



POSITION DESCRIPTION

TITLE	Registered Nurse Triage Call Center	DEPARTMENT	Clinical
REPORTS TO	Manager	STATUS	Exempt

Position Summary

Responsible for:

- ✓ Providing triage call center oversight to clinical nursing services serving a socially diverse population including adults, seniors, homeless, children, infants, adolescents and pregnant women.
- ✓ Promptly answers incoming patient telephone calls, makes outbound calls and responds to patient health-related questions over the telephone. Follows established and approved clinical work processes and protocols for addressing and/or directing patient for appropriate care.
- ✓ Ensuring effective patient call flow, a high quality of nursing care and compliance with clinic policies, government regulations and accreditation standards.

Essential Functions

- Performs triage advice services to patients, within scope of practice.
- Receives incoming telephone calls and/or makes outbound calls to patients who have left a message with the call center; collects key health data from patient and triages/assesses patient telephone calls with strict adherence to approved call center protocols.
- May provide medical advice for the condition presented over the phone; ensures that advice is within the scope of the role and in accordance with call center protocol for the patient's condition.
- Identifies emergent medical and/or related patient situations and assists patients by assessing appropriate level of care required. If in question, errs on side of higher level of care if unable to clarify; uses call center protocols for emergent medical conditions presented.
- Understands and adheres to call center processes for paging on-call physicians as necessary; May consult with physicians, mid-level providers, and other team members as appropriate to ensure quality patient care is maintained.
- Appropriately schedules patient appointments; obtains required information and provides necessary documentation. Accurately completes all necessary tasking.
- Orders medications and updates the medication module per Adult and Pediatric protocols.
- Ensures all patient services are documented in the electronic health record system in a timely manner ensuring accuracy and completeness so the clinic can collect funds for the

services; ensures maintenance of electronic health records/documents in accordance with clinic policies and procedures.

- Participates in the planning, development, delivery, evaluation and improvement of care delivery; evaluates processes to improve systems and quality of patient care and recommends changes as needed.
- Proficient/knowledgeable in medical terminology with ability to demonstrate appropriate use of written clinical protocols.
- Oversees maintenance of a working environment that assures effective, efficient, and safe operation.
- Strictly adheres to universal precautions as established by the Center for Disease Control and Prevention, Occupational Safety and Health Administration, DHS/OA and clinic standards and monitors compliance of others; conducts quality control reviews as needed.
- Ensures patient/client confidentiality in accordance with HIPAA privacy regulations; demonstrates complete discretion when discussing patient information.
- Treats patients, family members, co-workers and others with dignity, respect and trust.
- Maintains working knowledge of medical and related skills through reading, participation in seminars and other educational opportunities and personal contacts/professional memberships in the field; ensures timely completion of continuing education required to maintain licensure.
- Participates as a member of the department or site's leadership team; promotes the clinic's goals and philosophies to staff; participates in committees; actively cooperates with others in support of the clinic's goals; provides input on general operational issues to improve the quality of health care delivery and to create and monitor protocols/guidelines for patient care.
- Participates in hazardous waste and infection control assignments.
- Performs other duties as assigned and works within scope of RN licensure.

Position Requirements

Position Requirements: These are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the incumbent must have:

- A valid Registered Nurse license issued by the State of California.
- Prior administrative experience in an outpatient family practice, internal medicine, pediatrics clinic, or similar. Prior triage call center experience in a medical/clinic or physician office preferred.
- Working knowledge of direct outpatient care and management methods and practices in a community clinic setting.

- Basic knowledge of local, state and federal regulations relating to care of patients in a clinic setting; and prior experience with county, state and federal programs such as CHDP, FPACT, EWC, Medi-Cal and Title X is preferred.
- Knowledge of common safety hazards and precautions sufficient to establish a safe work environment.
- Ability to relate and communicate well to all cultural and ethnic groups in the community, including fluency in written and spoken English. Spanish; preferred.
- Skill in identifying problems and recommending solutions in a clear, concise and proactive manner, including recognition and resolution of costly errors
- Ability to develop and maintain cooperative relationships with staff members, patients and other clinicians and work as a member of a multi-disciplinary team
- Ability to complete and maintain records in accordance with procedures utilizing an electronic health record system, plus general computer skills in Microsoft Office programs.
- The flexibility to deal effectively with changes in work schedules and sites
- Current California driver's license and State-required insurance when using personal vehicle on clinic business and a driving record acceptable to the organization and/or its insurance carrier.
- Willingness to commit to the philosophy and goals of Watts Healthcare.

Typically, these skills are the result of completion of education and training that provides the necessary license and several years of experience, preferably including some in a community clinic environment.

The incumbent must be able to perform this job safely, without endangering the health or safety of him/herself or others. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The environment for this position is medical clinic that is clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc.

The employee may occasionally be exposed to emotionally upset patients/family members and will participate in the treatment of patients with potentially communicable diseases.

Physical Activity: Performs all or some of the following tasks during the workday: standing, walking, reading, writing/typing, speaking, listening and sitting.

Equipment Used: Standard office equipment such as telephone, computer, printer, fax and copy machine. May be required to visit other clinic or community locations via personal vehicle or public transport on an occasional basis. As a provider of patient care, incumbent will use various personal protective clothing and equipment and utilize the full range of equipment, tools and supplies associated with medical care in an outpatient clinic.

Acknowledgement

I have been given a copy of this position description. I understand that I may be asked to perform responsibilities and duties not listed in the description and that my duties may change at any time, according to the clinic's needs. Nothing in this position description is intended to create a contract of employment of any type. Employment at Watts Healthcare is strictly on an at-will basis.

Employee Name (please print)	Employee Signature	Date
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I certify that I have discussed the position description with the employee.

Supervisor Name (please print)	Supervisor Signature	Date
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cc: Incumbent
Employee's File
Supervisor