

INCUMBENT _____

CSN 10349.000

PRESENT CLASSIFICATION LPN II-Triage Nurse DATE

DEPARTMENT/DIVISION Family & Community Medicine / Quincy

Function

This position provides direct nursing care and support to the patients of SIU Family and Community Medicine-Quincy. The majority of time is spent in the capacity of triage nurse where patient care is given via the telephone. This position must work closely with faculty, residents, staff and patients to ensure an efficient operation.

Organizational Relationship

This person reports to the Nurse Administrator who reports to the Family and Community Medicine-Quincy.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

A. Phone Triage Responsibilities 85%

1. Screens telephone calls from patients and evaluates the need for the patient to see or speak with the physician or to other members of the health care team.
2. Handles patient telephone calls for triage and medical advice for the clinic, assessing needs, and urgency of needs and implementing a proper plan of action under physician protocols/direction and/or nursing body of knowledge.
3. Makes judgment decisions regarding the necessity of same-day visits and coordinates the addition of these visits into the doctor, nurse practitioner or nurse schedules.
4. Handles prescription refills or other non-urgent need telephone calls and updates/documents actions in the medical record.
5. Provides health care information to patient/families for treatment of acute and/or episodic minor illness according to protocols.
6. Provides diagnostic study results to patients after physician review.

B. Nursing Responsibilities 5%

1. Assists residents and faculty in direct patient care.
2. Provides nursing care to patients requiring nursing judgment and specialized nursing skills.
3. Responsible for keeping paperwork up to date for assigned faculty and residents, i.e., labs, x-rays, and consultation results.
4. Assists with the coordination of referrals with hospitals and participating specialists, instituting correct preparations for accurate continuum of care.
5. Coordinates patient and family education prior to diagnostic and/or therapeutic procedures.
6. Administers and records prescribed medications and immunizations by IM, subq. Intradermal, and by mouth; refill prescriptions under physician order and following policy as needed.

C. Teaching/Training 10%

1. Evaluates residents according to established criteria.
2. Teaches residents to function efficiently in the ambulatory setting, including appropriate use of multidisciplinary team approach to care and community resources.
3. Assists all providers with time management.

Knowledge required for the Job

1. Licensure as a Licensed Practice Nurse by the Illinois Department of Registration and Education.
2. Understanding of outpatient physician office procedures and patient flow.
3. Preference given to experience gained in a primary care environment.
4. Able to work professionally and adeptly under pressure.

Responsibility

A. Supervisory Controls

The supervisor, as needed, assigns duties. The employee establishes the procedures with the assistance and approval of the supervisor. The employee will then be expected to work independently, except for occasional consultation with the supervisor.

B. Guidelines

The Nurse Administrator is responsible for seeing that the policies and guidelines are followed through, and is guided by University and Department policies and procedures.

Difficulty

- A. Complexity – Must adapt to changes in physician needs and requirements. Must use sound judgment and be attentive to detail and document thoroughly.
- B. Scope and Effect – The employee in this position directly affects patient satisfaction and health outcomes.

Personal Contacts

The employee will have frequent contact with all faculty, residents and staff, as well as patients, pharmacies, outside physician offices, labs and other health care organizations and agencies.

Working Conditions

Must be able to work under stress and adapt to changing conditions and priorities. No risks or discomforts are anticipated in this position. Will be required to occasionally provide direct patient care including safe handling of body fluids. See attached Physical and Environmental Requirements form.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: LPN II (Triage Nurse)

Position No. (if applicable): N 10349.000 Department: Family and Community Medicine/Quincy-SMS

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors

Other (Be Specific): _____

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 25% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	40 - 60 lbs.	20 - 40 lbs.	5 - 10 lbs.	Less than 5 lbs.	<input type="radio"/>
Carrying	40 - 60 lbs.	20 - 40 lbs.	5 - 10 lbs.	Less than 5 lbs.	<input type="radio"/>
Lifting	40 - 60 lbs.	20 - 40 lbs.	5 - 10 lbs.	Less than 5 lbs.	<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the _____ I have read, understand and am capable of meeting the physical and environmental demands of this position.