



RAPHAEL HEALTH CENTER Job Description

Title: Triage Nurse	Reports To: Clinical Operations Director
Salary Range: \$	Status: Non-Exempt Full or Part Time
Work Location: Raphael Health Center	Date Reviewed: 05/2009; 02/2013; 5/2022, 9/14/2022

POSITION SUMMARY

The Triage Nurse is responsible for managing the flow of patients by conducting safe and effective assessment, disposition, and documentation of health-related issues for Raphael Health Center patients using established guidelines or protocols.

Required Education, Certification, Experience and Skill:

1. Graduate of an accredited school of Nursing.
2. Valid registration as an LPN or RN in the State of Indiana.
3. Current AHA Healthcare Provider training (BLS)
4. One-year experience in medical/surgical nursing and/or area of specialty preferred.

Position Responsibilities/Standards

- Work with Clinical Operations Director to design and implement a safe and effective Triage program, improving patient access to care for immediate health and safety concerns.
- Work within the scope of practice under the supervision of RHC Medical Director and RHC Clinical Operations Director, utilizing best practice standards to continually prioritize and implement patient care for both walk-in and telephone triage. Utilize the nursing process to actively address the most severe and important needs first.
 1. Urgent needs: airway, breathing, circulation, severe illness
 2. Urgent desk top items, including after-hours Access Nurse items
 3. Urgent medication needs/requests from any desk top
 4. Urgent and important patient needs from clinical team member desk tops
 5. Address and respond to moderate patient care needs
 6. Assist providers with complex patient requirements
 7. Assist with standard medication renewal requests
- Serve as a front-line responder: assess and provide care for any patient in distress who presents to RHC. Triage patients utilizing best practice protocols and achieve assistance from the RN, PA, NP, or MD when necessary.
- Collaborate with Clinical Operations Director and Care Management Leader to develop and deliver appropriate education to the acute care patient population.
- Act as a member of the RHC Emergency Medical Response Team and respond immediately to any urgent call for medical assistance.
- Support medical providers by assisting with complex medical or administrative needs.
- Respond daily to and address all reports from the after-hours Access Nurse line to ensure timely and appropriate patient care.
- Provide consistent communication to the Clinical Operations Director, ensuring information, reports, and materials that are provided clearly describe the activities and progress toward agreed upon objectives.
- Collaborate with the Clinical Operations Director and clinical leadership team to promote and ensure best practices within RHC clinical operations.



- Work to create a continual learning environment by planning and implementing clinical training and serving as a mentor and preceptor to clinical support staff.
- Continually review clinical triage and nurse visit plans and processes, and actively participate in process improvement initiatives.
- Provide timely feedback to the Clinical Operations Director about any patient concerns to be addressed or modified to ensure the provision of excellent patient care. Organize and implement patient nurse visits as scheduled, ensuring appropriate and timely care within scope of practice.
- Assist with clinic operations by evaluating RHC clinical team desk tops and immediately triaging/addressing urgent care needs. Process requests for prior authorizations, medication refills, and other patient needs.
- Serve as the back-up Vaccine Coordinator. Successfully complete annual VFC training and collaborate with Vaccine Navigator concerning patient care, vaccine management, special projects/events, services, and outreach.
- Exemplify the RHC mission through a personal example of excellent service to patients, visitors, and coworkers.
- Successful completion of training opportunities provided through Raphael Health Center.
- Attend regularly scheduled staff meetings.
- Develop and maintain a strong working knowledge of the clinical delivery of primary care services; specifically, the ability to triage and manage patient needs and direct others in their care.
- When needed: perform the duties and responsibilities of clinical support staff in supporting and running providers.
- Seek out relevant continuing education opportunities, improving skills and knowledge.
- Other duties as assigned

Supervision:

No supervisory responsibility

Physical Requirements:

The physical, mental and environmental conditions for Scope of Work Responsibilities are specified by the use of F for frequently, O for occasionally, and N for not at all.

PHYSICAL	MENTAL	ENVIRONMENTAL
<p>On the job the employee must:</p> <p>(O) Bend (F) Sit (O) Squat (F) Stand (O) Crawl (F) Walk (O) Climb (O) Push/Pull (O) Kneel (F) Handle objects/manual dexterity (O) Reach above shoulders (F) Fine finger movement</p>	<p>On the job the employee must be able to:</p> <p>(F) Read and comprehend (F) Write (F) Perform calculations (F) Communicate orally (F) Reason and analyze () Other</p>	<p>On the job the employee:</p> <p>(F) Is exposed to blood body fluids and infectious waste (O) Is exposed to excessive noise (N) Is around heavy machinery (O) Is exposed to marked changes in temperature and/or humidity</p>



<p><input type="checkbox"/> Other</p> <p>Must carry/lift loads of:</p> <p><input type="checkbox"/> Light, up to 25 lbs</p> <p><input type="checkbox"/> Moderate, 25 – 50 lbs</p> <p><input type="checkbox"/> Heavy, over 50 lbs</p>		<p><input type="checkbox"/> Is exposed to dust, fumes, gases, radiation, <u>microwave</u></p> <p><input type="checkbox"/> Drives motorized equipment</p> <p><input type="checkbox"/> Works in confined quarters</p> <p><input type="checkbox"/> Other</p>
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Employee Signature

Date