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**HealthPoint Family Care**

**Triage**

**Reports To: Center Manager**

**Status: Non-exempt**

**Summary:** Assists in examination and treatment of patients under a Provider’s direction by performing the following duties.

Care is delivered most efficiently when team members function at the maximum of their licensure, skill-set, and abilities. Team members are expected to recognize the roles that others on the team play and follow the organization’s establish protocols for team based care. HealthPoint’s goal of the Care Teams is to Improve Patient Health and Outcomes and Maintain high Provider, Staff and Patient Satisfaction.

Clear communication between team members is critical. Team members will communicate routinely through electronic information flow as well as minute-to-minute communication through brief verbal interactions.

HealthPoint’s Care Teams are comprised of the Provider as the lead, Clinical Support Staff (MA/LPN/RN), Triage, Registrars, Schedulers and Medical Records. Outreach Associates and Drug Assistance Coordinators may also be part of specific patients’ care teams.

**Essential Duties and Responsibilities:** This job description reflects management's assignment of essential functions. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

Triages phone calls and walk-ins as needed.

Checks triage voicemails and returns all calls before end of day if message left before 3pm. Before 10am the next business day for calls left after 3pm.

Assists patients in answering routine questions, resolving minor difficulties and giving directions to patients as authorized by the Provider. Documents all phone conversations in patient’s EMR chart to include any Provider directed instructions.

Helps manage center providers EMR Desktop

Supports the patient through the education and assistance of various drug programs and updates medication list and history at each visit if changes are noted.

Provides education and support to patients and families as directed by the Provider.

Makes appointments as needed and directed by the Provider.

Coordinates use of telephone interpreting services for non-English speaking patients.

by the Provider, assists with routine office examinations and procedures that may include administering injections, medications, vaccinations and blood draws. Documents all procedures in the patient’s chart.

Documents all patient interaction, tracks and attaches laboratory and diagnostic test results to patient charts; communicates results and orders to patients as directed by the Provider.

Processes medication requests per Medication Refill Protocol.

Pocesses referrals, phone notes and fax orders for patients.

Scans and preloads information from patient’s paper chart and any paper information obtained into patient’s electronic chart.

Manages personal EMR desktop throughout the day for alerts, flags and documents.

Inventories and requests supplies.

Follows established regulations and professional standards as required of the position. Participates in and supports continuous quality improvement.

If Bilingual to also interpret as needed.

Other duties and responsibilities as assigned by management.

**Supervisory Responsibilities:**  This job has no direct reports.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**  Graduation from an accredited Medical Assistant Program, an LPN certification or RN license in the Commonwealth of Kentucky.

**Language Skills:**  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Bilingual employees must have effective skills, both written and verbal, in Spanish and English.

**Reasoning Ability:**  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**  To perform this job successfully, an individual should have the ability to gain knowledge of our current practice management computer system. Should possess proficient skills in Microsoft Word, Microsoft Outlook, text paging, and Internet and Intranet research.

**Certificates, Licenses, Registrations:** Graduation from an accredited Medical Assistant Program, an LPN certification or RN license in the Commonwealth of Kentucky. Must hold a current CPR certification.

**Other Skills, Knowledge and Abilities:**  Ability to speak Spanish desirable. Knowledge of examination, diagnostic, and treatment room procedures. Knowledge of medical equipment and instruments to administer patient care. Skill in taking vital signs. Skill in maintaining records and recording test results. Skill with geriatric patients and patients in lower socio-economic sectors of the community.

**OSHA Job Classification:** Category I – Handling, managing and disposal of biohazardous materials and/or equipment contaminated with biohazardous materials is a regular part of your work assignment.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is occasionally exposed to fumes or airborne particles; toxic or caustic chemicals and risk of radiation. The noise level in the work environment is usually moderate.

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**Employee signature Date**,

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