

Veterans Affairs Global Nurse Advice Line (VA NAL) Telecommute Triage RN

White Stone healthcare Resources has opportunities for Registered Nurses for a nurse advice line. This position provides nursing triage services in support of patient care and treatment for the military. This position offers:

- Work-from-home opportunity
- Full-Time Position

Job Requirements:

- The Veterans Affairs Global Nurse Advise Line (VA GNAL) operation is primarily an inbound medical call center, open 24x7/365 days a year, including holidays.
- RNs will communicate with VA beneficiaries, largely adult and geriatric populations, primarily by phone.
- Assesses and triages immediate health concerns.
- Identifies problems or gaps in care offering opportunity for intervention.
- Coordinates services and referrals to health programs.
- Provides health education and coaches consumers on treatment alternatives to assist them in best decision making.
- Supports beneficiaries in selection of best health care resource to maximize access, quality, and to manage health care cost.
- Prepares individuals for primary care manager/physician visits.
- Helps optimize health care utilization through education.
- Staff RNs are expected to achieve increasing quality and performance levels at 30, 60, and 90 days after staff are operational; Supervisors, will assist their staff in achieving these milestones and will provide coaching and corrective action plans if quality and performance are below expectations.

Schedule: Evenings, Nights, and all Weekends; hours TBD

Required equipment will be provided (i.e., laptop, monitors, mouse & keyboard). RNs are required to furnish their desk, chair, and other work-related items. Personal comfort and ergonomics must be considered when selecting an appropriate chair style, desk with adjustable sit/stand feature (if required), wrist rest, etc.

Physical Requirements: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk or hear.
- Specific vision abilities required by this job include close vision and color vision.
- The employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; climb or balance and taste or smell.

White Stone Healthcare Resources is an Equal Opportunity Employer.