



# WE ARE HIRING!

## JOIN OUR TEAM

### TRIAGE NURSE (LPN or RN)

#### Position Summary

We are seeking an LPN or RN interested in women's health with a focus on providing direct triage telephone support to assess patient symptoms and medical needs.

This position works in a clinical environment and is responsible for answering patient inquiries and providing direction according to the severity and nature of symptoms. Requires a professional person with exceptional organizational, technology and customer service skills.

#### Benefits include:

Retirement plan; health, dental, and life insurance; disability insurance, holidays and paid time off.

#### Education & Licensing Requirements:

- Current LPN or RN license.
- Completion of a registered nursing program from an accredited school of nursing with a minimum of 1 year clinical experience.
- BLS/CPR certified required.



How to Apply:

Email resume to [resume@nflwc.com](mailto:resume@nflwc.com)

# Career Opportunity

## TRIAGE NURSE (LPN or RN)



### Position Responsibilities:

- Guide the patient to the appropriate level of care; schedule patient appointments over the phone with the appropriate healthcare provider/facility/physician.
- Provide compassionate patient support and care, based on practice guidelines and standards of care, while following federal/state laws and regulations.
- Responsible for answering patient phone calls, listening to patients describe their medical problems or ailments, and deciding whether their problem warrants a trip to the hospital or doctor's office.
- Answer calls in a timely manner and follow policy to document call inquiries.
- Document conversations with patients and providers in the electronic medical record.
- Regular and predictable attendance.
- Report and document the assessment information and changes in patient conditions to an appropriate provider via telephone or tasking procedures in the EMR.
- Set up appointments for patients who do not need to go to ER but need to see a physician or arrange for an appointment scheduler to make the appointment.
- Provide patient with instructions regarding procedures, medications, or follow-up instructions at the direction of the provider.
- Perform other duties as directed.

### Skill Requirements:

- Excellent critical thinking skills, decisive judgment, and the ability to work with minimal supervision.
- Ability to work in a stressful environment and take appropriate action.
- Exemplary professional behavior required, ability to focus on patient safety, teamwork, patient outcomes, patient experience, and quality improvement.
- Strong communication and interpersonal skills to assist, guide, and reassure patients.
- Familiarity with state law on healthcare regulations, clinic policies, and procedures.
- Knowledge of chart/medical record documentation requirements and federal/state laws related to the release of health care information.
- Able to handle sensitive and confidential information while conducting themselves with a professional demeanor.
- Knowledge of best practices in healthcare.
- Exceptional attention to detail.

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