

# Triage Nurse

## Job Description



**Position Title:** Triage Nurse  
**Reports to:** Care Center Leader  
**Job Status:** Full-Time  
**FLSA Status:** Non-Exempt  
**Positions Supervised:** None

**Position Summary:** The Triage Nurse will be responsible for working clinical inboxes to assess, prioritize, and resolve patient cases. Utilizing clinical decision-making skills, the nurse will assist patients and ensure that those requiring physical assessments are scheduled promptly. The nurse will coordinate and communicate effectively with physicians, Advanced Practice Providers (APPs), and the Care Center Leader to provide appropriate patient care. The role requires the ability to work efficiently and effectively to resolve inbox documents and inquiries, offloading unnecessary triage work from physicians and APPs. The Triage Nurse will work at the top of their license to think critically and care for patients, and collaborate with physicians and APPs to learn their preferred inbox practices.

### Essential Functions:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodation may be made to help enable qualified individuals with disabilities to perform the essential functions.

- Assess, prioritize, and resolve patient cases, clinical documents, and refill requests from clinical inboxes.
- Utilize clinical decision-making skills to assist patients telephonically and/or through digital communication.
- Use discernment to determine if the needs of the patient warrant an office visit and schedule patients requiring physical assessments in a timely manner using sound judgment.
- Coordinate and communicate effectively with physicians, APPs, and the Care Center Leader.
- Work efficiently to resolve inbox documents and inquiries, reducing triage work for physicians and APPs.
- Use critical thinking and best judgment to provide patient care at the top of the license.
- Collaborate with physicians and APPs to understand and implement their preferred inbox practices.
- Document patient interactions and clinical decisions accurately and promptly.
- Provide patient education and support, addressing questions and concerns.
- Manage and update patient records, ensuring confidentiality and compliance with regulations.

- Assist with the coordination of patient referrals and follow-up appointments.
- Participate in team meetings and contribute to continuous improvement initiatives.
- Participate in ongoing professional development and training.
- Assist in the development and implementation of triage protocols and guidelines.
- Provide mentorship and support to other clinical and triage staff.
- Monitor and report on key performance indicators related to triage and patient care.
- Ensure compliance with all healthcare regulations and standards.
- Respond to urgent and emergent clinical situations with appropriate actions.
- Maintain a clean, safe, and organized work environment.
- Work at different locations within the organization as needed.
- Perform all other duties as assigned.

### **Competencies:**

- Knowledge of medical terminology.
- Knowledge of medical office principles, standards, applications, and tests.
- Knowledge of medical office safety, cleanliness and infection control policies and regulations.
- Knowledge of medical office equipment uses.
- Accuracy – Ability to perform work accurately and thoroughly.
- Communication – Ability to communicate effectively verbally and in writing.
- Computer Skills – Proficient ability to use a computer and electronic medical record.
- Confidentiality – Maintain patient, team member and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful, and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Flexibility – Ability to adapt easily to changing conditions and work responsibilities.
- Positivity – Display a positive attitude and is a positive agent for change.
- Teamwork – Work as part of a team and collaborate with co-workers.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.

### **Education, Skills, and Experience:**

- Registered Nurse (RN) license in good standing.
- Minimum of 2 years of clinical nursing experience, preferably in a triage or outpatient setting.
- Strong clinical assessment and decision-making skills.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively with a multidisciplinary team.
- Proficiency in electronic medical records and clinical documentation.
- Strong organizational skills and attention to detail.
- Ability to work independently and manage a high volume of tasks efficiently.
- Medical office experience preferred

### **Certification and Licensure:**

- Active Registered Nurse Licensure

**Work Environment:**

- Environmentally controlled medical office environment
- Fast paced environment with occasional high pressure or emergent situations
- Frequent exposure to bodily fluids
- Possible exposure to infectious specimens, communicable diseases, toxic substances, ionizing radiation, medicinal preparations and other conditions common to a laboratory and medical office environment
- May wear Personal Protective Equipment (PPE) such as gloves or a mask
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public

**Physical Demands:**

- Frequent standing, walking, grasping, carrying, reaching, bending, stooping and speaking
- Occasional sitting
- Lifting, carrying, pushing and pulling up to 50 pounds, with assistance if needed
- May need to lift or turn patients who are disabled, with assistance if needed
- Frequent use of computer, keyboard, copy and fax machine and phone

CHP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors, managers, directors, or officers as deemed appropriate. This document does not represent a contract of employment, and CHP reserves the right to change this job description and/or assign tasks for the team member to perform, as CHP may deem appropriate.

**Team Member Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Revision Dates: 1/2025