

PHLEBOTOMIST SAMPLE JOB DESCRIPTION

Position Summary:

Collects blood from patients, checks quality of blood sample, and assumes responsibility for the safety and comfort of patients, following established standards and practices. Performs testing via glucose meter, to include quality control.

Maintains established department policies and procedures, objectives quality assurance program, safety, environmental and infection control standards.

Complies with and conducts all activities in compliance with applicable laws and regulations, and facilities Employee Standards of Conduct.

Maintains good relations with patients, medical staff and other departments as well as other facilities that use services.

Responsible for the delivery of patient care through the process of assessment, planning, implementation and evaluation as appropriate to the ages of patients served, based on the area of clinical practice.

Adheres to Standards of Conduct and practices the Core Values.

Represents the facility accurately and honestly. Acts with integrity and in the best interest of the facility. Identifies instances of non-compliance and takes appropriate action, including reporting violations of the facility policy or regulations as appropriate. Business relationships are conducted in the best interest of the facility, free of gifts, favors or other improper inducements.

Position Accountabilities and Performance Criteria:

The following are essential job accountabilities:

1. Obtains or receives specimens from patients, physician offices, and other facilities and distributes to proper laboratory section for analysis. Assures that specimens are properly identified. Has thorough knowledge of test requirements, assists in clinical laboratory as needed. Enters patient and specimen test data into Laboratory Information System.

(1) (2) (3) (4) (5) (6) (8) (9)

Application of Knowledge Performance Criteria

- *Exhibits expertise and skill in understanding, meeting and satisfying the specific needs and behavior of the patient in all age groups. Communicates effectively based on the age of the patients.*
- *Complies with standard precautions to reduce occupational exposure. Demonstrates infection control techniques for hand*

washing. Performs accessioning and microbiology setups as assigned.

- *Represents the facility accurately and honestly. Acts with integrity and in the best interests of the facility. Identifies instances of non-compliance and takes appropriate action, including reporting violation of the facility policy or regulations as appropriate.*
- *Completes job duties with high degree of accuracy, at least 99% of the data related to patient identification and at least 98% of test orders as defined by department policies.*

Patient Relations Performance Criteria

- *Explains procedures to patients thoroughly, provides assistance when necessary, monitors patients' comfort and alleviates anxiety during procedures.*
- *Demonstrates mission of facility by providing quality care, in a personal manner with total regard for individual human dignity.*
- *Projects a professional and positive image. Wears appropriate clothing and accessories, giving proper attention to personal hygiene. Wears facility identification badge while on duty.*

Collaboration Performance Criteria

- *Demonstrates flexibility in working hours and days scheduled in order to meet needs of the facility.*
- *Maintains harmonious relationship with facility and co-workers, providing support and assistance to co-workers to ensure quality patient care.*

Planning/Timeliness Performance Criteria

- *Interacts with other levels of management on a regular basis for planning and coordination.*
- *Prioritizes work to achieve maximum efficiency; can adjust schedule in view of stat orders admissions, timed specimens, outpatients, etc.*

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2. Maintains a clean, safe, orderly work area, to include blood collection cart in the facility outpatient area.

(3) (5) (6) (8) (9)

Application of Knowledge Performance Criteria

- *Conducts job duties in accordance with established hospital policy and safety/sanitation standards. Adheres to infection control protocols.*

Planning/Timeless Performance Criteria

- *Communicates with other laboratory staff members on a regular basis to provide the information needed to ensure and appropriate inventory.*
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3. Answers telephone and provides information in accordance with laboratory policy

(3) (5) (6)

Communications Performance Criteria

- *Communicates patient and technical information in a manner appropriate for the intended audience. Performs “read back” for critical values as defined by organization.*
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4. Participates in laboratory and/or institution quality improvement programs.

(6) (8) (9)

Collaboration Performance Criteria

- *Attends required number of staff meetings per year*
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5. Participates in educational programs and in-service meetings.

(6)

Collaboration Performance Criteria

- *Attends mandatory in-services and educational programs as assigned.*
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The following duties may be reassigned:

6. Centrifuges specimens for processing test request if appropriate.

Application of Knowledge Performance Criteria

- *Conducts job duties in accordance with established laboratory protocols.*
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7. Prepares specimens for transport to reference laboratories.

(6) (8) (9)

Application of Knowledge Performance Criteria

- *Conducts job duties in accordance with departmental standards.*
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8. Performs a variety of routine typing and clerical duties as necessary.

(6)

Planning/Timeliness Performance Criteria

- *Responds promptly to patient inquiries and requests.*
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9. Performs other related duties as assigned or requested.

FOOTNOTES

1. *The performance of this function is the reason that the job exists*

2. *There are limited employees among whom the performance of this function can be distributed*
3. *This function occupies a great deal of the employee's time*
4. *This function is highly specialized. Employees are hired for the skill/ability to perform this*
5. *Failure to perform this function may have serious consequences*
6. *The function was performed by past employees, and is performed by current employees*
7. *The function is included in the terms of a collective bargaining agreement*
8. *Exposure to bloodborne pathogens that requires use of a personal protective equipment*
9. *Adherence to OSHA's bloodborne pathogen regulations is a condition of employment*

Position Qualifications:

Minimum Education:

High school or equivalent

Minimum Experience:

On the job training. Refer to Addendum for additional information.

Preferred Course(s) Training:

Certified phlebotomist training program or equivalent preferred.

Skills: Administrative:

Answer telephones
Compile statistics
Coordinate events
Input data into computer programs
Maintain filing systems
Maintain logs

Skills: Machine:

CRT (Mainframe)
Computer Peripheral Equipment
Diagnostic equipment
Fax
Personal computer
Photocopier
Typewriter

Physical Demands:

Moderate physical effort (lift/carry up to 25 lbs)
Prolonged, extensive, or considerable standing/walking
Lifts, positions, pushes and/or transfers patients
Lifts supplies/equipment
Manual dexterity and mobility
Considerable reaching, stooping, bending, kneeling, crouching
Regular attendance is an essential function of this position
Punctuality is an essential function of this position
Overtime is an essential function of this position

Vision Requirements:

Near Acuity: ability to see clearly at 20 inches or less
Depth Perception: ability to judge distance and space relationships
Accommodation: ability to adjust vision to bring objects into focus

Color vision: ability to distinguish and identify different colors

Working Conditions:

May be exposed to infections and contagious diseases

Regularly exposed to the risk of bloodborne diseases

May be exposed to toxic chemicals

Contact with patients under wide variety of circumstances

Occasionally subjected to irregular hours

Occasional pressure due to multiple calls and inquiries