

# Hartman's Complete Guide for the Phlebotomy Technician

Hartman Publishing, Inc.

[hartmanonline.com](http://hartmanonline.com)



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ISBN 978-1-60425-129-6

PRINTED IN THE USA

## Notice to Readers

Though the guidelines and procedures contained in this text are based on consultations with healthcare professionals, they should not be considered absolute recommendations. They should be used as a general guide. The instructor and readers should follow employer, local, state, and federal guidelines, as well as current standards concerning

healthcare practices. These guidelines change, and it is the reader's responsibility to be aware of these changes and of the policies and procedures of her or his healthcare facility. The publisher, authors, editors, and reviewers cannot accept any responsibility for errors, omissions, injury, liability, or for any consequences from application of the information in this book and make no warranty, express or implied, with respect to the contents of the book. The publisher does not warrant or guarantee any of the products described herein or perform any analysis in connection with any of the product information contained herein.

## Gender Usage

This textbook uses gender pronouns interchangeably to denote healthcare team members and patients.

## Special Thanks

A very warm thank you goes to our insightful reviewers, listed in alphabetical order:

Seham Cramer, BS, MT (ASCP)  
Arlington, TX

Judith Kimelman Kline, RMA (AMT), NCPT, NCEKG, NCRMA  
Miami, FL

Merri Michele Knorpp, LVN  
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Jamie Mirabilio, LPN, CPT  
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Pamela Molnar, RN  
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Susan N. Omare, MBA/HCM, MSc-HCQ, RN-BSN, BSc-IT  
Overland Park, KS

Amanda Young, RN, BSN, CMA  
Ashland, OH

Paula Zagel, MS  
Brighton, CO

We are very appreciative of the many sources who shared their informative images with us:

- American Hospital Association
- Becton, Dickinson and Company
- Benchmark Scientific
- Centers for Disease Control and Prevention
- Dreamstime
- Globe Scientific
- Greiner Bio-One
- March of Dimes
- MarketLab
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- Ram Scientific
- Shutterstock
- TriCore

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Using a  
Hartman  
Textbook



Understanding how this book is organized and what its special features are will help you make the most of this resource!

We have assigned each chapter its own colored tab. Each colored tab contains the chapter number and title, and is located on the side of every page.



## 8. Describe preparations for the safe collection of blood specimens

Everything in this book, the student workbook, and the instructor's teaching material is organized around **learning objectives**. A learning objective (LO) is a very specific piece of knowledge or a very specific skill. After reading the text, you will know you have mastered the material if you can do what the learning objective says.

### hematology

**Bold key terms** are located throughout the text, followed by their definitions. They are also listed in the glossary at the back of this book.

### Washing hands (hand hygiene)

All **care procedures** are highlighted by the same black bar for easy recognition.

### Guidelines: Legal and Ethical Behavior

**Guidelines** lists are colored green for easy reference.

### Patients' Rights

**Blue Patients' Rights boxes** teach important information about how to support and promote legal rights and patient-centered care.

### Extra protection

**Gray boxes** contain extra information that will help you be an even better phlebotomy technician.

### Quality Counts

**Orange Quality Counts boxes** highlight ways phlebotomy technicians can practice the highest standards of care in their work.

### Chapter Review

**Chapter-ending questions** test your knowledge of the information found in the chapter. If you have trouble answering a question, you can return to the text and reread the material.