

FAITH COMMUNITY HEALTH SYSTEM
Jacksboro, Texas
PHLEBOTOMIST
JOB DESCRIPTION

REPORTS TO: Lead Phlebotomist

SUPERVISES: None

FLSA STATUS: Non-exempt

SUMMARY

The basic functions of the Phlebotomist are to accurately collect and process appropriate patient samples for diagnosis, treatment, and prevention of disease and to conduct CLIA-waived medical laboratory testing. Specimens may be contaminated with infectious diseases including HIV and other blood borne pathogens.

ESSENTIAL FUNCTIONS

- Pre-Analytic Greet patients, answer phones, register and check in visits, and activate orders in the appropriate system based on requested testing and insurance coverage.
- Pre-Analytic Recognize and resolve questionable orders and patient identification.
- Pre-Analytic Confer with patients to obtain information for laboratory records, explain procedures, allay fears, and elicit cooperation.
- Pre-Analytic Obtain blood specimens by performing venipunctures and fingerstick.
- Pre-Analytic Instruct patients in a sensitive and understandable way on the proper collection method for urine samples.
- Pre-Analytic Follow established guidelines for missed collections, recollects, and difficult phlebotomies.
- Pre-Analytic Process samples using aseptic technique and prepare required paperwork for Faith Community Hospital testing and reference lab testing.
- Analytic Verify specimen identification and appropriateness of sample type/volume for the indicated testing.
- Analytic Demonstrate proficiency performing CLIA waived testing.
- Analytic Recognize questionable results, equipment malfunctions, and technical problems then take timely steps to resolve.
- Post-Analytic Prepare and communicate results of analyses clearly and legibly.
- Post-Analytic Distribute reference lab result reports to the appropriate providers.
- Maintenance/QC Perform and document scheduled QC procedures as required by the manufacturer, troubleshoot QC problems, perform corrective action as necessary.
- Maintenance/QC Record daily temperature/humidity values and perform/record eyewash maintenance.
- Knowledge Participate in the orientation and training of other personnel.

- Knowledge Demonstrate competency in designated lab sections at prescribed intervals.
- Knowledge Update job knowledge by participating in educational opportunities, reading technical publications, and participating in professional societies, as applicable.
- Administration Demonstrate proficiency in all computer-related tasks, including troubleshooting data transmission issues.
- Administration Organize and prioritize workload to avoid delays for patients, testing, and/or reporting results.
- Administration Ensure an adequate level of supplies based on anticipated needs, ensure that work areas are stocked, and maintain records of inventory orders and receipt.
- Administration Ensure efficient operations by using appropriate supplies with minimal waste and using down time constructively.
- Administration Evaluate, address, and/or escalate requests for add-on testing, general laboratory information, and billing inquiries as appropriate.
- Administration Create, review, and revise department documentation.
- Administration Assist with evaluating, implementing, and validating new instruments, products, and/or services.
- Administration Participate in recruitment and selection of new staff.
- Administration Work any shift or location as assigned, work overtime as needed.
- Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

PROFESSIONAL REQUIREMENTS

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, ethics and goals of the organization.
- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services.

KNOWLEDGE, SKILLS and ABILITIES

- Excellent written, verbal and listening communication abilities.
- Willingness to establish effective working relationships with internal and external customers.
- Ability to manage conflict, stress and multiple simultaneous work demands in an effective, professional manner.
- Ability to work independently, while collaborating with other team members.
- Ability and willingness to self-motivate, prioritize, and be willing to change processes to improve effectiveness and efficiencies. Adapts to changing patient or organizational priorities.
- Ability to make independent decisions in accordance with established policies and procedures. Decisions and problem solving require a combination of analysis, evaluation, and interpretive thinking.
- Computer literacy, including but not limited to, data entry, retrieval, and report generation.
- Must not have any restrictions for physical work for which reasonable accommodation cannot be made.

QUALIFICATIONS

- High-school diploma or GED equivalent
- One year of phlebotomy experience preferred
- Phlebotomy Certification preferred
- Completion of a formal phlebotomy training program or course.

PHYSICAL REQUIREMENTS:

- Full range of body motion including handling and lifting patients.
- Manual and finger dexterity.
- Hand and eye coordination.
- Sitting for extended periods of time.
- Standing, walking and reaching.
- Lifting and carrying items weighing up to 50 pounds.
- Corrected vision and hearing to within normal range.

Employee

Department Head/Administrator

Date

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.