

The format utilized for civil service position descriptions follows:

CIVIL SERVICE POSITION DESCRIPTION

Please provide the information necessary to fully describe each of the headings. Position descriptions may vary greatly in length. Use the amount of space necessary to fully describe a position.

INCUMBENT _____ CSN N10227.000 FLSASTATUS non-exempt

PRESENT CLASSIFICATION LPN II-Phone Unit Triage DATE 17 May 2017

DEPARTMENT/DIVISION Decatur Family & Community Medicine

Function

This position provides direct nursing care and support to the patients of the SIU Family Physicians in Decatur. The majority of time is spent in the Care Coordination Team (CCT) where patient care is given via the telephone. This position must work closely with faculty, residents, staff and patients to ensure an efficient operation. This position fosters a team approach by working collaboratively with the patient, family, physician, and other members of the health care team to ensure coordination of services. Actively participates in provider and staff team projects in order to enhance patient care coordination and patient satisfaction.

Organizational Relationship

This person reports to the RN Care Coordination nurse who reports to the Nurse Administrator, who reports to the Family Medicine Administrator-Decatur.

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.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

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 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, physician assistant, 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 normal diagnostic study results to patients after physician review.

7. Utilizes Touchworks EHR to document all calls and advice to patients and to enhance communication with providers regarding patient care.
8. Assist with management of anticoagulation patient care.
9. Assist with scheduling hospital follow up appointments.

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. Provides training and coordinates duties to nursing staff on the Care Coordination Team (CCT).
2. Evaluates residents according to established criteria.
3. Teaches residents to function efficiently in the ambulatory setting, including appropriate use of multidisciplinary team approach to care and community resources.

Skills and Abilities Needed for the Position

1. Ability and desire to learn new software applications & EMR
2. Ability and desire to function well with faculty, resident physicians, nursing staff, other staff, and outside health care agencies and providers.
3. Ability to readily understand verbal and written instructions.
4. Ability to explain verbal and written instructions clearly to patients.
5. Ability to teach and educate others, including patients and staff.
6. Confident and professional in performance of job duties.
7. Helpful, courteous, and willing to work within knowledge and competency.
8. Strong oral, written, and interpersonal communication skills.
9. Strong organizational and time management skills.
10. Sensitive to the needs of underrepresented minority populations.

Responsibility

- A. **Supervisory Controls** –The supervisor, as needed, assigns duties. The employee is expected to work independently, except for occasional consultation with the supervisor.

- B. **Guidelines** – The Care Coordination nurse 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.

Environmental, Health and Safety Responsibilities

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

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.

See attached Physical and Environmental Requirements form.

INCUMBENT: _____ DATE _____

REVIEWED BY: _____ DATE _____
Kathy Davis, RN, BSN/CCT Charge Nurse

_____ DATE _____
Annette Gilson, BS
Family Medicine Administrator-Decatur

_____ DATE _____
Jessie A. Junker, MD, MBA
Residency Program Director

_____ DATE _____
Mark D. Scott, MD
Medical Director/Chief Medical Officer

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: LPN II
 Position No. (if applicable): N10227.000 Department: Family and Community Medicine/Decatur Clinic-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
<input type="checkbox"/> 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 26% 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		Over 60 lbs.			<input type="radio"/>
Carrying		5 - 10 lbs.			<input type="radio"/>
Lifting		5 - 10 lbs.			<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief. I have read, understand and am capable of meeting the physical and environmental demands of this position.

Kathy Davis, RN

Supervisor Signature _____ Date _____ Supervisor Name _____ Employee Signature _____ Date _____