

# Telephone Triage Nurse

## ROBERT SMITH

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### Objective

Telephone Triage Nurse professional with more than ten years practical experience in hospital-gyn, Pediatrics, Family Clinic, home health care primary care environment, Patient support and treatment documentation with care plan for diagnosis, administration of treatment procedures Injections, vital signs, call out new and refill medications Immunizations. Maintaining accurate and thorough documentation of the information given to callers. Demonstrating excellent verbal communication skills, helping parents feel confident in the advice given, as well as in the parents' ability to provide care for their ill children.

### Skills

Telephone Etiquette, Telephone.

### Work Experience

#### Telephone Triage Nurse

**ABC Corporation** - 2006 - 2015

- Covered the department as the Lead Nurse, in the absence of the department manager.
- Trained and oriented new nurses, teaching technical and customer service skills, and hospital and departmental policies and procedures.
- Provided quality nurse triage appropriately and courteously, utilizing Barton Schmitt Pediatric protocols.
- Accurately assessed each patients condition by actively listening to callers and asking probative questions.
- Identified emergent situations and effectively transferred life threatening calls to appropriate agencies per protocol.
- Offered plan of care and patient education to callers, according to protocols.
- Scheduled appointments with primary care physicians, as well as after-hours clinics.

#### Telephone Triage Nurse

**Delta Corporation** - 2000 - 2000

- Provided medical management, education, and care coordination to patients through telephone access, computer protocols and documentation.
- McCallie Ave.
- Barbara Downey, RN Responsibilities Telephone triage nurse.
- Call center for triage using software program to guide.
- Took telephone calls from parents ask questions about childs health, faxed documents, obtained lab reports and forwarded to MDs, occasionally .
- Well liked by other staff and got along well with others.
- Skills Used Communication skills, willing to work overtime if needed, flexible with schedule.

### Education

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