

# 2017 PHLEBOTOMIST JOB DESCRIPTION

<b>Job Description: Phlebotomist / Laboratory Technician</b>	<b>Revised: April 27, 2016</b>
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## **Education/Training:**

- Education and License:
  - Vocational Technical or OJT – On the Job Training
- Certified
  - Preferred Phlebotomist Certificate

## **Experience/Skills:**

- Six (6) months – One (1) year of experience within the last year
- Knowledge of various techniques in collecting specimens
- Sterile Techniques

## **Professional Summary:**

Collects blood specimens for use by clinicians for clinical analysis, evaluations, and/or diagnostic purposes. Individual has extensive training in infection control and universal precautions.

## **Duties and Responsibilities:**

### **1. CUSTOMER SERVICE**

- a. Demonstrates effective verbal and written communication. Utilizes proper etiquette with Telephone and Electronic mail.
- b. Demonstrates respect for other's opinions, judgment, and capabilities; gives recognition and praise.
- c. Anticipates and provides resolution to issues based on the needs and expectations of our customers.
- d. Consistently displays professional, compassionate behavior that enhances the public image of DPS evidenced by professional care of patients and courteous behavior toward the public and co-workers.
- e. Responds to supervisors, patients and co-workers request for information and assistance in cooperative manner and within appropriate time frame.
- f. Channels concerns appropriately through Chain of Command; deals with conflict appropriately/privately
- g. Treats others with respect always; maintains a work environment free of harassment, hostility, threats or violence.

### **2. JOB KNOWLEDGE**

- a. Draws blood specimens from patients by using finger stick, heel stick and/or venipuncture.
- b. Demonstrates initiative in keeping work area clean and orderly.
- c. Demonstrates ability to collect throat culture specimens.
- d. Demonstrates ability to label specimens for identification purposes and enters specimen data into computer.
- e. Demonstrates ability to perform work in an accurate and timely manner during periods of increased workload and high stress.
- f. Demonstrates self-direction, flexibility, professional development and willingness to master new skills.

### **3. DPS/CLIENT SITE (S)/DEPARTMENT POLICY AND PROCEDURES**

- a. Adheres to the policies and procedures of DPS/ Facility's/departments, and regulatory/accrediting agencies.

- b. Ensures accuracy and completeness of documentation and work performed per Facility policy.
- c. Adheres to DPS payroll practices; accurate documentation of time worked.
- d. Completes all Facility orientations and DPS annual requirements when notified.
- e. Demonstrates appreciation of cost factors in the routine performance of duties; maximizes cost efficiency and appropriate utilization of supplies.
- f. Wears unobstructed identification badge in visible designated location while on duty.
- g. Demonstrates knowledge, understanding, compliance with Facility Infection Control policies and practices.
- h. Demonstrates knowledge and understanding of Facility's Environmental Safety policies (i.e. Fire, Security, Disaster, Hazardous Material, etc)
- i. Utilizes appropriate resources; is familiar with and reviews Facility policy and procedure as the "standard of care", for positive patient care outcomes.

#### **4. ETHICS**

- a. Adheres to the policies and procedures of the organization, department, and regulatory and accrediting agencies.
- b. Adheres to dress code policy, neat and clean appearance, wears visible I.D. badge.
- c. Reports to work at scheduled shift time.

#### **5. PATIENT RIGHTS**

- a. Demonstrates awareness of and respect for patient/family/SO needs in relation to confidentiality, privacy, security, complaint resolution and spiritual and cultural needs.
- b. Serves as an advocate for patient/family/SO regarding decisions affecting the Plan of Care.

#### **6. ASSESSMENT**

- a. Plans for the proposed procedural intervention by selecting necessary equipment and supplies as needed by the patient and physician.
- b. Assesses the assembled supplies before each procedure.
- c. Recognizes & immediately reports changes in patient's status & condition to Registered Nurse/Physician/Clinic Manager.
- d. Recognizes patients at risk for fall and/or injury and assists with appropriate intervention to maintain skin integrity during procedures.

#### **7. CARE OF THE PATIENT**

- a. Handles specimens appropriately, providing accurate information to clinicians for documentation and labeling.
- b. Works with clinicians to ensure that timely, adequate and accurate delivery of care is provided for the patient's health care needs.
- c. Draws blood as described by patient or donor
- d. Assembles equipment such as tourniquet, needles, disposable containers for needles, blood collection devices, gauze, cotton, alcohol
- e. Verifies or records identity of patient or donor
- f. Allay fears of procedures for patient and donor
- g. Labels and handles all specimens by Universal Precautions
- a. May conduct interviews, take vital signs, and draw and test blood samples to screen donors at blood bank.

#### **8. PATIENT/FAMILY EDUCATION**

- a. Assist health care team member by reinforcing age specific instruction regarding treatments or use of equipment as appropriate.
- b. Communicates with and supports the patient prior to procedure; explains equipment and OR process.

## 9. CONTINUUM OF CARE

- a. Reports all pertinent information necessary for continuance of care.

## 10. LEADERSHIP

- a. Appropriately answers phone in a professional manner.
- b. Implements Facility chain of command as appropriate for safe patient outcomes.
- c. Identifies and ensures that patient need and expectations are being met to assure patient satisfaction

## 11. ENVIRONMENT OF CARE

- a. Reports hazardous conditions, equipment malfunctions to Director; assists in maintaining safe, comfortable and therapeutic environment.
- b. Practices safe passing of sharp objects to protect patient, self and surgeons from injury.
- c. Assures adequate levels of supplies for specialty area.
- d. Discards sharps according to policy and procedure in the appropriate containers
- e. Properly prepares instruments for processing by CSR. Maintains unit stock of instrument trays; restocks as necessary and at end of day.
- f. Demonstrates knowledge and procedure for failed sterilizer.

## 12. MANAGEMENT OF HUMAN RESOURCES

- a. Demonstrates competence to assess, treat, and care for patients of the age of the population served.
- b. Participates in ongoing in-service and education to ensure competency in assigned area of practice.
- c. Participates in emergency call schedule and reports to work within 30 minutes

## 13. MANAGEMENT OF INFORMATION

- a. Maintains privacy, confidentiality, security and integrity of patient and organizational data.
- b. Ensures specimens collected during procedures are properly labeled and preserved and taken to the Lab as directed.
- c. Maintains security of personal passwords.

## 14. INFECTION CONTROL

- a. Demonstrates knowledge of aseptic and sterile technique during surgical procedures.
- b. Applies principles of aseptic/sterile technique and initiates corrective action for any break in technique.
- c. Reports break in aseptic/sterile technique immediately.
- d. Disposes of biomedical waste in designated container.
- e. Uses sterilizers and quality controls on sterilizers according to policy and procedure.
- f. Covers contaminated table during transport to decontamination area.
- g. Adheres to lab sanitation policy and procedure, confines and contains waste disposal and prepares instruments for decontamination.
- h. Checks all sterile indicators in trays and packaging for quality control compliance.
- i. Knowledge of gowning and gloving technique.
- j. Monitors all sterile supplies used for event related expiration. Assists with rotation of supplies in compliance with shelf- life policy.

## Mental Skills and Abilities:

- **Math** - Ability to add, subtract, multiply and divide; to calculate variables, formulas, ratio and proportion; to use practical application of fractions, percentages, and statistics.
- **Reading** - Ability to read and understand technical journals, manuals, reference books, legal documents and financial reports.
- **Writing** - Ability to write summaries for patient documentation using proper facility approved format and conforming to rules diction and style.

- **Speaking** - Ability to be conversant in the principles and methods of effective and persuasive speaking and discussion; and to participate in panel discussions using clear and distinct speaking voice with appropriate pauses and emphasis, correct pronunciation, and variation in word order.
- **Reasoning Ability** - Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret a variety of instructions;
  - To plan work and develop procedures; to learn and/or evaluate information in order to make judgments and decisions.

#### **Work Situations:**

- **Communication** - The ability to relate to people in situations involving more than giving and receiving instructions.
- **Direction, Control and Planning** - Adaptable to accepting responsibility for the direction, control, or planning of an activity. The employee may be able to negotiate, organize, direct, formulate practices, or make final decisions.
- **Feelings or Ideas** - Adaptable to situations involving the interpretation of feelings or ideas in terms of personal viewpoint. The employee may be called upon to use creativity, self-expression, or imagination.
- **Influencing** - Adaptable to influencing people in their opinions, attitudes, or judgments. The employee may be able to motivate, convince, or negotiate.
- **Measurable or Verifiable Criteria** - Adaptable to generalizing, judgments, or decisions based on measurable or verifiable criteria. The employee may make evaluations based on data.
- **Performing Under Stress** - Adaptable to situations requiring the precise attainment of set limits, tolerances, or standards. The employee may need to be precise, thorough, exacting, or meticulous regarding material worked; or in activities such as numerical determinations, record preparation, or inspecting.
- **Repetitive, Continuous** - Adaptable to performing repetitive work, or to continuously performing the same work, according to set procedures, sequence, or pace. The employee may perform work that is inherently of a repetitive nature.
- **Sensory or Judgmental Criteria** - Adaptable to generalizing, judgments, or decisions based on sensory or judgmental criteria. The employee may rely on one or more of the five physical senses, or rely on knowledge gained by experience to make evaluations.
- **Set Limits, Tolerances, or Standards** - Adaptable to performing under stress when confronted with emergency, critical, unusual, and/or dangerous situations; or in situations in which working speed and sustained attention are make or break aspects of the job.
- **Variety and Change** - Adaptable to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure. Several duties in a job that require significant differences in technologies, techniques, procedures, working conditions, physical demands, and/or situations constitute this factor.

#### **Physical Demands:**

- **Medium Work** - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift, carry, push, pull, or otherwise move objects.
- **Balancing** - Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery, or moving surfaces.
- **Carrying** - Supporting the weight of an object with hands and arms and moving from one place to another.

- *Climbing* - Ascending or descending ladders, stairs, ramps, and the like, using feet and legs and/or hands and arms.
- *Crouching* - Bending the body downward and forward by bending legs and spine.
- *Dexterity* - Picking, pinching, or otherwise working with fingers.
- *Eye-Hand-Foot Coordination* - The ability to coordinate hand and/or foot motions with visual stimuli to engage in or perform physical activities, such as typing, operating vehicles or mechanical equipment, etc.
- *Handling* - Seizing, holding, grasping, turning, or otherwise working with fingers and/or hands.
- *Hearing* - Perceiving the nature, intent or meaning of sounds.
- *Kneeling* - Bending legs at the knee to come to a rest on knee or knees.
- *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.
- *Pulling* - Exerting a force to move an object toward the individual.
- *Pushing* - Using upper extremities to press against something with steady force to move forward, downward, or outward.
- *Reaching* - Extending hand(s) and arm(s) in any direction, especially upward in placing or retrieving objects.
- *Sitting* - To rest the body upright supported by the buttocks and thighs.
- *Standing* - To be upright supported by the buttocks and thighs.
- *Talking* - Expressing or exchanging ideas by means of the spoken word.
- *Walking* - Moving about on foot to accomplish tasks.
- *Seeing* - The ability to perceive the nature of objects by the eye. The important aspects of vision are:
  - Clarity of vision at 20 inches or less.
  - Clarity of vision at 20 feet or more.
  - The ability to judge distance and space relationships.
  - The ability to identify and distinguish colors.

#### **Supervision/Contacts:**

- Receives supervision from Clinical Managers in assigned area.
- Daily contact with hospital employees and management.
- Daily contact with visitors; occasional contact with outside vendors.

#### **Environment/Hazards:**

- Work involves intermittent to occasional exposure to unpleasant working conditions or undesirable elements; may involve some contact with potentially hazardous or harmful elements in providing administrative or support services.
  - Exposure to Toxic caustic chemical detergents
  - Exposure to potential electrical shock
  - Exposure to high pitched noises
  - Exposure to Communicable diseases
  - Exposure to blood and bodily fluids
- Employee is subject to inside and occasional outside environmental conditions. Protection from weather conditions but not necessarily from temperature changes when inside.

#### **Tools and Equipment Used:**

Personal computer, Fax machine, Telephone, Computer Printers, Calculator, Copier, Pens, Pencils, Reference Books, Safety Glasses, Mask/Respirator, Gloves, Automobile, and Electrical and Non Electrical Patient Care Equipment.