

Synergy ENT Specialists, is a privately held practice, established in August 1998 and is seeking a full-time **Triage Nurse**.

Synergy ENT Specialists is a team of expertly trained and experienced specialists and staff members. We are committed in delivering the highest quality, personalized care for pediatric and adult patients suffering with a wide array of ear, nose, throat, sinus, allergy and hearing conditions.

Job Summary:

The Triage Nurse works closely with our four ENT providers to provide patient education, pre and post-operative care instructions and manage patient calls of questions and concern. The Triage Nurse will have heavy patient interaction, either by phone or in person, and therefore exceptional customer service is a must. The right candidate must also have a high level of empathy and problem solving skills.

This full time position can be based from either of our Festus or Ladue location.

Responsibilities:

- Manage patients' medical questions and concerns
- Provide pre and pre-operative care instructions
- Chart patient conversations and instructions in electronic medical records
- Communicate with providers on continuum of care instructions
- Handle pharmacy inquiries and patient refill requests
- Function as a back-up for clinic team members, if needed
- Create and execute patient education tools to supplement clinic

We are seeking a professional with:

- A patient-focused work ethic
- Demonstrated, successful organizational skills with the ability to manage multiple priorities in a fast-paced, rapidly changing environment
- The ability to effectively and proactively communicate, both verbally and in writing, in support of appropriately informing patients, staff, and surgeons timely
- Strong interpersonal skills with demonstrated ability to develop and maintain effective and collaborative relationships with team members, external representatives, distributors, vendors, etc.
- The desire and ability to learn new technology including but not limited to EMR and scheduling software
- The experience to triage a busy, multi-focused ENT practice

Preferred Requirements:

- Prior experience working in an ENT office is highly preferred

A highly competitive compensation, paid time off, paid holidays and 401K with up to 4% company match is offered.

For more information on our practice, visit www.synergyentspecialists.net

Submit your cover letter and resume for immediate consideration