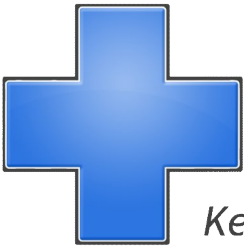


# SANITAS

Medics and Diagnostics Ltd

*Keeping Africa Healthy*

Staff Member:	
Position title:	Laboratory Phlebotomist
Reporting to:	Laboratory Manager
Position objective:	The primary responsibility of the position is to collect samples from our patients, in a kind and compassionate manner, following all medical and laboratory protocols, to provide the laboratory technicians with sufficient and correctly identified samples for testing all of the requested investigations.
Key responsibilities:	<p>To attend patients waiting for sample collection in a timely manner. To communicate with waiting patients the system of the queue and keep them up to date in how long they may be waiting.</p> <p>To attend patients in a warm and friendly manner, and to treat all patients and patient health information with the utmost respect and confidence.</p> <p>To understand that you are part of a chain of service for our patients, and to take full responsibility that the patient is being processed and cared for before and after your interaction, not just for your interaction.</p> <p>To assist laboratory technicians in the laboratory as and when requested.</p> <p>To take an interest in the whole wellbeing of the laboratory as a whole and its ability to meet the needs of our patients. To participate in keeping the laboratory clean and tidy and all machines and supplies safe and secure.</p> <p>To handle all equipment with the utmost care and treat all machines with respect and follow all procedures and protocols when using them. To report any issue or malfunction with any equipment or supplies to the laboratory manager immediately.</p> <p>To keep up to date in your knowledge of good laboratory practices and to continue to develop and improve your knowledge and abilities in the same.</p> <p>To operate and maintain all laboratory and related equipment with the utmost care and handling.</p> <p>To diligently record and maintain all patient details and test data in the patient management system for every interaction. To report any issue with patient data, test data or the patient management system to the Laboratory manager immediately.</p>
Key responsibilities cont...	



# SANITAS

Medics and Diagnostics Ltd

*Keeping Africa Healthy*

<p>Key Performance measures</p>	<p>Patient and client relations, ability to relate and treat all patients with a level of care and compassion whilst maintaining a professional relationship, not generating any complaints.</p> <p>Correct processing and authorizing of credit patients, ensuring the doctor has filled the form correctly, ensuring the patient has signed the form, ensuring all services have been recorded correctly. Not generating any payment rejections.</p> <p>Maintaining an organised phlebotomy area, working closely with other laboratory staff in the provision of quality lab services as a whole. Abiding by the work roster, arriving on time for your shift. Not generating any HR complaints or warnings.</p> <p>Demonstrated knowledge and abilities in sample collection, iv collection, the correct supplies to use for different investigations, laboratory codes and practices in phlebotomy. Not generating any recalls.</p>
<p>Skills required</p>	<p>The minimum qualification for this position is a Certificate of Nursing or a Certificate of Laboratory Science.</p> <p>All applicants should be fully registered according to their certifications and provide certified copies of their certificates and transcripts.</p> <p>All applicants should have some competency in computers and using different software, all SANITAS systems are computer based.</p> <p>All applicants should be team players, be prepared to work a flexible roster and able to arrive for duty on time.</p>

**CERTIFICATION:**

This is to certify that the contents are correct and complete and that the duties and responsibilities described are required for the proper accomplishment of the functions of this position.

Signed by:

Section Head: The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Title	Signature	Date
-------	-----------	------

Human Resources Delegate: Job Description Approved.

Title	Signature	Date
-------	-----------	------

Employee: - I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Title	Signature	Date
-------	-----------	------

