

Advice Nurse

Looking for an exciting nursing career away from the bedside? We're looking to hire an experienced telehealth nurse to join our team. At *[facility name]*, we're passionate about providing high-quality care and strive to empower our patients with the information they need to receive safe and timely treatment.

As a remote advice nurse in our organization, you'll be responsible for answering telephone calls, internet chats, and email messages from patients. While this role doesn't involve direct clinical care, we prefer our advice nurses to have at least two years of urgent care or emergency department experience. If hired, you'll be expected to work in our regional call center located in the heart of Atlanta, GA.

We know that without our exceptional clinicians, we wouldn't be able to meet our mission of delivering unmatched compassion and support to the greater Atlanta area. Staff satisfaction is one of our top priorities, and we've been awarded "Georgia's #1 Healthcare Employer" for three years in a row.

If this sounds like a position you'd be interested in, continue reading below as we highlight additional advice nurse responsibilities, compensation offerings, and scheduling requirements.

Benefits

- Competitive pay
- Health, dental, and vision benefits
- FSA/HSA options
- 401(k) matching and access to our pension program
- Paid vacation and holidays, family leave, sick time
- \$300 annual work-from-home stipend

Duties and Responsibilities

Advice nurses at our organization are expected to perform the following duties:

- Answer patient phone calls, chats, and emails and provide professional guidance and recommendations for treatment
- Respond to local emergencies and natural disasters according to organizational policies
- Collaborate with other members of the multidisciplinary team to establish care plans and streamline care
- Thoroughly and accurately document all communication with patients and providers
- Provide patient teaching and ensure plan of care is understood
- Develop departmental policies and procedures to improve customer service and patient health outcomes
- Abide by HIPAA laws and organizational confidentiality principles in all patient and provider communications

Compensation and Schedule

- Starting salary of \$90,000, with adjustments made for relevant education and experience
- Full-time employment, working Monday through Friday for 8-hour shifts (8a-4p)
- 1 weekend (Saturday/Sunday 8a-4p) and 1 on-call shift (4p-8a) required per month
- Overtime, holiday, and incentive pay available
- Bi-weekly or weekly pay periods

Advice Nurse Qualifications and Skills

Required Qualifications:

- Active and unencumbered RN license
- ADN required, BSN or MSN preferred
- 3 years of experience working in an urgent care or emergency department setting
- Strong communication skills
- Experience working with telephone interpreter services

Preferred Qualifications:

- Certified Emergency Nurse Certification (CEN)
- Previous leadership experience as a charge nurse, team lead, or resource team nurse
- Bilingual in English and Spanish

Join Our Growing Team

Ready to join our telehealth team? Start today by clicking “Apply Now.” The entire application process takes less than 10 minutes. Thank you for your interest — we look forward to hearing from you!