



## **Terms of Reference Telehealth Nurse**

### **Job Overview**

Hello Caafi is a telehealth company providing remote, on-demand telephone-based medical consultations and health education to Somali-speaking patients.

The role of the telehealth nurse is to assure communication with each caller is handled professionally and diplomatically. The nurse's primary responsibility is to assess the caller's symptoms using his/her nursing knowledge and approved company guidelines and recommending the appropriate follow-up, referrals, and self-care advice suitable for the patient.

### **Essential Functions**

1. Uphold and support the mission, objectives, and policies of the Hello Caafi
2. Respond promptly to each incoming call.
3. If the call warrants a triage, the caller's stated symptoms will be assessed to determine the appropriate level of care required to safely meet the patient's medical needs. (Emergent, urgent, non-urgent or home care status)
4. When appropriate, provide home-care instructions using the approved, written guidelines and approved reference material provided.
5. Utilize all resources and guidelines at their disposal to effectively assess, prioritize, advise, schedule physician appointments, or refer calls when necessary to the appropriate personnel or specialized community service.
6. Refer patients to appropriate medical facilities or providers for care, utilizing approved guidelines indicated by individual client profiles.
7. Complete documentation of nursing notes of all calls in compliance with the approved policies and procedures.
8. Actively participate in new employee orientation, ongoing in-service programs, staff meetings, continuous quality improvement, and periodic performance/protocol evaluations and development.
9. Maintain current nursing skills and knowledge base by attending workshops and seminars, completing mandatory continuing education, reading professional journals, publications, and participating in professional organizations.

## **Job Qualifications**

- Degree in nursing from a recognized institution of higher education.
- Minimum of three years of recent clinical nursing experience
- Participation in continuing education programs
- Strong communication and interpersonal skills

## **Knowledge and Abilities**

- Must be friendly courteous and establish and maintain effective working relationships with patients, staff, and medical service providers.
- Strong ability to communicate effectively both verbally and in writing
- Excellent organizational and documentation skills.
- Must be capable of making independent nursing decisions and working well under pressure.
- Must have adequate typing skills and basic computer knowledge.
- This job requires a nurse to sit in front of a computer screen for prolonged periods.