



<https://phoenixvirtualstaff.com.ph/job/clinical-triage-nurse-usrn-or-phrn/>

Clinical Triage Nurse (USRN or PHRN)

Description

The Clinical Triage Nurse is responsible for delivering safe, timely, and evidence-based telephonic clinical assessment and triage services to pediatric and adult patients. This role serves as a critical point of contact for patients seeking medical guidance by assessing symptoms, determining the appropriate level of care, and providing nursing advice in accordance with established clinical protocols and professional nursing standards.

Working independently within the scope of nursing practice, the Clinical Triage Nurse utilizes clinical judgment to make appropriate disposition decisions while ensuring accurate documentation, regulatory compliance, and continuity of patient care. The ideal candidate has a strong background in primary care, excellent critical thinking skills, and experience managing both adult and pediatric patient populations.

Responsibilities

- Answer and assess incoming clinical calls from pediatric and adult patients, gathering comprehensive information regarding symptoms, medical history, medications, and other relevant clinical details.
- Perform telephone triage using established evidence-based clinical protocols, nursing guidelines, and professional clinical judgment to evaluate patient conditions and determine the appropriate level of care.
- Independently assess patient acuity and recommend the appropriate disposition, including emergency department referral, urgent care evaluation, same-day or routine office appointments, or home care instructions, based on clinical findings.
- Provide accurate, evidence-based nursing advice, patient education, and self-care instructions while remaining within the scope of professional nursing practice.
- Identify high-risk, emergent, or complex clinical situations requiring escalation and coordinate appropriate referrals in accordance with organizational policies and clinical protocols.
- Accurately document all patient interactions, nursing assessments, clinical recommendations, patient education, follow-up instructions, and disposition decisions within the Electronic Medical Record (EMR) system.
- Collaborate with physicians, advanced practice providers, clinical staff, and other members of the healthcare team to ensure continuity and coordination of patient care.
- Maintain patient confidentiality and protect sensitive health information in compliance with HIPAA regulations and all applicable federal, state, and organizational privacy standards.
- Ensure compliance with applicable nursing standards, Massachusetts telephone triage regulations, organizational policies, and evidence-based clinical guidelines.
- Monitor patient safety by recognizing potential medical emergencies and ensuring patients receive timely and appropriate care recommendations.

Hiring organization

Phoenix Virtual Solutions

Employment Type

Full-time

Job Location

Remote work possible

Working Hours

Follows the Client Schedule

Date posted

July 31, 2026

- Maintain current knowledge of clinical best practices, telephone triage protocols, primary care guidelines, and regulatory requirements through ongoing professional development.
- Participate in quality assurance initiatives, workflow improvement projects, and other departmental activities designed to improve patient outcomes and service quality.
- Perform other clinical and administrative duties as assigned by the client or management.

Qualifications

- Active Registered Nurse (RN) license is required. U.S. RN licensure is strongly preferred; Philippine Registered Nurse (PHRN) may be considered based on applicable regulatory and client requirements.
- Minimum of 2 years of nursing experience, preferably in Primary Care, Family Medicine, Internal Medicine, Pediatrics, Ambulatory Care, or Telephone Triage.
- Previous experience as a Telephone Triage Nurse, Clinical Advice Nurse, or Ambulatory Care Nurse is highly preferred.
- Strong clinical background caring for both **adult and pediatric patient** populations.
- Excellent clinical assessment, critical thinking, prioritization, and independent decision-making skills.
- Ability to make safe and appropriate clinical disposition decisions using established triage protocols with minimal supervision.
- Strong verbal communication, active listening, patient education, and professional documentation skills.
- Experience using Electronic Medical Record (EMR/EHR) systems and clinical documentation software.
- Working knowledge of evidence-based telephone triage protocols and nursing standards of practice.
- Comprehensive understanding of HIPAA regulations, patient confidentiality, and healthcare compliance requirements.
- Strong organizational skills with the ability to manage multiple patient interactions in a fast-paced remote healthcare environment.
- Proficiency in Microsoft Office applications and standard healthcare technology platforms.
- Ability to work independently while maintaining professionalism, clinical accuracy, and a high standard of patient care.