



Pediatric Associates of the Northwest is dedicated to providing the highest quality medical care to the children of our community in an environment that encourages cooperation, participation and professional enrichment. We are the first nationally recognized Pediatric Medical Home in Oregon and include thirteen pediatricians, a pediatric nurse practitioner, four licensed psychologists, two lactation consultants, and a licensed social worker.

### **Description**

We are searching for a **Registered Nurse for Phone Triage**. This **0.6 FTE, fully benefited** position is for someone who has high energy and exceptional customer service skills. Some regularly scheduled weekends required. Competitive salary depending on experience. Medical, dental, life/disability insurance provided. Other benefits include generous earned time off (ETO), six paid holidays, FSA; Pension/401K after one year of employment, **paid parental leave**, and paid short term disability, and paid sabbatical leave.

This position is responsible for collecting health status data via caller's concern, history and description of symptoms and uses symptom-based protocols and/or Provider consultation to evaluate and classify urgency of symptoms. This role advises the caller on options and/or intervention by performing the following duties:

### **Essential Job Responsibilities:**

- Performs triage and telephone advice independently and within scope of Oregon Nurse Practice Act.
- Uses symptom-based protocols and/or PANW Provider consultation.
- Works as part of a team to provide excellent care to patients and their families.

### **Job Duties:**

- Becomes efficient and knowledgeable in Centricity Electronic Medical Records.
- Utilizes Centricity for all documentation needs
- Documents symptoms, assessment, plan of care, agreed-upon action plan, intervention and any follow-up protocols and/or provider direction.
- Provides health education to callers as needed.
- Researches, identifies, and links resources, services, and agencies to patients and families as needed.
- Identifies and helps resolve barriers that hinder effective patient care.

- Ensures a circular information system for all work done.
- Monitors the effectiveness of interventions, reinforces the care plan and adjusts the care plan as needed.
- Facilitates timely communication with outside specialists and agencies.
- Attends mandatory meetings.
- Participates in department in-services and other continuing educational activities.

**Supervisory Responsibilities:**

This position does not have any supervisory responsibilities.

**Qualifications:**

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. 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 duties.

**Education & Experience:**

BSN or other clinical degree, preferred. Recent pediatric nursing experience in an ambulatory setting, preferred.

**Certificates, Licenses and/or Registrations:**

Current and unrestricted state RN license or other clinical license as required by state. Current CPR certification. Current BLS with AED certification.

**Language Skills:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Computer Skills:**

Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

**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.

**Physical Demands & Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee must occasionally lift and/or move up to 10 pounds. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand and walk. The noise level in the work environment is usually quiet.

- Adheres to PANW policies and procedures.
- Maintains a positive, professional attitude with families and staff.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Respectfully takes direction from manager.
- Other duties as assigned.

**Interpersonal Skills:**

- Expresses ideas and thoughts verbally and in written form.

- Exhibits good listening and comprehension.
- Exhibits sound and accurate judgment.
- Exhibits good decision-making skills.
- Adapts to changes in the work environment.
- Utilizes problem-solving skills as needed.

**Please submit cover letter and resume to [HR@panwpc.com](mailto:HR@panwpc.com) in Word format and note "Triage RN" in the summary line.**

Pediatric Associates of the Northwest is a smoke-free, drug-free, equal opportunity employer. Pre-employment drug screen and background check required.