

SIU School of Medicine POSITION DESCRIPTION

INCUMBENT:

CSN: N11064.000

PRESENT CLASSIFICATION: LPN II

DATE: March 2019

DEPARTMENT/DIVISION: SIU Center for Family Medicine – Springfield FSLA Status: NON-EXEMPT
UNIT: Phone Nursing

FUNCTION

This position provides direct nursing care and support to the patients of the SIU Center for Family Medicine. Time is spent assisting patients by phone triaging issues or assisting with refills. This position also will assist providers and floor nurses in the clinic with face to face patient contact as needed. This position must work closely with faculty, residents, staff, and patients to ensure an efficient operation.

ORGANIZATIONAL RELATIONSHIPS

This position reports to the Charge Nurse. The Charge Nurse reports to the Nurse Administrator of the SIU Center for Family Medicine who in return reports to the Health Care Administrator of the Center.

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 improvements.

FLOOR NURSING

15%

1. Assists residents and faculty in direct patient care, i.e., diagnostic and treatment procedures.
2. Provides nursing care to patients requiring nursing judgment and specialized nursing skills and documents same in the electronic health record.
3. Responsible to see patients in nurse-only clinics under direct physician supervision for protocol-driven patient care such as blood sugar checks, blood pressure checks, etc., and documents same in the electronic health record.
4. Responsible for keeping providers rooms full.
5. Responsible for assisting assigned faculty and residents with electronic health record desktop report and paper reports, i.e., labs, x-rays, and consultation results.
6. Assists with the coordination of referrals with hospitals and participating specialists, instituting correct preparations for accurate continuum of care and documenting same in the electronic health record.
7. Coordinates patient and family education prior to diagnostic and/or therapeutic procedures.
8. Administers and records prescribed medications and immunizations by IM, subq. intradermal, and by mouth; refill prescriptions under physician, physician assistant or nurse practitioner order via the electronic health record.
9. Responsible for the oversight maintenance of clean, well-equipped and supplied exam rooms, assembles clean and sterile packs for special procedures, and maintains clean and sterile equipment.

PHONE TRIAGE / INDIRECT PATIENT CARE

75%

10. 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 accessing the electronic health record for patient's background information.

11. 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 and documents actions in the electronic health record.
12. Makes judgment decisions regarding the necessity of same-day visits and coordinates the addition of these visits into the doctor, nurse practitioner or nurse schedules via the electronic health record.
13. Handles prescription refills or other non-urgent need telephone calls and updates/documents actions in the patient's electronic health record.
14. Provides health care information to patient/families for treatment of acute and/or episodic minor illness according to protocols developed by the faculty and records such information in the electronic health record.
15. Provides diagnostic study results to patients after physician review.
16. Assists floor nurses with chart preparation by generating ICARE immunization reports for all patients seen in clinic.
17. Perform immunization verification for the floor nursing staff according to the Immunization Policy.
18. Assists providers in completing overdue orders and tasks.

TEACHING / TRAINING

5%

19. Provides guidance training to clinical patient care staff and team members as requested.
20. Teaches residents appropriate triage techniques and use of the electronic health record in accessing patient data.
21. Teaches residents to function efficiently in the ambulatory setting, including appropriate use of multidisciplinary team approach to care and community resources.
22. Assists all providers with time management.
23. Evaluates residents according to established criteria.

MISCELLANEOUS / QUALITY

5%

24. Responsible for monitoring and recording refrigerator and freezer temperatures twice daily to ensure proper storing temperatures for medications and vaccinations.
25. Properly tests all defibrillator and AED devices.
26. Assist with projects for quality initiatives for UDS and PCMH as needed.

SKILLS AND ABILITIES NEEDED FOR POSITION:

1. Sensitive to the needs of underrepresented minority populations.
2. Understanding of outpatient physician office procedures and patient flow.
3. Preference given to experience gained in a primary care environment.
4. Able to work professionally and adeptly under pressure

RESPONSIBILITY

- A. **Supervisory Controls** - The supervisor, as needed, assigns duties. 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.
- B. **Guidelines** - Guidelines for the position are set originally with residency faculty. The nurse manager is responsible for seeing that the guidelines are followed through.

DIFFICULTY

- A. **Complexity** - Must adapt to changes in physician needs and requirements; must use sound judgement and be attentive to detail.
- B. **Scope and Effect** - The employee in this position directly affects patient satisfaction and health outcomes. Is extremely important for resident training and evaluation.

ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES

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

PERSONAL CONTACTS

The employee will have frequent contact with all faculty, residents and staff, as well as patients, pharmacies, outside physician offices, labs, etc.

PHYSICAL REQUIREMENT & ENVIRONMENT

See attached physical and environmental form.

SIGNATURES:

INCUMBENT: _____ DATE _____
Incumbent

SUPERVISOR: _____ DATE _____
Julie Keebler, RN
Charge Nurse, Supervisor

REVIEWED BY: _____ DATE _____
Samantha Smith, RN, BSN
Nurse Administrator

APPROVED BY: _____ DATE _____
Bobbie Schilling
Health Care Administrator

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **LPN II**
 Position No. (If applicable): **N11084.000** Department: **Family and Community Medicine/Springfield-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

<input 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 checked="" type="checkbox"/> Other (Be Specific): Triage	

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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input checked="" type="radio"/>
Stooping	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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.

Supervisor Signature _____ Date _____
 Supervisor Name **Julie Keebler, RN**

Employee Signature _____ Date _____
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