
Quest Diagnostics Job Description

Job Title:	Phlebotomy Services Rep I	Job Family:	Laboratory
Reports To:	Field Operations Manager	Grade:	

Basic Purpose:

Under the direction of the area supervisor, perform daily activities of the Patient Service Center /Mobile/In-office Phlebotomy accurately and on time. Maintain a safe and professional environment. Performs with confidence, both the forensic and clinical specimen collection and processing duties following established practices and procedures. Maintains required records and documentation. Demonstrates organizational commitment and promotes a positive image to patients, clients, employees and the public in general.

Duties and Responsibilities:

- 1 Greet customers appropriately. Treat all customers in a courteous manner
- 2 Ensures all field phlebotomy and PSC specimens are collected accurately and on time.
 - a. Collects specimens according to established procedures.
 - b. Responsible for completing requisitions accurately.
 - c. Call clients to confirm handwritten orders, verify test(s) ordered, obtain accurate billing information, i.e. Diagnosis codes, UPIN information, etc.
 - d. Research test/client information utilizing lab computer system or Directory of Service.
 - e. Label, centrifuge, split, and freeze specimens as required by test order.
 - f. Package specimens for transport.
 - g. Administers glucose, lactose and d-xylose oral solutions according to established training.
- 3 Maintains required records and documentation.
 - a. Reads, understands and complies with departmental policies, protocols and procedures: (i.e. Procedure Manuals, Safety Manual, Compliance Manual, Automobile policies and procedures, Employee Handbook, Quality Assurance Manual).
 - b. Maintains all appropriate PSC/Phlebotomy logs.
 - c. Assist with compilation of monthly statistics and data. Submits data on time monthly.
 - d. Perform basic clerical duties, i.e. filing, faxing, preparing mail. Will be required to perform electronic data entry.
 - e. Submits accurate time and travel logs as directed by management and on time.
 - f. Submits accurate expense forms, if applicable, on the required day.
- 4 Demonstrates organizational commitment.
 - a. Adheres to departmental and company code of grooming and dress code and lab coat policies, appearing neat and clean at all times.
 - b. Reports on time to work, following attendance guidelines.
 - c. Answers the telephone in a friendly and helpful manner, by incorporating the company name, self-identification and a helpful statement
 - d. Communicates appropriately with clients, patients, coworkers and the general public.
 - e. Communicates all unresolved problems immediately to the appropriate Manager, Supervisor, Group Leader or PSR II for resolution. Remains polite and courteous at all time.
- 5 Miscellaneous duties and responsibilities.
 - a. Keeps work area neat and clean. Disposes of biohazard containers when scheduled.

- b. Help with inventories and other tasks as assigned.
- c. Stock supplies as needed.
- d. Performs other department-related clerical duties when assigned.
- e. Answers phone and dispatch calls when assigned.
- f. Participates on teams and special projects when asked.
- g. All other duties as assigned, within scope of position.

Qualifications:

Education Preferred:	BS with DMLT/B.Sc (MLT)
Work Experience:	1 year phlebotomy experience. Customer service in a service environment.
Other:	<ol style="list-style-type: none"> 1 Must be flexible and available based on staffing requirements; weekends, holidays, on call and overtime. 2 Excellent phlebotomy skills to include pediatric and geriatric. 3 Demonstrates good organization, communication, and interpersonal skills, is able to manage concerns of patients and employees in a professional manner. 4 Capable of handling multiple priorities in a high volume setting 5 Ability to perform data-entry.