



**LAC COURTE OREILLES  
COMMUNITY HEALTH CENTER**  
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

**Telephone: 715-638-5100**  
**Administration Fax: 715-634-6107**  
**Medical Records Fax: 715-634-2740**

**Position:** Triage Registered Nurse

**Location:** Lac Courte Oreilles Community Health Center

**Hours:** Monday through Friday 8:00am – 4:30pm

**Salary Range:** Negotiable

**Posting Date:** 09/09/2024

**Closing Date:** 09/20/2024

**Description of Position:**

Under the general supervision of the Director of Nursing, the Triage Nurse will be responsible for patient triaging, the nurse phone line, assist with nurse case management, nursing assessments, collaboration with providers and other departments, and provision of quality patient care. The Triage Nurse will assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management per doctors orders for coordination of care. The Triage Nurse will provide family orientated care in a high quality environment; while fostering innovations that utilize available resources, linking, with ongoing Patient Care that improve the overall well-being of our community. The Triage nurse will work in a Family oriented person centered care in high demand and wrap around quality health center. Incorporate the Medical Home Model Approach for all patients care.

**Qualifications:**

- Must be a licensed Wisconsin RN
- Bachelor's Degree of Science in Nursing preferred
- Graduate of an accredited nursing school required

- 2 years experience in ambulatory care setting preferred
- 1 year of acute care experience preferred
- Experience in utilization review, knowledge of managed care rules and regulations, and government policy rules and regulations preferred
- Excellent assessment and triage skills
- Possess strong presentation skills
- Critical analysis skills
- Proficient in Electronic Health Record
- Excellent computer skills required, including word processing and spreadsheets
- ACLS, PALS, CPR Certified preferred
- Ability to maintain confidentiality and observe all requirements of the Federal Privacy Act and HIPAA regulations.
- Valid Wisconsin Driver's license
- Vehicle Insurance
- Must be able to pass pre-employment and random drug testing
- Must be able to pass a criminal background check

**Duties and Responsibilities:**

1. Monitors and responds to triage walk-ins in person and/or triage calls on the nurse phone line.
2. Talks directly to patients on the telephone and then directs them to emergency rooms (ERs), urgent care centers, home care advice or to schedule patients to their physician.
3. Determines urgency of seeing the patient based on brief assessment and on familiarity with a patient's condition and history. Utilize triage protocol.
4. Implements evidence-based care, Triage protocols and guidelines.
5. Sends patients with high-risk chief complaints such as chest pain, abdominal pain, or severe headaches to ER immediately or arranges for ambulance. Provide real time update to Medical Director, Director of Nursing and Health Director/CEO.
6. Ensures accurate notes of all consultations and treatments are recorded in the patients' record via Intergy.
7. Arranges appointments for patients who do not need to go to ER but need to see a physician. Consults with clinic physician(s) for provider input and possible work into the schedule.
8. Serve as a clinical resource and professional role model for other nursing staff.
9. Prioritizes work tasks and services and completes tasks in a timely manner.
10. Assist in medical chart reviews and compiling data for audits and reports.
11. Maintains accurate, clear and concise progress notes, problem lists, and medication lists.
12. Provides patient education regarding disease processes, therapies and healthful behaviors.
13. Communicates appropriately and tactfully with staff, consultants, patients, significant others, and community.

14. Reduce conflict and increase patient satisfaction whenever possible through timely response to calls.
15. Participates in staff, planning, in-service, and other meetings as needed.
16. Provide direct care to patients, including administering medication or treatments, dispense medications and provide immunizations as ordered by provider in accordance with nursing standards, which includes all types of injections and intravenous therapy.
17. Change the dressing on a wound, apply topical treatments.
18. Provide general nursing care treatment to patients, assisting and working under the supervision of a licensed provider.
19. Sets up examination room for and assists in planned procedures, as needed.
20. Obtains vital signs and prepares patient for examination.
21. Works with patient advocate in screening and triaging of patients.
22. Monitor, record, and report symptoms and changes in patient's conditions.
23. Maintain accurate, detailed reports and records.
24. Assists in solving problems related to the welfare of patients and staff.
25. Possess good crisis intervention skills.
26. Addresses all patient and coworker contacts in a customer friendly and professional manner.
27. Provides patient education.
28. Assesses the healthcare educational and psychosocial needs of the patient/family.
29. Collaborates with the primary care provider, patient, and members of the health care team, to assess patient, develop and implement an agreed upon plan.
30. Participates in continuous quality improvement to enhance care management.
31. Manages and completes assigned work plan objectives and projects in a timely manner.
32. Collaborates with the patient/family and the interdisciplinary team to ensure continuity and quality of care, and control health care costs.
33. Provide backup and assistance to providers nurses as needed or directed by the Director of Nursing.
34. Must maintain infection control standards.
35. Assures compliance with AAAHC.
36. Identify problems, research and recommend resolutions.
37. Skill in exercising a high degree of initiative, judgment, discretion, and decision-making.
38. Skill in establishing and maintaining effective working relationships with patients, staff and the public.
39. Reporting of Adverse Incidents.
40. Perform other duties as assigned by the Director of Nursing.

**Supervision and Guidance:**

The Triage Nurse reports directly to the Director of Nursing with oversight by the Medical Director.

**\*Applicants for employment with the Lac Courte Oreilles Community Health Center must submit with the application form additional documents including the following:**

**Letter of Interest**

**Resume**

**Credentials**

**Application Information:**

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center  
Human Resources  
13380W Trepania Road  
Hayward, Wisconsin 54843  
715-638-5132  
715-634-6107 FAX

*The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.*

08/27/2024