

Clinical Tech II PD

Job post summary

Pay: \$27.18 - \$30.64 per hour

Job description:

Summary

The Clinical Tech II is an advanced role responsible for delivering high-quality phlebotomy services and comprehensive patient care. In addition to standard specimen collection and processing, this position performs complex point-of-care phlebotomy and functions as a lab technician in a moderate-complexity laboratory. The Clinical Tech II also manages high-volume front and back-office duties, including patient registration, insurance verification, administering medications, taking vital signs, and assisting with medical procedures. Strong technical expertise, multitasking abilities, and a compassionate approach are essential to ensuring efficiency and excellence in patient care.

Responsibilities

- Preform blood draws using appropriate techniques, ensuring patient safety and comfort. Accurately label specimens, document requisition forms and follow infection control procedures.
- Processing and Transport: Separate serum or plasma from blood cells if required, store specimens according to stability requirements, and package for transport using biohazard-compliant methods. Arrange for timely shipping and track shipments to ensure proper delivery.
- Data Entry and Compliance: Record patient information and test orders in the laboratory system, adhering to all legal, ethical, and institutional guidelines.
- Communication and Workflow Coordination: Work closely with laboratory staff and healthcare providers to facilitate smooth workflow and ensure timely processing of samples.
- Handling complications and follow up: Respond to adverse reactions during or after procedures, confirm specimen receipt with Quest Diagnostics, and review test results for communication to providers and patients.
- Patient Education: Provide pre/post draw instructions to patients as needed.
- Training and professional development: Participate in regular training, competency evaluations, and assist in onboarding new staff as assigned.

- Other Duties: Perform additional responsibilities as needed to support clinical and laboratory operations.

Front Office Duties – review and confirm this is accurate

- Greet members warmly, demonstrating professionalism, empathy, and courtesy.
- Answer calls professionally, take accurate messages, and relay them promptly
- Register patients, verify/update demographics, scan insurance cards, and ensure medical record accuracy
- Collect/post copays and balance batch reports at shift end.
- Schedule, cancel or reschedule appointments per guidelines – what are the guidelines?

Back Office Duties – review and confirm information is accurate

- Assist members to exam rooms, obtain vital signs, and administer medications.
- Document patient information accurately in the emergency medical record.
- Maintain exam rooms, monitor equipment, and ensure room availability.
- Stock supplies
- Clean instruments
- Ensure timely follow-through with referrals and medication documentation.
- Assist in training new staff and participate in quality improvement efforts.
- Follow universal precautions, emergency protocols, and maintain competency in patient care.

Requirements

- Education: High School Diploma or equivalent
- Education: Graduate from an accredited Medical Assistant Program
- Certification: Current California State or National Certified Medical Assistant Certification.
- Certification: Current Basic Life Support certification from the American Heart Association.
- Certification: Current California State or National Phlebotomy Certification

- Experience: Knowledge: Health Maintenance Organization and Fee for Service insurance plans.
- : Computer proficiency
- Excellent written, verbal and interpersonal communication skills
- Ability to prioritize tasks and meet deadlines and productivity goals.
- Ability to work efficiently in a multi-task, fast paced environment.

Education:

- High school or equivalent
- Certified Medical Assisting Diploma

License/Certification:

- Certified Medical Assistant (Required)
- Certified Phlebotomy Technician (Required)
- CPR Certification (Required)

Work Location: In person