

Clinical Hiring FAQs

DOES MY NURSING BACKGROUND SET ME UP FOR SUCCESS AT CARENET?

Our most successful telehealth nurses typically have more than five years of recent acute care experience in nursing—caring for both children and adults. Ideally, we look for previous experience in emergency care, medical-surgery, telehealth triage, home health or pediatrics.

WHAT RN LICENSING DO I NEED TO HAVE?

You must have a current compact RN license in your state of residence. After that, Carenet will cover all fees for you to obtain additional RN licenses in other states as requested. Generally, your current license must be discipline-free and your background check must be clean.

WHAT ARE SOME ITEMS I NEED TO GET STARTED IN MY HOME OFFICE?

You must have:

- A secure, private workspace with a door
- High-speed cable connection only (dial-up modem, DSL, wireless or satellite service is not acceptable)
- Two monitors, 17 inches or greater
- Some other minor items to maintain a safe work and HIPAA-compliant environment
- Other required software and electronic work tools may be provided by Carenet.

WHAT TRAINING DO I RECEIVE?

You will receive three weeks of full-time Carenet training from your home office. Generally, training is done in six- to eight-hour time blocks. You are trained by seasoned Carenet RNs who take great pride in teaching you the Carenet way, including what you'll need to be a successful telehealth nurse.

HOW IS PATIENT CONFIDENTIALITY MAINTAINED WHEN A NURSE WORKS IN THEIR HOME?

Maintaining patient confidentiality is a top priority for Carenet. As a result, you will be required to have a space in your home where you can conduct private patient conversations. We will assist you in ensuring that your home office is set up in a manner that will maintain patient confidentiality. We will cover factors such as whether or not you have a door in the office space, and whether or not others will be in your home during work hours. Together, we ensure patient confidentiality is always maintained.

WHO ARE THE PATIENTS?

Our patients are members of insurance plan companies, employees at large employers, federal employees, and patients of doctors' groups and hospital systems. They are diverse—all ages, ethnic groups and genders.

HOW DO I RELIABLY TRIAGE PATIENTS WHEN I CANNOT SEE THEM?

Our protocols and practices have been adopted and designed to assist in providing a quality experience for both the RN and the patient. You will still use the nursing process. We use uniform, proven, evidence-based, symptom-based triage protocols, in conjunction with your nursing experience and knowledge, to provide recommendations to each patient. RNs speak individually to each patient, one patient at a time, to provide telehealth assistance. It is essential that our RNs have exceptional critical thinking, verbal, listening and computer skills.

HOW MUCH DOWN TIME DO I HAVE DURING MY TYPICAL SCHEDULE?

It is a fast-paced position ... think emergency nursing over the phone. Generally, patient calls are a few minutes apart with a 30-minute lunch break. Your full attention is needed to handle patients, one patient at a time. During your scheduled time, you will be busy, just as if you were on the floor at a hospital. You will not be able to be a caregiver to your family members during your scheduled shift.

WHAT HOURS ARE AVAILABLE?

Caret offers full- and part-time positions. Full-time hours are 30 to 40 hours per week and part-time hours are 16 to 29 hours. Typically, our shifts are scheduled for six to eight hours, and our nurses commit to a day/evening or night shift as their base, with the ability to flex some of their hours to meet business needs. Our RNs provide nurse services 24 hours a day, seven days a week, 365 days a year. Everyone is expected to work every other weekend and some holidays. There are also options to work every weekend and enjoy differential perks!

WHAT BENEFITS ARE OFFERED?

Full-time RNs are eligible for medical, dental, vision, life and long-term disability insurance; 401(k); holiday pay; continuing education support; and paid time off (PTO) benefits. Part-time RNs are eligible for PTO and holiday pay.

WHAT IS THE PAY RATE?

We provide competitive telehealth nursing pay based on your years of nursing experience. Working from home saves you significant out-of-pocket costs since you will no longer have commuting expenses, such as gas, parking, work clothing and vehicle/vehicle maintenance.

HOW AM I PART OF THE SOLUTION?

You would be joining an industry-leading team of passionate professionals dedicated to transforming and simplifying the healthcare experience with our innovative solutions, progressive technology and unparalleled level of personalized support to patients.

WHAT IS TELEHEALTH?

Telehealth is providing clinical care via telephone or other electronic means. Telehealth nursing care is typically triage work but could also involve discharge follow-up; providing general health information, chronic care and wellness coaching; remote monitoring; and assisting on related care coordination matters.