

Career Service Authority

Triage Technician

Revised Date 09/16/95
Revised By Jean Canfield
FLSA Code Non-Exempt
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General Statement of Duties

Provides triage assessment of patients in an outpatient hospital setting, determining appropriate place and urgency of care for patients without appointments.

Essential Duties and Knowledge, Skill, and Ability Requirements

1. Interviews patients to obtain appropriate information to perform an accurate assessment of patient's urgency and appropriate medical care needed and responding to emergencies as required.
 - *Skill in reacting calmly and effectively in emergency and stressful situations.*
 - *Skill in communicating clearly and concisely to elicit and/or present explanatory or interpretive information.*
2. Obtains chief complaint, objective and subjective information regarding history and symptoms, vital signs, and performs other physical tests to determine urgency of care needed.
 - *Skill in determining and recording vital signs such as blood pressure temperature and heartbeat.*
 - *Skill in establishing and maintaining effective working relationships with other employees and organizations and the public in emergency and other situations.*
 - *Skill in communicating clearly and concisely to elicit and/or present explanatory or interpretive information.*
3. Utilizing judgment, protocols and obtained patient information, assures the patient is seen in the appropriate time frame based on acuity. During overflow times, determines which patients will receive same day medical care.

- *Skill in recognizing non standardized situations and preparing recommendations for problem resolution.*
- *Skill in interpreting and applying written guidelines, precedents, and work practices to standardized work situations or specific cases.*
- 4. Monitors patients while waiting, ensuring immediate care is given if patient's condition warrants.
 - *Skill in interpreting and applying written guidelines, precedents, and work practices to standardized work situations or specific cases.*
- 5. Identifies patients requiring immediate psychiatric care and transports them to the emergency psychiatric unit.
 - *Skill in transporting patients from one area to another.*
 - *Skill in identifying patients requiring psychiatric care.*
- 6. Maintains established departmental policies and procedures, quality improvement, safety, environmental and infection control standards.
 - *Knowledge of the techniques, practices, and materials specific to the assigned area sufficient to be able to conduct the appropriate tests.*
 - *Knowledge of departmental policies, procedures, objectives, safety and infection control standards sufficient to be able to maintain the expected level of efficiency.*
- 7. Cooperates with other personnel to achieve departmental and interdepartmental objectives and maintain good employee relations.
 - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*
 - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit and/or present explanatory or interpretive information.*
- 8. May perform lead work as required.
 - *Knowledge of supervisory principles and practices sufficient to be able to establish priorities, assign and review work and resolve problems.*
- 9. Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed; however, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.
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Job Requirements

Level of Supervision

Performs lead work as assigned.

Guidance and Decision Making

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions. Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee is primarily concerned with the application of standardized practices. Decisions or recommendations on non standardized situations are limited to relating organizational policies to specific cases. Problems which are not covered by guidelines or are without precedent are taken up with the supervisor. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications

Contacts with the public and/or employees under stressful or emergency conditions where an immediate service is rendered and explanatory or interpretive information is exchanged.

Physical Demands

Carrying: transporting an object, usually by hand, arm or shoulder.

Eye/Hand/Foot Coordination: performing work through using two or more.

Feeling: perceiving attributes of objects by means of skin receptors.

Fingering: picking, pinching or otherwise working with fingers.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Hearing: perceiving the nature of sounds by the ear.

Reaching: extending the hand(s) and arm(s) in any direction.

Repetitive Motions: making frequent movements with a part of the body.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Physical Strength

Lifting: raising or lowering an object up to 10 pounds.

Vision Requirements

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Working Conditions

Exposed to infection from disease-bearing specimens
Exposed to infections and contagious disease
Exposed to patient elements
Handles absentee replacement on short notice
Occasional pressure due to multiple calls and inquiries
Subject to many interruptions
Subject to varying and unpredictable situations

Minimum Education

Graduation from high school or possession of a GED certificate.

Minimum Experience

Three years of experience in a medical environment providing services, explaining policies and/or programs and conducting client assessment.

Equivalency

Additional appropriate education may be substituted for the minimum experience requirement.