

Tip of the Month



What's for Dinner?

Phlebotomy and cooking have a lot in common. The recipe for becoming a master chef or a great phlebotomist is the same. Both require proper instruction, the right equipment, excellent technique, and plenty of practice. Based on the phlebotomy services you're serving up, how many stars would your facility earn?

For the patient, a routine blood draw seems as easy as pie. But a master phlebotomist doesn't take the procedure for granted. To ensure flawless execution, they never fudge steps or trifle with proper patient identification. In the best establishments, those who refuse to adhere to high standards are soon toast.

In contrast, the conversation of a master collector is tasteful, their appearance professional. Artificial sweeteners, such as addressing patients as "Honey" or "Sugar" are never found on their list of ingredients. Connoisseurs of collection don't stir the pot or curdle interdepartmental relations with scalding remarks. Instead, they relish teamwork. When faced with a pressure-cooker situation, experienced phlebotomists carefully measure their words rather than blowing a gasket. Sample quality and patient safety are constant front-burner issues. Master phlebotomists blend competence, courtesy and compassion on a daily basis, realizing it's a cup of kindness that every patient kneads.

To achieve the desired results with pediatric patients, they soften their approach and take the time to prewarm. By extracting only the volume of blood necessary, they put a lid on iatrogenic anemia. When it comes to infection control, master phlebotomists don't waffle on hand hygiene.

Collectors of distinction regularly sharpen their knowledge with continuing education and take stock of their abilities. By ladling outstanding customer service, they carve a niche and keep their job off the chopping block. Although there's not a lot of dough in the work they do, their superior service rises above the competition. When collection specialists cater to the needs of their patients, it creates a satisfying experience that's met with rave reviews.

So how do you rate? What impressions are you serving up to your patients?