



JOB TITLE: STUDENT HEALTH SERVICES TECHNICIAN

Classification: Classified
Salary Range: 24

Retirement Type: PERS*
Board Approved: July 15, 2019

BASIC FUNCTION:

The Student Health Services Technician performs a wide variety of specialized technical duties associated with medical office and clinic operations including student registration, appointment scheduling, and first-line emergency and healthcare assistance as needed. This position receives direction from the supervisor overseeing the Student Health Center.

REPRESENTATIVE DUTIES:

Acknowledges and greets students and other individuals visiting the Student Health Center. Determines nature of visit and initiates appropriate course of action. Explains appropriate office and clinic procedures. Reviews Notice of Privacy Policy with all health center visitors. Provides accurate health services information and ensures a positive frontline experience.

Alerts clinical staff of patient's arrival or other patient needs as appropriate. Addresses student crisis situations by following pre-established clinical procedures. Maintains high-risk referral lists and psychological counseling wait lists in conjunction with supervisor and in consultation with licensed clinical staff. Communicates with Campus Police, Special Resource Center, Risk Management/Office of Safety and Health, and other campus departments to exchange legally permissible health, safety and well-being information.

Schedules psychological counseling and medical appointments. Confirms and reschedules existing appointments. Screens and prioritizes incoming calls and responds to inquiries and/or requests for information in a HIPAA-compliant manner. Documents accurate messages and/or transfers calls in a timely manner to appropriate clinical staff or supervisor, as appropriate.

Registers new and continuing students for health services. Collects relevant physical and mental health registration information, including required documentation and other necessary forms. Ensures patient and emergency contact information is complete and accurate. Verifies eligibility for services and updates electronic health records. Provides community referrals as appropriate for individuals ineligible to access Student Health Services.

Maintains databases and confidential electronic health records in centralized computer systems in accordance with established procedures. Scans and indexes documents in a standard format for accurate filing and retrieval. May provide basic assistance and/or support when systems require updating and/or upgrading.

Processes judicial subpoenas and patient requests for duplication and/or transfer of medical/psychological records in accordance with established policies and procedures while maintaining compliance with local, state, and federal regulations. Ensures patient's privacy in accordance with FERPA/HIPAA regulations.

Composes and produces a variety of correspondence, documents, and/or reports (i.e., student accident reports and referrals, initiating faculty and staff worker's compensation forms, patient evaluation summaries for medical and mental health services, updates community referral lists, including International Student Insurance referrals and community mental health referral lists, etc).

Distributes first aid supplies and other basic "Over-The-Counter" provisions to students in need (i.e., ice packs, band aids, feminine care products, Tylenol, Ibuprofen, antacids, antiseptic wipes for minor cuts and scrapes, etc).

Tracks lab requisition forms and provides correct paperwork when immunizations/vaccinations are ordered for students. Schedules corresponding follow-up appointments as needed. Prepares and completes receipts for accounting and student refunds/payments for medication, supplies and services.

Compiles data to complete forms, generate reports and to facilitate special projects and/or events (i.e., informational flyers and newsletters, timesheets for faculty, staff, and student workers, census statistics, onboarding/contract renewals, mailing lists, calendaring of activities, scheduling meetings and transcribing/distributing minutes, catering requests, parking/travel arrangements, etc.)

Tracks and monitors budget expenditures. Assists supervisor in budget preparations by gathering data as required. Responds to inquiries regarding financial issues.

Initiates purchase orders and work orders. Purchases and maintains inventory of office supplies. Tracks orders to ensure delivery and payment. Maintains functioning office equipment. Submits documents according to established college procedures.

Provides technical support and administrative assistance to other personnel as needed.

May provide guidance and direction to student workers and other personnel as assigned.

Maintains compliance with online coursework and other mandatory trainings and certifications (i.e., FERPA, HIPAA, CPR/First Aid, etc.) as directed by supervisor.

Serves as a Campus Security Authority (CSA) for Clery Act reporting requirements. Maintains up-to-date certification for CSA status.

Performs other related duties as assigned or requested.

JOB QUALIFICATIONS:

Education and Experience:

High school diploma or G.E.D. equivalent.

Minimum three (3) years of increasingly responsible clerical experience.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Expertise working in a health services/medical office administrative role or environment.

Knowledge of District organization, operations, policies and objectives.

Knowledge of applicable sections of Education Code and other applicable legislation.
Knowledge of medical office practices and medical terminology.
Knowledge of computer databases and electronic medical/health recordkeeping systems.
Knowledge of various computer software applications.
Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary.
Knowledge of appropriate standard precautions and related safety procedures when exposed to biohazardous substances.

Abilities/Skills:

Ability to learn and apply emerging technologies and advances to perform duties in an efficient, organized and timely manner.
Ability to respond calmly in emergency situations as an initial point of contact and determine an effective course of action according to established guidelines.
Ability to communicate sensitive information with discretion, tact and accuracy.
Ability to explain health office procedures and policies in a professional and respectful manner.
Ability to maintain accurate files and retrieve information.
Ability to work independently with little direction.
Ability to meet schedules and deadlines, and to complete work efficiently with many interruptions.
Ability to work cooperatively with students, staff, faculty, and visitors in a professional manner.
Skilled at using computers to input, edit, and extract data and information.

Licenses or Other Requirements:

Valid California driver's license
CPR/AED Certified (training provided)
First Aid Certified (training provided)
Blood Borne Pathogen Training (training provided)

WORKING CONDITIONS:

Extended hours of sitting and talking in-person or by phone in an office setting.
Repetitive use of hands, fingers, and reaching with hands and arms.
Extended hours in front of a computer screen.
Must be able to lift, carry, push, and/or pull up to 25 pounds.
Potential exposure to communicable diseases, bodily fluids/spills, and contaminated products.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.