



**HealthSource of Ohio is seeking to hire a 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.

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"/>            |                          |