

**WORK PROCESS SCHEDULE
PHLEBOTOMIST
O*NET-SOC CODE: 31-9097.00 RAPIDS CODE: 2036**

Phlebotomists are Medical Lab Technicians who draw blood for tests, transfusions, donations, or research. Phlebotomist may explain the procedure to patients and assist in the recovery of patients with adverse reactions.

	OJL Work Process Competencies	HOURS
A.	CLERICAL FUNCTIONS - Utilize eDH and Cerner computer systems to access patient orders; print requisitions; input orders (including outside provider orders); print label; research undefined tests; assess appropriateness of multiple tests (avoid duplicate billing).	400
B.	LABORATORY PREPARATION AND MAINTENANCE - Prepare phlebotomy workstations and patients with appropriate supplies for collecting and labeling blood and fluid specimens; record temperatures on refrigerators	100
C.	TECHNICAL FUNCTIONS - Select appropriate collection site; use aseptic technique when collecting blood; collect appropriate volume; label specimens accurately; assess patient during and after procedure, release when appropriate.	700
D.	PATIENT CARE SERVICES - Identify patients according to lab policy; explain procedures to patients appropriately; demonstrate integrity and compassion when interacting with patients and caregivers; demonstrate ability to set priorities and be able to manage multiple tasks.	500
E.	PROFESSIONAL/DEPARTMENT GROWTH – Utilize national available resources to keep current on all aspects of the phlebotomy field, including attending conferences, re-certifying credentials, and sharing the latest processes and procedures learned with other departmental staff. Attend staff meetings; demonstrate willingness to learn; accept accountability for actions; keep current on changes in lab tests, policies, procedures; complete special assignments without reservation.	100
F.	LABORATORY PROCEDURES/POLICIES - Follow all written procedures; use personal protection; follow universal policy when handling specimens; maintain ongoing awareness of patient rights; use written resources and supervisors to solve problems; follow national HIPAA compliance standards; understand and fulfill required overtime and holiday shift work requirements.	100
G.	COMMUNICATION - Demonstrate calm, professional demeanor; proficient at answering phones, recording and communicating messages; work cooperatively with others; foster two-way communication with co-workers and supervisors; demonstrate appropriate self-confidence and initiative; contribute positively to make work area run more efficiently.	100

The above OJL work process is intended as a guide. It need not be followed in any particular sequence, and it is understood that some adjustments may be necessary for different work experience. In all cases, the apprentice is to receive sufficient experience to make them fully competent and use good work practice in all processes, which are a part of the occupation. The apprentice shall be fully instructed in federal HIPAA requirements.

TOTAL HOURS

2000

**RELATED INSTRUCTION OUTLINE
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This instruction shall include, but not be limited to the following set of courses. Other courses may be developed and substituted for these.

Phlebotomy Certificate

Course Name	Hours
Community College – Certificate Training	30
Medical Terminology	40
Anatomy and Physiology	40
Essential Communication for the Healthcare Professional	24
Phlebotomy Practicum	10
Total Hours	144

*** Apprentices will take the American Society for Clinical Pathology (ASCP) exam for Certification after one year of employment. Apprentices must successfully pass ASCP exam and acquire ASCP Certification in order to complete all requirements.*