

JOB TITLE: Phlebotomist	DEPARTMENT: Lab	POSITION OF SUPERVISOR: Lab Manager
FLSA STATUS: Non-Exempt	ANTICIPATED HOURS PER WEEK:	EFFECTIVE DATE:

Position Summary: Performs blood collection from patients, some waived standard biological, microbiological and chemical tests in all areas of the medical laboratory. Works under direct technical and administrative supervision. Performs waived complexity tests in accordance with standards established in the Clinical Laboratory Improvement Amendments (CLIA) and/or appropriate agency protocol (COLA). Records and participates in evaluation of Quality Control for tests conducted. Performs all work in accord to the mission, vision and values of Pagosa Springs Medical Center.

Qualifications: *At all times, the employee shall possess the following qualifications set forth below.*

Education/Training:	High school graduate or equivalent.
Experience:	Previous experience beneficial.
Special Skills, Licenses or Certifications:	<ul style="list-style-type: none"> • ASCP beneficial • Phlebotomy Certificate or license beneficial • BLS Certificate • Basic computer knowledge
Language Skills:	<ul style="list-style-type: none"> • Demonstrates ability to read, write, and clearly express one’s self in English 100% of the time • Additional languages beneficial • Demonstrates ability to listen • Demonstrates ability to clearly convey thoughts in speech and written word
Physical/Mental/Special Demands:	Lifting a minimum of 50 pounds may be required; adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone; work requires the use of computers with exposure to monitors, key boards, mouse with repetitive motions for extended periods of time; position requires standing, bending, walking and long periods of sitting. Ability to initiate CPR 100% of the time. Must have fine motor skills 100% of the time. Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. Good mental health. Demonstrate tact, versatility, and dependability. High degree of self-motivation and directional initiative. Ability to function independently. Ability to cope and remain calm in escalating situations; Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators. Ability to distinguish colors.
Work Environment:	Work is performed in a setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.

Standard Job Requirements: At all times, employee shall satisfy the following requirements:

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
3. Comply with all PSMC and department procedures, rules and directives.
4. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
5. Be courteous, respectful, honest, and solution-oriented in dealing with others.
6. Communicate accurately, clearly, and effectively both orally and in writing.
7. Possess excellent organizational skills and the ability to multi-task.
8. Work independently and perform the job with minimum supervision.
9. Checks email at least once daily when on shift.
10. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
11. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
12. Respect the importance of compliance and quality programs and support the same.
13. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
14. Participate in employee training, Disaster Preparedness and emergency events.
15. Perform other job duties, as assigned by a supervisor.

Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.

1. Demonstrates proficiency in phlebotomy and specimen collection using appropriate collection techniques and devices as appropriate.
2. Demonstrates proficiency in ordering and collecting the appropriately ordered tests. Reviews order prior to specimen collection to make sure adequate specimen is obtained and correct specimen type.
3. Demonstrates safe handling and proper collection techniques to maintain integrity and quality of specimens.
4. Demonstrates correct procedure for labeling, accessioning and delivering specimens to the proper department.
5. Responds promptly to phlebotomy requests for STATs and outpatients with a supportive and cooperative attitude.
6. Greets and receives patients in a friendly manner, demonstrating sensitivity to patient's needs.
7. Communicates information to appropriate areas, departments and individuals. Alerts appropriate staff concerning STAT orders.
8. Educates patients and documents appropriately.
9. Restocks phlebotomy trays and procurement areas after use and at end of shift.
10. Demonstrates ability to process patient samples for testing. Evaluates specimen quality and integrity and follows criteria for specimen rejection if indicated.
11. Demonstrates ability to process unusual test requests for reference laboratory.

12. Performs and records all required quality control testing, reviews and records violations, completes corrective action if necessary.
13. Performs required API proficiency testing.
14. Performs patient testing according to established policies and procedures.
15. Responds promptly to STATS. Organizes and prioritizes workload appropriately.
16. Evaluates, analyzes and verifies results. Confirms abnormal results. Follows procedure for reporting critical values.
17. Completes all documentation necessary for final release of test results.
18. Demonstrates LIS proficiency when resulting, cancelling, adding or editing tests.
19. Notifies Supervisor to generate corrected reports when errors are detected.
20. Performs LIS functions including client registrations, charging and ordering.
21. Age appropriate care for Infant/Neonate, Pediatric, Adolescent, Adult and Geriatric.
22. Performs maintenance and/or troubleshooting procedures. Takes steps to resolve equipment or procedural problems.
23. Inventories reagents and supplies as directed, keeping working supplies stocked, notifies supervisor when supplies are low.
24. Completes departmental training and competency exams on an ongoing basis.
25. Assists with new employee training and bench orientation.
26. Demonstrates sound judgment, critical analysis, logical reasoning and problem solving skills.
27. Notifies supervisor or director of any department issues.
28. Performs other duties as assigned.
29. Participates in department QI activities.
30. Keeps department clean, neat and organized.
31. Assists other laboratory departments when workload permits.
32. Assists medical staff and hospital departments with requested laboratory records and test results.
33. Prints, faxes and distributes patient reports per laboratory policy.
34. Can perform all the standard job requirements.
35. Meets the qualifications as set forth herein.

Approved by:

(Supervisor – Signature)	(Title)	(Date)
	Human Resources Manager	
(Human Resources– Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)