

## ABC Pediatrics

### Nurse Roles and Responsibilities

#### ***Phone Triage Nurse (RN) Role 1, 2 & 3:***

- Speaks to all families who call with patient concerns using telephone triage protocols and documents in the electronic health records “Phone notes”
- Reviews all phone calls with a provider
- Schedules and triages sick call
- Processes prescription renewals-gets updates on condition-relevant patient progress, and sees that appropriate appointment follow up is made
- OT/PT, psychologist, other physician providers, newborn nursery information provider via the electronic health record and “Phone Notes” with “tasks”.
- Schedules procedures outside our office: CT scan, ultrasounds, etc.
- Assists family with appointments with other providers and referrals (ortho, dermatology, ER, etc)
- Activates EMS in an emergency
- Fills out Camp/sport/college forms for review of partners
- Social media updates

#### ***Phone Triage Nurse (RN) Role 2:***

- Performs duties as assigned in Role 1 as well as:
- Orders all medical supplies
  - State Health Dept. supplies: PPD , stool can, naso-pharyngeal viral culture media, pertussis cultures
  - Lab supplies: Gen probes, Thin preps, Culturettes, Red top tubes, N-G tubes for catheterization, sterile urine cups (for urine and stool cultures), Guaiac fore heme + stool

#### ***Lactation Resource or Consultant:***

- Calls all mothers of newborns after hospital discharge
- Schedules early discharge visits, 3 day PE, and screens family needs for earlier visits
- Office visits: may observe breast feeding at request of provider, provider consultation and report to overseeing provider, documents encounter in electronic health record
- Refer to community resources as needed after discussion with provider (i.e. OB, psychology, Visiting Nurses Association, social worker)

***Back Nurse Role 1 (LPN):***

- Screens patients upon arrival to appointment-assess for “SICK” status
- Has patient get undressed appropriately (infant, child)
- If new patient locates old records from filing
- Reviews immunization records, if no records ascertains that records have been requested or accessed through Registry (checks with parent and/or front desk)
- Obtains appropriate vital signs for each visit
- Obtains appropriate history
- Documents and charts, height, weight, and BMI (for all PE and Med checks)
- If patient has a school form, sports form or pre-op form, will start filling this form out
- Prepares patient for visit (gives gown, advises parent to undress child)
- Prepares room for visit
- Assists with room cleaning at end of day
- Ascertains that rooms are adequately stocked at the end of the day (paper work, immunization information, t-shirts, gowns, towels, ear speculae, etc.)
- May give vaccinations, obtain hemoglobins, lead screens, throat culture, perform urinalysis, throat culture, urine culture or place PPD
- Assists Phone Nurse at critical times of the day by taking calls off service , returning calls, provider prompt response to scheduling sick calls, calling in prescription refills
- Assists with “Nurse only visits” such as same day scheduled vaccinations, PPD, Rapid Strep tests
- CLIA/Lab
- Hearing Program
- Immunization Ordering/tracking

***Back Nurse Role 2 (LPN):***

Performs the assignments in Role 1 as well as the following:

- Member of the practice improvement team, attends regular meetings.
- Immunization Ordering, tracking
- Liaison with State Dept of Health
- Immunization ordering
- Updates on vaccine status
- Inspections Assistant

- Medical Lab Evaluation testing to Partner 2
- Refrigerator maintenance temperature stability

***Care Coordinator:***

- Is assigned to families with children with special health care needs (as determined by provider)
- Contact point for family
- Assists families in communicating with provider-establishes care plan, updates medicine lists
- Assesses family's needs for services
- Is aware of community resources to assist family and provider in caring for the child's needs
- Liaison with community providers: school nurse, Visiting Nurses, Dept of Children & Families, etc.
- Does monthly billing documentation for care plans and care coordination – according to insurance guidelines
- Attends team meetings/care conferences with providers
- Takes minutes and keeps track of “action items” from care conference
- Makes referrals to providers, tests (such as MRI, CT, etc.) and attempts to coordinate these test with the most coordination of care
- Review faxes from hospitals daily to contact patients who have been evaluated in the ED or inpatient setting and contact them to assess progress and needs