



Job Code: 1941
Grade: FA
HCWR: N

Job Title
Clinical Nurse I (Virtual/Urgent Care Nurse)

Department
Ambulatory & Community Health Network

Job Summary

The Clinical Nurse I (Virtual/Urgent Care Nurse) supports call center operational strategies by providing health advice for members from the community seeking care at Cook County Health (CCH). Responds to calls with specific health concerns by evaluating, assessing, and documenting patients' concerns, symptoms, and pertinent medical history. Assess patients based on the patient's own evaluation and responses to questions. Refers and schedules patients to doctors and specialty service in accordance with clinical conditions. Prioritizes level of urgency and determines essential needs and available resources. When appropriate provides callers with advice on self-management and circumstances to watch for. Performs outbound follow-up calls to determine illness improvement and/or additional healthcare needs and referrals.

Typical Duties

- Responds to callers who have specific health concerns and have reached out to CCH. Answers telephone inquiries promptly in a courteous and professional manner
- Completes an abbreviated history and symptom review that would identify life threatening emergency
- Registers and schedules patients for urgent virtual visits
- Performs virtual appropriate triage and ongoing assessment that includes consideration of biophysical, psychosocial, environmental, self-care and educational planning factors
- Creates an individualized plan of care for the caller that may involve the emergency department, urgent care, ambulatory care or self-care
- Establishes therapeutic nurse-client relationship
- Communicates to assigned supervisor or physician on call for clinical cases needing a higher level of intervention in a timely manner
- Documents all patient care information according to CCH procedures which includes navigation in the electronic health record by utilizing the appropriate workflow, tools, and resources
- Makes appropriate and timely decisions in a crisis or emergency situation
- Updates patient information as indicated or as necessary
- Maintains, responds, and utilizes working relationships with and knowledge of referral sources, community resources, and collaboratively works with other departments
- Attends all training and in-service meetings
- Obtains and enters accurate demographic information into CCH electronic health record (address, telephone number, insurance information, etc.)
- Schedules follow-up and patient appointments as identified during triage
- Reviews, updates and confirms appointment date, time, location, and provider name with caller as it pertains to Virtual/Urgent Care need
- Informs caller of necessary items to bring to appointment (including identification card, insurance card, medications, office visit fee, etc.)
- Communicates solutions, successes, and opportunities to immediate supervisor



Typical Duties

- Contributes to the success of the Integrated Care Department
- Maintains patient confidentiality at all times in accordance with Health Insurance Portability and Accountability Act (HIPAA) regulations
- Performs patient call backs regarding abnormal lab results
- Demonstrates mastery of Virtual Urgent Care tools and equipment to ensure a positive patient experience
- Applies and demonstrates knowledge of CCH standard operating policies and procedures
- Contributes to the identification, establishment, and best practices for the Virtual Urgent Care program
- Participates in staff orientation and staff development activities
- Performs related duties as required

Minimum Qualifications

- Must be Licensed as a Registered Professional Nurse in the State of Illinois. (Must provide license at time of interview.)
- Bachelors of Science in Nursing (BSN) degree from an accredited college or university
- Must be a graduate of an approved school of nursing. (Must provide proof at time of interview.)
- Three (3) years of Registered Nurse (RN) clinical experience with at least one (1) year of ambulatory experience in primary or specialty care
- Experience with telephone counseling or triage (Additionally, training will be required as part of orientation)

Preferred Qualifications

- Understanding of call center infrastructure and technologies
- One (1) year of discharge planning or case management experience
- One (1) year of urgent care or emergency room care
- Certified in Ambulatory Care

Knowledge, Skills, Abilities and Other Characteristics

- Considerable knowledge of the basic principles of nursing care
- Thorough knowledge and understanding of the HIPAA to ensure the protection of the confidentiality and security of healthcare information for all patients
- Excellent interpersonal, verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong customer service and empathy skills
- Skill in the use of Microsoft Office Suite applications, particularly Word and Excel
- Ability to deliver safe, accurate and clinically competent information to patients
- Ability to maintain a professional demeanor and composure when challenged
- Ability to effectively utilize the nursing process as a basis for delivery of patient care
- Ability to prepare and maintain accurate written and electronic records and reports



Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.