



**Job Code:** 8730  
**Grade:** FE-NUR  
**HCWR:** N

**Job Title**  
Transfer Center Nurse

**Department**  
Cook County Health

**Job Summary**

The Transfer Center Nurse coordinates and facilitates the prompt transfer of patients from outside hospitals inpatient units, emergency departments, and skilled nursing facilities, to support continuity of care for existing Cook County Health (CCH) patients, patients in need of a higher level of care, patient choice and to support the provision of care for assigned managed care patients who are at out of network facilities. The Transfer Center Nurse achieves timely transfer through the collection of relevant information; through advanced assessment and critical thinking skills; collection of pertinent information; collaboration with physicians and other CCH stakeholders. The Transfer Center Nurse advocates for the patients through consideration of patient condition, service requirements and urgency.

**Typical Duties**

- Receives incoming calls and make outgoing calls regarding the prompt transfer of patients to CCH timely. Coordinates with CCH and external partners to coordinate peer-to-peer linkages
- Provides triage assessment for patients that will potentially transfer to CCH
- Utilizes assessment and critical thinking skills to discern appropriate CCH level of care and or subspecialty
- Facilitates and coordinates the transfer between outside hospitals and all CCH facilities as appropriate
- Facilitates verbal communication between hospitals and providers
- Documents in EMR and/or transfer center software outcomes of transfer request
- Review data for trends and report as appropriate
- Monitors for and reporting of trends related to transfers
- Receives and reviews medical record from outside hospital for need of transfer as appropriate
- Collaborates with on-call CCH physicians and provides medical record to appropriate CCH department/physician
- Collaborates with patient access department to secure appropriate bed assignment for transferring patients
- Provides monthly reports to Director of Inpatient Care Coordination or designee
- Troubleshoots and Escalate difficulty in transfer
- Works efficiently to minimize the disruption associated with transfer activities for the referring hospital/provider
- Gathers clinical/historical data in Cerner to support understanding of patient and anticipate needs as appropriate
- Follows established workflow for transfer activity
- Prepares monthly activity reports Leadership as designated
- Troubleshoots and escalates all difficulties in transfers timely
- Collaborates with Patient Access department regarding bed requirements
- Supports department Quality Improvement (QI) activities



**Typical Duties**

- Attends all required trainings and team meetings
- Performs other duties as assigned

**Minimum Qualifications**

- Licensed Registered Professional Nurse in the State of Illinois
- Bachelor's degree in Nursing from an accredited college or university
- Three (3) years of nursing experience
- Two (2) years of experience with data entry in an electronic medical record (EMR)

**Preferred Qualifications**

- Three (3) years of acute care nursing experience
- One (2) years of Emergency Department experience
- Prior telephonic patient care experience (i.e., nurse advice line, doctor's office support, utilization review)

**Knowledge, Skills, Abilities and Other Characteristics**

- Excellent verbal and written communication skills necessary to interface with physicians and others
- Ability to maintain professional demeanor under duress
- Ability to effectively prioritize and manage time
- Ability to adjust work pace to meet demand
- Ability to succinctly and completely communicate care issues to stakeholders in non-judgmentally.
- Ability to embrace the use of technology to support efficient workflow and communication.

**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.**