

## **Position: Call Center Triage Nurse**

### **Position Summary**

The Call Center Triage Nurse assures that communication with each caller is handled professionally and tactfully. The Call Center Triage Nurse will take incoming patient calls and receive transferred calls or electronic requests for triage from the Call Center staff. Symptoms are reviewed, and an initial nursing assessment of their health issue is provided based on the information from the patient or caregiver. A course of action will follow, which may include reviewing home-care instructions, tasking the provider, making an appointment, or referring to an urgent care or emergency room. All calls are documented in detail, including the recommendations given or the patient's final disposition. The Call Center Triage Nurse is also a 'nursing resource' to call center representatives and management team for general patient questions or concerns, as they come into the Call Center.

Delivering quality service and positive interaction with our customers is critical to completing all the tasks within this job description. Thus, the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors, and Hidalgo Medical Services (HMS) employees courteously, respectfully, and professionally.

### **Position Accountabilities**

1. Collect information from the patient callers to assess their condition.
2. Triage patient symptom calls using the approved manual guidelines: Briggs Telephone Triage Protocols for Nurses or information based on current 'National Standards of Care.'
3. Creating a Telephone Encounter in the Electronic Health Record (EHR) for each advised patient, with details about what was discussed and what and to whom an item was 'tasked' if needed.
4. Consult with medical providers about patient care needs.
5. When appropriate, provide home-care instructions using the approved manual guidelines.
6. Reviewing and responding to messages tasked to the Call Center Triage Nurse throughout the day within the EHR.
7. Automatically refer callers for conditions listed as per HMS protocol.
8. Making appointments as appropriate, per HMS scheduling guidelines.
9. Track calls for reference, with data about the type of call, time spent, and the total number of calls done.
10. Stay updated with the current nursing standards of care, New Mexico Department of Health (NMDOH) guidelines, and available community resources to HMS patients.
11. Participate with providers and the management team in creating and updating protocols for call, scheduling, and tasking practices within the call center.
12. Participate in education and training for the call center or other HMS staff as needed.
13. Communicate with the Call Center and Customer Service Supervisor regarding daily operations and what may need to be addressed.
14. Take overflow calls from the Call Center when not handling triage work.
15. Perform other duties as assigned.

### **Minimum Qualifications**

- A Bachelor's degree in Nursing is preferred.
- An Associate's degree in Nursing is required.
- Current Registered Nurse license in the State of New Mexico.
- Computer skills required.

**To Apply**

Completed HMS Employment Application may be emailed to [jobs@hmsnm.org](mailto:jobs@hmsnm.org) or dropped off or mailed to:  
1105 N. Pope Street, Suite C, Silver City, NM 88061

Or

530 DeMoss Street, Lordsburg, NM 88045

For more information call 575-247-6036