

**Walla Walla Community Hospice**  
**1067 Isaacs Ave.**  
**Walla Walla, WA 99362**  
**(509) 525-5561**

**POSITION DESCRIPTION:** Referral & Triage Nurse

**PURPOSE:** As a member of the interdisciplinary team, the Referral & Triage Nurse works under the direction of the Patient Care Coordinator or designee in providing services which support the interdisciplinary team.

**SAFETY:** Walla Walla Community Hospice enforces a culture whereby all employees have the responsibility for continuously developing and maintaining a safe work environment. Each employee is responsible for completing all training requirements, participating in emergency response tasks as requested, and serving on committees and teams as requested. In addition, employees must accept the responsibility for maintaining the safety of themselves and others by adhering to all written and verbal instructions, promptly reporting and/or correcting all hazards or unsafe conditions, and providing feedback to supervisors and management on all safety issues.

**PROCEDURE COMPLIANCE:** Employee must read and understand the general and specific operational, safety, and environmental requirements of all plans, procedure, and policies pertaining to this job

**RESPONSIBILITIES:** Responsible for organization of the daily hospice team assignment, processing referral information, ordering supplies, triage patient phone calls, and other duties as assigned by Patient Care Coordinator or designee. Must support interdisciplinary team concept and be able to work as part of a team.

**QUALIFICATIONS:**

1. Possession of a current license to practice as a licensed practical nurse or registered nurse in the States of Washington and Oregon.
2. Minimum six months nursing experience preferred in acute care or nursing administration
3. Maintains current CPR, valid driver's license, personal vehicle for on-the-job transportation, and evidence of insurance coverage
4. Skilled in nursing practice, able to cope with family emotional stress and tolerant of individual lifestyles
5. Ability to make meaningful observations, skilled assessments, and write comprehensive, accurate reports
6. Manages multiple tasks and concurrent projects easily
7. Works efficiently with attention to detail and a high level of accuracy
8. Must be able to take direction, work independently and effectively as part of a multidisciplinary team in a positive, professional manner which supports the mission of the organization

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

- Current knowledge of the principles and practices of professional nursing
- Perform assessments and nursing functions as acquired in the basic nursing preparation program
- Strong written and verbal communication skills
- Confidentiality and HIPAA
- Ability to multi-task
- Effective Time Management
- Detail oriented
- Strong decision-making and problem solving skills
- Map Reading Skills
- Supervisory Skills
- Demonstrated ability to work well with a team
- Medical Equipment knowledge

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** This is a list of major functions of the position, for guidance, it is not intended to be a complete list and may be modified verbally or in writing by the Executive Director and/or supervisor at any time to reflect the changing needs of WWCH.

- Prepares and sends out daily hospice team assignment as directed by Patient Care Coordinator
- Answers emergent phone calls and provides phone call triage for Primary Care Nurses as needed and documents calls and interviews in electronic medical records.
- Assists Patient Care Coordinator with referral intake and process, including but not limited to taking referral phone calls, faxing MD orders, checking insurance information, and starting referral process
- Insures patient insurance information is obtained for billing purposes and coordinates with Medical Records regarding changes in patient insurance, demographics, and any other information pertinent to billing process.
- Provides back-up for Medical Records for verification of insurances. Ensures user names and passwords are kept up to date on the various eligibility portals in use for patient data (i.e. Medicare, One Health Port & Provider One).
- Provides information sessions for patients and families
- Participate in 'on-call' rotation, which may include evenings and weekends, as needed
- Assists in routine visits, SIA, admissions, re-certifications, death, and discharge/revocation, as needed
- Provides backup to Patient Care Coordinator as needed
- Initiates communication with attending physicians, WWCH staff members and other agencies as needed to coordinate optimal care and use of resources for the patient/family
- Regularly attends scheduled IDG meetings and activities, participates in discussion and problem solving.
- Informs the Patient Care Coordinator/designee of unusual or potentially problematic patient/family issues

- Participates in the WWCH orientation and in-service training programs for professional staff
- Participates in agency and community programs as required to provide education and promote professional growth and understanding of hospice care
- Maintains familiarity with policies of the agency and rules and regulations of State and Federal bodies which govern hospice
- Assists with management of medical supplies
- Assists with other duties as assigned by Executive Director, Patient Care Coordinator/designee

The position of Referral/Triage Nurse is on an at-will basis. This means that either the employee or the employer may terminate the employment relationship at any time, with or without notice or reason, unless expressly prohibited by law.

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Employee Signature

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Date