



5501 NW 62nd Terrace, Suite 100
Kansas City, MO 64151
(816) 842-1974 - fax
(816) 842-4440 - phone

JOB DESCRIPTION

JOB TITLE: Phone Triage Nurse

SUPERVISION RECEIVED: Reports to Nurse Manager

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES:

- Greet callers in a warm, friendly and professional manner
- Verify that all demographic and insurance information is current
- Triage phone calls regarding patient medical concerns, assesses the problem, determines the level of care necessary and advises patient on care according to protocols
- Provide patient education and advice as directed by the provider
- If required, schedule patient appointments into the Pulse system
- Authorize medication refills by following approved standing orders provided by the providers
- Utilize the RelayHealth system to transmit medication refills
- Communicate with pharmacies to resolve any medication refill issues
- Facilitate the prior authorization of medications prescribed for patients when required by their managed care carrier
- Document information regarding all relative events that occur during patient phone calls or other interactions
- Manage flow of documents that are forwarded onto the providers for signatures or further direction
- Perform patient care follow up calls (i.e.: lab test results, patient question calls)
- May be required to provide back-up support to the LPA and MA staff in the clinic
- Participate in planning, implementing and collecting data for quality improvement initiatives as directed by either the Nurse Manager or Team Leader
- Communicate with front office staff and other ancillary departments to ensure patients are flowing through the clinic in a timely manner
- Attend appropriate meetings and participate in committees as assigned

EDUCATION/QUALIFICATIONS:

- Graduation from an accredited Licensed Practice Nursing or Medical Assistant program
- State Licensure as a Licensed Practicing Nurse in good standing if required
- Current Basic Life Support certificate
- Past telephone triage experience helpful
- Knowledge of customer service concepts
- Ability to communicate clearly and positively
- Ability to spend a significant portion of the day on the phone and sitting at computer
- Minimum of 1 year related clinical experience
- Advanced knowledge of medical terminology
- Understanding of patient flow

ENVIRONMENTAL/WORKING CONDITIONS:

- Work is performed in a typical, well-lighted office and exam/procedure room setting
- Work involves frequent contact with staff and patients
- Potential for exposure to blood borne pathogens
- Work involves considerable walking, standing, bending, twisting, and reaching
- May required lifting a maximum of 30 pounds