

# LABORATORY SAVVY FOR THE PHYSICIAN OFFICE LABORATORY

## Part 3 - Phlebotomy: Quality Patient Care Begins Here

This is the third in a series of topics that provide basic practical laboratory knowledge. It is designed primarily for personnel working in nontraditional laboratories. However, this course is appropriate for all complexity levels of laboratories-waived and nonwaived. This course is entitled "Phlebotomy: Quality Patient Care Begins Here." In today's healthcare system, the role of the phlebotomist is of vital importance. While technological advances in instrumentation have improved the accuracy of laboratory testing, there is increased dependence on the quality of the patient specimen. This course will focus on the issues that affect the practice of phlebotomy and ways to improve performance. Quality patient care begins here!

Participants will receive by mail all educational materials and exams. There are three (3) exams to be completed for this course. They are based on the information contained within the chapters of the course. The average score of 70% for all three exams is required to pass the course. A certificate of satisfactory completion with contact hours will be issued from the Department of Health and Human Resources, Bureau for Public Health, Office of Laboratory Services.

### Who Should Enroll?

Anyone involved with specimen collection or laboratory testing which includes but is not limited to: Phlebotomists, Medical technologists (MT), medical laboratory technicians (MLT), Point of care technicians (POCT), nurses, medical assistants.

## Course Objectives

At the conclusion of the course, the participant will be able to:

- Define the term phlebotomist.
- Know the regulations pertaining to phlebotomy practices.
- Know when a phlebotomist is required to have a WV Clinical Laboratory Practitioner's license.
- Develop safer working standards to prevent the spread of blood-borne pathogens.
- Recognize variables pertaining to patient, equipment, and technique.
- Know the use of the types of collection tubes and the correct order of draw.
- Have available the necessary equipment to perform a satisfactory blood collection.
- Outline the steps in a phlebotomy procedure.
- Review the sources of phlebotomy errors.
- Assess the quality of the phlebotomy practices.
- Review the steps in the bleeding time procedure.

**Continuing Education Credit:** 10 contact hrs.

This course meets the continuing education requirements for the Clinical Laboratory Practitioner's License but is not a requirement for the Clinical Laboratory Practitioner's License. It is one option of a source for training.

It is also approved for continuing education credits with the WV Nurses Licensing Board.

### FOR ADDITIONAL INFORMATION, CONTACT:

Sharon Cibrik  
WV Office of Laboratory Services (OLS)  
(304) 558-3530 - Ext 2107

### NEW: Website

For information on other OLS sponsored courses and the WV Office of Laboratory Services, see our website at [www.wvdhhr.org/labservices](http://www.wvdhhr.org/labservices)

## Course Schedule

The course is available by request. Certificates of successful completion will be awarded approximately 3-4 weeks after the completion date.

### Course Fee:

Per Registrant . . . . . \$15.00

(Make check payable to State of West Virginia DHHR Lab and submit with application. NO CASH, PLEASE.)

Registrants and participants may register as either the **primary registrant** or **additional registrant**. The **primary registrant** will serve as **site coordinator** if there is more than one registrant from a facility. One set of material and exams will be sent to the primary registrant of each site who is responsible for making additional copies for participating staff, seeing that exams are taken on an individual basis, and submitting them to the Office of Laboratory Services for grading. Each participant at a site will complete the registration form and designate themselves as either the primary registrant or additional registrant. Although it is recommended that this course be completed within 6 weeks, you may complete it at your own pace.

\*We would like to offer this course free of charge but expenses of printing and postage are beyond budgeting allowance.



**REGISTRATION FORM - PHLEBOTOMY QUALITY PATIENT CARE BEGINS HERE**  
 (Please duplicate this form as needed)

Name:		I am registering as the: (Check One)		Facility Coordinator ( )
Home address:				Additional Registrant ( )
City/State/Zip	Home Phone:			
Facility:	If additional, Indicate Primary Registrant's name:			
Facility Mailing Address:	Send my certificate to: (Check one)		Home address ( ) Facility Address ( )	
City/State/Zip:				
Work Phone:	Your e-mail address:			
Fax:	Date of Registration:			

POC-2003-2004

**MAIL TO:** TRAINING & EVALUATION SECTION, WV OFFICE OF LABORATORY SERVICES  
 167 11TH AVENUE, SOUTH CHARLESTON, WV 25303  
 Phone: 304-558-3530 FAX: 304-558-2006

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 167 11TH AVENUE  
 SOUTH CHARLESTON, WV 25303  
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 Fax: 558-2006

Laboratory Savvy  
 for  
 The Physician Office Laboratory

Third in a Series

**Phlebotomy  
 Quality Patient Care  
 Begins Here  
 Correspondence Course**



**Course  
 Announcement**

**WEST VIRGINIA DEPARTMENT OF  
 HEALTH & HUMAN RESOURCES  
 OFFICE OF LABORATORY SERVICES (OLS)  
 Training & Evaluation Section  
 167 11th Avenue  
 South Charleston, WV 25303**