**JOB TITLE**  
Advice Nurse

**JOB ID**  
18075

**OPEN DATE**  
02/19/2020

**LOCATION**  
San Jose

**HOURS/WEEK**  
40

**SALARY**  
$30 - $DOE

**WORKDAYS**  
Mon - Fri

**SHIFT/HOURS**  
All shifts

**REQUIRED FOR POSITION**  
Drug Screen, Background Check

**REQUIRED EDUCATION**  
High School Diploma/GED

**JOB DESCRIPTION**

Job Description

Full-time and Part-time positions available

**SUMMARY OF JOB FUNCTION**

The Call Center Advice Nurse is responsible for medical triage of GFHN patients using established protocols and providing specified diagnostic results to patients. This position is also responsible for collaborating with GFHN Providers and Pharmacists as necessary to facilitate patient care.

**ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

1. Receives and processes telephone calls from GFHN patients requiring medical advice or general information by:
   - Assesses the patient’s problem utilizing established protocols and interaction with Providers
   - Makes appropriate recommendations to include advice
   - Makes appointments per protocol or upon direction from Provider
   - Appropriately documents calls received with adherence to documentation procedures
   - Acts as an extension as the health care team to meet patient needs

2. Assists patients in empathetic, efficient manner to determine best course of action to resolve issues

3. Meets standards set by Operations to achieve optimal patient satisfaction such as phone access and services standards. Be receptive to constructive feedback by supervisor and /or QI to better serve patients

4. Contributes to the development of protocols, procedures, patient education, and training as assigned. Participates in peer review, quality assurance, and other committee functions.

5. Demonstrates ability to make quick decisions, based on sound base of critical thinking skills/guidelines by protocols.

6. Demonstrates ability to interact with a variety of levels of staff to provide good customer service to internal customers.
7. Performs other related duties

3 TO 5 KEY SKILL SETS REQUIRED
REQUIREMENTS/QUALIFICATIONS

· Current California RN license with no restrictions
· At least one year current experience as a RN in a clinical setting required
· At least one year experience as a telephone/call center Advice Nurse preferred
· Computer experience required, with NextGen experience preferred
· Ability to type at least 30 WPM
· Bilingual in English and Spanish required
· Must have effective interpersonal and communication skills

PHYSICAL DEMANDS – review and make any changes needed

· While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to fingers, handle, or feel objects, tools or controls.
· Reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk and hear.
· Ability to sit at a desk or computer prolonged period of time.
· The employee must occasionally lift and/or move up to 25 pounds.
· Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
· Works inside & outside including motor vehicle travel between sites.