

Front Nurse Job Description:

Summary:

The front nurse position is primarily a customer service based role. The front nurse is responsible for taking care of client needs from when they enter the exam room to providing instructions at discharge. They assist the doctors in the exam room with patient history taking, TPRs, physical exam restraint, and provide vital client communication such as the generation and delivery of estimates / treatment plans and discharge instructions. Front nurses are responsible for keeping the doctors on time and prevent excessive client wait times. Medical records must also be completely and accurately filled out and all completed treatments signed off.

Schedule Awareness:

1. Assist reception in checking in and placing clients in clean exam rooms on time.
2. Be aware of the schedule to keep doctors on time and prevent excessive client wait times.
3. Communicate with other front nurses, reception, and back staff on status of patients and clients. (i.e. running late, unexpected emergency, etc.)
4. Use cornerstone prefix designation to communicate where appointment is at (T / D / B).

Client Interaction:

1. Proper language and etiquette when talking with clients.
2. Concise pet history
3. TPR
4. Complete medical record filled out except "Assessment" section
5. Initial all treatments performed.
6. Client call back on in-house testing performed in timely manner and documented.
7. SIGNED estimates / treatment plans for all clients
8. Clear written discharge notes and review with client at discharge.
9. Accurately fill prescription medications. Explain clearly at discharge – purpose, general side effects to look for, and proper prescribed dosing on label.
10. Generate accurate forms (i.e Vaccine certificates, health certificates, certificate of sterility, etc.)
11. Complete PVL w/ capture of all charges. Be sure to use RTG label to let reception know whether or not this patient needs to speak w/ a technician or doctor prior to charge out.

Other Duties:

All front nurses are also expected to meet all requirements for the Caretaking or entry level Veterinary Assistant positions as well.