



**Reddy Medical Group, LLC  
D/B/A Reddy Urgent Care**

**REDDY MEDICAL GROUP  
TELEPHONE TRIAGE NURSE JOB DESCRIPTION**

**Job Title:** Telephone Triage Nurse

**Supervisory Responsibility:** No  
**Reports To:** Clinical Manager

**Job Purpose:** Perform routine administrative and patient care supportive duties in a healthy system medical practice to assist medical and/or nursing staff in the examination and treatment of patients and ensure office operates smoothly.

**Goals:** To ensure that all patient communications are handled in accordance with company timelines. RMG expects that patient communications are answered with a 24 hour period, 99% of the time. To have no unattended voicemails by the end of the day. Patient satisfaction rate of 100%.

**Job Description and Duties:**

1. Checking Extensions assigned for voice messages as assigned per hour.
2. Review jelly beans D and L for MD's nurse
3. Check e-script logs for failed transmissions
4. Assist with triaging patients as needed to keep patient flow moving.
5. Web referrals- BCBS HMO/POS, Medicaid, Wellcare, Amerigroup, etc...
6. Procedure Pre-certs- in house lesion removals, BMD (manage telephone encounters
7. Forms/ Documents- fill out and complete all sections then send to provider for signature
8. Cover front desk and urgent care front desk when needed.
9. Review labs, date when received (check with Lab Tech daily)
10. Keep desk organized and clean

*Job descriptions are based on Reddy Medical Group, LLC standard operating procedures. Although each employee is hired under a specified job description, this does not exclude him/her from having working knowledge of all other areas of the office and other staff positions.*

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice at the discretion of management.

**IT IS THE RESPONSIBILITY OF ALL PERSONNEL TO PROVIDE FOR PATIENT  
COMFORT AND EFFICIENT OPERATION OF THE OFFICE**