



Neighborhood Health – Phone Nurse: Registered Nurse / Licensed Practical Nurse
Non-Exempt, 40 Hours

At Neighborhood Health, we're passionate about our mission to provide a kind and caring premiere workforce. Our team-based approach to comprehensive patient care creates a challenging and rewarding work environment where you have a direct role in helping members of our community receive quality medical services they can afford. And that's something you can feel good about.

As a member of our growing team, you will feel at home in a fun and diverse community of healthcare professionals. Our goal is simple: improving access to healthcare in our community and surrounding areas. Due to expansion, Neighborhood Health is looking to add a Phone Nurse to our team. Together, we are all committed to building healthier communities by delivering comprehensive, quality health care with compassion and respect.

As Phone Nurse, you will:

- ✓ Works in conjunction with other staff to promote a "team effort".
- ✓ Take complete messages and relay them to physician and/or other staff accordingly.
- ✓ Return patient phone calls in a timely fashion, relaying advice and instructions from the physician.
- ✓ Assist Clinical Manager in developing telephone policies and standing orders established at NH. Work in conjunction with Clinical leadership team to promote the medication refill policy and aid in improving patient continuity and compliance with their care plans.
- ✓ Monitors and responds to triage calls on the nurse phone line.
- ✓ Process patient's request accordingly.
- ✓ Consult with providers or other staff as appropriate.
- ✓ If a patient request requires medical assistance, create telephone encounter for provider in Electronic Health Record (EHR) requesting guidance from provider.
- ✓ If call warrants a triage, the caller's stated symptoms will be assessed to determine the appropriate level of care required to safely meet the patient's medical needs.
- ✓ When appropriate, provide home care instructions using the approved, written guidelines as well as approved reference material provided.
- ✓ Document in Electronic Health Record (EHR) any action taken.
- ✓ Refer patients to appropriate medical facility or provider for care, utilizing approved guidelines as indicated by individual client profiles.
- ✓ Thoroughly complete documentation utilizing the appropriate computer software in compliance with the approved policies and procedures.
- ✓ Responsible for daily maintenance of the refill line.
- ✓ Create a telephone encounter for the provider or on call provider in the Electronic Health Record (EHR).

Requirements:

- Indiana State Licensed Practical Nurse / Registered Nurse License required. CPR certified. TB certified.
- Prefer two years of professional nursing experience in family practice, pediatrics, and/or ob-gyn. Prefer experience with electronic medical records.

Education Requirements:

- Graduate of an accredited Practical Nursing program / School of Nursing.

This position is full-time with benefits. We offer competitive pay, health, dental, vision, critical illness & accident insurance, 403(b) retirement plan, PTO, and paid holidays.

Interested? Please fill out an application on the Career Page and/or send a resume along with cover letter to NHC Human Resources Department by email to: hrdept@nhci.org.

Neighborhood Health is an Equal Opportunity Employer. Neighborhood Health does not exclude people or treat them differently for any aspect of the organization because of race, color, national origin, age, disability (physical or mental), or sex (including sexual orientation).

If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by contacting Human Resources at hrdept@nhci.org