



Human Resources
P.O. Box 1118
Okmulgee, OK 74447

POSITION: Call Center Triage Nurse-(I.T.)-Council Oak/Okmulgee
VACANCY ANNOUNCEMENT: CN-23-290

STARTING SALARY: Negotiable
CLOSING DATE: Open Until Filled

The Muscogee (Creek) Nation Department of Health (MCNDH) provides comprehensive health care services to Native Americans living within the Muscogee (Creek) Nation. MCNDH is an integrated system of six health centers, an Express Care Clinic, three hospitals, a physical rehabilitation center and nine comprehensive community health programs Offering services across the lifespan including pediatrics, family medicine, nursing, dental, laboratory, radiology, pharmacy, behavioral health, emergency medical, audiology, nutrition, physical therapy, and optometry.

DESCRIPTION OF ASSIGNMENT: The purpose of this position is to facilitate patient triage and care while being agile and responsive to dynamic patient needs and environmental conditions. Responsible for answering calls from patients and assessing their needs related to their health conditions. In collaboration with MCNDH providers and departments, responsible for the provision of quality patient care in compliance with local, tribal, state, and federal regulations and accreditation standards. This position is located at the Council Oak Comprehensive Healthcare in Tulsa, OK and MCN Medical Center in Okmulgee, OK.

REQUIREMENTS: Candidates must meet the following requirements:

A bachelor's degree in nursing (BSN) received from an accredited school of professional nursing is preferred, associates (RN) required. A minimum of three (3) years' related experience in direct patient care, preferably in an ambulatory care setting. Incumbent is required to possess current licensure by the State of Oklahoma or National Council of State Boards of Nursing for Registered Nurse and current CPR and ACLS certification.

EVALUATION METHODS: Applicants who meet the requirements described above will be evaluated to determine the extent to which they possess or have the potential to acquire knowledge, skills, abilities and personal characteristics, (KSAP's) required of this position. Applicants should address the following KSAP's on a separate attachment to their application.

1. Knowledge of all aspects of a range of telephony systems and telehealth applications.
2. Knowledge of acceptable standards of nursing practices, principles, and theories.
3. Knowledge of IHS and MCNDH policies and procedures as they relate to patient care, patient case management, and appropriate documentation in the electronic medical record.
4. Knowledge of the Privacy Act and other related regulations with regards to confidentiality and the release of medical information.
5. Ability to communicate and interact effectively with patients and their families, staff members, other MCNDH employees, tribal officials and the public both orally and in writing.
6. Knowledge of patient educational needs and teaching techniques to be utilized for patient care management and follow-up.
7. Ability to communicate and accept varied lifestyles, healing methods and practices.
8. Knowledge and skill to utilize a PC in a Windows environment and to operate other necessary office equipment.
9. Adept at many administrative tasks including intake, document management, and drafting written correspondence.
10. Knowledge of and ability to utilize knowledge of medical treatment to assess symptoms and recommend treatment for patients through telephone support.
11. Well-versed in symptomatology and pathology.
12. Ability to communicate effectively in a call center environment while delivering a high level of customer service.

APPLICATION PROCEDURES: Apply online at [Department of Health Application](#). (Current employees must use a transfer request form available on the intranet home page under forms). The KSAP's as outlined in the Evaluation Methods section should be addressed, but are not required. For further information, call Tracy Watters at (918) 762-0307. The Department of Health is an Equal Opportunity Employer; however, Indian Preference will be applied in the case of equally qualified applicants.

Staffing Coordinator

Date

