
Job Title	Registered Nurse - Clinic
Department	Nurses
Reports To	Nurse Manager
Effective Date	02/09/2024

Position Summary

The Clinic Nurse is a registered nurse who is key to providing support for our providers, safe care for our patients, strengthening operational quality, and ultimately improving clinical patient outcomes. The Clinic Nurse assists in the care coordination of our patient's healthcare needs, and serves as a teacher, advocate, and navigator for these patients within the context of the care team. This nurse will be responsible for providing direct nursing care, performing nursing assessments, participating in the continuity of patient care, being a servant-leader, and helping improve patient outcomes within the role of a clinic nurse.

Principal Duties and Responsibilities*

- 1) Provides clinical and administrative support for providers within the care team model. This includes:
 - a) Serving as a liaison between providers and their patients
 - b) Communicating abnormal lab results and treatment plan to patients as outlined by the provider and/or protocols.
 - c) Providing patient education in areas such as chronic disease, medications, pregnancy
 - d) Completing medication reconciliation and new patient intakes.
 - e) Working with other members of the care team to coordinate patient care, referrals, DME orders, care management and hospital/ER follow-up.
 - f) Executing nursing care under direction of the provider such as: medication injections, wound care and dressing changes, and assisting in procedures
 - g) Navigating medication changes and prior authorizations due to insurance requirements under standing orders and the guidance of the provider
 - h) Obtaining pre-authorizations for diagnostic testing as required by insurance.
- 2) Manages the clinical phone line. Assists pharmacies, responds to patient requests, conducts triage, and conveys messages to and from providers, clinics, specialists, and other care team members.
- 3) Directs the assessment of acutely ill patients who present to the clinic in person or via phone to ensure efficient workflow.
- 4) Provides nursing care to patients who present through the Nurse Visit Schedule. This may include, among other types of visits: Latent TB evaluation, INR level checks with Coumadin titration, BP checks, wound care, transfer of scripts, patient education, medication administration, triage, pregnancy tests/counseling, and conveying test results.
- 5) Collaborates with medical support staff and assists with prioritizing clinical tasks to ensure efficient workflow.
- 6) Assists with training and competency verification of medical support staff.
- 7) Participation in Care Management and Chronic Disease Management efforts in collaboration with the Population Health Department, consultation with Complex Care Coordinators, specific patient education and assessment efforts, other tasks as they arise.
- 8) Ensures all emergency equipment and clinic use medications are properly stocked, stored and logged (as applicable) for the care of patients at their clinic site.
- 9) Participates in care team meetings, monthly nurse meetings, clinic-wide quarterly meetings and other meetings as directed by the Chief Medical Officer.
- 10) Documents all activity appropriately in the Electronic Medical Record.

Required Skills or Abilities*

1. Computer literacy in internet use and Windows environment, including Outlook, Word, and Excel with keyboarding skills of at least 45 wpm.
2. Ability to cultivate and develop inclusive and equitable working relationships with co-workers and community members.
3. Ability to serve as an advocate for individuals of all ethnicities, genders, ages, and backgrounds.
4. Strong patient assessment skills required including ability to triage patients. Ability to use the nursing process to guide patient encounters and care.
5. Communicate effectively with patients in a manner that protects their confidentiality and is sensitive to their culture and to their physical/emotional/spiritual condition.
6. Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
7. Good physical stamina and an ability to be standing/active/in motion most of the day. Strength and dexterity to move patients, handle equipment, and move quickly within the clinical area to fulfill job responsibilities.
8. Good interpersonal skills are a necessity, including an ability to work well with the variety of ages, cultures, and temperaments represented among NHC staff and patients, treating others with kindness and professionalism in all they do.
9. Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness learn from others.
10. An ability to work independently, take initiative, and set priorities in accordance with the needs and mission of the clinic.
11. Clear and concise written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
12. Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of the NHC.
13. Strong ability to be a clinical leader in the organization and guide a team of medical support personnel. Ability to delegate appropriate tasks to medical support staff.
14. Proficiency in basic clinical nursing hands-on skills such as venipuncture, medication administration, wound care, and urinary catheter insertion

Required Knowledge, Experience, or Licensure/Registration

1. Ability to work onsite Mondays through Fridays between the hours of 8am and 5pm.
2. Ability to read, write, speak, and comprehend English fluently; knowledge of Spanish is helpful.
3. RN Licensure in the state of North Carolina
4. MMR, Varicella, flu, Tdap and HepB vaccines; negative TB test.
5. CPR Certification.
6. Clinical experience preferred (desirably in a clinic, acute care, or triage setting).

This is a FT PT exempt nonexempt position.

*To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the essential duties of the job.

NeighborHealth Center is an Equal Opportunity Employer, including veterans and disability. NHC is dedicated to building a culturally diverse staff committed to serving a diverse patient population.