



**HealthSource of Ohio is seeking to hire a RN Triage Call Center Agent who is passionate about providing quality healthcare to our patients and communities. We are looking for Friendly, Accessible, Credible individuals to join a great team.**

**Responsibilities:**

- Promptly answers, screens, and processes medical service requests and telephone inquiries with strict adherence to confidentiality agreements and policies and procedures.
- Triage clinical patient inquiries received in the call center to maximize accuracy of communication with patients, documentation of communication in patient medical record and required clinical follow up.
- Provides education to patients and patients' families. Works with the physician to select appropriate educational materials, strives to improve the well-being of patients and promote better health management through education.
- Meets outlined HealthSource of Ohio benchmarks and/or quality indicators as monitored through dashboards, audits or other quality reporting tools.
- Ability to speak clearly in order to communicate effectively between patient and provider, provide pre-visit instructions/directions, and relay provider instructions.

**Qualifications:**

- Current RN Licensure in the state of Ohio (BSN preferred) and at least 3 years' clinical practice experience preferred OR LPN or MA with 5 to 10 years' physician office experience required. Well rounded clinical experiences including work in outpatient settings.
- Strong computer skills that include a combination of experience in a Windows Operating System, e-mail, and EHR data entry required
- 2-3 years' experience preferred

HealthSource of Ohio is an Equal Opportunity/Affirmative Action Employer:  
Minority/Female/Disabled/Veteran

	N/A	0-25%	26-75%	76-100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40
Push/Pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squat/Bend/Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	