	<b>Scope of Service and Department Organization</b>  <b>OP-306-01</b>	<b>Dept:</b>	<b>Outpatient Phlebotomy 324306</b>
		<b>Effective Date:</b>	<b>February, 2011</b>
		<b>Revised Date:</b>	<b>February, 2019</b>
		<b>Contact:</b>	<b>Rinard Howard</b>
<b>Name &amp; Title: Greg Pomper, MD Medical Director</b>		<b>Date:</b>	
<b>Signature:</b>			

**1) General Procedure Statement:**

**a. Responsible Department/Scope:**

1. Procedure owner/Implementer: Outpatient Phlebotomy
2. Procedure prepared by: Rinard Howard
3. Who performs procedure: Outpatient Phlebotomy staff

**2) Scope of Service:**

Outpatient Phlebotomy provides the following services for the Medical Center:

1. Phlebotomy for outpatient clinics throughout the hospital (6) and around Winston-Salem (6).

**3) Role of the Phlebotomist:**

The collection of the blood sample is an important pre-analytical step for the test to be performed in the laboratory. The accuracy of the result is as dependent on this step as the actual testing and reporting. The phlebotomists take care to follow universal precautions and provide for the safety of the patient by assuring proper identification of patients, selection and preparation of the appropriate site, perform skin penetrations with as little trauma as possible, obtaining appropriate samples for test requested, caring for the site, and leaving the patient with a positive impression.

Phlebotomists maintain a professional image in their manner of dress and behavior. Their role is as much ambassador for the laboratory as it is as blood collector. They respect the privacy and confidentiality of the patients.

Phlebotomists approach their patients in a calm reassuring manner and introduce themselves. Respect and courtesy is extended to all patients, their friends, and family.

The phlebotomist promptly sends specimens to the laboratory. Any uncollected sample should be communicated to the nurse or provider.

The phlebotomists work as a team. They help their co-workers complete tasks on time. Each member of the team treats everyone with respect and courtesy.

#### **4) General Laboratory Protocols:**

##### Lot Specific Kits/Reagents

Any new lot number of kit or reagent should have a purchased control run when placed in service. Different lot numbers should never be mixed when performing testing.

##### Read back of Alert Values/ Add on orders

Any called alert value must be read back to the caller. Document that it was read back by placing the person's name who answered the phone date and time of call in the Laboratory Information System (LIS). Document add on orders in LIS the date, time, and person ordering the test.

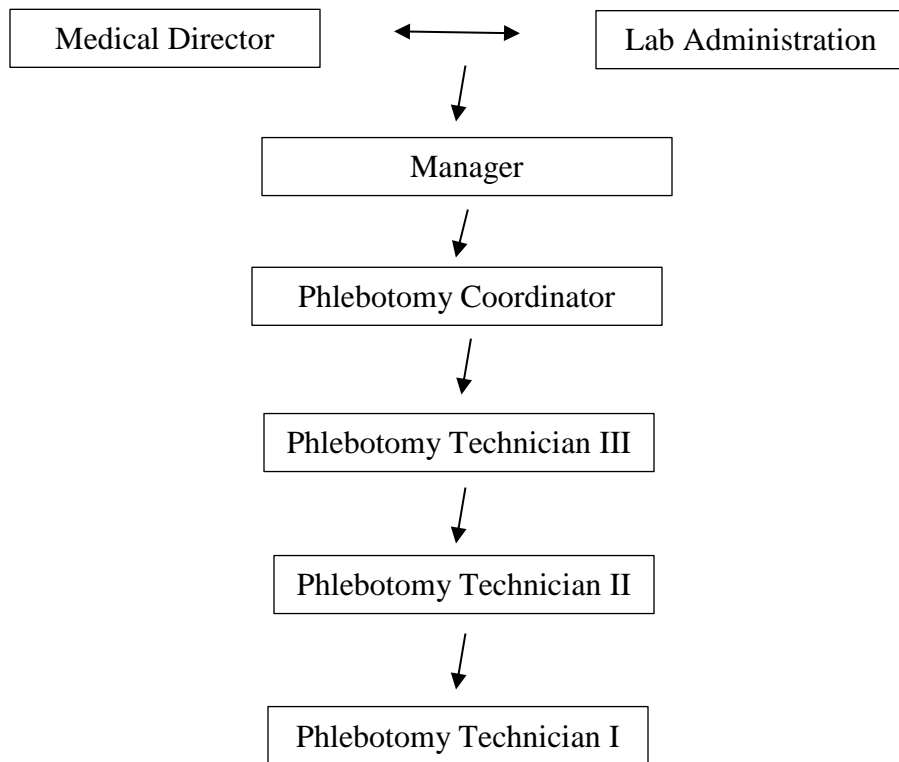
##### Reagent Expiration Dates

If the expiration date changes after a reagent is opened, the new expiration date must be placed on the product when opened.

##### Error Discovery and Reporting

On the occasion that an error is discovered and a report needs to be corrected, corrections will be called to the appropriate caregivers. The result will flag in the information system that it is a corrected report. The corrected result must have the name of the person, date and time of the call appended to the corrected results as well as the reason code for the correction. If a credit results from that error, complete the credit form and send it to the Billing Office.

**5) The Management Tier for Outpatient Phlebotomy:**



**6) Related Procedures:** N/A

**7) References:** N/A

**8) Attachments:** N/A

**9) Revised/Reviewed Dates and Signatures:**

Reviewed/Revised Date: \_\_\_\_\_ By: \_\_\_\_\_  
(Medical Director/Designee)

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