



Experts in Orthopedic Care

TRIAGE NURSE

POSITION SUMMARY
Receive patient phone calls and consult on patient inquiries. Provide medical support for patients with questions, determine course of action, and document within the medical record. Work is conducted remotely, outside of a traditional office environment. Must be able to perform work at a dedicated work space with limited interruption or distraction, and high speed internet capability.
ESSENTIAL FUNCTIONS
<ul style="list-style-type: none">• Answer incoming phone calls regarding patient medical concerns.• Coordinate care per provider protocol and interaction with patient on phone.• Answer patient questions and directing calls and messages to the appropriate personnel.• Obtain additional information for providers as needed to respond to patient concerns.• Maintain patient confidence and keep information confidential.• Assist schedulers with questions regarding patient conditions.• Document all patient interactions within the electronic health record.• Report to the office location, as needed• Perform other responsibilities associated with this position as deemed appropriate
GENERAL COMPETENCIES DESIRED
<ul style="list-style-type: none">• Self-motivated, with the ability to work independently, with minimal supervision.• Excellent organizational, communication skills, telephone, and exceptional customer service skills.• Ability to interact effectively with patients and co-workers and possess excellent listening and interpretive skills.• Ability to work in a fast-paced environment, remaining calm and helpful under pressure and emergency situations.• Medical knowledge within musculoskeletal-care.• Pharmacological knowledge.• Good problem solving skills required in order to maximize effectiveness and efficiency of job duties.
PHYSICAL DEMANDS
Requires sitting for prolonged periods of time. Requires eye-hand coordination and manual dexterity necessary for operation of basic office equipment such as computer terminal and telephone. Requires hearing and eye sight in normal acuity range. Requires ability to work quickly under high stress with patients who are irritable or confused.
CREDENTIALS DESIRED
LPN or RN with a valid license in the state of Florida or Florida eligible.