NWCA | NATIONAL WORKFORCE CAREER ASSOCIATION

Certified Phlebotomy Technician

Professional Credential

EXAM STUDY GUIDE

Credential Title

Certified Phlebotomy Technician (CPT)

Purpose of Credential

The Certified Phlebotomy Technician credential is designed to document the knowledge base for phlebotomists who work in a variety of settings, including those who are a part of the laboratory team, paramedics, and point-of-care healthcare workers. Areas of assessment include the phlebotomist's role and profession, infection control and safety, quality assurance, anatomy and physiology, medical terminology, phlebotomy equipment and procedures, point-of-care testing, and special populations and procedures.

Audience for Credential

This credential is appropriate the healthcare workers who assist in patient care by taking blood, urine, and other body fluid samples so that they can be analyzed by a medical lab to assist the physician or other provider in clinical decision making for diagnosis, treatment, and monitoring of health parameters. Phlebotomists work in hospital labs and those of other residential facilities (long-term care facilities, specialty hospitals, urgent care facilities, psychiatric facilities) in ambulatory and outpatient settings (physician offices, clinics, home health care agencies, hospice agencies, prison health clinics, school-based clinics, dialysis centers, screening centers, durable medical equipment suppliers, HMOs, community health centers, specialty practices, rehabilitation settings, sports medicine settings, drug testing centers), and in mobile settings (mobile vans for blood donations, mammography, workplace testing, forensic toxicology labs, etc.) In addition, various healthcare workers, such as nurses, patient care technicians, respiratory therapists, home health aides, and so forth, are cross-trained to collect blood and other body fluid samples for analysis.

Job/Career Requirements

This credential documents development of skills for healthcare professionals who collect blood, urine, fecal specimens, seminal fluid, sputum, and other body specimens. They collect, label, package, transport, use lab equipment to test, enter data into computers, report on, and store body fluid specimen. Phlebotomists are employed in general medical and surgical hospitals, specialty hospitals, medical and diagnostic laboratories, ambulatory health care services, physicians offices, insurance carriers, state government offices, home health care services, blood donation facilities, and other facilities.

Phlebotomy Technician Tasks

- Identify patients correctly
- Verify orders
- Talk with patients and donors so they are less nervous about having their blood drawn
- Assess the patient prior to collection to ensure there are no contraindications to performing the procedures
- Prepare the patient appropriately for each procedure and inform the patient of the procedure

- Perform the procedure properly using the correct equipment and supplies
- Label specimen containers properly
- Assess the patient after the procedure
- Perform quality control functions
- Enter patient information into a database
- Transport specimens correctly and in a timely manner
- Prepare/process the samples for testing/analysis
- Assist in laboratory testing procedures
- Assemble and maintain medical instruments used in procedures
- Wash glassware and clean equipment and facilities
- Print/collate/distribute laboratory requisitions and reports
- Answer phones
- Practice customer service

Exam Structure Overview

Number of Questions in Exam: 200

Total Time: 120 minutes

Overall Passing Score: 70% (All sections require an individual passing score of 70%)

Study Outline

Phlebotomy

Phlebotomists must understand fully their roles and responsibilities on the healthcare team, including how to communicate professionally and effectively with a variety of patient types as well as how phlebotomy in general contributes to the successful diagnosis, treatment, and monitoring of patients. As with any medical professional, the phlebotomist must understand how to follow established infection control guidelines and how to ensure that the patient and healthcare worker is safe in any situations, including emergency situations. Safety includes quality control, quality assurance, and continuous improvement of phlebotomy processes.

In order to collect blood and other body specimens safely and effectively for lab tests, phlebotomists must also understand the anatomy and physiology especially that of the cardiovascular system, lymphatic system, and blood as well as the medical terminology and abbreviations commonly used in the clinical laboratory setting.

To perform specimen collections properly for accurate laboratory assessment and for patient safety, it is essential that the phlebotomist understand all phlebotomy equipment and supplies and the proper steps to the various collection procedures asked of the phlebotomist including venipuncture, blood capillary specimen collection, specimen collections for a blood culture, glucose tolerance testing, lactose tolerance testing, collection for arterial blood gases, IV line collection, and collection for therapeutic and workplace blood monitoring. Phlebotomists are also commonly asked to perform urinalysis and other body fluid and specimen analysis.

Further, phlebotomists must understand the numerous complications and risks that can be harmful to the patient or that can interfere with accurate test results during the preanalytical phase, the analytical phase, and the postanalytical phase of the collection and testing process. Taking every precaution and understanding the potential problems, correctly documenting all information, and properly handling specimens and transporting them to the lab help to ensure that test results are accurate, patients are safe, and the physician's goals and needs are met for the patient.

Finally, phlebotomists must fully understand the legal, regulatory, and ethical concepts related to healthcare in general and phlebotomy specifically to ensure that the rights of the patients are maintained and the legal risks of the physicians and healthcare institution are minimized.

Professional Roles and Communication Strategies

Objective:

- *Describe the role of the phlebotomist in various healthcare settings*
- *Describe communication strategies, tools, and practices that are needed for the successful phlebotomist*

1. Phlebotomy Practice Settings
    a. Definition of Phlebotomy
    b. Phlebotomy Professional and Governing Organizations
        i. Phlebotomy Certification

c. Phlebotomy Standards
    i. Professional Characteristics
    ii. Duties and Scope of Practice of the Phlebotomist
    iii. Ethical Standards for the Phlebotomist
d. Workplace Settings and Personnel for the Phlebotomist
    i. Healthcare Structure, Departments, and Services
    ii. Standards and Accreditation for Clinical Laboratories
    iii. Laboratory Regulations
    iv. The Clinical Laboratory
        1. Personnel
        2. Anatomical and Surgical Pathology
        3. Departments/Areas
        4. Clinical Pathology Areas/Departments
    v. Clinical Pathology Laboratory Departments
        1. Blood Banks
        2. Immunohematology
        3. Chemistry
        4. Coagulation and Hemostasis
        5. Hematology
        6. Microbiology
        7. Molecular Diagnostics
        8. Phlebotomy
        9. Referrals
        10. Serology/Immunology
        11. Urinalysis
        12. Clinical Microscopy
    vi. Specimen Collection Services
    vii. Other Healthcare Settings Where Phlebotomists Work
        1. HMOs, PPOs
        2. Physician Office Labs
        3. Reference Labs
        4. Nursing Homes
e. Clinical Laboratory Workflow Pathway
    i. Preanalytical Phase
        1. Requisition Handling
        2. Equipment Considerations
        3. Patient Identification
        4. Patient Preparation and Specimen Collection Issues
        5. Transportation Considerations
    ii. Analytical Phase
        1. Processing Considerations
        2. Separation Times
        3. Maintenance of Equipment
        4. Evaporation Issues
        5. Contamination Issues

6. Freezers and Refrigerators
7. Aliquot handling and Label Considerations

iii. Postanalytical Phase

f. Computerization in the Clinical Laboratory

2. Communication Strategies
   a. The Communication Process
   b. Components of Effective Communication
      i. Verbal Communication
         1. Voice, Tone, and Facial Expressions
      ii. Nonverbal Communication
      iii. Effective Listening Skills
      iv. Written Communication
   c. Communicating with Difference Populations and Using Different Channels
      i. Different Ages and Generations
      ii. Patients Whose Language is Not English
      iii. Patients with Hearing Impairment
      iv. Patients with Visual Impairments
      v. Family, Visitors, and Significant Others of Patients
      vi. In Emergency Situations
      vii. Healthcare Workers
      viii. Cultural Considerations
   d. Office Skills
      i. Telephone Etiquette
      ii. E-Mail Etiquette

Infection Control, Safety and Quality Assurance

Objective:

- *Describe quality control, assurance, and improvement tools used for phlebotomy*
- *Explain the infection control policies and procedures that must be followed in specimen collection and transportation*
- *Explain standard safety and first aid procedures for the phlebotomist*

1. Quality Improvement and Assessment in Phlebotomy
   a. Definition of Quality
   b. Stakeholders in Healthcare
   c. Continuous Quality Improvement Strategies
      i. Six Sigma
      ii. CLSI's 12 Quality System Essentials
      iii. Components of a Quality Plan for Phlebotomy Services
      iv. Quality Control
      v. Standardization and Globalization
   d. Quality Performance Assessment Tool and Techniques
      i. Flow Charts
      ii. Pareto Charts
      iii. Cause-and-Effect Diagrams

iv. Plan-Do-Check-Act Cycle
v. Line Graphs, Histograms, Scatter Diagrams
vi. Brainstorming
vii. Factors Affecting Quality in Specimen Collection Services
viii. The Laboratory Testing Cycle

2. Infection Control
    a. The Chain of Infection
    b. Standard Precautions
        i. Airborne Precautions
        ii. Droplet Precautions
        iii. Contact Precautions
        iv. Personal Protective Equipment and Proper Procedures for Use
    c. Hospital Isolation Policies and Procedures
        i. Protective/Reverse Isolation
        ii. Gowns, Masks, and Gloves in Isolation Rooms including Proper Procedures for Donning, Removing, and Disposal
        iii. Infection Control in Special Hospital Units
            1. Nursery Unit
            2. Burn Unit
            3. ICU or Postoperative Care Unit
            4. Dialysis Unit
    d. Infection Control and Safety in the Clinical Laboratory
        i. Disinfectants and Antiseptics
        ii. Sterilization
    e. Bloodborne Pathogens
        i. Hepatitis, A, B, C, D, and E
        ii. HIV (AIDS)
        iii. Syphilis
        iv. Malaria
        v. Human T-Cell Lymphotrophic Virus Types I and II
    f. Guidelines for Personal Safety from Infection
        i. Occupational Safety and Health Administration
            1. Types of Hazards in Health Care
            2. Nosocomial Infections
        ii. OSHA Regulations/Compliance with Standard and Universal Precautions
        iii. Exposure Control Strategies Policies
        iv. SHARPS/Needlestick Injury Prevention and Programs
        v. Employee Health Screening
        vi. Employee Immunization Guidelines
3. Safety
    a. Safety, First Aid, and Emergency Response
        i. Safety Practices a Medical Facility
            1. Patient Safety Outside the Room
            2. Latex Safety
            3. Disaster Emergency Plans

4. Emergency Procedures

ii. Emergency First Aid Procedures
   1. Bleeding Aid
   2. Circulation Aid
   3. Shock Prevention

iii. Fire Safety
iv. Electrical Safety
v. Radiation Safety
vi. Mechanical Safety
vii. Chemical Safety
   1. Chemical Identification
      a. Hazardous Materials Warning Placards and Labels
      b. MSDSs
   2. Protective Measures for Chemical Use
      a. Safety Showers
      b. Eyewash Stations
      c. Chemical Spill Cleanup
      d. Disposal of Chemicals

Anatomy, Physiology and Medical Terminology

Objective:

- *Define medical terminology and abbreviations commonly used in the clinical laboratory setting*
- *Explain the anatomy and physiology associated with phlebotomy procedures*

1. Basic Medical Terminology
   a. Word Parts
   b. Rules for Combining Word Part
   c. Directional Terms, Anatomical Regions, Positions
2. Anatomy and Physiology
   a. Medical Terminology Related to the Cardiovascular and Lymphatic System
   a. Cellular Structure and Function
   b. Structure, Function, Diseases, Disorders, Common Laboratory Tests of Organ Systems
      i. Integumentary System
      ii. Skeletal System
      iii. Muscular System
      iv. Nervous System
      v. Respiratory System
      vi. Digestive System
      vii. Urinary System
      viii. Endocrine System
      ix. Reproductive System
3. The Cardiovascular System Anatomy and Physiology
   a. Heart Anatomy and Physiology
      i. Vessels and Circulation

ii. Arteries, Capillaries
iii. Veins, Venules

b. Blood Anatomy and Physiology
   i. Function
   ii. Composition
      1. Formed Elements
         a. Erythrocytes
            1. Erythropoiesis
            2. Erythropoietin
         b. Leukocytes
         c. Thrombocytes or Platelets
      2. Constituents
      3. Plasma and Serum

c. Blood Specimens and Testing
   iii. Centrifuged Blood
   iv. Blood Typing
      1. Antibodies and Antigens
      2. Blood Groups and Compatibilities
      3. Rh Factor
   v. Common Blood Tests (Abbreviations, Reference Range, Test Results Indications)
      a. Hematology
      b. Coagulation
      c. Immunohematology
   vi. Common Chemistry Tests Performed on Blood (Test Name, Abbreviation, Reference Range, and Test Results Indications)
   a. Hemostasis and Blood Clotting

d. The Hemostatic Process
e. Disorders of the Cardiovascular System (Disease Name, General Description)

4. The Lymphatic System
   a. Lymphatic System Structure and Function
   b. Disorders of the Lymphatic System
   c. Common Laboratory Tests for the Lymphatic system

Phlebotomy Equipment and Procedures

Objective:

- *Describe the phlebotomy equipment and supplies used to perform various procedure*
- *Explain preanalytical complications that can cause medical errors in blood collection*
- *Explain proper venipuncture procedures*
- *explain how to collect capillary blood specimens*
- *Explain proper procedures for handling, transporting, and processing blood specimens*

1. Blood Collection/Phlebotomy Equipment
    a. Venipuncture Equipment
    b. Blood Collection Tubes and Additives
    c. Types of Evacuated Tubes
        i. Additives
            1. Anticoagulants
            2. Preservatives
            3. Cot Activators
            4. Polymer Gels
        ii. Color-Coded Tops
            1. Yellow-Top Tubes and Vacuum Culture Vials
            2. Light-Blue-Top Tubes
            3. Serum Separation Tubes (Mottled-Top, Specked-Top, and Gold-Top Tubes)
            4. Red-Top Serum Tubes
            5. Green-Top Tubes
            6. Purple (Lavender)-Top Tubes
            7. Pink-Top Tubes
            8. Gray-Top Tubes
            9. Royal-Blue-Top Tubes
            10. Tan-Top Tubes
            11. Black-Top Tubes
            12. Molecular Diagnostic Tubes
    d. Needles and Syringes
        i. Safety Syringes
        ii. Safety Needles, Holders, Adapters
        iii. Butterfly Needles
        iv. Needle and Other SHARPS Disposal
    e. Other Equipment and Supplies
        i. Tourniquets
        ii. Venoscopes
        iii. Bleeding-Time Equipment
        iv. Gloves for Blood Collection
        v. Antiseptics
        vi. Sterile Gauze Pads
        vii. Bandages
        viii. Microcollection Equipment
        ix. Blood-Drawing Chairs
        x. Infant Phlebotomy Stations
        xi. Specimen Collection Trays
2. Organizing and Transporting Equipment
3. Preanalytical Complications Causing Medical Errors in Blood Collection
    a. Categories of Variables Impacting Results at the Preanalytical Stage
        i. Basal State
        ii. Age
        iii. Diet

iv. Allergies
v. Menstrual Cycle
vi. Stress
vii. Exercises
viii. Obesity
ix. Infections
x. Medications
xi. Turbid or Lipemic Serum
xii. Damaged, Sclerosed, or Occluded Veins
xiii. Thrombosis
xiv. Diurnal Rhythms and Posture
xv. Travel Issues
xvi. Mastectomy
xvii. Edema
xviii. Interference of Drugs and Other Substances in Blood
xix. Vomiting
xx. Other Factors

b. Complications Associated with Test Requests and Identification
   i. Identification Discrepancies
   ii. Time of Collection
   iii. Requisitions
c. Complications Associated with the Specimen Collection Procedure
   i. Tourniquet Pressure and Fist Pumping
   ii. Improper Collection Tube
   iii. Failure to Draw Blood
   iv. Collapsed Veins
   v. Petechiae
   vi. Hemolysis
   vii. Backflow of Anticoagulant
   viii. Syncope
   ix. Hematomas
   x. Excessive Bleeding
   xi. Nerve Complications
   xii. Seizure During Blood Collection
   xiii. Hemoconcentration
   xiv. Intravenous Therapy

4. Routine Venipuncture Procedures
   a. The Venipuncture Process
   b. Requisitions
   c. Hand Hygiene and Gloving Technique
   d. Preparing for the Patient Encounter
   e. Approaching Patient and Introduction
   f. Factors Affecting Physical Disposition of the Patient
   g. Patient Identification Process
      i. Inpatient Identification Process and Precautions

ii. Outpatient/Ambulatory Patient Identification Process and Precautions
iii. Identification Issues for Infants and Young Children
iv. Identification Issues for Patients Who are Comatose, Semiconscious, or Sleeping
v. Identification Issues for Patients in the ER
vi. Identification Issues for Patients with Severe Burns
vii. Identification Issues for Patients in Isolation
viii. Preventing Identity Errors

h. Positioning of the Patient
i. Test Requisitions
j. Equipment Selection and Preparation
   i. Supplies for Venipuncture
   ii. Venipuncture Site Selection
   iii. Warming the Puncture Site
   iv. Tourniquet Application
   v. Vein Palpation
   vi. Decontamination of the Puncture Site
k. Venipuncture Procedures and Methods
   i. Evacuated Tube System
   ii. Syringe Method
l. Precautions and Complications
   i. Order of Draw for Blood Collection Tubes
   ii. Vein Access Factors
   iii. Barriers to Patient Communication
   iv. Site Selection Problems
   v. Problems Associated with Cleaning Dermal Puncture Site
   vi. Caring for the Puncture Site
   vii. Tourniquet Problems
   viii. Complications During Collections
   ix. Coagulation Testing
   x. Filling Blood Collection Tubes
   xi. Specimen Identification and Labeling
   xii. Problems Completing a Blood Draw
   xiii. Factors Affecting Sample Integrity
   xiv. Disposal of Used Supplies and Equipment
   xv. Patient Assessment at the End of the Venipuncture Procedure
   xvi. Long-Term Complications
   xvii. Specimen Rejection
   xviii. Specimen Recollection
   xix. Issues Affecting Venipuncture Practices
      1. Monitoring Blood Volumes Acquired by Venipuncture
      2. Reducing Hematoma Complications
      3. Avoiding Specimen Hemolysis
      4. Patient Refusal
      5. Emergency During Phlebotomy Procedures
      6. Specimen Rejection

7. Prioritizing Patients

5. Capillary Blood Specimens
    a. Indications for Dermal Puncture
    b. Capillary Blood versus Venous Blood
    c. Basic Technique for Collecting Diagnostic Capillary Blood Specimens
        i. Preparation for Skin Puncture
        ii. Supplies for Skin Puncture
        iii. Skin Puncture Sites
        iv. Skin Puncture Equipment, Supplies, and Procedures
            1. Using a Retractable Safety Device
            2. Order of Collection
            3. Blood Films for Microscopic Slides/Blood Smears
            4. Tests Using Capillary Blood Samples
                a. Venous Specimen Test Results
                b. Microhematocrit
                c. Hematology Specimens
                d. Blood pH and Blood Gas Determination
        v. Lance Disposal
        vi. Labeling the Specimen
        vii. Completing the Interaction with the Patient
6. Specimen Handling
    a. Turnaround Time and Time Constraints
    b. Mixing the Specimen
    c. Labeling and Packaging the Specimens Correctly
    d. Transportation to the Appropriate Laboratory
    e. Special Handling Procedures
        i. Time Constraints
        ii. Protecting Specimens from Light
    f. Specimen Transportation
    g. Special Delivery Methods
    h. Shipping Biohazardous Specimens
    i. Processing Specimens in the Laboratory
        i. Safety
        ii. Clotting
        iii. Specimens in Which NO Centrifugation is Required
        iv. Precentrifugation
        v. Centrifugation
        vi. Removing a Stopper
        vii. Preparing Aliquots
        viii. Postcentrifugation
        ix. Transport and Processing of Nonblood Specimens
        x. Specimens with Special Conditions
        xi. Specimen Rejection
7. Laboratory Test Requisitions
    a. Requisition Form

   b. Manual Methods
   c. Semi-Automated Methods
   d. Automated Methods
   e. Using Bar Codes and RFID
8. Specimen Labels
   a. Using Blood Drawing List
9. Reporting Laboratory Results
   a. Written Reports
   b. Verbal Reports
   c. Computerized Reports
10. Documentation
   a. Components of the Clinical or Medical Record
   b. Components of the Electronic Medical Record
   c. Documentation Procedures and Guidelines
11. Types of Laboratory Services Information and Manuals

Point-of-Care Testing and Special Procedures

Objective:

- *Explain the special blood collection procedures required for pediatric and geriatric patients*
- *Explain procedures and special precautions required for point-of-care specimen collection*
- *Describe the procedures and precautions for special blood collection purposes (blood culture, glucose tolerance testing, lactose tolerance testing, arterial blood gases, therapeutic drug monitoring, IV line collections, etc.)*
- *Explain the collection procedures for urinalysis, body fluid analysis, and other specimen analysis*
- *Explain special collection procedures for toxicology, forensic toxicology, drug testing, and other workplace and sports medicine testing purposes*

1. Pediatric Patients
   a. Special Physiological Care Considerations
   b. Psychological Response Procedures
   c. Involving and Preparing Child and Parent
   d. Identification of Children and Newborns
   e. Techniques for Distracting Pediatrics
   f. Room Location Considerations
   g. Equipment and Supplies Preparation
   h. Creating a Friendly and Non-threatening Environment
   i. Immobilizing/Restraining Infants and Children
   j. Dealing with Combative Patients and Restraining a Child
   k. Tips for Decreasing the Needlestick Pain
   l. Precautions for Protecting the Child
   m. Latex Allergy Alert

n. Pediatric Phlebotomy Procedures
    i. Procedures Microcapillary Heel Stick
        1. Skin Puncture Sites and Precautions
    ii. Procedure for Capillary Blood Gases Collection
    iii. Procedure for Collection of Capillary Blood for Neonatal Screening
        1. Interferences in Newborn Screening Collections
    iv. Procedures for Fingersticks on Children
    v. Venipuncture Procedures on Children
        1. Precautions
        2. Equipment for Venipuncture
        3. Procedure
        4. Scalp Vein Venipuncture
    vi. Collecting Blood from IV Lines
        1. Procedure for Heparin or Saline Lock Blood Collection
        2. Procedure for Central Venous Catheter Blood Collection

2. Geriatric Patients
    a. Physical Changes Associated with Age
    b. Mental Impairment Considerations
    c. Common Disorders of Geriatric Patients
    d. Considerations for Geriatric Patients
    e. Considerations for In Home Care Blood Collection
3. Point-of-Care Collection
    a. Types of Point-of-Care Testing (POCT)
        i. Blood Gas Analysis
        ii. Electrolyte Analysis
        iii. POCT for Acute Heart Damage
        iv. Blood Coagulation Monitoring
        v. Hematocrit
        vi. Hemoglobin
        vii. Cholesterol Screening
        viii. Bleeding-Time Test
        ix. Glucose Monitoring
    b. Quality in Point-of-Care Testing
4. Blood Culture Method
    a. Interfering Factors
    b. Procedure for Site Preparation for Blood Culture Collection
    c. Safety Syringe Blood Culture Collection
    d. Safety Butterfly Assembly Blood Culture Collection
    e. Evacuated Tube System for Blood Culture Collection
    f. Follow After Blood Culture Collection
5. Glucose Tolerance Test (GTT)
    a. Patient Information Card
    b. Postprandial Glucose Test
    c. Modified Oral Glucose Tolerance Test
6. Lactose Tolerance Test

7. Arterial Blood Gases
    a. Appropriate Puncture Sites
    b. Procedure
8. Therapeutic Drug Monitoring
    a. Collection for Trace Metals (Elements)
    b. Genetic Molecular Tests
9. Collecting Blood Through a CVC
10. Cannulas and Fistulas
11. Blood Donor Collections
    a. Donor Interview and Selection
    b. Procedure for Collection of Donor's Blood
12. Autologous Transfusion
13. Therapeutic Phlebotomy
14. Urinalysis
    a. Types of Urine Collection
        i. Clean-Catch Midstream Urine Collection for Men
        ii. Clean-Catch Midstream Urine Collection for Women
        iii. Collecting a 24-Hour Urine Specimen
    b. Normal and Abnormal Test Results
15. Other Types of Specimen Collections
    a. Cerebrospinal Fluid
    b. Fecal Specimens
    c. Seminal Fluid
    d. Amniotic Fluid
    e. Pericardial Fluid
    f. Peritoneal Fluid
    g. Collecting Sputum Collection
    h. Throat Swab Collections
    i. Skin Tests
    j. Gastric Analysis
    k. Breath Analysis for Peptic Ulcers
    l. Sweat Chloride by Iontophoresis
16. Drug Specimens
    a. Substance Abuse Facts
    b. Commonly Abused Drugs
17. Common Drug Analysis Methods and Interferences
18. Forensic Toxicology Specimens
    a. Types of Specimens
    b. Chain of Custody
    c. Workplace Drug Testing
19. Drug Use in Sports
20. Neonatal Drug Testing
21. Blood Alcohol and Breath Testing

Ethical, Legal, and Regulatory Issues

Objective:

- *Explain the professional, ethical, legal, and regulatory issues related to the phlebotomist*

1. Ethics
    a. Ethical Behavior for Healthcare Workers
    b. Patients' Rights
2. Legal Terminology
    a. Negligence
    b. Malpractice
    c. Legal Claims and Defenses
    d. Being an Expert Witness
    e. Avoiding Lawsuits
    f. Respondeat Superior
    g. Professional Liability Insurance
3. Privacy and Confidentiality
4. Standard of Care
5. Informed Consent
6. Clinical Laboratory Regulations
7. CLIA