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 $50 and reduced pricing on Phlebotomy Channel subscriptions (page 6). Our popular Boot Camps (page 17) have empowered hundreds of managers and educators from around the world on how to turn their staff and students into high-powered talent.

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 – $277.00

**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.)*

Item #6026 – $125.00

*For quantity discounts and discounts on multiple titles, contact us.*
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 – $0.00

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 – $0.00

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 – $0.00

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 – $0.00

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 – $0.00

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.)*

Item #6029 – $0.00
Phlebotomy Channel

Now you can provide your staff or students the industry’s most popular phlebotomy videos & lectures from any computer, anytime, anywhere.

The Phlebotomy Channel™ is your portal to streaming videos, webinars, and lectures by the world’s most trusted source of accurate information on blood specimen collection. Online, on-demand, and on the mark.

- A growing library of phlebotomy videos;
- View content 24/7 from any computer with a high-speed Internet connection;
- No need to track down borrowed DVDs;
- No need to involve your IT department;
- Content regularly updated as standards evolve.
- Online CE quizzes for each video means immediate assessment of comprehension.
- A complete viewing history of who’s watched what videos, and when.

Pricing:

All Access Pass (facility-wide): $/·.99/year (Item #4400)

3-year subscription (facility-wide): $199/title

One-time viewing: $39.99/title
Streaming Video

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

Titles currently available:

Applied Phlebotomy training videos

- Basic Venipuncture
- Preventing Preanalytical Errors
- Avoiding Phlebotomy-Related Lawsuits
- Skin Punctures & Newborn Screens
- Arterial Blood Gas Collection
- Managing the Risks of Patient Injury
- Mastering Pediatric Phlebotomy
- Potassium Results Your Physicians Can Trust
- Successful Strategies for Difficult Draws
- Safety Survey: How Vulnerable Are You to a Needlestick?
- Seizing Control of Blood Culture Contamination Rates
- Ending Hemolysis in the ED... and Everywhere Else
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;
- Searchable by keyword;
- Updated regularly.

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 10 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.

Phlebotomy Central Membership
Item #4081
$99.00 (access for up to 50 staff/students)
To the Point... Articles in Phlebotomy

25+ articles on a wide variety of topics.

Titles currently available:

• Difficult Draws
• Drawing Under Special Conditions
• Handling Patients with Needle Phobia
• How Phlebotomists Can Alter Potassium Results
• How to Become a Better Phlebotomist, Part 1
• How to Become a Better Phlebotomist, Part 2
• 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
$29.99

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)

Item #6402
$49.99

Skin Puncture Procedure Template
Written in CLSI's recommended format for a laboratory procedure, this editable Microsoft Word document contains the provisions of the CLSI standard H4-A6 your current procedure may be missing. Simply download it and customize it for your facility. (8 page download)

Item #6403
$49.99

SmartCharts™
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.

Analyte Stability (3-page download) — Item # 6411, $19.99

Blood Specimen Handling and Processing (3-page download) — Item # 6406, $19.99

Investigating Elevated Potassium Results (5-page download) — Item # 6407, $19.99

Blood Sample Collections During IV Starts (6-page download) — Item # 6405, $19.99

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

Access to these documents included with Phlebotomy Central Membership. (See page 8.)
In-house

Blood Collector’s ATM
Abbreviated Teaching Modules for staff development, competency, and classroom

Do you struggle every month to find good material to put in front of your specimen 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.

$19.99 each

Titles currently available:

- The Order of Draw
- Hematoma Prevention
- Tourniquet Time
- Needlestick Prevention
- Hemolysis
- Patient Identification
- Acceptable Sites for Venipuncture
- Blood Cultures Done Right
- Hemoconcentration: What is it?
- 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

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

Access to these documents included with Phlebotomy Central Membership. (See page 9.)
In-house or P.A.C.E. credit

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 on various phlebotomy topics with corresponding test questions. Each volume is available in two versions: 1) P.A.C.E.® – for the individual who needs formal CE credit; or 2) In-House Use – for managers/instructors to distribute to staff/students.

To the Point® Volume 1 (3.0 contact hours)

Collection Protection:
- 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)
P.A.C.E® Item #9026 – $39.99

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)
- Controlling Blood Culture Contamination (1.0 contact hour)
P.A.C.E® Item #9025 – $39.99

To the Point® Volume 3 (6.0 contact hours)

- Mastering Pediatric Phlebotomy (1.0 contact hour)
- How Phlebotomists Can Alter Potassium Results (1.0 contact hour)
- What Every Phlebotomist MUST Know (1.0 contact hour)
- Risks to Phlebotomists: Allergies, Ergonomics, & Needlesticks (1.5 contact hours)
- Handling Patients with Needle Phobia (1.5 contact hours)
P.A.C.E® Item #9024 – $69.99

To the Point® Volume 4 (3.0 contact hours)

- Preanalytical Errors that Occur Before Specimen Collection (1.0 contact hour)
- Preanalytical Errors that Occur During Specimen Collection (1.0 contact hour)
- OSHA Update (1.0 contact hour)
P.A.C.E® Item #9027 – $39.99

To the Point® Volume 5 (3.0 contact hours)

- Difficult Draws
- When Professionals Aren’t: Behaviors that Create Bad Impressions
- Pediatric Pointers
- Drawing Under Special Conditions
- The Order of Draw
P.A.C.E® Item #9028 – $39.99

To the Point® Volume 6 (6.5 contact hours)

- Eight Question Every Phlebotomist MUST Answer Correctly
- Garbage In; Garbage Out
- How to Become a Better Phlebotomist, Part 1
- How to Become a Better Phlebotomist, Part 2
- Measuring Quality: Phlebotomy Benchmarks
P.A.C.E® Item #9029 – $69.99

Access to these documents included with Phlebotomy Central Membership. (See page 8.)
Patients with potassium levels that are below normal (hypokalemic) but falsely elevated into the normal range by ... of their potassium. Such patients are at risk for seizures and other complications when subjected to anesthesia. Other....

Inadequate pressure applied to venipuncture site
Hemorrhage that leads to disabling nerve injury, compartment syndrome or limb amputation.

Delay in centrifuging samples to separate serum
Tubes not centrifuged properly; Seizure, death, patient mismanagement due to falsely elevated potassium levels from platelets and/or red cells remaining

Gel tubes centrifuged twice; in serum or plasma.*Centrifuging tubes with stoppers removed.
Chilling/refrigerating samples to be tested for Seizure, death, patient mismanagement due to falsely elevated potassium level.*potassium prior to centrifugation

Improper newborn screen collection
Death and lifelong disability due to delayed diagnosis of inborn errors of metabolism and other genetic disorders.

Failure to remove needle upon shooting pain sensation
Permanent, disabling nerve injuries.

Drawing from the side of a mastectomy
Painful lymphedema.

Failure to anticipate syncope
Fractures, lacerations, contusions, concussions, paralysis.

Failure to properly mix tubes
Patient mismanagement due to delays when anticoagulated tubes contain clots and must be recollected.

Underfilling blood culture bottles
Death or complications from septicemia due to false-negative result.

Failure to inquire about patient allergies to latex
Sensitization, anaphylactic shock.

Lack of knowledge of the anatomy of the
Permanent, disabling nerve injuries when median antebrachial cutaneous nerves are injured.antecubital area

Delays in drawing blood cultures based on fever spike
Septicemia, death. Since fever spikes ~30 minutes after bacterial shedding into the bloodstream, any delay in fever-based blood culture collections

• “Rimming” clot tubes during processing
• “Milking” the site of a capillary puncture
• Vigorous mixing samples
• Failure to allow antiseptic time to take effect.
• Failure to properly cleanse the site and bottle tops
BLOOD COLLECTION ERRORS POTENTIAL CONSEQUENCES TO PATIENT

blood through vascular access device
Medication errors due to contamination.
CAUSING HEMOLYSIS

A posterized from the Center for Phlebotomy Education. www.phlebotomy.com

Reported.*

Seizure and death from potassium carrying over from EDTA into tube to be tested for potassium.*

Hypovolemia, anemia, and death if hemoconcentration obscures diagnosis and condition goes untreated.

Patient mismanagement due to temporary decrease in WBC count and differential.

Seizure, death, & patient mismanagement due to falsely elevated potassium* level. Patients with normal potassium

decreases RBC counts, fibrinogen, and hematocrit.

levels of potassium,* LDH, AST, ALT, phosphorous, magnesium, and ammonia. Hemolysis falsely shortens aPTT times and

on inaccurate aPTT result.

levels appear abnormally high; patients with abnormally low levels appear normal.
calcium levels in blood being drawn. Patients with normal potassium levels appear abnormally

levels appear abnormally high; patients with abnormally low levels appear normal.

(NEW!) 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
Size: 20 x 28”
Item#8600
$32.99

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

Laminated poster
Size: 16 x 20”
Item #8000
$18.99

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”
Item #8400
$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
Size: 17 x 22”
Item #8300
$32.99

Newly Redesigned!

Blood Collection Sites and Precautions
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
$14.99

Order of Draw

Buy all five and save $18.96!

Set of all five posters
Item #8450
$99.99

Blood Collection Sites & Precautions

• “Rimming” clot tubes during processing
• Vigorous mixing samples
• Improper needle placement

Patient

CAUSING HEMOLYSIS

Failure to properly cleanse the site and bottle tops

Other analytes affected include glucose, LD, phosphorous, creatinine, folate, vitamin B-12, ALT, AST, and ionized calcium.

Specimen not protected from light

Seizure, death, patient mismanagement. Prolonged serum/cell contact causes a falsely elevated potassium level to be reported.*

Hemorrhage, death, medication errors. Cold activation of Factor VII causes a falsely shortened prothrombin time, which

Seizure, death, patient mismanagement due to falsely elevated potassium levels from platelets and/or red cells remaining

decreases RBC counts, fibrinogen, and hematocrit.

prevents physician from ordering phototherapy.

Inadequate pressure applied to venipuncture site

Hemorrhage that leads to disabling nerve injury, compartment syndrome or limb amputation.

Fractures, lacerations, contusions, concussions, paralysis.

Drawing from the side of a mastectomy

Hemorrhage that leads to disabling nerve injury, compartment syndrome or limb amputation.

Failure to anticipate syncope on inaccurate aPTT result.

Transporting sodium citrate tubes on ice

Patient mismanagement due to temporary decrease in WBC count and differential.

levels appear abnormally high; patients with abnormally low levels appear normal.

levels appear abnormally high; patients with abnormally low levels appear normal.

Coagulation times.

Underfilling EDTA tube

Transfusion- or medication-related death.

high; patients with abnormally low levels appear normal.

life-threatening.
The Lab Draw Answer Book, Second Edition
Publisher: Center for Phlebotomy Education

Answers to nearly 400 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?

*Item #8225 $9.99

“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. 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 soft cover.

Publisher: The Clinical and Laboratory Standards Institute
Item #8250
$140.00

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

24-pack: Item #5203  
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

50 pack: Item #8101  
Price: $36.99

Shipping Rates

Free shipping to all 50 states on orders over $100.

$15 flat fee on orders under $50.

For international shipping estimates, contact us by calling 866-657-9857 or sending an email to support@phlebotomy.com

Please keep a copy of your order form.
Please keep a copy of your order form.

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City ___________________________ State _______ Zip _______________________
Phone Number ___________________________ Email ___________________________

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Name ___________________________ Department ___________________________
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Please provide contact information in case we have questions about your order. 
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Total from above $ |
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**Method of Payment**

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*CSC is the 3 or 4 digit number on the back of your credit card on the right side

Comments, questions, suggestions?

phlebotomy.com  toll free: 1-866-657-9857