

WPG JOB DESCRIPTION

JOB TITLE: Registered Nurse (RN)
CLASSIFICATION: non exempt

DATE REVISED: January 2015

SUMMARY DESCRIPTION

The Registered Nurse (RN) supports the physicians by triaging medical issues via telephone and patient portal, refills prescriptions according to physician approval or protocol, and acts as a liaison for patients and physicians.

HOURS

Monday through Thursday, 8:30 am – 5:00 pm
Friday, 8:30 am – 2:00 pm

RESPONSIBILITIES

1. Responsible for assessing patient telephone calls.
 - a. Patient calls are properly triaged.
 - b. Patient complaints are appropriately treated according to orders obtained by physician.
 - c. Telephone calls are handled within four hours of initial call.
 - d. Documentation is maintained in patient's record for all patient interaction.
2. Sends patient prescriptions via telephone or electronic portal
 - a. Refills are handled within the same day unless patient is informed otherwise.
 - b. Providers are consulted regarding prescriptions as necessary.
 - c. Prescriptions are handled in a timely basis.
 - d. Refills are given and appointments scheduled as indicated.
 - e. Good judgment is used in filling prescription orders.
 - f. Patient records are consulted with all prescription refills to make responsible judgment call.
3. Responsible for scheduling work-in appointments.
 - a. Patient complaints are screened and appointments are scheduled as appropriate.
 - b. Walk-in patients requesting to be seen are triaged appropriately.
 - c. Emergent patient needs are acknowledged to provide rapid assessment and treatment.
 - d. Patients are provided with re-assurance and education regarding problems.
 - e. Other offices are notified when patients are worked in at a satellite location.

4. Acts as liaison for patient and physicians.
 - a. Providers are consulted regarding patient results and plan of care.
 - b. Patient diagnosis and procedures are communicated appropriately to patients.
 - c. Plan of care is communicated to patient as directed by physician.

5. Responsible for sorting and reviewing laboratory results.
 - a. Laboratory results are sorted daily.
 - b. Alert values are acknowledged and given to physician immediately.
 - c. Laboratory reports are distributed to appropriate provider daily.
 - d. Patients are notified of laboratory results as indicated by providers.
 - e. Lab cards for normal laboratory results are sent to patient as indicated.

6. Responsible for assisting providers with referrals, tracking of reports, and other patient-related issues.
 - a. Home health services are arranged as directed by providers.
 - b. Appointments for patient referrals are scheduled at other physician offices as requested.
 - c. Pathology reports, OP notes, lab results, and other reports are obtained as directed.

7. Assists with laboratory functions as needed.
 - a. Phlebotomy is performed as necessary.
 - b. IV's are started on patients as required.
 - c. Providers are assisted in hall as necessary.
 - d. Laboratory is covered as required.

8. Maintains records and follows up on abnormal pap smears.
 - a. Log of abnormal pap smear results is maintained.
 - b. Patient adherence to requested follow-up testing is assessed.
 - c. Patients are notified if they have not followed up properly.
 - d. Compares office log to reference lab log of abnormal pap smears to ensure none are missed.

9. Acts as liaison for drug representatives.
 - a. New drug representatives are oriented to drug location and policies regarding samples and obtaining physician signatures.
 - b. Shortage of samples is communicated as needed.
 - c. Lunches may be scheduled for office.

10. Maintains updated licensure and certification.
 - a. Current licensure is maintained.
 - b. CPR certification is maintained.
 - c. Current knowledge is maintained related to practice and procedures.

QUALIFICATIONS:

1. Must have current registered nurse certification
2. One year of clinical experience
3. Excellent verbal communication skills
4. Ability to work with interruptions and manage multiple priorities
5. Familiarity with electronic medical records (EMR) preferred
6. Strong computer skills
7. Ability to use office equipment such as photocopier, fax machine, and multi-line phone system

CHARACTERISTICS:

self-motivated, independent, organized, professional, tactful

PHYSICAL DEMANDS:

Intermittent physical activity including sitting, walking, standing, stooping, carrying, bending, and speaking. Must have sufficient freedom of body movement to stand, sit, and move throughout the office. Must have coordination of sight and body movements to use office equipment.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. This document is not intended to be an exhaustive list of all responsibilities, skills and working conditions for the persons so classified. An employee may be assigned or requested to perform other related duties.

My job description has been explained to me by my supervisor and I understand it completely. I have received a copy of my job description and performance evaluation criteria. My signature below indicates my ability to perform the duties of the position () without or () with accommodation(s). If accommodation is requested, please list:

Employee's Signature

Date

Administration

Date

EVALUATION CRITERIA

EMPLOYEE PERFORMANCE EVALUATION

Registered Nurse

Name: _____ ID # _____

Title: _____ Clinic Location: _____

Date of Hire: _____ Review Date: _____

Appraisal Period _____ to _____ Overall Score _____

Type of Review: _____ 90 day review _____ Annual review _____ Other (Specify _____)

Each category to be rated as follows: 1=Unsatisfactory, 2=Needs Improvement, 3=Average
4=Above Average, 5=Outstanding

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Evaluator Comments:

Employee Comments:

Employee Signature

Date

Evaluator Signature

Date