

Tip of the Month



Seven Deadly Sins of Customer Service

1. Ignore me. When I walk in to have my blood drawn, don't get up, make eye contact, or otherwise acknowledge my existence. If you're on a personal phone call, keep talking. If you're surfing the Internet, surf away. If you're texting or gaming, don't let me stop you. Make me feel like I'm an interruption, not the reason you have a job.
2. Blame me. If my veins roll, blame me for your inability to firmly anchor them. If they collapse, that's my fault, too, not yours for failing to use the right equipment or technique.
3. Make excuses. If you're short-staffed, missed your break, or working through lunch, let me know it. It's so much easier to make excuses than to conceal the day's chaos by showing grace under pressure. As a customer, it's good for me to know that the way people here handle problems beyond their control is to complain to people who can't fix them.
4. Let me know how inconvenient my timing is. If you're working late, let me know so I can feel like the burden I really am. Tell me all the places you need to be, the appointments you're missing, and the promises you might not keep because I came in when I did. I did it on purpose, you know.
5. Disregard my impressions. Make no attempt to be clean, or for the draw station to be tidy. If your scrubs or lab coat is flecked with blood, I'll understand. If I don't see you washing your hands, I'll just assume you did so earlier in the week. If I see the last patient's tubes, needle, paperwork, and other clutter when I sit in the phlebotomy chair, that's okay. This is the last time I'm coming here, anyway.
6. Don't wear gloves. Better yet, put them on, then rip off the tip of your index finger so you can still be technically in compliance. That silly glove just gets in the way of letting you find a good vein, and make your hands sweat. I know you're breaking the rules and putting both of us at risk of infection, but I'm sure you'll agree nothing's more important than your comfort... except maybe my search for someplace else to have my lab work drawn next time.
7. Do whatever it takes to get the blood. Pretend I've never had my blood drawn, and that I don't know how it's supposed to be done. Slap my arm to get the veins to pop. Gouge around, that vein is in there somewhere. Don't ask me for my name or to spell my last name. You saw me just last month; you know who I am. Don't bother labeling the tubes in front of me. I don't need to feel confident in your abilities or that my test results will be accurate, much less my own. That's because as soon as I leave here I'm calling my doctor to have him disregard anything that comes out of this laboratory with my name on it. Ever.