



ORTHOPAEDIC ASSOCIATES

of Wisconsin
There is a Difference.

Position: Orthopaedic Nursing Triage

Purpose: Maintain quality patient care standards through telephone triage.

Job Duties:

- Assesses and evaluates telephone calls from patients/family/other health care providers.
- Collaborates with physicians, PAs, and NPs to plan and execute process changes that improve patient care services and patient management.
- Implements physician-approved clinical protocols and patient care and triage standards, facilitating all paperwork and related tasks.
- Oversees and/or teaches others the specialized knowledge and skills necessary to perform clinical techniques and routines within scope of employee's skill set and licensure.
- Enters imaging orders per physician orders.
- Reviews pre-operative instructions and explains the surgical process, as needed, to patients who are about to have surgery.
- Returns patient phone messages at designated times throughout the day; documents action taken in patient chart.
- Triages incoming telephone calls; instructs patient and family regarding treatment instruction, then documents action taken in patient chart.
- Telephones / faxes prescription requests to pharmacy; documents action in patient chart and obtains physician signature of approval.
- Maintains professional affiliations.
- Maintains patient confidentiality; complies with HIPAA and compliance guidelines established by the practice.
- Follows Best Practice Advisory standards for lab-work and prescription refills.

Position Qualifications:

Education:

- CPR/AED certified.
- High School Diploma or equivalent.
- Bachelors or Associates degree required.



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Special Skills and Requirements:

- Experience communicating and interacting with physicians
- Strong Analytical ability
- Experience calling in pharmacy requests
- Comfortable using email and interacting with Internet applications
- Good communication skills
- Must be flexible, reliable and demonstrate sound judgment and initiative.
- Must be familiar with age specific criteria.
- Able to demonstrate competency in all applicable areas.
- Knowledge of medical anatomy and terminology.
- Must be detailed orientated with excellent organizational and communication skills.
- Strong organizational, judgment, communication and analytical skills; sometimes under pressure.
- Ability to multi-task and maintain an efficient workflow.
- Cooperative and professional behavior toward patients, peers, providers, management and visitors.
- Ability to make decisions and solve problems.
- The ability to contribute in a team environment and and/or independently in a professional and ethical manner, to provide excellent customer service.
- Must be willing to work flexible days and hours as needed.
- Strong interpersonal skills and phone etiquette with a professional and courteous manner required.
- Ability to promote favorable facility image with patients, providers, insurance companies and general public.
- Working knowledge of EPIC.