



DIVISION SCOPE OF SERVICE

Division: CONTINENTAL
Classification: EMERGENCY ROOM CALL BACK NURSE
Applicant Name:

<p>Emergency Room Call Back Nurse: The Emergency Room Call Back Nurse must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p>Definition of Care or Service: The Emergency Room Call Back Nurse assists patients with any questions to insure the patients understand their plan of care, discharge instructions, filled their prescriptions, made follow-up appointments, determine unresolved clinical issues such as pain control or worsening of condition, and assist in answering questions. Scope of service may include:</p> <ul style="list-style-type: none"> • Answer questions pertaining to the patients recent Emergency Department visit only • Questions about your medications, given in the Emergency Department, and Prescribed for home use • General questions about follow up care and well-being • Demonstrates Service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.
<p>Setting(s):</p> <ul style="list-style-type: none"> • Healthcare facilities including but not limited to hospitals, outpatient treatment facilities, imaging centers, and physician practices.
<p>Supervision:</p> <ul style="list-style-type: none"> • Contracted Agency and/or Director of Emergency Nursing <p>Evaluator:</p> <ul style="list-style-type: none"> • Contracted Agency and/or Director of Emergency Nursing <p>Tier Level: 2</p> <p>eSAF Access Required: Yes</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> • Associates degree or higher in Nursing • RN License • American Heart Association or Red Cross health care provider BLS Certification <p>NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p>State Requirements:</p> <ul style="list-style-type: none"> • Must hold a current registered nurses license in the state of practice or compact license
<p>Experience:</p> <ul style="list-style-type: none"> • 2 years of Emergency Nursing experience
<p>Competencies: The Emergency Room Call Back Nurse will demonstrate:</p> <ul style="list-style-type: none"> • AIDET: Five Steps to Achieving Satisfaction <ul style="list-style-type: none"> ○ How to communicate with patients and their families as well as with each other • ICARE Values in alignment with HealthONE Policy



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- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE)
 - Required immunizations per Division requirements
 - Complies with Isolation precautions
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References:

Colorado Board of Nursing <https://www.colorado.gov/pacific/dora/Nursing>

Nursing Compact States & Nurse Licensure: <https://www.travelnursing.com/what-is-travel-nursing/nursing-compact-states/>

Nursys: <https://www.nursys.com/LQC/LQCTerms.aspx>

Kansas License Verification <https://www.kansas.gov/ksbn-verifications/search/records>

Document Control:

- Cosmetic updates 10/14/2019

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____