

JobWISE - Healthcare

Phlebotomy Assistant

C A T A L O G U E



Introduction

After surveying employers and learners, it was found that one of the most common entry-level job-roles in the Healthcare sector is **Phlebotomy Assistant**.

This course aims to equip learners with skills to be ready for this job-role.

The course also covers a selection of core employability skills, which are specifically recommended for individuals interested in joining the Healthcare workforce, such as Healthcare Communication and protocol related to Healthcare HES (Health, Environment and Safety).



Phlebotomy Assistant

A Phlebotomy Assistant is expected to perform duties related to:

- Drawing quality blood samples with precision
- Preparing blood specimens for medical testing

This module is targeted towards learners who aspire to gain skills and basic know-how to be competent at this entry-level job-role.





- Introduction to Phlebotomy
- Common Equipment used in Phlebotomy
- Common Terms Used in Phlebotomy
- Prepare Site to Obtain Blood Samples
- Blood Collection-Venepuncture-Minimum volume guidelines
- Prepare and Label Blood Samples
- Transport Blood Sample-Temperature stability Protocol

Phlebotomy Assistant

- Throat and Wound Swab
- Urine Stool and Sputum Samples
- Assist the Patient before during and after the Collection of Blood Specimen
- Maintain Patient Records
- Interpret Test Request Forms
- Episodes During Phlebotomy-Fainting-Hematoma
- Diagnostic Supplies-Maintenance and Availability



Healthcare Communication

Communicating with empathy and respect, is a crucial skill that every healthcare worker must be equipped with. This entails dealing with patient anxiety, giving difficult news to patients and their families, phone etiquette, dealing with patient admission/transfer/discharge, and various other such skills that learners can gain through this module.





- **Communicating With Visitors**
- **Explaining Prescriptions**
- **Breaking Bad News**
- **Telephone Etiquette**
- **Patient Transfer**
- **Patient Admission**
- **Patient Orientation**

Healthcare Communication

- **Discharge**
- **Empathy with Patients**
- **Professional Etiquette**
- **Working with Patients Co-workers and Supervisors**
- **Dealing with Patient Anxiety**
- **Patient Safety**



Healthcare HES (Health, Environment and Safety)

Hazards and accidents in the healthcare environment are fairly common and could inflict significant damage to persons and businesses. This module on Healthcare HES will enable healthcare employees to gain a basic understanding of environment and safety protocols, while working within the healthcare industry.





- Biomedical Waste Disposal
- Hand washing
- Patient Room Cleaning
- Cleaning and Maintaining Medical Equipment
- Linen and Laundry Care
- Gloving

Healthcare HES

- Gowning
- Hand scrubbing
- Standard Precautions
- Sexual Harassment
- Discrimination
- Electric Shock





- Choking
- Fainting
- Seizures
- Basic Life Support
- Pollution
- Burns

Healthcare HES

- General Code of Conduct
- Information Governance
- Waste Management
- Hazardous Materials
- Maintaining Inventory





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