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AUTHOR:	PREVIOUS NUMBER: LPHS4100
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PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT GUIDELINE

Policy

The phlebotomy team will be assigned a daily schedule to collect and process specimen for laboratory testing. This daily schedule will designate work assignments to each phlebotomist. It is expected that each phlebotomist will help others if their own job assignment is done. Work assignment guideline will be followed accordingly except for rare occasion and will be subject to change based on business needs. When this occurs, inform a laboratory manager.

Phlebotomists assigned to Vocera badge must respond within 5 minutes of being called and inform the person who called the estimated time of arrival. Patient must be drawn within 15 minutes after responding to the call. If unable to do so, call your back up. The phlebotomist is responsible on communicating to another phlebotomist for warm hand off in between shifts or breaks.

Phlebotomy Techniques used

The RMC Laboratory and its satellite laboratories routinely use the venipuncture technique of phlebotomy. Skin puncture technique is used when indicated.

Personnel Qualification

Laboratory personnel who perform phlebotomy must:

1. Possess a valid California Phlebotomy Technician certificate.
2. Be trained and experienced in performing both venipuncture and skin puncture.

Outside phlebotomy services used by Southern California Kaiser facilities must meet all regulatory requirements.

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PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT GUIDELINE, *Continued*

**Areas where
Phlebotomy is
Performed**

Phlebotomy is performed in the following areas: Each laboratory has assigned 3 digits location codes:

- RMC Inpatient nursing floors/units
- RMC Outpatient Medical Office Modules
- RMC Emergency Department
- RMC Urgent Care Department
- RMC Lower-Level Main Laboratory (501)
- RMC 4th Floor Lab Medical Office Clinic (507)
- SCPMG Wildomar Medical Office Laboratory (514)
- SCPMG Corona Medical Office Laboratory (516)
- SCPMG Temecula Medical Office Laboratory (525)
- SCPMG Moreno Valley Heacock Medical Office Laboratory (508)
- SCPMG Moreno Valley Iris Medical Office Laboratory (531)
- SCPMG Meridian Medical Office Laboratory (533)
- SCPMG Palm Springs Medical Office Laboratory (869)
- SCPMG Palm Desert Medical Office Laboratory (868)
- SCPMG Indio Medical Office Laboratory (532)
- SCPMG Murrieta Medical Office Laboratory (534)

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PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT GUIDELINE, *Continued*

**RMC Code
Stroke**

Code Stroke is top priority, response must be within 5 minutes or less. Phlebotomist must draw rainbow top tubes and hand delivers them to the lab as soon as possible.

Please refer to following Riverside Service Area Code Stroke Policy:

- Code Stroke SC.RIV.EM.2063
- Code Stroke: Inpatient SC.RIV.MEDSURG.2172

**Outpatient
Blood Draw
Expectations**

10-12 patients/hour if the phlebotomist is not processing, except: 8-10 patients/hour at Murrieta, IRIS and Coachella Valley Outpatient Medical Office laboratories which includes Palm Springs, Indio, and Palm Desert, due to the prolonged time to check-in members, processing and handle the specialties they serve.

**Breaks and
Lunch Schedule**

The break and lunch schedule are posted at each outpatient lab and medical center. All employees **MUST** follow the schedule to allow for coverage and operational needs. Breaks and lunches must be taken away from the workstation and either in the designated break area or outside the department, not at their desk/workstation.

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PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT GUIDELINE, *Continued*

**Work
Assignment
Guideline**

Riverside Medical Center (RMC)

I. GRAVEYARD SHIFT

A. Inpatient Receiving Phlebotomist

1. Receive and process STAT, timed critical and routine specimens.
2. Answer department incoming calls and refer to appropriate department or staff; takes and relays messages; gives out general or procedural information.
3. Discard Chemistry specimens, Hematology specimen and Coagulation specimens.
4. Discard CSF monthly and body fluid specimens weekly.
5. Assist inpatient floor as needed.

B. Inpatient Floor Phlebotomists

1. 2nd & 3rd nursing floors assignment, draw inpatient for STAT, timed critical, routine draws and AM rounds.
2. 4th & 5th floors nursing floors assignment, draw inpatient for STAT, timed critical, routine draws. ED float phlebotomist, AM morning rounds
3. Draw outpatient for STAT, timed critical and routine.
4. Stocking of cart and check for expired supplies.
5. Respond to Code Stroke as needed.

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PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT GUIDELINE, *Continued*

Work
Assignment &
Break Schedule
Guideline
(RMC)

II. DAY (AM) SHIFT

A. Outpatient Phlebotomist

1. Lower-Level and MOB 4th Floor
2. Draw outpatient for STAT, timed critical and routine.
3. Phlebotomist/s must be present always. Make sure to plan and cover each other breaks and lunches to fulfill this requirement always.
4. Assist with urine pour-off and Bacti specimen processing.
5. Stocking of supplies, check for expired supplies and cleaning of outpatient areas are added tasks for Phlebotomists assigned on Outpatient department.

B. Inpatient Floor Phlebotomist

1. 2nd & 3rd nursing floors assignment, draw inpatient for STAT, timed critical and routine draws.
2. 4th & 5th floors nursing floors assignment, draw inpatient for STAT, timed critical and routine draws.
3. Respond to Code Stroke as needed.
4. Stocking of cart and check for expired supplies.
5. Assist outpatient department as needed.

C. ED-Emergency Department Phlebotomist

1. Respond to Code Stroke and floating Phlebotomist ED
2. Help Outpatient and Specimen Processing department.
3. Stocking of cart and check for expired supplies.
4. Float where help is needed the most.

D. Inpatient Receiving Phlebotomists

1. Receive and process STAT, timed critical and routine specimens.
2. Answer department incoming calls and refer to appropriate department or staff; takes and relays messages; gives out general or procedural information.
3. Assist outpatient department as needed.

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PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT GUIDELINE, *Continued*

- E. Specimen Processing Area (SPA)/ Dispatcher
 1. Process and receive specimen for RMC.
 2. Process and send out specimen for reference and regional laboratories.
 3. Discard 48-hour old specimens.
 4. Prepare and organize daily totes and supplies for MOB.
 5. Centrifuge preventive maintenance

Work
Assignment
Guideline
(RMC)

III. EVENING (PM) SHIFT

- A. Outpatient Phlebotomist
 1. Lower-Level Phlebotomist.
 2. Draw outpatient for STAT, timed critical and routine.
 3. Phlebotomist/s must be present always. Make sure to plan and cover each other breaks and lunches to fulfill this requirement always.
 4. Assist with urine pour-off and Bacti specimen processing.
 5. Stocking of supplies, check for expired supplies and cleaning of outpatient areas are added tasks for Phlebotomists assigned on Outpatient department.
- B. Inpatient Floor Phlebotomist
 1. 2nd & 3rd nursing floors assignment, draw inpatient for STAT, timed critical and routine draws.
 2. 4th & 5th floors nursing floors assignment, draw inpatient for STAT, timed critical and routine draws.
 3. Stocking of carts and check for expired supplies.
 4. Assist outpatient department as needed.
- C. ED-Emergency Department Phlebotomist
 1. Code Stroke and floating Phlebotomist ED
 2. Help Outpatient and Specimen Processing department.
 3. Prepare and organize daily totes and supplies for MOB.
 4. Float where help is needed the most.

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PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT GUIDELINE, *Continued*

- D. Inpatient Receiving Phlebotomists
 - 1. Receive and process STAT, timed critical and routine specimens.
 - 2. Answer department incoming calls and refer to appropriate department or staff; takes and relays messages; gives out general or procedural information.
 - 3. Assist outpatient department as needed.

- E. Specimen Processing Area (SPA)/ Dispatcher
 - 1. Process and receive specimen for RMC.
 - 2. Process and send out specimen for reference and regional laboratories.
 - 3. Prepare and organize daily totes and supplies for MOB.

**Work
Assignment &
Schedule
Guideline
(MOB Labs)**

Medical Office Building (MOB) Laboratories

Phlebotomists must be always present at the draw station during lab hours. Plan and cover each other breaks and lunches accordingly. Each site phlebotomist is responsible for lab supplies, preventive and daily maintenance logs.

- A. RMC Lower-Level
 - 1. Draw outpatient for STAT, timed critical and routine testing.
 - 2. Process specimens in a timely manner to be sent with the local and regional courier.
 - 3. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.

- B. RMC MOB 4th Floor
 - 1. Draw outpatient for STAT, timed critical and routine testing.
 - 2. Process specimens in a timely manner to be sent with the local and regional courier.
 - 3. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
 - 4. Centrifuge preventive maintenance.

PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT GUIDELINE, *Continued*

C. CORONA

1. Draw outpatient for STAT, timed critical and routine testing.
2. Process specimens in a timely manner to be sent with the local and regional courier.
3. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
4. Centrifuge preventive maintenance.

D. WILDOMAR

1. Draw outpatient for STAT, timed critical and routine testing.
2. Process specimens in a timely manner to be sent with the local and regional courier.
3. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
4. Centrifuge preventive maintenance.

E. MURRIETA (STAT Lab – On site)

1. Draw outpatient for STAT, timed critical and routine testing.
2. All stat specimens must be hand delivered in a timely manner to be processed by CLS on site.
3. Assist with urine specimen pour-off as needed.
4. Process specimens in a timely manner to be sent with the local and regional courier.
5. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
6. Centrifuge preventive maintenance.

E. TEMECULA

1. Draw outpatient for STAT, timed critical and routine testing.
2. Process specimens in a timely manner to be sent with the local and regional courier.
3. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
4. Centrifuge preventive maintenance.

PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT AND BREAK SCHEDULE GUIDELINE, *Continued*

F. MERIDIAN

1. Draw outpatient for STAT, timed critical and routine testing.
2. Process specimens in a timely manner to be sent with the local and regional courier.
3. Inventory, check expired supplies and stocking of supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
4. Centrifuge preventive maintenance.

G. HEACOCK

1. Draw outpatient for STAT, timed critical and routine testing.
2. Process specimens in a timely manner to be sent with the local and regional courier.
3. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
4. Centrifuge preventive maintenance.

H. IRIS

1. Draw outpatient for STAT, timed critical and routine testing.
2. Process specimens in a timely manner to be sent with the local and regional courier.
3. Hand deliver STAT and timed critical specimens to MVH.
4. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
5. Centrifuge preventive maintenance.

I. PALM SPRINGS

1. Draw outpatient for STAT, timed critical and routine testing.
2. Process specimens in a timely manner to be sent with the local and regional courier.
3. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
4. Centrifuge preventive maintenance.

PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT AND BREAK SCHEDULE GUIDELINE, *Continued*

J. INDIO

1. Draw outpatient for STAT, timed critical and routine testing.
2. Process specimens in a timely manner to be sent with the local and regional courier.
3. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
4. Centrifuge preventive maintenance

K. PALM DESERT

1. Draw outpatient for STAT, timed critical and routine testing.
2. Process specimens in a timely manner to be sent with the local and regional courier.
3. Inventory, stocking of supplies, check expired supplies and cleaning of outpatient areas are tasks for Phlebotomists assigned on Outpatient department.
4. Centrifuge preventive maintenance.

PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) & MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK ASSIGNMENT AND BREAK SCHEDULE GUIDELINE, *Continued*

Distributions Kaiser Permanente Riverside Medical Center Laboratory
SCPMG Wildomar Medical Office Laboratory
SCPMG Corona Medical Office Laboratory
SCPMG Temecula Medical Office Laboratory
SCPMG Moreno Valley Heacock Medical Office Laboratory
SCPMG Moreno Valley Iris Medical Office Laboratory
SCPMG Meridian Medical Office Laboratory
SCPMG Palm Springs Medical Office Laboratory
SCPMG Palm Desert Medical Office Laboratory
SCPMG Indio Medical Office Laboratory
SCPMG Murrieta Medical Office Laboratory

End

**PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC) &
MEDICAL OFFICE BUILDING (MOB) LABORATORIES- WORK
ASSIGNMENT AND BREAK SCHEDULE GUIDELINE, *Continued***

Reviewed and approved by:

SIGNATURE	DATE
Denise Topliff, MHA, CLS Director, Clinical Laboratory – Riverside Medical Center	
Mark Taira, M.D. Medical Director, Clinical Laboratory – Riverside Medical Center	

**PHLEBOTOMY AT KP RIVERSIDE MEDICAL CENTER (RMC)
 & MEDICAL OFFICE BUILDING (MOB) LABORATORIES-
 WORK ASSIGNMENT AND BREAK SCHEDULE GUIDELINE,**
Continued

HISTORY PAGE

Effective Date: 10/15/12

Change type: New, major, minor	Changes made to SOP - describe	Signature responsible person/date	Medical Director review/date	Laboratory Director review/date	Date change implemented
Minor	Add Murrieta to Distributions List	A. Raymond	M. Taira 05/10/18	D. Topliff 05/07/18	05/10/18
	Change Medical Director	A. Raymond			
	Add Cisco phones, remove pagers, remove park sierra and added Murrieta	K. Gravley			

Signature Manifest

Document Number: RIV-PPP-0539

Revision: 04

Title: Phlebotomy at KP Riverside Medical Center & Medical Office Buildings Laboratories- Work Assignments & Breaks Schedule

Effective Date: 11 Apr 2024

All dates and times are in Pacific Standard Time.

Phlebotomy at KP Riverside Medical Center & Medical Office Buildings Laboratories- Work Assignments & Breaks Schedule

Laboratory Manager Approval

Name/Signature	Title	Date	Meaning/Reason
Roy Enego (K578725)	Area Operations Lab Manager	01 Apr 2024, 02:09:50 PM	Approved
Marissa Calilung (Q468002)	Area Lab ManagerMVMC	04 Apr 2024, 01:37:19 PM	Approved
Rogelio Ang Lee (K149343)	ADA	10 Apr 2024, 03:07:53 PM	Approved

Operations Director Approval

Name/Signature	Title	Date	Meaning/Reason
Annaleah Raymond (Q741709)	Laboratory Operations Director	10 Apr 2024, 04:22:25 PM	Approved

Medical Director Approval

Name/Signature	Title	Date	Meaning/Reason
Mark Taira (P161328)	CLIA Director	10 Apr 2024, 06:46:07 PM	Approved