

LOYOLA

University Health System

Telephone Triage RNs



Loyola University Health System is a nationally recognized health care system located 10 miles west of downtown Chicago. Our 70-acre campus includes a 523-bed teaching hospital, a Level I Trauma Center, a regional Burn Center, the Cardinal Bernardin Cancer Center, the Ronald McDonald® Children's Hospital, the Stritch School of Medicine and the Loyola Outpatient Center.

■ TELEPHONE TRIAGE

Loyola's Telephone Triage Dept. receives calls for 12 of our suburban ambulatory care facilities. Telephone Triage RNs assist adult patients and caregivers of pediatric patients with health care concerns that need to be addressed in a timely manner when the ambulatory facilities have closed for the day.

Patients are triaged according to their symptoms and then given instructions to go to the E.R., see their physician or given home care instructions. This service leads to greater patient satisfaction and helps to eliminate emergency room visits and unnecessary clinic appointments.

■ REQUIREMENTS

In order to qualify as a Telephone Triage RN, nurses must have a valid nursing license in the State of Illinois, familiarity of the Nurse Practice Act of Illinois and the laws pertaining to telephone triage, and maintain current CPR Certification. Preferred candidates will have 10 years of nursing experience in an emergency room setting caring for both adult and pediatric patients. .

Along with the clinical requirements, Loyola's Telephone Triage RNs must also be good listeners and communicators in an effort to obtain information from patients and caregivers that will allow for an immediate and accurate medical assessment. Strong critical thinking skills and a calm, empathetic demeanor are also necessary when speaking with distressed callers.

■ ORIENTATION

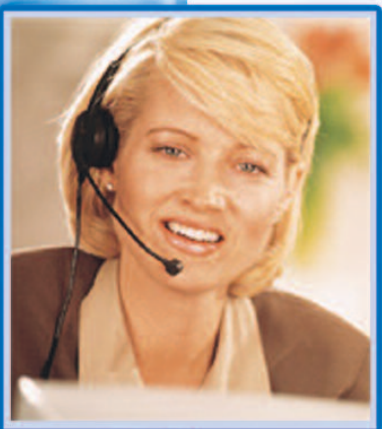
Nurses receive a one-day general orientation and are then assigned a preceptor for a six-week orientation in the Triage Department. This orientation will educate nurses on our computer-based triage program, how to handle a triage call, how to properly document calls, familiarize nurses with the physicians located at each ambulatory facility, and how to renew prescriptions. Nurses will work with their preceptor until both feel confident that all areas of training and education have been fulfilled.

Loyola also offers continuing education classes that allow nurses to remain current with trends in health care, updated health information, medications and new nursing practices. There are also staff meetings, mandatory in-services and a QA Program that monitors clinical performance on triaging each caller, evaluating the length of each call, and how many calls are taken by each nurse during a shift.

■ COMPENSATION & BENEFITS

Loyola offers a competitive salary and benefits package for full-time nurses which includes medical, dental, vision & life insurance, vacation accrual, 10 paid holidays, paid personal, sick & bonus days, a pension plan, a matched retirement savings plan, an on-site Fitness Center, tuition assistance at Loyola University Chicago and much more. Part-time staff hired for a minimum of 20 hours/week are also eligible to receive many of the same benefits on a pro-rated basis.

For additional information on the programs and services offered at Loyola, please visit our website at <http://www.luhs.org>



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UNIVERSITY
HEALTH SYSTEM

Loyola University Chicago

For consideration, please forward your resume to:

Human Resources

2160 S. First Ave. Maywood, IL 60153

Phone: 708-216-0465 • Fax: 708-216-4918

E-Mail: loyolajobs@lumc.edu

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