**Things I Must Know & Do As A CCMH Phlebotomist**

1. **Mobile Care Device & Printers**
   1. Ensure that the MCD and printer are charged and the printer has labels before leaving the Lab to draw
   2. Remember to charge for venipuncture using **“collection verify”** before submitting draws
   3. Comments can be viewed on the MCD which is indicated by a **paperclip icon** next to the patient name in the route list.
   4. **At end of shift, put your devices and printer batteries to charge.** Leave printer on your cart with battery slot facing upwards.
2. **HLAB**
   1. I must use **Collection Verify** to receive all specimens placed in the Specimen box and specimens that are in Ordered Statuses
   2. **Receipt Verify** must be used to receive specimens that have been submitted in the Mobile Care device and have a “Trans Sched” status or for specimens that are a Transport List from LabOP and TMC. Always ensure that all specimens have been received by checking the order monitor.
   3. Always enter **Comments in HLAB** to account for delays in drawing tests. Non reportable comments appear in *Italics* whereas Reportable comments are in normal font.
   4. Always have the **Order monitor open with the Test comments viewable** on at least one PC at all times.
   5. **HLab Mail** is used as a communication tool for the Lab. Whenever you have a mail it will show up as an **envelope** on the bottom of the HLAB application on all screens. **You are responsible for checking your HLAB mail each day you work.**
   6. **Do not use other person’s login to enter comments or receive specimens.** If you do so, please enter the information correctly and with their approval and identifying that you are the one making the comments.
3. **Morning rounds**
   1. **Begin at 0100 each day, but no later than 0200.** Please follow order of draws for floors. Remember that STATS and TIMED specimens still take priority during that time, and after collection they should be brought to the lab immediately. Each phlebotomist needs to be drawing different floors.
4. **Drawing patients**
   1. Remember to perform **AIDET** and have the patients state their **name and DOB** at all times (2 patient identifiers). Wear your **lab coat and gloves** at all times. I can only stick a patient **twice** when collecting a specimen.
   2. Time per patient for drawing should be approximately 5 minutes, no more than 10 minutes, unless performing a blood culture.
   3. **Do not travel in pairs** unless assistance is needed to draw difficult patients.
   4. Please record the correct collection time with your initials on all tubes. Your collection time on tubes must match the HLAB collection time.
5. **Phlebotomy Board** 
   1. Is used as a tracking device for the location of each Phlebotomist. **Each phlebotomist at work must post up their name, along with the pager that is on their carts.** **Before leaving the lab, they must post up the floor(s) where they are going to draw in order** or indicated whether they are on lunch or break or elsewhere.
   2. **Timed Specimens** are to be noted on the board.
   3. **Phlebotomy Notices** are posted next to or on the Phlebotomy board. Be sure to read all messages and announcements and follow directives as needed.
6. **Change of Shift**
   1. **Each Phlebotomist** **is responsible for completing a** **change of shift** at the end of their shift and communicates it with incoming phlebotomists and MT. All completed change of shift is to be placed in the designated slot in the Phlebotomy area for Supervisor’s sign-off.
   2. **Please refrain from writing negative comments on the change of shift as to be placing blame or putting a particular shift or employee down.** The change of shift is meant to be a record of communication between shifts. If there are patterns noticed in shift change, then you are to communicate that to the Supervisor or Lead Phlebotomist. Every shift works very hard but there are times it becomes impossible to collect all patients before the shift ends. This is when teamwork becomes extremely important.
7. **Cart Maintenance & Phlebotomy Supplies**
   1. Each phlebotomist is assigned a cart. Each cart must be cleaned at the end of shift after each use. Document your maintenance in the Maintenance Log book. Please use your cart at all times and ensure that it is stocked before leaving at end of day. Put **ALL** batteries to charge. Leave the printer on your cart.
   2. Phlebotomy supplies are kept in the labeled cabinets in the department. They are to be stocked during your downtime. Bulk Supplies are kept in the Lab Store room. Do not leave opened boxes in the store room, take supplies and stock the phlebotomy area if supplies are out.
   3. Please record supplies to be ordered on the Board in the Central processing area by Blood Bank.
   4. **If it is not documented, it was not done.**
8. **Specimen Box**
   1. I am responsible for **receiving ALL specimens** placed in the specimen box at all times and taking them to each department for testing.
9. **Attendance Policies**
   1. There are attendance and punctuality policies for the department. You are required to contact the Lab and Phlebotomy supervisor at least 3 hours before start of shift to report absenteeism. You are required to submit a doctor’s note if you will be absent more than 1 day. You are allowed eight (8) absenteeisms per year for whatever reason, no questions asked.
   2. You must report tardiness to Lab and Phlebotomy supervisor ASAP.
10. **Internet Usage** – You should not be surfing the internet or using personal phone or doing other activities not related to work when there are draws to be completed which include Routines.
11. **Breaks** – you are entitled to have a 30-minutes meal break **whenever you work 6 or more hours**. **ER personnel should be the first meal break on dayshift except if told otherwise by your Supervisor or Lead.** You are also given a 15-minute break but this is not mandatory. Smoke breaks should not be longer than 5 minutes because they are seen as bathroom breaks**. Do not take breaks in pairs** except if there is a 3rd person on your shift excluding the ER.
12. **Telephone Scripting**: you are required to answer the lab phone: **Thank you for calling the Lab, this is \_\_\_\_\_\_\_\_\_.**
13. **Failure to adhere to Policies**:
    1. **Consequences:** 1) Verbal, 2) Written, 3) Suspension without pay, 4) Termination.
    2. **Disciplinary Slips –** will be issued on employees for breaking rules and regulations of the department.
14. **YOU ARE TO BE RESPECTFUL AND FOLLOW DIRECTIVES GIVEN TO YOU BY ALL SUPERVISORS, LEADS, AND MTS AT ALL TIMES.** If you think that you have been treated unfairly, and then please file a formal complaint to your supervisor, please do not get aggressive, loud, or unprofessional in those instances. You can let the Supervisor/MT/MLT know that you do not appreciate their tone with you and that you are filing a formal complaint. **Failure to follow directives will be grounds for disciplinary action including suspension or termination base on the situation circumstances.**
15. **WE HAVE A ZERO TOLERANCE FOR DISRECTFULNESS, INSUBORNIATION, GOSSIPING, AND UNSATISFORY WORK PERFORMANCE.**
16. **WE PROMOTE TEAMWORK, RESPECT, DEDICATION, AND GETTING THE WORK DONE IN A TIMELY MANNER.**
17. **Phlebotomy Supervisor** isStacey Paryag (940-781-3910). Please direct all questions and concerns to your immediate supervisor at all times. You can see Stacey in person or by using HLAB mail. Ask questions and communicate with your Lead phlebotomist Monica Gonzalez as well.
18. **Let’s make your job meaningful and enjoyable. Always remember to put the patients first. Always ask for help!!!**

*Effective: 06/06/13*