It is our mission to empower those who perform, teach, and manage blood collection procedures for clinical testing to do so with professionalism, integrity, precision and compliance.
A message from our Director:

Do you teach phlebotomy? 
Do you perform venipunctures and skin punctures? 
Do you manage blood collection personnel? 

Then we work for you.

Since leaving my full time position in the lab in 1998, I haven’t worked a day in my life. That’s because what my team and I do at the Center for Phlebotomy Education is too enjoyable to be called “work.” Because we interact with you on so many levels, we know your wants, needs and problems. That’s not work; that’s a calling. We respond by creating.

Not a year goes by that we don’t find new problems of our customers that need our creativity to help solve, or a new way to resolve your lingering problems that requires an innovative approach. For example, since our last catalog came out, we’ve created six new DVDs (page 5), enhanced almost a dozen existing products, events and documents, eliminated shipping fees on domestic orders over $100 and reduced pricing on Phlebotomy Channel subscriptions (page 6).

When I’m not lecturing at a conference, I’m coordinating the creation of solutions to your problems. In between, I’m answering questions by email and phone from healthcare professionals just like you with questions they can’t answer and problems they can’t solve. Put our number on speed dial. 866.657.9857. Don’t be surprised if I answer the phone. If my staff is tied up with other customers, you won’t get transferred to voice mail if I can help it.

My staff and I spend our days listening, creating, and empowering. In the pages that follow, we hope you’ll find something that solves a problem for you. If not, let us know. You’ll likely see it in our next catalog.

Respectfully,

Dennis J. Ernst MT(ASCP)
Director
Applied Phlebotomy Training Videos

**Basic Venipuncture**
Learn the basic technique for drawing blood samples by venipuncture according to the CLSI standards. Detailed demonstrations include performing venipunctures using tube holders, syringes and winged blood-collection sets. CE questions available for in-house CE programs or for requesting P.A.C.E.® credit. (Running time: 30 minutes.)

Item #6020 – $259.00

**Preventing Preanalytical Errors**
Over 40 errors that collectors can introduce into specimens during collection, transportation, and storage that alter test results are detailed in this video. CE questions available for in-house CE programs or for requesting P.A.C.E.® credit. (Running time: 39 minutes.)

Item #6021 – $259.00

**Avoiding Phlebotomy-Related Lawsuits**
This video identifies the types of injuries patients suffer from poorly performed venipunctures that can lead to legal action against those who draw blood specimens and their employers, using actual case studies from the files of an expert witness. CE questions available for in-house CE programs or for requesting P.A.C.E.® credit. (Running time: 36 minutes.)

Item #6022 – $259.00

**Skin Punctures & Newborn Screens**
This video demonstrates the proper technique for performing fingersticks, heelsticks, and newborn screening collections, based on the latest CLSI standards and OSHA guidelines. CE questions available for in-house CE programs or for requesting P.A.C.E.® credit. (Running time: 32 minutes.)

Item #6024 – $259.00

**Arterial Blood Gas Collection**
This video covers the critical aspects of arterial sampling every respiratory therapist, phlebotomist, nurse, and physician must know when collecting arterial blood gases. The procedure reflects the guidelines and standards of the American Association for Respiratory Care (AARC) and the Clinical and Laboratory Standards Institute. CE questions available for in-house CE programs or for requesting P.A.C.E.® credit. (Running time: 29 minutes.)

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For quantity discounts and discounts on multiple titles, contact us.
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**Potassium Results Your Physicians Can Trust**
This video discusses the multitude of ways potassium results can be altered during collection or processing leading physicians to question results. Some contributors include fist pumping, improper centrifugation, delays in processing, prolonged tourniquet constriction, an incorrect order of draw, drawing through certain IV canulas, hemolysis, iodine as a site prep solution, patient-dependent variables, and more. *(Running time: 43 minutes.)*

- Item #6035 – $259.00

**Delivering World-Class Customer Service**
This presentation discusses key concepts in customer service excellence. Emphasis is placed on telephone etiquette, behaviors that reflect and detract from professionalism, positive patient interactions, and dealing with difficult/demanding patients and co-workers. The presentation concludes with a discussion on how managers can inspire a culture of customer service excellence. *(Running time: 37 minutes.)*

- Item #6031 – $259.00

**Successful Strategies for Difficult Draws**
Among the most challenging situations healthcare professionals face when drawing blood samples are draws from geriatric, oncology, pediatric, neonatal, obese, cognitively impaired, and intensive-care patients. This presentation discusses strategies to successfully obtain blood under a wide variety of difficult circumstances. *(Running time: 38 minutes.)*

- Item #6032 – $259.00

**Ending Hemolysis in the ED... and Everywhere Else**
This video discusses the cost and causes of sample hemolysis, details how laboratories can prevent its occurrence in the emergency department and throughout the facility, provides benchmarks for comparison with other facilities, and presents effective strategies managers can implement to reduce sample rejection due to hemolysis facility-wide. *(Running time: 46 minutes.)*

- Item #6028 – $259.00

**Seizing Control of Blood Culture Contamination Rates**
On average, treating patients for false-positive blood cultures cost hospitals $5000 in unnecessary antibiotic therapy and laboratory tests. It also extends the patient’s hospital stay 3.3 days. This video discusses the most common causes of blood culture contamination and strategies to reduce it in your facility, even where phlebotomy services have been decentralized. *(Running time: 43 minutes.)*

- Item #6038 – $259.00

**Mastering Pediatric Phlebotomy**
The equipment and techniques required to obtain high-quality specimens from pediatric patients are discussed in this video. Topics include site considerations for infants and toddlers, skin-puncture safety, age-specific considerations, maximum volume considerations, proven strategies to calm anxious children, and a literature summary of pain reduction products and techniques. *(Running time: 47 minutes.)*

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- Potassium Results Your Physicians Can Trust
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- Safety Survey: How Vulnerable Are You to a Needlestick?
- Seizing Control of Blood Culture Contamination Rates
- Ending Hemolysis in the ED... and Everywhere Else
- Nightmare on Phlebotomy Street
- Preanalytical Errors: Real People, Real Suffering
- I am a Professional, a Perfectionist, a Phlebotomist!
- Ten Commandments of Phlebotomy

For more information and full previews of all titles, visit www.phlebotomy.com/PCTV.cpe or call 866-657-9857.
Phlebotomy Central Membership

Our On-line Knowledge Base

FEATURES:
- The most exhaustive body of specimen collection information ever assembled;
- 24/7 access to articles, newsletter archives, FAQs, and management tools;
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Includes:
- Archives — All issues of Phlebotomy Today since 2000;
- To The Point® — Over 20 articles in PDF format on a wide variety of specimen collection topics. (See page 9 for a complete list.)
- FAQs — Answers to hundreds of the most frequently asked questions on blood sample collection;
- Manager’s Toolbox — A compendium of SmartCharts, templates, and other documents managers and educators can use to enhance their understanding of preanalytical physiology and manage their staff more effectively;
- ATMs — Short articles on a wide variety of topics for distribution to your staff or students to reinforce your training and help you meet your monthly CE requirements. Each article comes with an answer key.
- To the Point in-house CE Booklets — PDFs of our downloads on Page 12.

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To the Point... Articles in Phlebotomy

25+ articles on a wide variety of topics.

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- Mastering Pediatric Phlebotomy
- OSHA Update
- Pediatric Pointers
- Phlebotomy’s Best-Kept Secret: The Order of Draw
- Preanalytical Errors that Occur Before Collection
- Preanalytical Errors that Occur During Collection
- Preanalytical Errors that Occur After Collection
- Preanalytical Trilogy
- Risks to Phlebotomists: Allergies, Ergonomics, & Needlesticks
- See You In Court! Assessing Your Vulnerability to a Phlebotomy-Related Lawsuit
- What Every Phlebotomist MUST Know!
- What Every Phlebotomist MUST Know About Hand Hygiene
- When Professionals Aren’t: Behaviors that Create Bad Impressions
- If Tubes Could Talk
- Reducing Pain During Infant and Pediatric Venipuncture
- Collection Protection
- Eight Questions Everyone Who Draws Blood MUST Answer Correctly
- Ergonomics From the Phlebotomist’s Perspective
- Garbage In/Garbage Out

Article descriptions and pricing available online at www.phlebotomy.com under “downloads”.

Access to these articles is free to Phlebotomy Central Members. (See page 8.)
Venipuncture Tutor
A step-by-step guide to performing venipunctures using a syringe, tube holder and winged blood-collection (butterfly) set. *(8037 words, 17 pages, 29 illustrations)*

Item #6400
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Venipuncture Procedure Template
Written in CLSI's recommended format for a laboratory procedure, this editable Microsoft Word document contains the provisions of the latest standard your current procedure may be missing. Simply download it and customize it for your facility. *(14 page download)*

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Skin Puncture Procedure Template
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SmartCharts summarize complex concepts for students, and serve managers as a valuable quality assurance resource. Designed for posting in your facility, as desk references, and to print and share with staff or students, SmartCharts are delivered to you electronically as pdf downloads.

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**Blood-Collection Errors and Their Impact on Patients** *(2-page download)* — Item # 6415, $19.99

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Access to these documents included with Phlebotomy Central Membership. *(See page 8.)*
collection staff? Those days are over. Meeting your facility’s requirement for monthly continuing education is easy with our Abbreviated Teaching Modules (ATMs). Our ATMs are short articles on a wide variety of topics your collection staff should know. Simply distribute them to your staff, collect the answers to the accompanying quiz, grade, file, and get on with your day. Each ATM is downloaded in PDF format and comes with an answer key.

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**Titles currently available:**

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- The Aggressive Patient
- Infants and Toddlers in the Healthcare Environment
- Communicating With Elderly Patients
- Give Your Patients Their Personal Space
- Tips for Successful Capillary Collection
- Non-verbal Communication: What Message Are You Projecting?
- Phlebotomist’s Guide to PICC Lines, Central Catheters, and Imbedded Ports
- Therapeutic Drug Monitoring and Peaks and Troughs
- Customer Service Excellence
- Bloodborne Pathogens Review
- Are You a Pathogen Parade?
- Drawing From Young Children
- Geriatric Phlebotomy

Article descriptions and item# available online at www.phlebotomy.com under “Continuing Education, In-House.”

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To the Point® CE downloads
The To the Point® series of PDF downloads provides accurate and affordable phlebotomy continuing education that is easy to use. Each download consists of multiple articles with corresponding test questions on various phlebotomy topics. Use for in-house use or submit completed answer sheets to us for P.A.C.E.® credit at no extra charge.

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• Lab Coats, Gloves, and Handwashing (1.0 contact hour)
• Face and Foot Protection, Sharps Containers, and Hazardous Practices (1.0 contact hour)
• Safety Needles, and Managing Exposures to Bloodborne Pathogens (1.0 contact hour)
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To the Point® Volume 2 (3.5 contact hours)
• See You in Court (1.5 contact hours)
• Preanalytical Errors that Occur After Collection (1.0 contact hour)
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• What Every Phlebotomist MUST Know (1.0 contact hour)
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• When Professionals Aren’t: Behaviors that Create Bad Impressions
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• Drawing Under Special Conditions
• The Order of Draw
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Training Aids

Advanced Venipuncture Training Aid™

Allows educators and trainers to teach sound phlebotomy techniques on lifelike models that include four visible and/or palpable veins of varying size and depth. Veins are embedded in a latex-free semi-transparent, tissue-like material. A physical “pop” is felt as the needle enters the vein, followed by a realistic “flashback” of simulated blood confirming the proper needle placement. The back of the Training Aid doubles as a cover to protect the tissue block when not in use. Available in two shades to simulate light or dark skin. (latex-free, pad dimensions 4.5” x 10”, Durability – 22-G Needle: 5,400 sticks)

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Vein-only versions of the Advanced model (#7001) are available for training when fluids simulating blood are not required. Two- and four-vein models include veins of various sizes and depths similar to the Advanced device, but with a more portable design. Ideal for training new phlebotomists and conducting sales or training demonstrations. (light or dark simulated tissue, latex-free)

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4-Vein Venipuncture Training Aid™
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Protect, store and transport the Advanced Venipuncture Training Aid in this durable padded fabric bag with zipper.
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Blood Collection Errors and their Impact on Patients

Your staff and students will never underestimate the importance of every detail when drawing blood samples with this on display. It details over 40 preanalytical errors and their potential consequences to patients.

Laminated poster
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Ten Commandments of Phlebotomy

Posting these proposed “commandments” reinforces blood sample collection and handling practices that every healthcare professional should obey.

Laminated poster
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Accurate Results Begin With Me!

Display this poster in high-visibility areas and watch your staff or students be drawn into reading the 30+ tips on specimen collection embedded within the starburst design.

Laminated poster
Size: 16 x 20”
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$18.99
**Blood Collection Sites & Precautions Wall Atlas**

Our best-selling poster shows approximate locations of nerves, veins, and the brachial artery and provides precautions to prevent patient injury.

Laminated poster  
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**Newly Redesigned!**

**Order of Draw**

This poster depicts the order in which blood collection tubes must be filled to prevent additive carryover from altering test results.

Note: some facilities have conducted internal studies that prompt a different order of draw to be implemented than that depicted in this poster. Always follow facility policy.

Laminated poster  
Size: 10 x 22”  
Item #8500  
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**Buy all five and save $18.96!**

Set of all five posters  
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$99.99
Books & References

The Lab Draw Answer Book, Second Edition
Publisher: Center for Phlebotomy Education

Answers to hundreds of the most commonly asked questions on performing and teaching phlebotomy and managing blood-collection personnel.

This is the second edition of our popular Blood Specimen Collection FAQs reference book. Renamed and completely updated to reflect the revised CLSI venipuncture standard, we’ve added over 100 new entries to make it a desk reference you’ll be hard-pressed to put back on the shelf. Culled from the thousands of questions we’ve been asked over the years, each answer is highly researched and reflects the current standards, guidelines, and published literature.

Questions include:

- Is it acceptable to draw an extra tube of blood without orders?
- What are the effects of underfilling herapin tubes?
- How long after a transfusion should I wait before drawing blood?
- Is it okay to draw an outpatient in his car?

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“This has become my go-to book to help solve difficult issues that come up in phlebotomy. It’s well-documented, straight to the point, and sits on my desk within easy reach at all times. In my large library of phlebotomy texts it is my favorite by far.”

George Souza
Technical Director
Massachusetts General Hospital, Boston
**CLSI Standards**

By special arrangement with the Clinical and Laboratory Standards Institute, we are able to offer our customers the most current version of their venipuncture standard. This document defines precisely how the procedure is to be performed, and should be the basis of every facility’s written procedure. To properly manage the risk of injury and liability, make sure your policies reflect the provisions in these important documents. Available in softcover or digital download.

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**Collection of Diagnostic Venous Blood Specimens — Seventh Edition (GP41-A7)**

*Publisher: The Clinical and Laboratory Standards Institute*

- Item #8250
- Softcover: $150.00
- Digital Download: $140.00

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**Quick Guide to Blood Collection**

*Publisher: American Association of Clinical Chemists*

This pocket guide, with technical assistance and images provided by the Center for Phlebotomy Education, provides a step-by-step procedure for performing a venipuncture. (54 pages.)

- Item #8278
- $23.99
Order of Draw pens:
Managers and trainers looking for an inexpensive but uniquely educational gift for their students and staff can keep the recommended order of tube collection right at their fingertips. Putting this Order of Draw pen in the pocket of your blood-collection staff constantly reinforces the proper order of draw. The Order of Draw Pen writes in black ink and has the order of draw illustrated in full color on the barrel. Available in packages of 10 and 24.

10-pack: Item #5202  
Price: $19.99  
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Price: $44.99

Phlebotomy Tips Cards:
Phlebotomists and other healthcare professionals with specimen collection responsibilities who carry this durable, laminated compact card from patient to patient have a pocket reminder of key concepts in the CLSI venipuncture standard including the order of draw, and tips on specimen collection. The reverse shows the anatomy of the antecubital area featuring veins, arteries, and nerves. Specifications: 3.5” X 5.5”, full-color, 2-sided, bacterial resistant BioLam™ laminated card stock. Available in packs with 12 or 50 copies.

12 pack: Item #8100  
Price: $9.99  
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