

Job Title: Phlebotomist
Department: Laboratory
Classification: Non-Exempt
Reports to: 1. Laboratory Manager
2. CEO/President

Summary

Collects blood samples and other specimens from both inpatients and outpatients in a professional and timely manner, consistent with accepted standards of quality patient care. Also performs clerical, receptionist and customer service duties.

Essential Functions

- Collects samples from patients in a friendly professional manner, with a minimum of discomfort
- Maintains positive patient and sample identification
- Collects urine specimens following laboratory procedures
- Collects and processes chain of custody specimens following laboratory procedures
- Performs glucose testing using a point of care meter promptly and accurately; maintains proper records
- Maintains close communication with technicians on duty regarding unusual occurrences with the patient, unusual test requests or difficulties encountered while collecting the specimen
- Greets outpatients in a prompt, friendly manner and accurately enters physician orders into the laboratory information system
- Provides instruction to the patient for any self-collected specimens
- Provides general information to patients about laboratory tests when requested (information must be consistent with customer service guidelines)
- Follows Meditech processes to include editing, adding, receiving and cancelling of specimens
- Registers referred patients and enter orders accurately
- Follows the Laboratory process for the creation and completion of an Advanced Beneficiary Notice (ABN)
- Distributes specimens to the proper location
- Processes specimens correctly (i.e. centrifuge, put on ice, etc.)
- Properly fills out Event forms
- Performs other job-related duties as required.

Education/Experience

- High school diploma or equivalent required
- Training in Phlebotomy or Medical Assistant course preferred
- Previous experience in phlebotomy and direct patient care preferred
- Current BLS Healthcare Provider card
- Must be able to communicate effectively to exchange information with laboratory staff, nursing staff, physicians, physician office staff, patients, patient's families, other customers and guests
- Requires judgment including prioritizing tasks according to medical urgency, efficiency, and good guest relations skills

Knowledge, Skills and Abilities

- **Required to maintain absolute confidentiality of patient care, patient accounts and hospital related matters**
- **Required to abide by, and comply with, the provisions of the TAH Corporate Compliance Policy**
- Required to utilize positive Guest Relations principles in all interactions with patients, families, peers, third party payers and all members of the healthcare team
- Knowledge of basic office equipment such as copier, scanner, and fax machine, etc.
- Excellent communication, interpersonal and organizational skills
- Ability to communicate with all members of the health care team
- Ability to multi-task and prioritize assignments
- Strong attention to detail and demonstrated ability to use sound judgment in decision making

Work Environment

There may be exposure to potential hazards such as body fluids and other possible infectious material, as well as potentially hazardous chemical agents that require care in handling. Physical demands include: Frequent standing and feeling; Occasional lifting/carrying and pushing/pulling up to 50 pounds, bending, stooping, kneeling, crouching, reaching, handling, grasping, overhead lifting and keyboarding.

Positions Supervised

None