

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION	BAND	GRADE	SUBGRADE	FLSA STATUS
Health Care Professional	C	4	2	Exempt
POSITION TITLE:	Triage Nurse		POSITION#:	
<input checked="" type="checkbox"/> New	<input checked="" type="checkbox"/> Revised	Date:	4/4/ 2022	
SERVICE TYPE:		ONA		
Employee Name:		Department:	Health Center	Supervisor: RN Manager
FTE:	1.0	Employment Status:	Regular Full Time	

Position Summary:

The Triage Registered Nurse (RN) must be able to function independently to maintain work hours and productivity. The Triage RN must be a self-motivated individual that possesses critical thinking skills and excellent problem-solving capability. The primary focus of the Triage RN is to provide phone triage to assess patients' health status for immediate care, clinical appointment, education for care at home, or referrals to resources. Demonstrates knowledge-based care to patients and programs in accordance with standards of practice, Nursing Practice Act, Oregon Administrative Rules, County and department policies and procedures. Assists the RN Care Coordinator Teams with coordinating care, patient health maintenance and follow-up phone calls to emergency/urgent care and hospitalization services. May provide specialized services within specified programs and at multiple sites according to scope, license, and program standards as needed.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	<p>MFA: Triage Patient by Phone</p> <p>Essential Duties:</p> <ul style="list-style-type: none"> • Answers calls from Community Health Center patients and immediately determines the severity and urgency/emergency of the injury or illness. Immediately beginning first aid at the onset of a call if applicable. • Gathers basic information about the patient, and utilizes medical guidelines to assess patient to assist with self-treatment or to direct the patient to the most appropriate level of care and facility. • Schedules appointments with providers, if applicable based on assessment the patients illness or injury. • May be advised to refill electronic RX requests as received from the patient portal (My Chart) or the patient pharmacy as per protocol in the Electronic Health Record (Epic). If refill doesn't meet the protocol, forwards request with additional documentation if needed to the ordering provider. • Prevent urgent/emergency visits or hospitalization whenever possible by expediting appropriate appointments as clinically necessary and communicating with providers/physicians regarding patient disposition. • Works with other team RNs as assigned to provide cross coverage for continuity of patient care during absences/leave and PTO. This may require in-person services at one of the six CHC clinic locations. • Attends in person departmental meetings as needed with assigned department/specialty • Ensures and promotes compliance with all departmental and MFA policies 	75%

2	MFA: Prevention/Promotion Essential Duties: <ul style="list-style-type: none"> • Works with Client Service Representatives at all locations to schedule patients and refer patients to care team members as appropriate. • Provide distant patient education, and advice by monitoring patient work queues in OHCIN Epic. This may include lab results, medication adjustments, medical advice, preventive care or appointment needs according to clinical best practice and physician instructions. • Support health maintenance with patients. 	10%
3	MFA: Documentation, Data Tracking, Reports Essential Duties: <ul style="list-style-type: none"> • Documents all patient interactions within the EHR using the appropriate workflow, and maintains patient records as directed by County procedures, protocols and applicable program rules and regulations. • Assist in the evaluation of procedures and protocols, and prepare reports as requested or required. Participates in quality improvement. • Maintain confidential and sensitive information according to HIPAA standards and County policies and procedures. • Conduct written, verbal & electronic communication in a professional manner according to cultural competency, health literacy/numeracy standards. 	10%
4	MFA: Nursing Assessments and Interventions Essential Duties: <ul style="list-style-type: none"> • Collaborate with team members to assist in care coordination • Makes referrals as necessary • Collaborate and communicate with team including RN Care Coordinator or other care team personnel, professionals and community members/groups including – but not limited to – health care professionals, educators and social service workers. • Provide culturally sensitive care to all patients served. 	5%
	Other duties as assigned	
Percentages should total 100%		100%

Special Requirements:

Current Oregon Registered Nurse Licensure; current Oregon driver's license; Criminal Background Check required. Preferred Skills: Equivalent of 3 years of triage experience with adult and pediatrics. Experience working with a care team and scheduling staff. Experience in electronic medical records.

Physical Requirements:

Physical Demands:

While performing the duties of this job, the employee is frequently required to use hands and fingers, handle or feel; talk; or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The employee works in a private work area, must use county computer equipment with at home reliable high-speed internet and access to a secure network via a mobile client provided by the county for privacy and HIPAA compliance. The noise level in the work environment must be quiet.

Check the following that applies to this position: The employee may occasionally: work with angry or hostile patients or members of the public, work with toxic substances and biohazards, and exposure to infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation, and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under Emergency situations this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

Quality Improvement Participation:

Employees are expected to participate in improving the CHC's performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____