hear. The employee is frequently required to reach with hands and arms, climb or balance, bend, stoop, kneel, crouch, and/or crawl.

The employee occasionally must lift, carry and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Stress level may be high due to frequently dealing with life and death situations, physicians, families, and other healthcare providers. Demands high levels of concentration and the ability to work in emotionally charged situations.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Physicians & Associates Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Physicians & Associates, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Physicians & Associates may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date