

JOB DESCRIPTION OVERVIEW:

The Telephone Nurse Consultant of the TeamHealth Medical Call Center assures that communication with each caller will be handled in a professional and tactful manner. When appropriate, the caller's symptoms will be assessed and triaged using the nursing process and approved guidelines in order to assist in obtaining the appropriate level of care and/or self care advice. This position reports to the call center RN Supervisor. This position's functions are supervised by the nursing supervisor or, in her absence, the charge nurse.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Uphold and support the mission, objectives and policies of the TeamHealth Medical Call Center.
- Respond promptly to each incoming call.
- If call warrants a triage, the caller's stated symptoms will be assessed to determine the appropriate level of care required to safely meet the patient's medical needs. (Emergent, urgent, non-urgent or home care status)
- When appropriate, provide home care instructions using the approved, written guidelines as well as approved reference material provided.
- Utilize all resources and guidelines at his/her disposal to effectively assess, prioritize, advise, schedule classes or physician appointments, or refer calls when necessary to the appropriate medical facility, personnel or specialized community service.
- Refer patients to appropriate medical facilities or providers for care, utilizing approved guidelines as indicated by individual client profiles.
- Thoroughly complete documentation utilizing the appropriate computer software in compliance with the approved policies and procedures.
- Fax all completed Telephone Advice Records and Transaction calls to appropriate physician client immediately by internal fax or, if manually, by 9:00 a.m. the next business day, as required by contract.
- Fax or mail class schedule information to appropriate individuals.
- Actively participate in new employee orientation, ongoing in-service programs, staff meetings, continuous quality improvement, and periodic performance/protocol evaluations and development.
- Maintain current nursing licensure by completing applications for renewal in a timely manner and by complying with all requirements for continuing education. No nurse will be scheduled to work any shift if their nursing license has expired or has been revoked for any reason. It is the nurse's responsibility to notify the Call Center Director of Operations immediately if their license status changes. Failure to comply with this requirement will result in termination of employment.
- Maintain current nursing skills and knowledge base by attendance at workshops and seminars, completion of mandatory continuing education, reading of professional journals, publications, and participation in professional organizations.
- Other duties as assigned

QUALIFICATIONS / EXPERIENCE:

- Graduate of an accredited School of Nursing.
- Current unrestricted RN state licensure in the State of Tennessee or other nursing compact state and other states as deemed necessary by state law or client contract.
- Prefer minimum of three years recent clinical experience in a physician office, home health, critical care and/or emergency room.
- Participation in continuing education programs
- Familiarity/experience with patient interactions on the telephone
- Strong communication and interpersonal skills
- Must be able to pass a basic test on computer and clinical knowledge and typing skills

PHYSICAL / ENVIRONMENTAL DEMANDS:

- Duties are performed in a modern office setting;
- Prolonged sitting, with prolonged work on a PC;
- Moderate to high stress level;
- Occasional lifting/carrying (30 pounds or less);

This position may require manual dexterity and/or frequent use of the computer, telephone, 10-key, calculator, office machines (copier, scanner, fax) and/or the ability to perform repetitive motions and/or meet production standards to comply with the essential functions. Also, may require physical and/or mental stamina to work overtime, additional hours beyond a regular schedule and/or more than five days per week.