

POSITION DESCRIPTION

Department: Laboratory Title: Lab Assistant I/ Phlebotomist	
Date Created: 12/12/2025 Next Review Date: 12/12/2027	Reports to: Laboratory Manager Approved by:  Shawn Orley 12/15/2025 14:56:58 PST (Administrative Dept. Signature)

POSITION STATUS: ☒Hourly

POSITION SUMMARY

Under general supervision, the medical lab assistant/phlebotomist understands and performs pre-analytical variables (specimen collection requirements, stability) and processes (collect and process specimens of laboratory specimens), performs testing as assigned, communicates with patients, visitors, and clinical staff. Applies knowledge of laboratory operations to assist patients in utilizing laboratory services. Complies with all lab, safety, and general hospital policies. Participates in lab quality assurance/quality improvement activities.

DUTIES & RESPONSIBILITIES

1. Perform phlebotomy/collect specimens from inpatient, outpatient and remote patient care areas as needed.
2. Log specimens/tests into computer, label, centrifuge, prepare aliquots, and distribute to testing areas/storage.
3. Process, prepare, and ship reference lab specimens according to reference lab requirements.
4. Assists in laboratory equipment maintenance as assigned.
5. Uses the laboratory information systems, electronic health record and other related systems to manage patients orders and testing.
6. Performs urine drug screen collections.
7. Perform and document quality control and/or calibration as assigned.
8. Performs waived testing as assigned.
9. Follows laboratory protocols, policies, and safety procedures.
10. Communicates with patients and healthcare workers in a positive and professional manner. Including phone calls, fax, email and in-person communications.
11. Troubleshoots and resolves problems/customer service issues. Asks for assistance in troubleshooting and resolution as needed.
12. Maintains a clean and organized work environment. Performs general cleaning.
13. Ensures assigned areas are stocked with appropriate supplies.
14. Takes inventory and orders supplies when needed and handles incoming supplies.
15. Disposes of specimens and other waste safely and appropriately.
16. Maintains Washington State Medical Assistant Phlebotomist license or obtain phlebotomy license within 90 days of hire.
17. Maintains BLS certification or obtain within 90 days of hire
18. Maintains DOT Urine Drug Collector certificate or obtain within 90 days of hire

19. Attend laboratory meetings.
20. Maintains HIPPA compliance
21. Performs other related work as assigned by the supervisor.
22. May be asked to operate a motor vehicle.
23. Schedule may vary as needed.
24. Participate in lab quality assurance/quality improvement activities as assigned.

Behavioral Expectations:

1. Communicate and positively interact with patients and health care professionals while performing duties.
2. Work independently and in a self-motivated manner. Consulting with supervisory personnel for assistance in determining appropriate actions as needed.
3. Prioritize service demands and manage multiple tasks accordingly.
4. Maintain good attendance.

QUALIFICATIONS

Education

1. High School diploma or equivalent, a copy will be kept on file in the department

Licensure/Certificate

1. Current Washington State Medical Assistant Phlebotomy license, or obtain phlebotomy license within 90 days of hire
2. Certified DOT urine drug collector, or obtain within 90 days of hire
3. Current valid State Driver's license

Experience

1. Previous Healthcare/lab/phlebotomy work preferred, but not required

Skills/Knowledge/Abilities:

1. Basic reading and writing skills
2. Basic medical and laboratory terminology preferred
3. Customer service experience preferred
4. Ability to operate office equipment (telephone, fax, copier, computer, printer)
5. Knowledge and proficiency in computers including Microsoft Office, email, and internet
6. Ability to use independent decision-making and problem resolution skills



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, and encourages employees to take responsibility for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees across all levels and disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships- patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the "top of one's license"
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our patients, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person.

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority on equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Encourage transparency – encourage constructive identification of problems and take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of our work, including operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify a just culture by focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: Laboratory

Job Title: Lab Assistant/Phlebotomist

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
		x		Walking
	x			Sitting/Standing
			x	Reaching: Shoulder height
			x	Above shoulder height
			x	Below shoulder height
	x			Climbing
		x		Pulling/Pushing: 25 pounds or less
	x			25 to 50 pounds
x				Over 50 pounds
		x		Lifting: 25 pounds or less
	x			25 to 50 pounds
x				Over 50 pounds
		x		Carrying: 25 pounds or less
	x			25 to 50 pounds
x				Over 50 pounds
	x			Crawling/Kneeling
		x		Bending/Stooping/Crouching
	x			Twisting/Turning
	x			Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

Unprotected heights:	_____	Harmful physical agents:	_____x
Lighting: Bright:	_____	Heat/Cold:	_____x
Dim:	_____	Noise:	_____x
Mechanical hazards:	_____x	Ionizing/non-ionizing radiation	_____Not likely
Hazardous substances:	_____x		
Infectious diseases:	_____x		

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision	_____	Good	_____x	Correctable	_____	Blind
Color Vision	_____x	Normal	_____	Impaired	_____	
				Moderate		
Hearing	_____x	Normal	_____	Loss	_____	Deaf
Manual Dexterity	_____x	Good	_____	Fair	_____	Poor
Talking/Speech	_____x	Good	_____	Fair	_____	Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: Lab Asst. I/ Phlebotomist Dec. 2025

Final Audit Report

2025-12-15

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