

PBT/C45600: Technical Standards/Essential Functions

These technical standards reflect performance abilities that are necessary for a student to successfully complete the requirements of the Phlebotomy curriculum. Under the Americans with Disabilities Act, "A qualified person with a disability is one who can perform the essential function of a job with or without reasonable accommodation." Please read the standards carefully and seek clarification if necessary.

TECHNICAL STANDARD	EXAMPLES OF ACTIVITIES/BEHAVIORS (NOT ALL INCLUSIVE)
Interpersonal abilities sufficient to interact with co-workers, patients, families, individuals	Establish rapport with instructors, clients, families, members of the healthcare team, and colleagues from varied social, emotional, cultural and intellectual backgrounds
Communication abilities sufficient for interaction with others in verbal and written form.	Clearly communicate, both verbally and in writing, with the patient, family, personnel, and others to disseminate information relevant to patient care and work duties. This includes non-verbal communication such as interpretation of facial expression, affect, and body language Be able to ask questions and respond to verbal and written instructions Comprehend English when spoken in person or via the telephone Communicate and enunciate effectively in English with patients, family, and other health care professionals in a variety of patient settings
Intellectual Abilities Critical thinking ability sufficient for clinical judgment.	Have academic ability to learn technical and medical information to complete the didactic and clinical practicum Apply knowledge from lecture, laboratory and clinical areas Understand and use standard professional medical terminology when documenting a patient's electronic medical records Identify proper protocol, procedural sequencing, technical qualities in the phlebotomy setting Accurately elicit information from patients, family members, and team members Evaluate patient's reactions to phlebotomy procedures in order to administer emergency first aid
Physical Abilities – Gross and fine motor skills Adequate manipulation skills to perform a variety of phlebotomy tasks in various settings	Move in confined spaces of the lab and patient rooms and roll equipment on wheels to areas of the facility Reach, manipulate, and operate equipment necessary for blood collection procedures. Move and manipulate a patient as necessary for collection of blood specimens Sufficient eye/hand coordination skills for two-handed manual dexterity in related phlebotomy procedures (including to be able to apply and release tourniquets, palpate veins, use venipuncture equipment (vacuum tubes, syringes, and butterfly needles), and skin picture equipment) Ability and stamina to move quickly in emergency situations and stay within the work setting for an extended time. Bend to help position patients, assist with transfer techniques, and reach at arms-length for up to several hours per day Able to put on and wear safety glasses, face shields, protective clothing and gloves used in the laboratory
Visual and hearing abilities	Observe patient responses when performing venipunctures Evaluate visually patients, computer screens, log sheets, requisitions, patient identification, tube types, and the working environment Hear accurately to gather information relevant to patient and work duties (audible signals, phones, pneumatic tube systems, and timing devices)
Behavioral, emotional abilities and stability	Demonstrate emotional stability and psychological health in day-to-day interaction with patients, visitors, staff, and peers in routine and non-routine decision-making processes and on the daily execution of didactic and clinical assignments. Sufficient emotional stability and mental alertness in day-to-day interactions in stressful and changing environments, requiring prompt responses and actions Able to be flexible and work collaboratively Able to modify behavior in response to constructive criticism