Nurse Advice Line (Telephonic Triage RN)

AxisPoint Health, a leading health care management company focused on proactively managing health, reducing barriers, and improving outcomes has an immediate opening for a Nurse Advice Line (Telephonic Triage RN). This position provides care to individuals or defined patient populations through the use of telecommunications in accordance with computer-based algorithms, protocols, or guidelines. The Nurse Advice Line nurse uses critical thinking and communication skills to assess, plan, implement, educate and evaluate patient outcomes. Services are performed telephonically and interventions are recorded in the computer application.

RESPONSIBILITIES

1. Using the Nursing Process, provides nursing care within the standards of the state Nurse Practice Act.

2. Provides care to individuals or defined patient populations through the use of telecommunications in accordance with computer-based algorithms, protocols, or guidelines.

3. Using the defined process, adheres to nursing standards, company policies and shared principles when providing clinical assessments and health education.

4. Uses the nursing process to identify patient care needs, risk and safety issues, educational opportunities, and appropriate health care referrals.

5. Processes calls based on Quality Management guidelines.

6. Demonstrates compliance with all product specific performance metrics.
THE NEW MANAGERS OF CARE

QUALIFICATIONS

- RN responsible and accountable for safe clinical practice, knowledgeable of customers and regulatory expectations in the clinical area.
- Candidates must have permanent residence in a compact state.
- Minimum of 3 years RN clinical experience, acute care or medical office experience preferred.
- Entry level clinical call center experience may include basic knowledge of nurse call center procedures and/or company products.
- Outstanding communication and telephone skills.
- Basic Microsoft computer skills/knowledge.

CERTIFICATIONS/LICENSURE

- Current compact home state RN license in good standing.
- Will be required to obtain licensure in 50 states (beyond home state).

PHYSICAL REQUIREMENTS

- Works at Home – Must have access to high speed internet connection (i.e. DSL, Cable).
- Must have telephonic landline prior to start.
- Must be able to comply with Work at Home Agent Requirements.

We understand the importance of a system that works together. Your expertise, drive and passion can help us carry out our mission to improve lives and advance healthcare.

Join our team of leaders to begin a rewarding career.
AxisPoint Health provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, AxisPoint Health complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. AxisPoint Health expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of AxisPoint Health's employees to perform their job duties may result in discipline up to and including discharge.