



**Job Title:** REGISTERED NURSE/CARE COORDINATOR – 32-40 HOURS  
**Department(s):** Nursing  
**Position Summary:** Provides prescribed medical treatment and case management services to clinic patients. Provides supportive function to provider staff.  
**Supervision Received:** Director of Clinical Operations  
**Supervision Exercised:** None  
**Hours/Week** 32-40  Full-Time  Part-Time  Exempt  Non-Exempt  
**FLSA Definition:**

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**ESSENTIAL FUNCTIONS:**

- **Telephone Triage**
  - Handles triage calls, discusses triage questions with a provider and returns patient phone calls with appropriate education/instruction or uses telephone triage guidelines when appropriate, documents telephone discussions, provides patient education regarding medical problems, medication usage, lab and/or x-ray results as guided by a provider
- **General Phone Calls**
  - Nursing Home Orders
  - Pharmacies—questions/clarifications about prescriptions or medications not covered by insurance
  - Doctor call-backs on labs/x-ray and anything needed to be communicated to patients or other health offices
  - Other doctors' offices about patients
  - Other inquiries
- **Nurse Visits**
  - Sees patients on daily nurse schedule
  - Responds to the needs of walk-in patients, assisting providers, reading PPD results and documenting appropriately
- **Medication Support**
  - Provides refill requests that come through the electronic medical record or via fax, documenting appropriately
  - Reconciles medications
  - Maintains a log book of all dispensed medication at the direction of the medical provider
  - Maintains an emergency box of medications
  - Oversees the application/enrollment and tracking process for patients in indigent medication programs
  - Meets with patients to provide patient education on medications under the supervision of a provider

- Prescribes medications per standing order protocols (STI treatment, Vitamin D deficiency, etc)
- **Patient Follow-Up and Tracking**
  - Maintains a registry for patient follow-up
  - Supports providers by following up with patients on lab and imaging results
  - Calls patients with medication changes, directions and education, as ordered by providers
- **Patient Education and Case Management Support**
  - Provides education to patients during nurse visits and as requested by providers
  - Refers patients to other community agencies when indicated and maintains a referral list of community agencies
  - Helps identify patients who meet criteria for Health Care Home (HCH) participation
  - Ensures NHS patients are contacted to discuss the HCH program. Documents the patients' acceptance or declination in the HCH Registry.
  - Meets with patients agreeing to participate in HCH to begin processing initial information and to develop a care plan. Enrolls patient and identifies participation in the patient's electronic medical records banner.
  - In collaboration with the primary care provider, assigns the appropriate tiering level based on required criteria for HCH
  - Advocates for the participant in understanding needs surrounding shelter, transportation, child care and safety. Refers participant to behavioral health services if warranted.
  - Creates a care plan collaboratively with the HCH Team, the participant and the participant's family members, and updates it as needed. Identifies specific health educational needs and follows up with the participant.
  - Collaborates with the provider and HCH Team to ensure the care plan is up-to-date and complete and reflects conditions as they change/improve
  - Assists participant in identifying self-management goals and follows up with participant on progress
  - Keeps electronic medical record (EMR) care plans updated for easy access by HCH Team
  - Documents in EMR to inform HCH Team if participant decides to leave HCH
  - Interacts, communicates and collaborates with HCH Team daily to update and advance care coordination within the HCH Team in-person, by phone, inbox messaging and daily team huddles. Reviews Care Plans weekly.
  - Utilizes all available tools to deliver education, instruction, care coordination and training, including: computer; patient registry; HCH brochure; HCH care plan; other HCH policies & procedures (tiering process, pre-visit planning, screening process); after-visit summaries; disease management brochures; disease management participant tracking records (Diabetes glucose records, nutritional records, wellness/exercise plan, blood pressure record); disease- specific educational handouts; services offered by Neighborhood HealthSource
- **Prenatal Support**
  - Provides nursing support, when needed, to the Nurse Midwives and NHS providers
  - Maintains prenatal log book

**CORE REQUIREMENTS:**

- Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes and morale
- Interacts in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to: socio-economics, race and ethnicity, nationality and religion, both in-clinic and in the community
- Maintains excellent and punctual attendance
- Attends and actively participates in staff and departmental meetings
- Attends agency functions and meetings as relevant or required
- Works at any or all NHS clinics, as needed
- Uses computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
- Maintains any required licensure/certification
- Demonstrates commitment to agency mission and goals
- Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
- Participates daily in pre-visit planning and huddles (RN, Provider, Medical Assistant, Front Desk)
- Utilizes Patient Portal to access patient information and communicate with patients, as relevant
- Plans, organizes, and multitasks
- Speaks, understands, reads and writes English sufficiently to carry out all essential duties
- Performs other duties as assigned

**PHYSICAL/MENTAL DEMANDS:**

*These demands are representative of those the employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

- Regularly required to use hands to finger, handle or feel objects, tools or controls
- Ability to talk and hear
- Frequently required to sit and reach with hands and arms
- Required to stand, walk, stoop, kneel and crouch
- Frequently lift and/or move up to 10 lbs. and occasionally lift and/or move up to 25 lbs
- Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus

**QUALIFICATIONS:**

- Registered Nurse
- Graduation from an accredited nursing program
- Current license to practice nursing in Minnesota
- Minimum one year experience in a primary care setting preferred
- Patient education experience
- Family planning experience highly desired
- Motivated to improve the health of the community
- Excellent interpersonal communication

**ENVIRONMENTAL /WORKING CONDITIONS:**

*These characteristics are representative of those the employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

The noise level in the work environment is usually moderate