



6620 Highland Rd., Suite 240
Waterford Township, MI 48327
Ph: 888-275-5221
Fax: 888-275-5224

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 perform 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 are enough supplies on site to complete daily testing requirements. Collector is not allowed to give any billing advice to 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)

Who We Are:

Helix is a value-based, state-of-the-art clinical laboratory on a mission to elevate the lab space through compliance, high ethics, innovation and a best in class client experience. Helix incorporates the latest technology and methods to provide comprehensive diagnostics including toxicology testing, pathogen detection, blood testing and Pharmacogenomics (PGx) testing.

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.

*This document is intended to describe the general nature and level of work performed and the requirements of the position. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities of personnel so classified; nor is it intended to limit the right of any leader to assign or direct employees under his/her direction.