



POSITION DESCRIPTION

POSITION TITLE: Registered Practical Nurse (RPN) Reception Triage

RESPONSIBLE TO: Chief Operating Officer

GENERAL ACCOUNTABILITES:

The RPN serves as a champion of the Vision and Mission and promotes an environment that is consistent to the Health Centre's Statement of Values and Principles. The RPN is an essential member of the client-centred health professional Team. The RPN will work with the other members of the Health Centre's teams to effectively and efficiently serve Health Centre clients through traditional, non- traditional and innovative approaches to service delivery within the broad determinants of health framework.

SUMMARY OF FUNCTION:

The RPN will enhance primary care service by providing assistance to clients and visitors as a first point of contact and through the appropriate triaging of client needs at reception via telephone or personal contact. With a warm and welcoming approach the RPN will utilize their fullest scope of practice in a primary care setting.

SPECIFIC ACCOUNTABILITIES:

1. Provide reception functions during daytime and evening office hours according to reception schedule;
2. Warmly receive and greet visitors and clients, accounting for their arrival in the electronic system;
3. Ensure that all client information is updated in the ECR at each visit including Health Card numbers, telephone numbers, address and all other pertinent demographics;
4. Provide first level triage, hear client needs and refer on to the next appropriate level as warranted.
5. Make timely decisions relative to the type and urgency of the client's need.
6. Contribute to effective provision of Health Centre services by scheduling patient appointments.
7. Provide direct and indirect client care services.
8. Utilize the Electronic Client Health Records system for scheduling and documenting client interactions, which may include client health information, lab values and other significant information.
9. Monitor client flow and be in communication with the Health Care Aide to ensure that clients are receiving the appropriate information related to their appointment time and the clinical provider;
10. Partake in continuous quality improvement activities as assigned from time to time;
11. Foster an enthusiastic team spirit through nurturing positive relationships among staff;
12. Other duties as may be assigned.

QUALIFICATIONS:

1. College diploma and five years of experience in a health care setting accomplishing similar duties.
2. Current certification with the College of Nurses of Ontario
3. Demonstrated ability to be flexible and adaptable
4. Possess excellent assessment, organizational and problem-solving skills.
5. Excellent communication and interpersonal skills
6. Enthusiasm to serve a diverse community
7. Proficiency in another language an asset
8. Proficiency in the use of personal computers and software
9. Completion of CPR (cardiopulmonary resuscitation) training and first aid courses.

Revised: August 2017