Title: Triage RN

Reports to: Manager Scheduling/Triage

Job Summary
The Triage Registered Nurse (RN) is responsible for handling patient phone calls and care in collaboration with the Physician, Mid-level, Clinical Manager, and/or Director of Clinical Services. Calls may be directly from the patient, staff, outside doctors, long term care facilities, and acute care settings. The Triage RN will give advice and/or take action according to protocols while ensuring that the patient receives the highest quality of care in a timely manner.

Summary of Essential Job Functions
- Assesses patient calls for urgency and prioritizes appropriately
- Provides patient care over the phone, utilizing the nursing process (assess, plan, intervention, evaluation)
- Recognizes life-threatening situations and responds accordingly based on department protocols
- Advises patients regarding problems/symptoms professionally and compassionately at all times
- Utilizes the department Triage Protocols when advising patients
- Develop a plan for patients in distress, and depending on severity, contacts doctor or P.A. for collaboration
- Able to remain calm during stressful times
- Able to respond proficiently to patients’ needs with an emphasis on productivity
- Works collaboratively with physicians, mid-levels, physician's nurses/clinical assistants, Triage Staff to optimize patient care
- Refills patient medications according to office policy
- Utilizes Practiced Management System (PMS) and Electronic Medical Record (EMR) appropriately and efficiently
- Maintains a high level of confidentiality
- Documents patient care accurately, in the proper location in the EMR, and in a timely fashion
- Answers live calls as a priority and follows up on patient phone calls within the hour
- Oversees and facilitates the duties of the Triage assistant and Triage Techs as assigned, reassigning duties as necessary to meet department needs and maintain workflow
- Facilitates a harmonious work environment, whereby treating all coworkers with respect and dignity
- Adheres to policies and procedures as set forth in the Employee Manual
- Flexible in meeting the needs of the department
- Maintains a safe work environment
- Performs clerical duties such as faxing, photocopying, and filing
- All other duties as assigned
Minimum requirements

- High School Diploma/GED
- Current RN licensure in the State of Wisconsin
- Current BLS certification
- Three years hospital/medical office RN background
- Ability to read and comprehend patient information
- Ability to communicate effectively with patients, family members, physicians, coworkers, and outside customers
- Computer and accurate keyboarding skills required

Desired Qualifications

- Knowledge of MSDS and Blood-Borne Pathogens
- Knowledge of Emergency Plan and OSHA Standards
- Previous Gastroenterology experience a plus

Additional information

<table>
<thead>
<tr>
<th></th>
<th>HR use only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job code</td>
<td></td>
</tr>
<tr>
<td>Generic title</td>
<td></td>
</tr>
<tr>
<td>Pay grade</td>
<td></td>
</tr>
<tr>
<td>Management? (Yes/No)</td>
<td></td>
</tr>
<tr>
<td>E/NE status</td>
<td></td>
</tr>
<tr>
<td>Last revised</td>
<td>7/8/14</td>
</tr>
</tbody>
</table>

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.