

FLORIDA HEART ASSOCIATES, PL
TRIAGE DEPARTMENT
TRIAGE LPN/RN

JOB TITLE: Triage LPN/RN

REPORTS TO: Director of Clinic Services

JOB CLASSIFICATION: Non-Exempt

GENERAL DUTIES: Facilitates communication between physician and patients. Reports patient problems, change in condition, lab and test results. Assists in the delivery of patient care in the office setting. Works closely with other triage staff to help with call overflow. Answers telephones, accesses electronic medical records in and performs other duties as assigned.

TYPICAL PHYSICAL DEMANDS: Requires full range of body motion including handling and lifting patients, manual and finger dexterity and eye-hand coordination. Requires standing and walking for extensive periods of time. Occasionally lifts and carries items weighing up to 50 pounds. Requires corrected vision and hearing to normal range. Requires working under stressful conditions and working irregular hours. Requires minimal exposure to communicable diseases and bodily fluids.

ESSENTIAL DUTIES: Critical features of this job are described under the headings below. They may be subject to change at any time due to reasonable accommodation or other reasons.

1. Maintain patient confidentiality.
2. Participate in continuing medical education and maintain current licensure.
3. Work together with other triage nurses to help with overflow of calls to ensure patient is getting a call back in a timely manner.
4. Review outpatient lab and procedure test results. Discuss with the provider and notify patient of results in a timely manner.
5. Promptly respond to incoming patient phone calls, decide upon appropriate level of care and refer for treatment as necessary. Provide patient with detailed instructions. Follow up as necessary to assure compliance and understanding of instruction.
6. Document calls in medical chart. Include details of patient complaints, concerns, symptoms, actions(s) taken and patient's response.
7. Arrange for patient testing and admission as necessary. Prepare orders for hospital admission as indicated.
8. Review patient calls with the Physician and/or ARNP when applicable and obtain orders and instructions in a timely manner.
9. Complete requests for prescription refills. Investigates and verifies all medication requests-review last appointment, verify when medication was last refilled and who is monitoring the medication. Educate patient to get yearly supply at office visit.
10. Must be a strong, compassionate customer service representative. Must have strong communication skills.
11. Obtain information needed for completion of death certificates in a timely matter.
12. Assist with patient care as needed- with EKG's, walk-in patients, administer medication in the offices setting, assist with protime clinic including adjustments with appropriate documentation and provide patient education.
13. Provide patient education.

FLORIDA HEART ASSOCIATES, PL
TRIAGE DEPARTMENT
TRIAGE LPN/RN

14. Provide staffing for other departments and clinic locations as specified by supervisor; perform other related work.
15. Attend required meetings and participate in committees as requested.
16. Complete forms requiring medical information.
17. Management may add or reassign additional duties and responsibilities to this position as needed.

MENTAL REQUIREMENTS:

- Knowledge of professional nursing theory and practice to assess, plan, implement and evaluate patient care.
- Knowledge of organizational policies, regulations and procedures to administer patient care.
- Knowledge of common safety hazards and precautions to established a safe work environment.
- Knowledge of examination, diagnostic and treatment room procedures and medical equipment to administer patient care.
- Skills in assisting in a variety of treatments and medications as directed.
- Skill in taking vital signs and maintaining records and recording test results.
- Skill in identifying problems, researching and recommending solutions.
- Skill in preparing and maintaining patient records and responding to correspondence.
- Ability to utilize computer knowledge and skills to enhance job performance.
- Skill in operating computer, photocopier and fax machine.
- Ability to maintain confidential information.
- Ability to file and maintain patient records, files, reports, forms and other correspondence.
- Skill in establishing and maintaining effective working relationships with patients, providers and staff.
- Skill in maintaining department quality control standards.
- Ability to react calmly and effectively in emergency situations.
- Ability to communicate clearly.
- Ability to interpret, adapt, and apply guidelines and procedures.
- Ability to accommodate flexible working hours as determined by nursing manager/supervisor.

EDUCATION: Graduate of an accredited program for RN/LPN, RN degree preferred.

EXPERIENCE: Minimum of 2-3 years of professional nursing experience.

CERTIFICATION/LICENSE:

- Florida State Nurse License – RN/LPN
- CPR certification.