

JESSICA CLAIRE

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Summary

Qualified Mental Health Technician providing 10 plus years of experience in delivering care for mental health and substance abuse conditions. Genuine in offering quality patient care by fostering relationships, counseling and building communication to treat various types of patients. Expert in maintaining upbeat attitude and achieving peak performance.

Skills

- Able to lift 100 pounds
- Professional bedside manner
- Vital sign monitors
- Phlebotomy
- Preparing specimens and samples
- Medical terminology
- Conflict resolution abilities
- Calm and level-headed under duress

Experience

MHT II Mentor/CPT/Patient Advocate, 05/2009 to Current

Marsden Holding Llc – Pewaukee, WI

- Provided excellent service to patients through personable communication.
- Effectively managed daily charting for each patient. (i.e. safety round, vital signs).
- Provided Pt welcome orientation, monitored patients, managed the milieu, encouraged and guides patients to groups and other activities, maintained safety and rules according to hospital policy.
- Obtained variety of blood samples through venipuncture or capillary puncture using syringes, butterfly needles, and straight needles.
- Verified collection orders and communicated discrepancies to nurses.
- Labeled blood vials with critical information like time of collection, date, and patient name.
- Enforced infection control and sharps disposal procedures to protect patients, co-workers and self.
- Maintained fully-stocked phlebotomy cart, carrier, and station.
- Prepared blood-collecting equipment to draw blood and safely store and transport samples.
- Built trust and minimized patient discomfort during phlebotomy procedures.
- Assisted patients in selecting appropriate courses of actions and obtaining needed support.
- Provided knowledgeable and compassionate service in response to all types of patient questions and concerns.
- Coordinated between patients and healthcare professionals to meet patient needs.

Security Site Supervisor, 01/2004 to 08/2010

Hca – McMinnville, OR

- Monitored entire facility using CCTV while simultaneously performing dispatch duties.
- Spearheaded use of high-tech surveillance software to provide full security coverage at the Market Square Bldg.
- Developed and implemented training methods to promote improved officer performance.
- Periodically reviewed existing policies and procedures and made recommendations to improve security.
- Implemented new security protocols to prohibit trespassing and increase safety.
- Provided security team leadership and contributed to on-call duties.
- Managed staff schedules for all shifts and events to minimize overtime costs.
- Demonstrated ability to think fast and remain calm under pressure.
- Supervised property entrances and exits and monitored employee safety.
- Trained new security officers on safety protocols and company standards.
- Recorded required data for incident reports and files quickly and accurately.

Medical Assistant With Limited X-ray, 04/2000 to 12/2003

Novant Health – Mocksville, NC

- Organized charts, documents and supplies to maintain team efficiency.
- Supported functions for diagnostic and technical treatment procedures, including setting up and operating special medical equipment and apparatuses.
- Performed front desk duties, including answering phones, scheduling appointments, greeting patients and ordering supplies.
- Recorded vital signs and medical history for patients.
- Conducted patient interviews to gather health history, vital signs and information about current medical issues.
- Relayed messages from patients to physicians about concerns, condition updates or refill requests to facilitate effective treatment.
- Led patients to exam rooms, answered general questions and prepared patients for physician by explaining process.
- Assisted physicians by preparing patients for procedures, including but not limited to EKGs, phlebotomy, glucose testing, pulmonary function tests and x-rays.
- Assisted with diagnostic testing by collecting and packaging biological specimens for internal and laboratory analyses.
- Cleaned, restocked and prepared exam rooms and medical equipment.
- Educated patients about medications, procedures and physician's instructions.

Dialysis Technician, 03/2003 to 10/2003

Scott And White Hospital – City, STATE

- Sustained hemodialysis workflow by inventorying and restocking needed equipment and supplies.
- Performed routine sterilization, cleaning, and maintenance of hemodialysis machines and equipment.
- Transported patients from rooms and prepared for treatments.
- Inspected equipment and conducted safety checks on equipment and instruments to maintain high-quality control standards.
- Took and documented patients' vital statistics, including temperature, blood pressure and pulse and respiration rates, before and after dialysis treatment.
- Attached dialyzer and tubing to dialysis machines for use in hemodialysis treatment.
- Assisted doctors, nurses and support staff with preparation for and conducting patient procedures.

Education and Training

Practical Nursing

Pioneer Pacific College - Beaverton, OR

Currently looking into possibly transferring to and RN program. (Can discuss more in person)

Diploma: Medical Assisting With Limited X-ray, 08/1999

Apollo College - Portland, OR

- 4.0 GPA
- Honor Roll

Diploma And Certification: Surgical Technology, 08/1995

Temple College - Temple, TX

- 3.0 GPA

Certifications

September 2019

Alison - On Line Study

Suicide, Violent Behavior, and Substance Abuse- Certificate

May 2019 Paramedical Insurance Examiner

National Certification #12086

April 2019

NPCE

Phlebotomist National certification # 19-7626

Mental Health Studies

March 2019

National CPR Foundation BLS

Certification # 9EE3617