

**JOB DESCRIPTION**  
**BOULDER MEDICAL CENTER, P.C.-BOULDER, COLORADO**

---

DEPARTMENT	JOB TITLE
Nursing	Phone Triage Nurse

---

**JOB SUMMARY**

Under the general supervision of the Director of Nursing Services and/or Unit Coordinator, the phone triage nurse serves as a liaison between physicians, nurses, and patients. Manages and documents patient phone calls pertaining to medical conditions and questions according to established department routine.

---

**JOB RESPONSIBILITIES**

**SECTION I – NURSING SKILLS**

**A. CLINICAL SKILLS**

**60%**

1. Determines daily physician location and availability and has awareness of which physician is on call.
2. Works with physicians, nurses and patients to resolve questions concerning medications, health education, and medical advice within skill level and scope of practice.
3. Works with physicians, nurses, medical assistants and patients to assess the urgency of patient problems. Assists the patient by acquiring the appropriate appointment, as needed.
4. Records and maintains complete and accurate records of patient and physician communications regarding medical care according to standard medical record documentation requirements as stated in Departmental Policy and the BMC Nursing Protocol Manual.
5. Retrieves messages from phone mail in a timely manner and responds to patient needs according to medical priority. Documents all incoming calls on paper phone log and transfers information to the electronic telephone template prior to “tasking providers”. Responds appropriately within skill level and documented departmental policies and when appropriate, seeks provider advice when responding to patient’s medical care. Accepts responsibility for following through in a timely manner on patient requests.
6. Submits electronically/faxes new prescriptions and refill prescriptions according to physician orders. Records all prescription/refill information in the medical record according to standard requirements as stated in the BMC Nursing Protocol Manual.
7. Serves as a resource to clinic staff regarding medical information, patient assessment,

and nursing management of illness.

8. Assists in the development, maintenance, revision and evaluation of treatment protocols.
9. Utilizes relevant data, such as medical records and patient complaints, observations and listening skills, to identify and resolve problems in nursing care.
10. Assists physicians and staff in other ways as assigned, including coverage of physicians during staff shortages.

## **B. COMMUNICATION SKILLS**

11. Initiate with physician's approval referral to in-house and community support services.
12. Provides explanation to patient and/or family regarding treatment plan, when necessary.
13. Informs patient advocate or coordinator when potential problem is communicated by patient regarding physician-patient relationship or regarding patient concern with care rendered.
14. When necessary, calls patients with test results and follow up care or instructions per physician order within department guidelines.

## **C. PATIENT CONFIDENTIALITY**

15. Keeps all patient information confidential, including staff and providers who are patients.
16. Maintains patient confidentiality, including staff and providers who are patients, in discussing pertinent information that may be needed by fellow staff members.
17. Maintains discretion in reporting patient information to appropriate staff .

## **D. PROFESSIONAL MANNER**

18. Displays a professional behavior at all times (manner, dress, language, treating all patients equally, limiting personal information shared with patient.)
19. Greets all patients equally in a professional manner, exhibiting friendliness, concern, and courtesy.
20. Reacts in a positive manner to customer/patient concerns (i.e. remains calm and displays empathy).

## **E. TELEPHONE SKILLS**

21. Identifies self by name when answering telephone.
22. Politely asks caller to hold and waits for an affirmative response before placing caller on hold.
23. When transferring a call, informs caller to whom and where the call is being transferred if at all possible.
24. When making an appointment, repeats doctor's name, date, and time of appointment before completing call.
25. Refers unusual circumstances appropriately to Physician, Business Office or the Patient Advocate.
26. Understands and utilizes features of the telephone and phone mail system (i.e. hold, transfer, forward, creation of and changing of phone mail greetings, etc.)

## **F. CLERICAL SKILLS**

27. Participates in on-going Electronic Medical Records learning opportunities. To facilitate BMC's Quality Assurance standard, stays current with latest EMR functionality changes.
28. Utilizes appropriate template for specific testing requested according to standard procedures and physician orders.
29. Utilizes insurance information (coding books) when referring patients, scheduling or precertifying procedures to facilitate optimum patient care.
30. Efficiently operates computer, copier, fax machine, telephone system and performs numerous other clerical and technical duties in accordance with current procedures.
31. Takes responsibility to utilize timecard, punch in and out as required and when applicable, enter department number in time clock.
32. Maintains neat and clean work area.
33. Assures availability of supplies and equipment relative to nurse area.

## **G. MAINTAINING SKILLS AND KNOWLEDGE OF SPECIFIC AREAS OF NURSING**

34. Participates in continuing nursing education to maintain current nursing standards of patient care and education, within skill level and scope of practice. (Attach list of seminars or meetings attended.)
35. Seeks our work related learning opportunities and shares work related knowledge with peers.
36. Identifies strengths and weaknesses in own work to improve work performance. Remains aware of goals set annually and works toward accomplishing those goals.
37. Maintains current Colorado or compact state R.N. licensure on file with BMC. Completes or keeps existing BCLS certification and ACLS if department requirement, and/or, when applicable, completes/maintains advanced RN certification for given specialty. (Attach copy of current license and other certifications.)

## **SECTION II**

### **PERSONAL ATTRIBUTES (attitude, work environment, adherence to policies, OSHA guidelines) 20%**

1. Maintains a flexible, open attitude in regard to job and clinic change. Contributes to teamwork necessary to complete BMC and department functions, even if the approach or solution is not the easiest for the department, but is the best solution for the clinic.
2. Makes an effort to accommodate the customer/patient. Displays awareness of the importance of patient access by opening the telephone and voice mail to receive calls during regular working hours. Displays a helpful, can-do attitude when addressing the needs of others.
3. Dependable and uses good judgment in organizing and setting priorities for use of time at and away from work station
4. Adjusts work schedule to meet priorities/emergencies.
5. Plans time to finish tasks in available work hours; checks with supervisor and requests approval, if overtime may be necessary.
6. Adheres to BMC policies as stated in the Employee Handbook regarding working hours, lunch breaks, parking and all other policies.

7. Displays judicial use of PTO for full time employees for illness and vacation by following BMC policies regarding absences and requests for time off. Judicial time off illness and vacation requests for part-time employees to ensure minimal impact on home department.
8. Adheres to BMC dress code as stated in the Employee Handbook. Dress reflects professional image for the organization when in the facility and on the clock
9. Consistently wears photo ID badge with photo visibly displayed when on duty.
10. Offers to help others. Utilizes available time to assist other team members (inter or intra departmentally) or to further professional knowledge.
11. Works independently without direct supervision. Able to recognize when to involve coordinator and readily does so.
12. Works to resolve conflicts with others directly, quickly and completely. Displays ability to maintain energy level and emotional control at an even keel.
13. When necessary, cleans and sterilizes equipment and instruments, using disinfectants or autoclave, as required, following established procedures.
14. Accepts responsibility for attending OSHA, Compliance and HIPAA training.
15. Refers to MSDS folder on desk top/tablets prior to handling any chemicals.
16. Demonstrates awareness of OSHA regulations regarding personal protection and patient safety by following universal precautions. When necessary, consistently wears protective equipment.
17. When necessary, follows CLIA regulations for testing, recording results, and maintaining quality control.

### **SECTION III**

#### **PERSONAL INTERACTIONS AND WORKING RELATIONSHIPS**

**20%**

1. Works and communicates in a positive, cooperative, considerate and thoughtful manner with patients, co-workers, medical staff and management when providing information and services, when seeking assistance, and when clarifying and resolving problems or improving workflow.
2. Communicates with receptionist and patients about delays in schedules and informs patients of delays greater than 15 minutes.

3. Cooperates with other health team members in organizing and scheduling lunch and break coverage, vacation and time off requests.
4. Participates in department, nursing services, and employee meetings.
5. Actively participates in identifying and offering solutions to problems.
6. Participates in developing or revising departmental operating procedures.
7. Cooperatively works with other staff and departments to problem solve, resolve conflicts and improve workflow.
8. Communicates with all health team members in a cooperative, positive manner.
9. Orients and directs the activities of new personnel, and as requested, trains new employees to adequately cover the position, utilizing department protocols, Nursing Protocol Manual and scheduling protocols, etc.

### **JOB REQUIREMENTS**

**EDUCATION:** Graduate of accredited nursing program. Current licensure by the state of Colorado (or compact state).

**PREVIOUS EXPERIENCE:** Medical office or hospital nursing, at least 1 year, preferred.

**INITIAL TRAINING ON THE JOB:** 1 Month

**JUDGEMENT:** Planning, initiative required-must be able to recognize and identify patient's symptoms and use appropriate professional judgment in course of action.

### **REQUIRED KNOWLEDGE, SKILL, ABILITIES:**

**Knowledge:** Broad knowledge base of general nursing practice, knowledge of acute Practice based on skill level, licensure and scope of practice.

**Skills:** Good history-taking; quick, accurate assessments; accurate and complete documentation; strong computer skills; good organizational skills.

**Abilities:** To relate and communicate well with patients over the telephone, to physicians, and to staff. Demonstrates self-direction in establishing priorities and working with little supervision. Maintains high level of precision in judgment, accuracy of assessment, and skill in problem solving under stress based on skill level and licensure and scope of practice.

**CONTACT WITH OTHERS:** All Clinic Personnel, Patients, Pharmacists, Outside Physician Offices.

### **PHYSICAL REQUIREMENTS**

Prolonged sitting (More than 50%)

Walking

Kneel or squat

Bend or stoop

Work with arms above shoulder level.

Lift more than 25 pounds: Occasionally \_\_\_x\_\_\_ Repeatedly \_\_\_\_\_

Have full use of both hands.

Ability to copy numbers in order.

Fine close work (i.e. small print and microscopic work).

Distinguish colors.

Irregular work hours (evening, weekends).

Good voice discrimination (ie. Telephone work).