



# Genevive

## Job Description: Triage Nurse (RN)

**Job Title:** Triage Nurse (RN)

**Department:** Nursing

**Position Summary:** Support providers by gathering, collecting and clarifying information from patient, family members, or nursing facility staff and accurately communicating to the provider. Assesses patient condition and follows provider approved protocols and make disposition or escalation decisions efficiently and accurately. Leads by example and reinforces Genevive's values of integrity, respect, and trust through actions, decision making and competence.

**Supervision Received:** Vice President of Clinical Support

**Supervision Exercised:** None

**Hours Per Pay Period:** 64

Full-Time  
 Exempt

Part-Time  
 Non-Exempt

### Education/ Qualifications:

- Registered nurse with current licensure the State Board of Nursing in state(s) in which he/she practices.
- Strong medical/clinical background with geriatric experience
- Ability to communicate effectively with an interdisciplinary team at a high level
- Excellent written and verbal communication skills
- Ability to work under pressure, manage conflict and appropriately prioritize responsibilities
- Self-motivated and flexible
- Performs highly complex and varied tasks requiring independent knowledge and critical thinking

### Essential Functions:

- Answers inbound patient, family, and facility calls concerning a wide variety of topics from all service lines (AL/IL, MC, LTC, TCU)
- Gathers, collects, and clarifies information from nursing facilities, families, service providers, referring physicians, clinics and patient
- Utilizes the nursing process; assessment, planning, intervention, & evaluation to coordinate and deliver care
- Follow provider approved triage protocols
- Concisely communicates information gathered to on-call or primary provider
- Documents pertinent information in a timely and consistent manner
- Receive and communicate verbal/written physician orders to appropriate parties.
- Facilitates prescription refills according to refill protocol, utilizing electronic prescriptions



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- Completes and returns death and cremation certificates, hospice re-certifications and other medical forms
- Ensures accurate and timely documentation of clinical calls
- Schedules appointments as needed
- Other responsibilities as directed by department providers/management, all duties as assigned

## **Physical/Mental Demands and Work Environment:**

- Requires sitting and standing associated with a normal office environment
- May view computer screens for long periods of time
- Normal office environment to include willingness to office from home as needed
- Must be able to prioritize activities when faced with competing demands
- Requires the use of office equipment, such as copiers, computers, tablets, telephones and fax machines
- Previous experience with EHR's
- Frequent contact with physicians, health care facility staff, and other members of the Genevive team

*The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_