



Patient Service Center Phlebotomist Scope of Work (Guam)

The Patient Service Center (PSC) Phlebotomist performs a variety of administrative duties for a designated department including clerical and customer service functions in a fast-paced laboratory environment. This position handles and assists specimen logging and confirmation with courier staff, accessioning and tracking patient samples through the lab processes, and assisting processing personnel in completing testing, as well as specific projects as assigned by the manager.

The PSC Phlebotomist will serve patients by collecting and/or preparing specimens for laboratory testing and performing screening requirements. The PSC Phlebotomist shall draw appropriate quantities of blood samples and/or collect other specimens while creating an atmosphere of safety, trust and confidence in the patient's home or place of employment. The PSC Phlebotomist will be responsible for timely centrifuging of specimens as appropriate and delivery or mailing of specimens to the laboratory. This role is an independent contractor providing services at our various Patient Service Centers in Guam. The PSC Phlebotomist may be required to drive between multiple locations to perform COVID-19 test and blood draws as required.

- Responsible for accurately drawing patients' blood specimen and safely handling specimen with care prior to transport to Lab.
- Responsible for the accurate processing of patient specimens including receipt, data entry into the Laboratory Information Management System (LIMS), and specimen labeling and preparation for laboratory analysis
- Ensures proper and complete patient identification on requisitions and specimens
- Performs clerical duties necessary for specimen processing, including filing or scanning paperwork, answering phones, processing orders, and assisting the Laboratory Technicians, Lead Laboratory Technicians, and the Clinical Laboratory Scientist
- Determines specimen suitability for analysis and addresses discrepancies during processing
- Inputs data between laboratory systems
- Files and/or retrieves laboratory copies of patient test reports in cabinet files and/or LIMS
- Maintains confidentiality of all patient and laboratory information
- Works closely with laboratory staff to ensure timely processing of specimens
- Makes pertinent observations regarding department needs and offers suggestions
- Monitors inventory levels and quality assurance



- Using superior customer service, greet customers appropriately, show proper identification, follow all relevant Standard Operating Procedures regarding entry of patients' homes or places of employment and all required proper personal protective equipment.
- Successful performing and completing of blood draws, collecting various specimens, properly labeling specimens, timely centrifuging specimens, recording maintenance data and decontamination, and documenting and updating patient information, as appropriate.
- Setting up an area for collection. Collecting specimens according to established protocols and procedures. Properly explaining in a clear and courteous manner to each patient the process of the venipuncture (blood drawing) and or other specimen collection (ex. urine or fecal) as required. Reducing patient anxiety by providing a calm environment for patients before, during and after the collection process.
- Successfully utilizing techniques using appropriate collection methodology, which may include straight needles and/or butterfly needles.
- Fully understanding and following all the healthcare providers' orders.
- Matching patient identifiers on the laboratory requisition forms to specimen collection tubes. Labeling, centrifuging, splitting, and freezing specimens as required by each test order.
- Checking all test requisitions or computer labels against the order to ensure 100% accuracy.
- Storing specimen samples according to required temperature, placing samples in appropriate collection container/ tube, accurately labeling, following different procedures as outlined by specific protocol deemed necessary for transport to maintain integrity of the specimen.
- Timely and safely transporting specimens to proper drop off locations.
- Installing and operating a mobile centrifuge, if necessary.
- Driving with another adult person, at the sole discretion of the company, as a part of the organization's quality assurance, quality improvement or research activities.
- Operating mobile apps and software in accordance with company policies and guidelines.

Required Education and Experience

- High School Diploma or GED equivalent is required.
- At least 6 months of experience is required
- Minimum of 6 months of relevant work experience performing venipunctures in a fast-paced laboratory or hospital setting.



- Superior customer service skills, clear communications skills, and ability to show empathy and respect for patients' privacy and autonomy.
- Excellent patient interaction skills in person, via email or text, and by phone.
- Strong attention to detail and the ability to work independently.
- Reliable personal, clean, properly insured vehicle with capability to comfortably accommodate a mobile centrifuge.
- Possess a valid and non-expired driver's license issued in the state of residence.
- Proficiency with Microsoft Office Suite, ability to work with remote equipment, including but not limited to mobile devices/tablets and applications.

Required License/Certification

- Valid Phlebotomy Certification issued by local licensing agency

Preferred Requirements

- Medical Assistant Certification
- Previous work experience in hospital or lab setting
- Basic Life Support (BLS) Certification

Vaccination Requirements

- Provide proof of COVID-19 vaccination

Hourly Pay Range

- \$13-\$16/Hour

Locations

- Dededo
- Tumuning
- Yigo
- Mangilao

Available Shifts

- Monday - Friday 5:30 am – 5:30 pm
- Saturday 9:30am- 3:30pm

If interested, please email your resume, transcripts, certification to:

jartero@worksitelabs.com and recruiting@worksitelabs.com.

Please include your name and Phlebotomist in the subject line of the email.

Thank you!