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# Process for Laboratory Check-in of Blind/Vision loss Members Training

**For Frontline Laboratory Staff with Direct member contact**

2015 S. Calif. Permanente Medical Group/Laboratory System

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# Activities

Laboratory Check-in

Phlebotomy

Post Phlebotomy

# Laboratory Check-in

- This process covers the following conditions
  - Member Self Identifies as having vision loss
  - Laboratory Staff identifies that member may have vision loss
- After Check –in is completed, “ask” the member if they will need assistance to locate the phlebotomy area.
- If assistance is requested then “escort” the member directly to the first available phlebotomists assist them into the phlebotomy station.
- Note: If a urine collection is required inform the member that they would have the option of completing the collection after the phlebotomy is completed or return the container at a later date.

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# Phlebotomy

- Complete the phlebotomy as protocol dictates with one exception.
- When the phlebotomy is completed be sure that bleeding from the insertion site has stopped prior to releasing the member.
- Escort the member back to the reception site.
- Note: If the member chooses to perform the urine collection, escort the member to the restroom, wait outside for completion of the collection and escort the member back to the reception site for urine submission.

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## Additional Notes

- When escorting a member be sure to request permission when physically guiding them is necessary.
- Not all vision loss members will require escorting services, ask, do not assume.
- If written documents are provided, inquire if member needs them in an alternative format such as
  - Braille,
  - Large print
  - Audio CD
  - Accessible PDF

### Vendor Contact Information:

- Access Ingenuity - T: 877-579-4380 - [www.accessingenuity.com](http://www.accessingenuity.com)
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