



Today's Date: October 21, 2024

Job Listing: Triage Nurse-RN. Ottumwa, Iowa

Summary: Provide relevant nursing and support through telephone triage services in a clinic setting. Provide care for patients with acute, chronic, and/or terminal illnesses. Performs assigned duties and demonstrates knowledge of these duties.

Duties and Responsibilities:

1. Provide telephone triage to patient or parent/guardian callers regarding their medical questions including but not limited to acute symptoms, chronic medical problems, and medication refills.
2. Provide evidence-based nursing advice within the RN scope of practice to patient or parent/guardian callers regarding pediatric health concerns.
3. Assist the provider-nurse teams as needed and available in the event of a nursing staff shortage or high patient encounter volume.
4. Concise and accurate documentation of all telephone calls.
5. Maintain a pleasant, helpful and professional demeanor.
6. Flexibility in work schedule.
7. Demonstrate understanding of the importance of River Hills' mission statement in performing all aspects of this position.
8. Demonstrate a caring and helpful attitude when interacting with patients, vendors, and fellow employees. Strives to build professional relationships by providing excellent customer service to internal and external customers.
9. Handle confidential information with tact and discretion in a HIPAA-compliant manner as specified in CHC's Personnel Policies.
10. Participate in maintaining departmental continuous quality improvement program.
11. Follow established policies and procedures for safety and infection prevention and control.
12. Improve patient outcomes and deliver quality care within practice areas as assigned. Ensure all clinical care is delivered in a manner that meets or exceeds goals and expectations for clinical outcomes, quality assurance standards, and patient satisfaction.
13. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any

suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.

MINIMUM QUALIFICATIONS:

Education:

1. Associate or bachelor's degree in nursing from an accredited nursing program required.

Knowledge, Skills and Abilities:

1. Active, unrestricted Iowa RN license required.
2. ANCC or SPN certification in nursing desired.
3. Current BLS certification.
4. Registered Nurse, at least one-year clinical experience as an RN.
5. Two years of pediatric patient care experience desired.
6. Inpatient pediatric experience including IV management and assisting with invasive procedures is desired.
7. Excellent spoken and written communication skills.
8. Basic computer skills, including Microsoft Office, data entry skills, and Internet usage.
9. Ability to effectively prioritize multiple tasks is a must.
10. Ability to work independently under minimal direct supervision.
11. Ability to remain calm in high-stress and/or emergent situations.

Working Conditions: General office and medical clinic conditions. Ability to travel as needed.

Physical Requirements:

1. Requires sitting and standing associated with normal office environment.
2. Requires visual acuity to perform required tasks.
3. Required to be able to write legibly and read printed or handwritten materials.
4. Required to assist with lifting, transferring or repositioning patients.

This job description is intended to describe the general nature and level of work performed by the individual assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time.

Hours: Generally Monday through Friday 8:00 a.m. to 5:00 p.m.; earlier and extended hours as needed. All scheduling is subject to change at any time.

Supervisor: Family Practice Nurse Manager.

Deadline: Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to recruiting@riverhillshealth.org

Or, mail to:

River Hills CHC
PO Box 458
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.