



# St. Croix Regional Family Health Center

---

## Care Management RN

Department: Medical  
Effective date: 12/27/2024

Reports to: Quality Manager  
Reviewed:

### **SUMMARY OF FUNCTIONS:**

The Chronic Care Management Nurse is responsible for providing specialized care and support to individuals managing long-term health conditions.

The Triage RN assures that communication with each patient will be handled professionally and tactfully. When appropriate, the patient's symptoms will be assessed and triaged using the approved guidelines to assist in obtaining the appropriate level of care and/or self-care advice. This position is responsible for ensuring all documentation in the patient's chart, through the EMR, is accurate and completed promptly.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

- Embraces the mission, vision, and values of St. Croix Regional Family Health Center, utilizing both the Patient-Centered Medical Home model and the Accountable Care Organization measures.

### **Chronic Care Management Duties:**

- Developing and implementing individualized care plans for patients with chronic conditions.
- Monitoring and evaluating patient progress and adjusting care plans as necessary.
- Educating patients and their families about disease management and prevention strategies.
- Coordinating with other healthcare professionals to ensure comprehensive care.
- Administering medications and treatments as prescribed by physicians.

### **Triage Duties:**

- Monitor and respond to calls.
- Evaluate and assess the patient's health care needs based on the patient's signs and symptoms utilizing established triage protocols and guidelines.
- Obtain appropriate input and direction from the provider as needed to determine the best clinical course of action and recommendations for specific patient health care needs.
- May direct them to the emergency room, or urgent care, provide home-care advice, or schedule patients to their physician during office hours, based on clinic protocols and guidelines.
- Follow policies, procedures, and protocols to ensure consistency and effectiveness as well as improve health care outcomes of patients/callers and their access to appropriate health care advice.

- Utilize triage protocols appropriately.
- Assure that pertinent medical information is forwarded to proper departments as needed for continuity of patient care.
- Accurately document symptoms/complaints, assessment, advice provided, and patient/caller response.
- Document in electronic medical record (EMR), triage assessment, plan, implementation, and evaluation, follow-up.
- May handle routine information requests from patients, e.g., "Do I need a flu shot every year? When are you giving these shots?" Answers based on clinic policies.
- May assist with the Chronic Care Management Program with other clinical staff.
- May assist with ER and Hospitalization follow-up with other clinical RNs.
- Place orders for labs, diagnostic imaging, and specialty referrals as directed by the provider.
- Follow-up with patients within 24 hours of hospitalization and 48 hours of an emergency room visit.
- Assist other Clinical Staff, as necessary.
- Prioritize work tasks and services and complete tasks promptly.
- Communicate appropriately and tactfully with staff, patients, significant others, and the community.
- Reduce conflict and increase patient satisfaction whenever possible through timely, professional responses to calls and questions.
- Participate in staff planning, in-service, and other meetings as needed or assigned.

#### **Customer Service:**

- Answer phone calls and provide great customer service.
- Verify the patient's primary care provider (PCP).
- Verify all demographic information is accurate, verify patient contact telephone number and/or email address.
- Counsel potential patients as to our new patient intake process.
- Schedule new/existing patient appointments.
- Cancel/reschedule appointments.
- Maintain and ensure the security of all patient's medical, dental, and behavioral health records.
- Respond to medical messages.
- Process prescription refills and/or prescription prior authorization.
- Explain/counsel patients regarding the sliding fee scale as well as other financial programs available.
- Communicate with the billing department, as necessary.
- Explain/counsel patients regarding the 340B program.
- Assist Front Office positions, as necessary.

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

- Demonstrated clinical competence.
- Critical clinical thinking skills required.
- Detail oriented.
- Team-player oriented.
- Able to function independently.
- Excellent verbal and written communication skills, and listening skills while conversing with patients, families, health professionals, and community agencies.
- Must have the ability to handle stressful emergencies calmly and effectively.

- Must operate with cultural sensitivity concerning working with people and groups of diverse racial, ethnic, economic, and social backgrounds.
- General computer skills required.
- Experience with EMR systems.

**Direct Patient Care (when indicated):**

- Room and prepare the patient for an exam.
- Take and record vital signs.
- Document patient histories, medication lists, and allergies.
- Prepare instruments, and the exam room, and assist providers with procedures.
- Administer immunizations, injections, and medications.
- Provide patient education as directed by the provider.

**Miscellaneous Duties as Assigned:**

- Other related duties as assigned by the Quality Director.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties requested by the Quality Director, Chief Medical Officer, or Chief Executive Officer.

**EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS:**

- Must be at least 18 years of age.
- GED/High School Diploma required.
- Must have current Maine RN License.
- Current CPR Certificate.
- Experience in direct patient care. Preferably in a clinical care setting or ambulatory care setting, but not required.
- Triage experience.
- Ability to establish and maintain effective, courteous working relationships with patients, staff members, and others.
- Ability to work under pressure in a fast-paced environment.
- Ability to work flexible hours to meet job requirements.
- Knowledge of chronic care management
- Knowledge of preventative care screenings
- Presents self in a professional manner, dress, and actions.

**Working Conditions:**

- Office based

**Required Screenings:**

- All potential new employees will undergo a background check and office of inspector general exclusion report, at the time of hire and periodically thereafter.
- All employees must provide a Statement of Health, signed by their primary care provider.
- All employees must be fully vaccinated for COVID-19 and provide vaccine records for other mandatory vaccines or documentation of medical exclusion.

**STAFF EXPECTATIONS:**

I have read this job description, responsibilities, qualifications, and expectations as presented.  
I attest I can perform the essential functions of the job, with or without reasonable  
accommodation.

Employee:

---

Print Name	Signature/Date
------------	----------------

Supervisor:

---

Print Name	Signature/Date
------------	----------------