



JOB DESCRIPTION

Contact Center LVN Nurse

REPORTS TO: Director of Nursing Informatics and Specialties

EDUCATION & EXPERIENCE: Diploma from accredited school of nursing, current LVN state license, current CPR certification

Job Overview: The Contact Center Nurse assures that communication with each caller will be handled in a professional and tactful manner. When appropriate, the caller's symptoms will be assessed, and information provided to the patient's provider.

PRIMARY DUTIES:

1. Uphold and support the mission, objectives, and policies of Waco Family Medicine.
2. Respond promptly to each incoming call using AIDET with every call.
3. Provide care to patients under the direction of a registered nurse or physician, functioning within scope of license, nursing knowledge, education, licensure, experience, and ethical, legal standards of care.
4. Contribute to the assessment of patients and assure the well-being of patients.
5. When appropriate, provide home care instructions using the approved, written guidelines as well as approved reference material provided.
6. Educate patients per standing protocol.
7. Utilize all resources and guidelines at his/her disposal to effectively assess, prioritize, advise, or schedule physician appointments.
8. Refer patients to appropriate medical facilities or providers for care, utilizing approved guidelines as indicated by individual client profiles.
9. Thoroughly complete documentation utilizing the appropriate computer software in compliance with the approved policies and procedures.
10. Route completed telephone call records and to appropriate physician.
11. Actively participate in new employee orientation, ongoing in-service programs, staff meetings, continuous quality improvement, and periodic performance/protocol evaluations and development.
12. Maintain current nursing licensure by completing applications for renewal in a timely manner and by complying with all requirements for continuing education.
13. Maintain current nursing skills and knowledge base by attendance at workshops and seminars, completion of mandatory continuing education, reading of professional journals, publications, and participation in professional organizations.
14. Educate patients/families about disease treatment plan including self-care, available resources and follow up care.

KNOWLEDGE AND ABILITIES

1. An ability to establish and maintain effective working relationships with patients, physicians, coworkers, staff, and medical service providers.
2. Strong ability to communicate effectively both verbally and in writing; thoughts are logical and clearly expressed.
3. Excellent organizational abilities and documentation skills.
4. Must be capable of making independent nursing decisions.
5. Must be able to work well under stress and relate to co-workers and physicians in a tactful manner.
6. Must have adequate typing skills and basic computer knowledge.

PHYSICAL AND MENTAL REQUIREMENTS:

- Visual and auditory accuracy
- Shift length - 8 hours
- Indoor setting
- Continuous use of computer
- 95% of the shift in on computer and telephone.
- Continuous repetitive grasping and manipulation of both hands
- Occasional working in confined and noisy areas
- Occasional exposure to electrical, chemical, gaseous, and dusty conditions
- Occasional lifting and carrying up to 50lbs.
- Occasional exposure to patients with communicable diseases
- Understand/carry out detailed oral/written instructions.
- Read and interpret detailed specifications.
- Able to respond quickly and calmly in medical emergencies.

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date

9/18/2023