

Hospital Triage Liaison Tufts University

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Posted Nov. 24, 2025, set to expire Apr. 6, 2026

Job Title	Hospital Triage Liaison
Department	Henry and Lois Foster Hospital for Small Animals
Institution	Tufts University Medford, Massachusetts
Date Posted	Nov. 24, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Health Services Agriculture/Animal Care Administrative Support/Services
Job Website	https://jobs.tufts.edu/jobs/22583?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

The Henry and Lois Foster Hospital for Small Animals provides 24-hour care for pets 365 days of the year. Since 1979, we have offered high quality medical care, consultation, referral and emergency veterinary services for the care of dogs, cats and exotic pets. The hospital also serves as the primary clinical training environment for the veterinary students, interns and residents.

What You'll Do

This position supports the FHSA mission of delivering excellence in patient care, clinician support and client service by providing initial and follow-up communication to clients and RDVM's. This position will

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assist clients and RDVM's by triaging possible emergency situations, directing ECC and Hospital calls, and educating callers on Hospital policy and fee structure. In addition, this position works closely with the ECC team, especially during times of caseload diversion. This position works remotely and in-hospital as needed.

Essential Functions as a Hospital Triage Liaison will be:

Triage Emergency Calls

- Assess client calls and determine urgency. Advise clients to either present to our ER or alternate Emergency Hospital.
- Serve as the ECC contact for referring veterinarians.
- Communicate with ER re: caseload diversion, arrival of critical emergencies, clarification on emergency calls, and RDVM calls.
- Coordinate with SAH Reception, Client Liaisons, Accounting during ER diversion and pertinent ER statuses.
- Educate clients on ER and hospital policies and protocols including financial policy and aftercare.
- Identify areas for improvement; recommend solutions and assist in developing new protocols.
- Promote and enhance good communication and strong relationships with Faculty, Technicians and Staff.
- Establish electronic medical record for incoming cases as appropriate.
- Record pertinent client information in StringSoft.

Hospital Calls

- Direct callers to appropriate Hospital Service
- Manage urgent requests from clients and RDVMs; ex. critical medications, home instructions, and medical records
- Offer alternative resources when appropriate; Poison Control Hot Line, alternate ER practices, alternate Oncology and
- General Practices, financial assistance opportunities.
- Record pertinent client information in StringSoft

Administrative:

- Work with ECC Supervisors to assist with student training
- Onboard, Train and Mentor new staff and student members
- Assist with student and staff schedule coordination
- Develop, update and distribute SOPs, and reference material

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- Manage ECC email

Continuing Education and Miscellaneous

- Attend in-Hospital and Remote meetings as required
- Participate in Client Service and ER meetings, trainings and certifications
- Other duties as assigned by Supervisor

What We're Looking For

Basic Requirements:

- High school graduate or equivalent
- 2 to 3 years' experience working in a veterinary practice with client interaction.
- Experience with case triage and Small Animal medicine.
- Veterinary Assistant Certification or equivalent
- Exceptional communication skills (phone and in-person)
- Ability to prioritize, multitask, and manage high call volumes.
- Ability to effectively work as a positive member of a diverse team of clinical and administrative professionals
- Basic computer skills including familiarity with Microsoft Office and the ability to learn electronic medical record systems.

Preferred qualifications:

- Associates or bachelor's degree in relevant field of study.
- CVT accreditation
- 3 -5 years' experience in emergency medicine.
- Experience in ER phone triage
- Proven experience of providing excellence in service

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Pay Range

Minimum \$22.50, Midpoint \$26.80, Maximum \$31.10

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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