



## Job Description

<b>Position Title:</b> Rep, PS I (Phlebotomist I)	<b>Job Family:</b> Patient Services
<b>Reports To:</b> Field Operations Supervisor	<b>Grade Level:</b> 27
<b>FLSA Status:</b> Non-Exempt	<b>Job Code:</b> 204428
<b>Location:</b> Shady Grove Medical Center White Oak Medical Center Fort Washington Medical Center	<b>Department:</b> Managed Labs
	<b>Work Schedule:</b> As Scheduled
	<b>Date Written:</b> 7/28/2022

### Job Summary

The Phlebotomist I represents the face of our company to our patients, both as part of their health routine or for insights into life-defining health decisions. The PSR I collects quality blood samples from patients and prepares those specimens for lab testing while following established practices and procedures. The PSR I has direct contact with patients and creates an atmosphere of trust and confidence while explaining procedures to patients and drawing blood specimens in a skillful, safe and accurate manner. The PSR I will demonstrate Quest Leadership Behaviors while focusing on process excellence skills and sensitivity to confidentiality and accuracy to patient information.

### Job Accountabilities (Responsibilities)

1. Collect specimens according to established procedures.
2. Administer oral solutions according to established training.
3. Research test information and confirm and verify all written and electronic orders by utilizing lab technology systems.
4. Complete all data entry requirements accurately.
5. Process specimens accurately including: labeling, centrifuging, aliquoting, and freezing as required by test order.
6. Utilize personal protective equipment, engineering controls, and work practice controls as directed by management.
7. Monitor pending and unreceived logs and resolves all identified issues.
8. Communicate unusual problems and deviations from procedure to the group lead, supervisor, or manager.
9. Perform departmental-related clerical duties when assigned such as data entry, inventory, stock supplies, and answer phones.
10. Read, understand, and comply with departmental policies, protocols, and procedures (i.e. procedure manuals, safety manual, compliance manual, employee handbook, quality assurance manual) and ensure that all staff follow instructions.
11. Perform patient identification including comparing labeled patient specimens to the patient wristband before leaving the patient room.
12. Assist with compilation and submission of monthly statistics and data.
13. Maintain all appropriate phlebotomy logs in a timely manner and based on frequency, such as maintenance logs and temperature logs.
14. Complete training courses and keep up-to-date with the latest phlebotomy techniques.
15. Participate on special projects and teams.
16. Stay up-to-date on company communications.
17. Protect patient confidentiality at all times.

### Job Requirements

1. Ability to provide quality, error free work in a fast-paced environment.

2. Ability to work independently with minimal supervision.
3. Excellent phlebotomy skills to include pediatric, geriatric, and capillary.
4. Flexible and available based on staffing needs, which includes weekends, holidays, on-call, and overtime.
5. Committed to all Quest Diagnostics and Adventist Healthcare policies and procedures including company dress code, employee health and safety, mission, vision, values, and Bridging the Gap behaviors.
6. Must have reliable transportation.
7. Must demonstrate superior customer focus; ability to communicate openly and transparently with peers, supervisors, and patients; ability to accelerate and embrace change; and knowledge of our business.

**Physical Requirements**

1. Lift light to moderately heavy objects. The normal performic of duties may require lifting and carrying objects. Objects in the weight range of 1 to 15 pounds are lifted and carried frequently; objects in the weight range of 26 to 40 pounds are seldom lifted and carried. Objects exceeding 41 pounds are not to be lifted or carried without assistance.
2. Must be able to sit or stand for long periods of time; requires long hours of eye and hand coordination.
3. Must be able to perform repetitive tasks with dominant hand frequently to constantly throughout the day.
4. Position requires travel.
5. Extensive use of phone and PC.
6. Fine dexterity with hands/steadiness.
7. Talking.
8. Walking.
9. Balancing.
10. Bending/kneeling.
11. Pushing/pulling.
12. Reaching/twisting.
13. Color vision may be required for some tasks.

*[All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. All duties and requirements are essential job functions.]*

**Required Education**

1. High school diploma or equivalent.
2. Medical training: medical assistant or paramedic training preferred.
3. Phlebotomy certification preferred.

**Work Experience**

1. One year phlebotomy experience preferred.
2. Customer service in a retail or service environment preferred.
3. Keyboard/data entry experience.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_