
Quest Diagnostics Job Description

Job Title: Phlebotomist
Reports To:

Job Family:
Grade:

FLSA:

Job Code:

Basic Purpose:

Under the direction of the area supervisor or group leader, Phlebotomy Services Floater's primary responsibility is to provide coverage at multiple locations. Ensure that daily activities of the Patient Service Center/ Mobile/ In-office Phlebotomy are completed accurately and on time. Maintain a safe and professional environment for patients, clients, and employees, perform with confidence both the forensic and clinical specimen collection and processing duties following established practices and procedures. Under guidance of area supervisor, may direct daily activity at a PSC having staff of more than two PSRs. May also be required to act as coach, mentor, instructor and resource person for new employees who have completed the required phlebotomy-training program.

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 information, cash collections, reconciliation, and submissions.
 - d Research test/client information utilizing lab computer system, Pathology Insight, and/or DOS.
 - 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 paperwork.
 - 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.
- 6 Perform all duties of Phlebotomy Services Rep II.
 - a Ensures facilities are neat, clean and in good repair, takes appropriate action to advise Group

- Leader or Supervisor of required repairs and maintenance.
 - b Assist with periodic inventory counts, report shortages and problems to group leader or supervisor as they occur.
 - c Work effectively with staff employees to ensure compliance with dress code, EHS & QA requirements, customer service requirements and SOP's, advising supervisor of any issues or problems as they arise.
 - d Communicate professionally with clients and patients to resolve or refer, and document problems, prepare problem documentation and report critical issues as they occur.
 - e Assist supervisors with the implementation of SOPs for phlebotomy services in accordance with Quest Diagnostics guidelines.
 - f With direction and guidance from supervisor, and having appropriate training guidelines, act as mentor and resource person for new employees, assisting with transition into the PSC work environment and the familiarity with department protocols, practices and procedures.
 - g Assist with distribution of technical information and communications to the work group.
 - h Coordinate compilation of monthly statistics and data.
 - i Assist with the preparation of schedules for the assigned work group or PSC's.
- 7 Additional responsibilities required of Phlebotomy Services Float.
- a Travel and flexible hours required to work multiple locations and required to cover at mobile phlebotomy facilities/in-office phlebotomy locations with minimal notice.
 - b All other duties as assigned, within scope of the position.

Supervision Exercised:

None. May be required to provide input to Group Leader and/or Supervisor on occasion.

Qualifications:

Education Preferred:	High school diploma or equivalent. Medical training helpful – medical assistant, paramedic. Medical terminology helpful. Phlebotomy certification preferred.
Work Experience:	1 Phlebotomy: Minimum 1 year inclusive of pediatric and geriatric venipuncture, capillary collections. 2 Keyboard/data entry application. 3 Customer service in a service environment.
Other:	1 Excellent phlebotomy skills to include pediatric and geriatric venipuncture, capillary collections. 2 Must be flexible and available based on staffing requirements; weekends, holidays and overtime. May be required to work occasional on-call duties weekends, evenings and early AM. 3 Must have reliable transportation, valid driver license, clean driving record, and ability to operate a motor bike. 4 Demonstrates good organization, communication, and interpersonal skills; is able to manage concerns of patients and employees in a professional manner. 5 Capable of handling multiple priorities in a high volume setting. 6 Excellent keyboard/data entry skills preferred. 7 Demonstrated familiarity and compliance with all protocols, practices and procedures of Branch Operations Department. 8 Must be able to make decisions based on established procedures and exercise good judgment. Seek supervisor guidance when appropriate. 9 Ability to operate a motor bike.