

	<p>RN Patient Triage and Care Coordinator (Bilingual) Job Description</p>
---	--

Job Title: RN Triage/Patient Care Coordinator	Reports To: Chief Health Officer
Department: Clinic	Position Number:
FLSA: Exempt___ Non-Exempt_X__	Employment Type: FT___ PT_X__ TEMP___

MISSION STATEMENT: Clínica Tepeyac’s Mission is to provide culturally competent health care and preventive health services for the medically underserved.

Now in its 25th. year, Clínica Tepeyac is a community health center providing integrated physical and behavioral health care to almost 5,000 individuals from across the Denver metro area annually. Clínica Tepeyac has distinguished itself as a dynamic organization dedicated to eliminating health disparities, with a particular strength serving Latino and immigrant communities. Clínica Tepeyac maintains an unwavering commitment to high quality patient care and continual quality improvement, and to treating each patient with the highest level of respect and compassion. Clínica Tepeyac is actively pursuing a strategic vision to more than double patient visit capacity, with the addition of pharmacy and dental services in the next 3-5 years.

JOB SUMMARY: Responsible for organizing, coordinating, and providing triage/care coordination services to patients within Clínica Tepeyac in close coordination with care teams. This position is also responsible for all telephone and patient triage. The Bilingual Clinic Nurse position at Clinica Tepeyac works within a progressive, team-based care model to manage patient care. As a Clinic Nurse, you will utilize the analytical skills learned in your nursing program to provide more than take vital signs. In this unique clinic position, you will be responsible for triaging patients to determine the best way to manage that patient’s care within the Clinica Tepeyac care team; you will facilitate patient care throughout the entire patient visit; as well as, manage patient flow on the care team while contributing to continuity of care.

A. MINIMUM QUALIFICATIONS:

1. **RN licensure from an accredited nursing program required.**
2. **One-year experience in community/public healthcare preferred.**
3. **EMR experience helpful. Experience: A minimum of Three years’ experience in Community Healthcare environment.**
4. **Ability to flourish in a team-oriented care model.**
5. **Excellent leadership skills and basic computer literacy required.**

6. **Language:** Oral and written fluency in English and oral fluency in Spanish required.
7. **Certification/Licensure/Registration:** Valid Driver's License.
8. **Ideal Candidate:** Will have strong initiative and the passion to advocate and provide healthcare to the underserved.
9. **This position is fully grant-funded and contingent upon continued funding.**

B. ESSENTIAL DUTIES & RESPONSIBILITIES:

- Conduct 1,200 in-office patient triage visits per year (five patient visits per workday)
- Responsible for answering patient phone calls, listening to patients describe their medical problems or ailments, and deciding whether their problem warrants a trip to the hospital or doctor's office.
- Assume responsibility and accountability for the quality of care delivered; works to ensure a safe environment for themselves, the patient and other staff members
- Acts as a patient advocate that promotes the quality of health care delivered in the facility and serve as a leader at all times to promote best practices within the profession of nursing
- Ensure Medical Record documentation is in SOAP format, problem oriented and corresponds to the order entered. Ensures all documentation is timed, legible and signed. Ensures all verbal or telephone orders are countersigned within forty-eight (48) hours
- Contribute to the assessment of the health status of patients
- Participate in the development and modification of a patient's plan of care
- Perform delegated tasks, activities and functions that are consistent with prior educational preparation and within the scope of practice
- Provide safe and effective nursing care and assumes responsibility for the care delivered
- Implements patient education based on established teaching plans, and collaborate with community partners such as schools, and other family-oriented organizations.
- Utilizes patient registries to support the coordination and management of patients by care teams, particularly diabetes, hypertension and well-care registries;
- Coordinates with Referral Coordinator and Breast Health and Prenatal care staff leads to engage patients in care
- Assist patients in problem-solving issues related to the health care system, financial and psychosocial barriers
- Coordinates closely with case manager to address non-medical needs and barriers to care;
- Communicate patient needs, plan of care, and changes in status with the PCP, team and the patient/family;
- Assists patients in problem solving potential issues related to healthcare system such as financial, social barriers, language barriers and transportation
- Coordinates with Medical Case Manager to assist with barriers
- Assists with navigating the system and point of contact for patients and families in conjunction with school administration such as Principals, and school nurses.
- Identify and utilize cultural and community resources
- Establish and maintain relationships with community partners such as schools and other stakeholders.
- Listens and addresses all voicemail messages within Tepeyac timeframe
- Remind patients of scheduled appointments via phone or mail
- Other duties as assigned

Knowledge, Skills & Abilities:

- **Knowledge, Skills and Abilities –**
 - Ability to execute work plans independently and with flexibility
 - Ability to multitask, prioritize work and meet deadlines.
 - Creative and positive approach to communication and problem solving.
 - Possess excellent communication and listening skills.

- **Respect-** Values culturally competent approach to working with low income and ethnic minority communities is a must.
- **Teamwork –** Contributes to building a positive team spirit; puts success of the team above own interest; supports everyone’s efforts to succeed; must be able to work well in multidisciplinary team settings
- **Customer Service –** Strong customer service skills exhibited in excellent, unbiased and culturally appropriate customer service to patients and the community; ability to handle difficult and angry people constructively; savvy enough to interact with physicians and clients
- **Interpersonal Skills –** Must have excellent written and verbal communications skills and presentation skills; focuses on solving conflict in cooperative manner, not blame; keeps emotions under control
- **Cost and Time Consciousness –** Must know how to manage time and prioritize activities
- **Diversity –** Shows respect and sensitivity for cultural diversity
- **Ethics and Professionalism –** Treats people with respect and consideration regardless of their status or position and is accountable for own actions
- **Organizational Support –** Follows policies and procedures established by Clinica Tepeyac; visible to staff, offering support and modeling service behaviors and concern resolution process
- **Safety, Confidentiality and Security –** Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly. Maintain a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).
- **Attendance/Punctuality –** Is consistently at work and on time, which is predetermined between the employee and the person(s) he/she reports to.
- **Engagement –** Required to attend and participate in two organizational fundraiser events per year.

Supervision: None

PHYSICAL AND MENTAL REQUIREMENTS:

Physical and Mental Requirements: Place the appropriate “Amount of Time” code for each of the following: 0 = None; 1 = less than 1/3; 2 = 1/3 to 2/3; and 3 = more than 2/3			
<p>PHYSICAL: 1 Lifting < 10 lbs. - Light 1 Lifting 10 - 20 lbs. - Light-Med 0 Lifting 21 – 40 lbs. - Medium 0 Lifting 41 – 80 lbs.- Med Heavy 0 Lifting 81 – 120 lbs. - Heavy 0 Lifting > 120 lbs. – Very Heavy 0 Pushing/Pulling < 20lbs 0 Push/Pull 20 – 50 lbs. Other: Describe:</p>	<p>ACTIVITIES: 2 Sitting 2 Standing 1 Bending 0 Kneeling 0 Squatting 1 Walking (Distance) 2 Climbing (Steps, etc.) 1 Reaching (overhead, extensive, repetitive)</p>	<p>MENTAL/SENSORY: 3 Strong Recall 3 Reasoning 3 Problem Solving 3 Hearing 3 Seeing/Sight 3 Talk/Speak Clearly 3 Write legibly 3 Reading 3 Concentration 3 Logical Thinking</p>	<p>EMOTIONAL: 3 Fast pace environment 2 Steady pace 3 Able to handle multiple priorities 3 Frequent & intense customer interactions 3 Able to adapt to frequent change 3 Works under deadlines 3 Process complex info 3 Works as part of a team</p>

--	--	--	--

ENVIRONMENTAL REQUIREMENTS:

Environmental Requirements: Place the appropriate "Amount of Time" code for each of the following: 0 = None; 1 = less than 1/3; 2 = 1/3 to 2/3; and 3 = more than 2/3		
<input type="checkbox"/> Blood and body fluids <input type="checkbox"/> Biohazards (e.g., bacteria, fungi, viruses) <input type="checkbox"/> Radiation (ionizing, laser, microwave) <input type="checkbox"/> Toxins, cytotoxins, poisonous substances <input type="checkbox"/> Chemicals <input type="checkbox"/> Hazardous materials other than blood and body fluids <input type="checkbox"/> Communicable disease <input type="checkbox"/> Combative situations	<input type="checkbox"/> Working Outdoors <input type="checkbox"/> Hot, cold, wet surroundings <input type="checkbox"/> Dust, fumes, gases, mist, powders <input type="checkbox"/> Loud or unpleasant noises <input type="checkbox"/> Electrical hazards <input type="checkbox"/> Grease and oil <input type="checkbox"/> Vibration <input type="checkbox"/> Heights <input type="checkbox"/> Moving mechanical parts <input type="checkbox"/> Wear protective clothing/equipment <input type="checkbox"/> Use hand or power tools <input type="checkbox"/> Operate vehicles/machinery	DAILY ACTIVITIES? <input type="checkbox"/> Continuous keyboard use >2 hrs or intermittent keyboard use > 4 hrs <input type="checkbox"/> Performance of same motion/motion pattern every few seconds greater than 2 hours at a time <input type="checkbox"/> Vibrating or impact tools/ equipment greater than a total of 2 hrs <input type="checkbox"/> Forceful hand exertions greater than a total of 2 hours
Type of protective clothing, equipment, hand or power tools, vehicles and machinery used:		

The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

This position description has been reviewed with me and I fully understand and agree to the above.

Employee Signature Date