



JOB DESCRIPTION

TITLE: Clinical Lab Assistant (CLA)
DEPARTMENT: Laboratory
REPORTS TO: Laboratory Director
FLSA: Non-Exempt

SUMMARY OF JOB:

The Clinical Laboratory Assistant (CLA) is an essential position in the Community Hospital Laboratory. CLAs have a broad range of duties including accurate ordering, collecting, receiving and processing specimens for laboratory analysis at various locations including draw stations and in the Laboratory. The CLA must demonstrate excellent interpersonal skills in serving patients, co-workers, leadership and medical staff.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

The Clinical Lab Assistant works closely with CLA-Lead, CLA-Supervisor, Laboratory Supervisor and Lab Director to maintain a high level of accuracy, efficiency and proficiency in specimen collection and processing, including:

- A. Ensures all lab requests are promptly removed from fax machines, printers and from courier.
- B. Phlebotomy.
- C. Specimen collection.
- D. Receives both patient and POV lab specimens into the lab.
- E. Competently verifies all required patient and sample information is correctly labeled, and that manual requisition forms contain all required fields.
- F. Double checks and verifies all information before accessioning specimens into the Meditech LIS/HIS system.
- G. Ensures all STAT, Urgent (3 hr. TAT), and Routine requests are correctly logged, promptly sorted and safely transported to the appropriate section(s) of the laboratory and/or for send-outs.
- H. Alerts Technologists of all specimens with STAT and Urgent priority.

Functions this job may include:

- A. Culture setup of Microbiology specimens.
- B. Cover remote draw stations and satellite laboratory locations as assigned, scheduled or requested by lab leadership for coverage.

1. Technical/Documentation:

Must be able to accurately and efficiently perform all of the following functions:

- A. Locate and properly identify patient specimens, method of collection, and labeling.
- B. Ensure all required patient identifiers and information are clearly indicated.
- C. Locate all applicable orders. Clarify or locate missing information as needed
- D. Following department procedures, draw blood and/or obtain specimens from patients and accounts, including POV lab specimens received into lab.
- E. Provide order entry, bar code labeling, sample preparation, receive in Meditech and deliver for testing. Record inventory of samples collected/received for future reference.
- F. Proper specimen handling, processing, micro culture set-up & gram stain.
- G. Provide BAT's (breath alcohol tests) and UDS's (urine drug screens) following proper collection and chain of custody procedures.

2. Teamwork

Must practice professional communication (verbal and written) and a positive attitude at all times.

- A. Provide immediate processing of STAT requests, and announce STAT's to Technologists, CLA-Leads, Section Leads and Supervisors until acknowledged.
- B. Coordinate with nursing & medical staff including other departments to help define and expedite accurate processing of all lab services.
- C. Monitor supplies inventory and rotate stock. Re-stock trays and draw rooms after use when performing phlebotomy draws.
- D. Use department resources (catalogs, Techs, Managers, Pathologists etc.) to define unknown tests and procedures. Works closely with CLA-Lead, Section Leads or Supervisors to ensure strict compliance to laboratory best practices.
- E. Service Excellence Standards commitment to fellow team members.

3. Patient/Account Perception

- A. Present and explain ABN (Advance Beneficiary Notice) to patients as needed.
- B. Professionally answer phones and respond to inquiries. Work closely with CLA Leads to provide excellence in turn-around times (TAT) maintaining clear, cheerful, professional personal, phone and written communication. Provide follow-through to resolve issues, explain issues to patient/account as needed, and obtain desired services for customer.
- C. Keep laboratory and patient drawing areas, trays, and materials clean and orderly to ensure patient's ability to perceive timeliness, cleanliness and safety.
- D. Perform QC check on requisition entry to ensure accuracy and completeness and other duties as assigned by CLA-Leads and Supervisors.

4. Safety

- A. Assess patient status after draw to determine if they can leave without assistance, or provide/locate required assistance.
- B. Following assigned procedure and wear proper PPE during draw and specimen handling.
- C. Respond appropriately to overhead announcements to protect self and patient.

5. Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or equivalent. Successful completion of a Phlebotomy training program and one year of Phlebotomy experience strongly preferred. Other additional medical training or experience preferred (e.g. Medical Assistant (MA), Certified Nursing Assistant (CNA), Emergency Medical Technician (EMT), previous experience as a CLA).

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or Corporate Compliance Officer.

Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the Health Insurance Portability and Accountability Act and hospital policy and procedure regarding confidentiality.

Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that this facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date