

Quality System Manual Department of Pathology	Document No. PHLE 3020 Q Page 1 of 5
Phlebotomy Department Scheduling Policy	Origination: 8/23/2013 Version: #0

Policy Statement	In order to facilitate uninterrupted operations of the Phlebotomy Department, all phlebotomy staff are subject to a formal work schedule.
Purpose	The Phlebotomy Department schedules are designed for three purposes: <ol style="list-style-type: none"> 1. To maintain optimal staffing levels on all shifts in order to complete required specimen collection in a timely fashion. 2. To operate within specified budget guidelines. 3. To allow for the safety of phlebotomy associates and patients alike.
Scope	All phlebotomy staff are expected to work according to their scheduled days and assignments. Deviations from the schedule require Scheduling Supervisor, Lead or Management approval.
Responsibility	<ul style="list-style-type: none"> • There is a designated individual in the Phlebotomy Department responsible for generating the schedule for all shifts. This individual will subsequently be referred to as the Scheduling Coordinator. • Any questions regarding the schedule should be directed to the Scheduling Coordinator, designee or Lead. The Scheduling Coordinator should be aware of the issue prior to questioning the designee or Lead, unless the Scheduling Coordinator is out on PTO or comp day. • Upon employment, the Scheduling Coordinator will notify the associate of the weekend and holiday rotations, start times and lengths of shifts. • The Scheduling Coordinator will make every attempt to have four weeks of the schedule posted. Requests for PTO should therefore be submitted 30 days in advance. • The Scheduling Coordinator will respond to requests as soon as possible.

Quality System Manual Department of Pathology	Document No. PHLE 3020 Q Page 2 of 5
Phlebotomy Department Scheduling Policy	Origination: 8/23/2013 Version: #0

Work Assignments	<ul style="list-style-type: none"> • A Phlebotomist will not be assigned to a shift unless he or she has completed training. Completion of training is indicated upon receipt of a signed training checklist by the Lead Phlebotomist. • In the event that staffing falls below the number originally scheduled, assignments may change. All Phlebotomists are responsible for accommodating these changes. The Scheduling Coordinator or Lead Phlebotomist will notify the phlebotomy associate of any changes to assignments. All associates are responsible for accommodating these changes.
Weekend Rotation	Each section has a designated weekend rotation, which is subject to change dependent upon Phlebotomy Department staffing needs.
PTO Requests	<p><u>Weekends:</u></p> <ul style="list-style-type: none"> • The Scheduling Coordinator is not responsible for finding coverage when a staff member requests off for his or her regularly scheduled weekend shift or assigned holiday shift. • The staff member requesting off may switch with a fulltime coworker or make arrangements to cover with a part-time or zero time staff member. • Any difficulties arranging coverage for a requested weekend off should be brought to the attention of the Scheduling Coordinator as soon as possible. The Scheduling Coordinator will then work to assist the Phlebotomist. This assistance can take many forms including but not limited to the following: supplying additional phone numbers, re-arranging shift assignments or authorizing a split shift. • Any arrangement must be provided to the Scheduling Coordinator on a "Schedule Change" form (PHLE 2030 F-2). Associates may also confirm arrangements through email. <p>NOTE:</p> <ul style="list-style-type: none"> – Email communication must be sent by the associate requesting leave to the Scheduling Coordinator or designee with copies sent to the Lab Support Services Supervisor and the associate volunteering to provide coverage. – The associate volunteering to provide coverage must confirm the agreement by e-mail using "reply to all".

Quality System Manual Department of Pathology	Document No. PHLE 3020 Q Page 3 of 5
Phlebotomy Department Scheduling Policy	Origination: 8/23/2013 Version: #0

	<p><u>Lead Phlebotomists:</u></p> <ul style="list-style-type: none"> • PTO requests for Lead Phlebotomists are submitted as an appointment to the calendar of the Laboratory Support Services Supervisor for the requested days off (e.g. subject is Charlene on PTO, and the time would be shown as free); accepting the appointment is an approval. Once approved it will be forwarded to the calendars of all LSS supervisory staff and schedulers. • Approval is made based on administrative requirements and deadlines. <p><u>All Other Requests (Individual days, weeks)</u></p> <ul style="list-style-type: none"> • All Phlebotomy Department associates are required to submit PTO requests to the Scheduling Coordinator as soon as possible using either a "Request for Leave" form (PHLE 3020 F-1) or by email. • Any requests for PTO will be subject to approval by the Scheduling Coordinator. Approval will be based on availability, skill mix and training. The use of zero or part time associates will be considered to allow for additional Phlebotomists' PTO • PTO submitted 6 or more months in advance will be approved according to guidelines of this policy. Immediate approval may not always be possible. • Requests for PTO received after the schedule has been posted, including short notice PTO, will be addressed on a case by case basis. • PTO requests exceeding two weeks in duration require the approval of the Laboratory Support Supervisor. An email must be sent to those associates whose PTO requests may be affected. • PTO requests for blocks of time around holidays submitted by the same person, for the same weeks, two years in row, may not be approved unless no other coworker requests off that time period. Vacation time will be granted based on a first-come, first-served basis. These requests cover the period from November 1st through December 31st. • All associates are expected to monitor their PTO and Major Holidays and plan usage accordingly. • E-mail is an optional method for requesting time off. All phlebotomy staff is expected to be proficient in the use of the current e-mail program. • Any associate who agrees to work a shift, either as an agreement to a coworker or in response to a posted shift opening, and then
--	--

Quality System Manual Department of Pathology	Document No. PHLE 3020 Q Page 4 of 5
Phlebotomy Department Scheduling Policy	Origination: 8/23/2013 Version: #0

	decides not to work that shift, is held accountable for finding the required coverage.
Holiday Scheduling	<ul style="list-style-type: none"> • Saint Agnes Hospital officially recognizes six holidays each calendar year. They are: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's Day. A minimum complement of staffing, equivalent to weekend levels is required for each of those holidays. • Full-time associates, who work a holiday, receive an additional day off 60 days after the holiday. This day must be arranged according to PTO scheduling guidelines. • The Scheduling Coordinator will design a system of assignment for Holiday coverage. • All staff members may make arrangements with coworkers for agreed upon coverage. Arrangements must be submitted to the Scheduling Coordinator by "Schedule Change" form or by e-mail and will be subject to approval.
Overtime Requests	Overtime is problematic for both the Phlebotomy Department and Saint Agnes Hospital. It has a detrimental impact on the budget and can impact laboratory needs in other areas. Therefore, all overtime is strictly monitored and controlled. Any scheduling changes requested by an associate that might incur overtime needs approval. An example of this would be asking a fellow associate to work in order to have a day off. If this requires overtime, it must be approved.
On Call	<ul style="list-style-type: none"> • In order to allow for changes to assignments and efficient activation of the on call system, any associate who will not be present for a scheduled shift must notify their department as soon as possible and verbally speak to the Lab Charge Tech. A voice message alone to the Phlebotomy Department is not acceptable. • The Lab Charge Tech receiving the call is responsible for notifying the Lead or designee and for activating on-call if applicable. • When an unscheduled absence or a staffing shortage creates staffing levels that fall below minimum staffing levels, the person designated as on call will be required to report to work or remain at work. • Additionally, open shifts which are posted on the schedule and for which there is an on-call associate will ultimately be the responsibility of the on-call phlebotomist. Part time phlebotomists have priority over all others to fill the shift. If no part time phlebotomists volunteer and the on-call phlebotomist is agreeable to working the shift, they will be assigned and have priority over

Quality System Manual Department of Pathology	Document No. PHLE 3020 Q Page 5 of 5
Phlebotomy Department Scheduling Policy	Origination: 8/23/2013 Version: #0

	<p>any other full time phlebotomists. Should the on-call phlebotomist prefer to not work, the open shift will continue to be posted in order to give any volunteers the opportunity to pick up the shift. If there are no volunteers, the shift will be assigned to the on-call phlebotomist.</p> <ul style="list-style-type: none"> • The designated on call associate will receive the current on call rate of pay. • In the event that an associate is called in to work, they will be compensated at time and one half of their base rate. • In cases when the on call associate is off-site, he or she must be accessible during his or her on call period. Associate's telephone numbers are kept in the department and in a binder in the Specimen Processing area. It is the responsibility of the associate to ensure that that phone lists are up to date with current contact numbers • In order to comply with the new extended hours policy, associates should not pick up on call shifts for other associates if they are already scheduled to work on that particular day. Additionally, twelve hour phlebotomists can only be scheduled for on-call on days that they are not already scheduled to work. • Once the on-call schedule is posted, it becomes the responsibility of the phlebotomist to ensure that they will remain compliant with the guidelines in place should they make any voluntary changes to any of the schedules. • Any changes to the on call schedule must be approved by the scheduling coordinator or designee. • In the event of on call activation and the designated on call associate is ill, volunteers will be requested to cover. In the event that no one volunteers, someone will be designated. • Progressive Corrective Action will result for those associates who either fail to respond to on call demands or who are unavailable when off-site and on call.
--	---