



# Retina Northwest, P.C.

Retina and Vitreous Diseases

**JOB TITLE:** Triage Technician  
**DEPARTMENT:** Triage  
**REPORTS TO:** Patient Services Manager  
**SUPERVISES:** N/A  
**FLSA STATUS:** Non-exempt  
**WORK STATUS:** Fulltime

**JOB OVERVIEW:** The Triage Technician supports patients through care, comfort, education, and setting of proper expectations of treatments, symptoms and possible solutions. This position requires the ability to manage and organize the various tasks involved in the resolution of patient concerns.

Exhibits the core values of:  
Accountability Integrity  
Customer focus Quality  
Compassion Teamwork  
Continuous Improvement

## **ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:**

Under minimal supervision:

1. Assume primary responsibility for the patient caseload of follow up calls that include assessing, planning, implementing, and evaluating care needs.
2. Anticipate, assesses on physical, psychological factors on treatment options and strategies for undesirable symptoms.
3. Maintain and documents in EMR relating to care coordination including phone calls, communication, visits, and other pertinent clinical information.
4. Display a positive and professional attitude in all communications with patients, families, peers sometimes under stressful situations.

## **ADDITIONAL RESPONSIBILITIES/DUTIES:**

### **MINIMUM JOB REQUIREMENTS:**

Education: High school diploma or equivalent required.

Experience: Minimum one year of employment at RNW,

### **KNOWLEDGE, SKILLS, & ABILITIES:**

1. Ability to analyze workload requirement and schedule appropriately.
2. Skill in identifying and resolving problematic situations.

**OTHER ABILITIES:**

1. Ability to follow oral and written instructions.
2. Ability to establish and maintain a courteous and professional working relationship with physicians, other staff and patients.
3. Ability to work as a team member.
4. Skill in effective project management.
5. Regular Attendance.

**PHYSICAL/MENTAL DEMANDS:**

1. Prolonged sitting, and infrequent bending twisting and stooping.
2. May lift 05–10 pounds.
3. Manual dexterity required for telephone, office machines and computer keyboarding. Requires use of office equipment

*This description is intended to provide only the basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, ability and working conditions may change as needs evolve.*

Hours may be variable or adjusted based on clinic needs and patient census.

I have read the job description and understand the functions and objectives of the position.

Employee Signature: \_\_\_\_\_ Date \_\_\_\_\_

**Retina Northwest, PC is an Equal Opportunity employer**

Last Update: