



Title: Medical Specimen Collector / Phlebotomist

Position Summary: Responsible for collecting on site tox (urine and saliva), blood, and molecular (e- swab) specimens from patients. Filling out accurate patient information on a paper or electronic requisition form. Packaging and shipping all specimens to Helix Diagnostics for processing and testing. Collector is expected to preform specimen collection with confidence, following established training methods and procedures. Maintain required records and documentation. Demonstrate organizational commitment and promote a positive image to customers, employees and the public in general. Collector should maintain a safe, clean and professional environment. Collector is responsible for inventory, making sure there's enough supplies on site to complete daily testing requirements. Collector is not allowed to give any billing advice to either patient, physician or any office staff. Collectors are required to communicate with Account Manager directly in regard to any questions or issues.

Job Specific Duties and Responsibilities:

- Demonstrate customer service and compassion when interacting with patients, physicians, and clinic staff.
- Identify the patient before any specimen is obtained
- Properly label and document the specimen and requisition form
- Maintain a current collection logs and communication journal
- Retrieve results via fax or LIS web portal
- Maintain all proper supply levels at all times
- Notify Account Manager of any changes or issues within the office (Helix related)
- Adhere to patient confidentiality expectations and HIPAA requirements
- Properly and accurately document all hours worked through time clock

Education and Experience:*Required:*

- High School Diploma or equivalent
- 1+ years of Medical or Laboratory experience (preferred)

- Windows-based computer skills and proficient in clerical functions such as e-mails, lab results, fax machines and EMR/EHR connectivity

Knowledge, Skills, and Abilities:

- Must be reliable and punctual for every shift
- Communicates clearly and concisely with accuracy, credibility and confidence, both verbal and written
- Works well in a medical office setting
- Strong physician and clinic staff relations experience
- Strong organizational skills
- Must be flexible and available based on staffing requirements; evening and weekends
- Must have the ability to multitask, work within tight deadlines and prioritize conflicting demands while working effectively.
- Must have the ability to listen actively when spoken to and effectively communicate their thoughts to clinic staff and Account Manager

License:

- Valid Driver's License
- Phlebotomy (Preferred)

Expected Use and Disclosure of Protected Health Information:

Employees in this position are expected to have access to protected health information and other confidential business information from throughout the organization as is needed to fulfill their responsibilities in evaluating and reducing risk to the organization. No protected health information will be disclosed outside the organization unless specifically required by state or federal law.