

CUSTOMER SERVICE SCRIPTING FOR INPATIENT PHLEBOTOMY

Purpose To describe the procedure on Customer Service scripting for inpatient phlebotomy.

Policy A script is a set of statements and/or actions to ensure that LAMC Clinical Laboratory staff delivers the right message to the people that we are communicating with, whether it be our patients, physicians, or other departments.

In order to standardize interactions with patients, physicians, or other departments, LAMC Clinical Laboratory will use scripts in order to:

- Assure a certain level of service performance and professionalism will be maintained with every patient encounter.
- To send a consistent, positive message to our patients.
- To deliver high quality care while enhancing patient loyalty and satisfaction.

Failure to follow the required Customer Service Scripts may lead to appropriate corrective action.

Monitoring will be assessed periodically thru random audits by the laboratory supervisors to ensure effectiveness of the customer service scripting.

Procedure The table below details the procedure for Inpatient Phlebotomy Customer Service scripting.

Stage	Description
1	Put a smile on your face. Be happy. Be professional and courteous.
2	Gently knock on the door.
3	With a voice just loud enough to be heard by the patient, clearly make your presence known, ask permission to enter the room and turn on the light (when appropriate) Script: "Good morning/afternoon/evening. May I turn on your light."

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**CUSTOMER SERVICE SCRIPTING FOR INPATIENT
PHLEBOTOMY, Continued****Procedure (continued)**

Stage	Description
4	With a warm and calm voice, clearly state your name, your department and why you are there. Script: <i>"Hello, My name is _____. I am from the Laboratory and I'm going to draw your blood."</i>
5	Verify the patient's information. Script: <i>"I will scan your armband to verify your identification information."</i>
6	Prepare to draw the patient's blood. The laboratory assistant should advise the patient. Script: <i>"I am now going to draw your blood. You will feel a slight pricking pain from the needle on the draw sight. Please do not move your arm while I am drawing your blood. This will prevent the needle from being dislodged."</i>
7	Immediately after drawing the blood, the Laboratory Assistant should give post phlebotomy instructions. Script: <i>"Please apply pressure to the sight for at least 10 minutes to stop the bleeding."</i>
8	After gathering up all tubes and supplies, the Laboratory Assistant should ask the following question: Script: <i>"Is there anything else that I can help you with?"</i>
9	Thank the patient. Script: <i>"Thank you."</i>

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