



Telehealth Nurse Work from Home Opportunity (English and Bilingual Positions available)

The Telehealth Nurse provides telephone triage and professional nursing care to individuals or defined patient populations through the use of information and communication technologies and with the support of computer-based decision support software, clinical guidelines, protocols and other resources. Working from a home office, the Telehealth Nurse uses critical thinking, therapeutic communication and clinical decision making skills to assess, plan, implement, educate and evaluate the patient's health situation and/or informational needs. The Nurse's goals are to help the patients or family members cope with a current health issue, identify an appropriate source of care, support self-care, and/or provide relevant information.

Specific Responsibilities generally include but are not limited to the following:

1. Provides nursing care within the standards defined by professional nursing body which has been legislated by the province to regulate and license nurses.
2. Provides clinical care to individuals or defined patient populations through the effective application of professional nursing skills, clinical judgment, information/communications technologies, computer-based decision support software, appropriate evidence-based clinical guidelines and other relevant information databases/resources.
3. Applies the nursing process to identify patient care needs, risk and safety issues, educational opportunities, and appropriate health care referrals.
4. Using defined processes, adheres to recognized nursing standards, company policies and shared principles when providing services to the public who access the service.

General Responsibilities

1. Navigates the guidelines and search functions, applies established policies and guidelines, assesses the patient's condition/situation and documents the assessment.
2. Reviews recommendations to the caller which are congruent with nursing guideline standards and clinical judgment.
3. Provides information which is clinically relevant and empowers the caller to make appropriate decisions, including the decision to self-care.
4. Accurately and completely documents clinical and other relevant notes within the computer software program in a timely manner throughout and immediately after the call.
5. Liaises effectively between caller and third party in critical situations, such as need for ambulance transport, police intervention, suicidal caller, suspected or actual child abuse or other situations in which information is not consistent or may be disputed.
6. Adheres to time utilization guidelines and ensures that personal workflow supports the service to better meet the demand for Telecare services.

Experience and Qualifications

1. Clinical nursing experience, preferably in an acute care environment, such as Emergency Department, general medical-surgical or intensive care unit, and/or relevant community health setting, such as public health. Minimum 3 years of clinical experience (5 years preferred).

2. An active license and good standing as a Registered Nurse with the provincial nursing body legislated to regulate and license nurses and compliance with all applicable laws pertaining to the practice of nursing in the province.
3. Diploma from recognized and/or accredited nursing school. Bachelor degree is preferred.
4. Excellent communication, telephone and customer relation skills.
5. Good critical thinking, sound clinical decision-making and problem-solving skills.
6. Basic knowledge and competence in the use of computers and keyboarding.
7. Reliable wired internet connectivity utilizing DSL, Cable or FiberOp.
8. Appropriate home space meeting requirements as cited in McKesson's "Work at Home" guidelines.
9. Ability to travel if needed.
10. Fluency in English (oral and written) is required and fluency in English and French (oral and written) is preferred.

**To apply, or learn more about our company and our opportunities at
<http://mckesson.ca/en/careers/current-opportunities>**

**Search the Current Opportunities and Click on "City" to Sort by City.
All Telehealth careers, including Work from Home, are listed as Halifax opportunities**