

JOB DESCRIPTION

Lowes Care Nurse

Job ID 1893450BR

Date Posted 5/12/2020

Location Name Charlotte, NC (Sedgwick CMS)

Employment Type I Full time

Employment Type II Regular

Line of Business Corporate

Department LWS_USA_Risk Management

Purpose of Role:

The primary purpose of this role is to manage a high volume of inbound calls from our employees who sustain workplace injuries in order to assess, evaluate and make recommendations for the appropriate level of medical care needed based on specific protocols. This includes responsibility for providing self-treatment recommendations where appropriate based on OSHA's Self-Treatment Guidelines and following up with the employee on an as needed basis during his or her period of disability. In addition, this role documents all incoming calls according to policies and procedures.

Responsibility Statements:

- Responds to a high volume of inbound calls, serving as a health advocate and source of help while managing time effectively and efficiently to assist employees.
- Works in a 24/7 telephonic triage environment, providing recommendations to the employee as to the appropriate level of care consistent with established protocols when a workplace injury occurs.
- Assesses and evaluates the level of care needed for the occupationally injured employee and negotiates timely medical appointments based on strict medical protocol.
- Collaborates with internal departments (Call Center, Benefits, HR, Legal and Shared Services), medical providers and third party vendors to provide necessary employee services.
- Communicates effectively and with compassion to an injured employee to provide proper care, with oversight from Care Nurse Supervisor or Manager.

- Applies professional clinical skills and knowledge of established concepts, principles, and practices to provide telephonic nursing services including, but not limited to, injury assessment and triage, injury information and education for Lowe's employees.
- Performs special projects as assigned by Care Nurse Supervisor or Manager.

REQUIRED EDUCATION/EXPERIENCE:

- Associate degree as an RN (Registered Nurse)
- 3+ years' experience in workers' compensation case management, occupational health, urgent care, home health care or other related area
- 1+ year(s) experience providing clinical triage or similar service
- Experience in emergency room, urgent care, outpatient surgery, telephone triage, home health care or orthopedics
- Unrestricted board-approved North Carolina RN license and CCM or ability to obtain CCM within one year

PREFERRED EDUCATION/EXPERIENCE:

- Bachelor's degree as an RN (Registered Nurse)
- Experience in telephonic triage, especially in Workers' Compensation
- Bilingual

About Lowe's:

Lowe's Companies, Inc. (NYSE: LOW) is a FORTUNE® 50 home improvement company serving approximately 18 million customers a week in the United States and Canada. With fiscal year 2019 sales of \$72.1 billion, Lowe's and its related businesses operate or service more than 2,200 home improvement and hardware stores and employ approximately 300,000 associates. Founded in 1946 and based in Mooresville, N.C., Lowe's supports its hometown Charlotte region and all communities it serves through programs focused on creating safe, affordable housing and helping to develop the next generation of skilled trade experts. For more information, visit [Lowes.com](https://www.lowes.com).

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