



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

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## JOB DESCRIPTION

JOB TITLE: Triage

### ESSENTIAL DUTIES:

- Answers calls promptly and greets callers in a warm, friendly and professional manner.
- Talks directly to patients on the telephone regarding patient medical concerns, assesses nature of the concern, level of care necessary and advises patient on care as according to protocols and as directed by the provider.
- Sets up appointment for patients as needed.
- Acts, when designated, in "Ask a Nurse" capacity, handling routine information requests from patients.
- Approves or denies medication refill requests submitted to electronic health record from pharmacies according to CPFMC provider approved medication protocols within 24-48 hours of request.
- Creates tasks to provider for approval of those medications falling outside of medication protocols.
- Communicates with pharmacies to resolve any medication refill issues.
- Transfers calls or requests to Prior Authorization Specialist for prior authorization of medications prescribed for patients when required by their insurance carrier.
- Documents all patient calls and interactions.
- Uses scheduling and triage scripts and checklists for appropriate calls.
- Uses customer service principles and techniques to deal with patients calmly and pleasantly.
- Assists in training new employees and serves as a resource to them.
- Other duties as assigned.

### EDUCATION/QUALIFICATIONS

- Education: MA, Medical Assistant or LPN - Licensed Practical Nurse.
- Experience: One to two years of telephone triage experience, preferably in medical practice setting.
- Current state LPN license.
- Knowledge of customer service concepts
- Advanced knowledge of medical terminology
- Ability to communicate clearly and positively
- Ability to have a significant portion of the day on the phone and sitting at a computer
- Bilingual: English, Spanish and other languages are beneficial.

There are multiple shifts available in our office, 11:30 am – 8:00 pm. M-Th, 8:30 am -5:00 pm F with rotating shifts on Saturdays, 8:00 am–12:00pm/8:30 am-12:30pm.

Clay Platte Family Medicine offers excellent compensation and the following benefits:

Group Health Insurance  
401(k) match  
Dental Insurance  
Life Insurance  
10 days of PTO first year