

# DACUM Research Chart for Phlebotomy Technician

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# DACUM Research Chart for Phlebotomy Technician

Duties		← Tasks				
<b>A</b>	<b>Perform Clerical Functions</b>	A-1 Obtain patient demographics	A-2 Obtain physician demographics/orders	A-3 Obtain billing/insurance information	A-4 Enter physician orders	A-5 Provide specimen collection instructions/materials
<b>B</b>	<b>Perform Phlebotomy</b>	B-1 Assess medical requirements	B-2 Verify physician orders	B-3 Identify patient	B-4 Assess patient needs	B-5 Select anatomical site
		B-13 Package/transport specimens				
<b>C</b>	<b>Process Specimens</b>	C-1 Receive specimen	C-2 Prepare specimen	C-3 Transport/store to appropriate area (e.g., Lab Sections, Ref. Lab)		C-4 Arrange for pickup of specimen
<b>D</b>	<b>Collect Specimens</b>	D-1 Collect forensic specimens	D-2 Collect arterial blood gas specimens	D-3 Collect chain-of-custody specimens		
<b>E</b>	<b>Perform/Assist with CLIA-Approved Testing</b>	E-1 Perform waived testing	E-2 Set-up micro-cultures	E-3 Assist with performance of lab tests		
<b>F</b>	<b>Maintain Safe Environment</b>	F-1 Follow ergonomic procedures	F-2 Maintain physical security	F-3 Comply with infection-control requirements	F-4 Handle/dispose chemical hazards	F-5 Perform routine equipment maintenance
<b>G</b>	<b>Continue Professional Dev. Education</b>	G-1 Maintain certification/licensure	G-2 Attend continuing education courses	G-3 Maintain CPR certification	G-4 Attend professional organization meetings	G-5 Attend process improvement seminars

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A-6 Schedule patient appointments	A-7 Maintain data files	A-8 Maintain quality assurance data logs	A-9 Relay released lab results	A-10 Maintain supplies		
B-6 Assemble phlebotomy supplies	B-7 Prep anatomical site	B-8 Obtain blood sample	B-9 Assess patient condition	B-10 Label tubes	B-11 Restore work area	B-12 Provide age-related, post-care instructions
C-5 Clean/ disinfect area						
F-6 Participate in disaster preparedness						
G-6 Maintain annual competencies	G- Review policies and procedures	G-8 Provide on-the-job training				

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## General Knowledge and Skills

Operate modern technology	Ability to follow instructions
Print legibly	Listening skills
Computer skills	Team player
Communication skills	Speak and read English proficiently
Speak other languages	Phlebotomy skills
Interpersonal skills	Reading and comprehension
Medical terminology	Skills
Confidentiality	Basic safety skills
Drive car	Legal aspects
Customer skills	Analytical skills
Basic math skills	Negotiation skills
Problem solving skills	Organizational skills
Decision making skills	
Telephone skills	

## Worker Behaviors

Professional appearance	Mentally alert
Positive attitude	Desire to learn and expand skills
Able to distinguish colors	Able to take constructive criticism
Control anger	Patience
Good/corrected vision	Assertive
Honest	Motor skills
Detail oriented	Respectful
Safety conscious	Ethical
Mechanically inclined	Independent
Self motivated	Open-minded
Able to multi-task	
Responsible	
Reliable	
Adaptive	
Confidence	

## Tools, Equipment, Supplies and Materials

Telephone	Sputum cup
Fax	Stool kit
Car	Occult blood kits or slides
Needles, assorted sizes	Pin worm paddle
Drawing chair	Incubator
Tourniquet	Centrifuge
Hand cleaner	Hood
Alcohol swabs	Racks
Beta dine	Timer
Needle holders	Bio bags
Sharp container	Gram stain rgt
Lancets	Refrigerator
Sterile specimen containers	Bleach bottle (10%)
Band aids	Culture plates
Spill kit	Slide protectors
Apron	
Lab coat	
Safety	
Face mask	
Shields	
Asbestos gloves	

## Future Trends and Concerns

- Licensing
- Required CEUs
- Increased pay
- Safety devices
- Increased customer service
- Increased responsibility
- Stabilization of career
- Increased regulations
- Awareness of cost containment
- Increased exposure to hazardous materials
- Increased computer technology
- Increased career opportunities

## Acronyms

CEUs      Continuing Education Units