

INCUMBENT:

CSN : SMS.CS.N10226.000

PRESENT CLASSIFICATION LPN I

FLSA STATUS Non-exempt

DATE: 02/22/2022

DEPARTMENT: Family & Community Medicine//

DIVISION: SIU Center for Family Medicine

Function

This position provides direct nursing care and support to the patients of SIU Center for Family Medicine- Decatur, Illinois. The majority of time is spent in the Care Coordination Team where patient assistance is given via the telephone. This position will assist with the triage process, test result entry, prescription refill requests, scheduling appointments, and assist in the clinic if necessary. This position must work closely with faculty, residents, staff and patients to ensure an efficient care coordination operation. This position will assist the Nurse Administrator in leading and directing the other staff members answering incoming calls.

Organizational Relationship

This person reports to the Nurse Administrator who reports to the Director of Clinical Operations.

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 protocols/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 provider or nurse schedules. Utilizes GE Business to schedule appointments.
4. Handles prescription refills or other non-urgent 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 diagnostic results to patients after provider review.
7. Utilizes the Electronic Health Record to document all calls and advice to patients and to enhance communication with providers regarding patient care.

B. Nursing Responsibilities 10%

1. Assists providers in direct patient care.
2. Assist nursing staff and providers by: Recording vital signs, assisting with exams, documenting care, preparing equipment, performing tests, treatment and screenings, assists with minor surgery, sterilizes instruments, administers medication ordered by physicians, and collects specimens.
3. Enter testing results and provide RX refill requests.
4. Provides nursing care to patients requiring nursing judgment and specialized nursing skills.
5. Assists with the coordination of referrals with hospitals and participating specialists.
6. Coordinates patient and family education prior to diagnostic and/or therapeutic procedures.
7. 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 5%

1. Provides training and coordination of duties to the Care Coordination Team as necessary.
2. 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 providers, 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

This position requires some degree of independent decision-making with direction available as needed by the supervisor. The supervisor will assign duties as needed. The employee establishes the procedures with the assistance and approval of the supervisor. The employee will then be expected to work independently, except for occasional consultation with the supervisor and/or delegate.

B. Guidelines

The RN Nurse Administrator 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 provider 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 providers and staff, as well as patients, pharmacies, outside physician offices, labs and other health care organizations and agencies.

Environmental, Health and Safety Responsibilities

The employee will participate in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine and the SIU Center for Family Medicine. The employee must be able to work under stress and adapt to changing conditions.

Working Conditions

Must be able to work under stress and adapt to changing conditions and priorities. Must be able to sit and type for extended periods of time. This position will be required to occasionally provide direct patient care including safe handling of body fluids. See attached Physical and Environmental Requirements form.

LPN I

Date_____

Brenda Allen, RN Nurse Administrator

Date_____

Amber Garwood, APRN
Director of Clinical Operations

Date_____