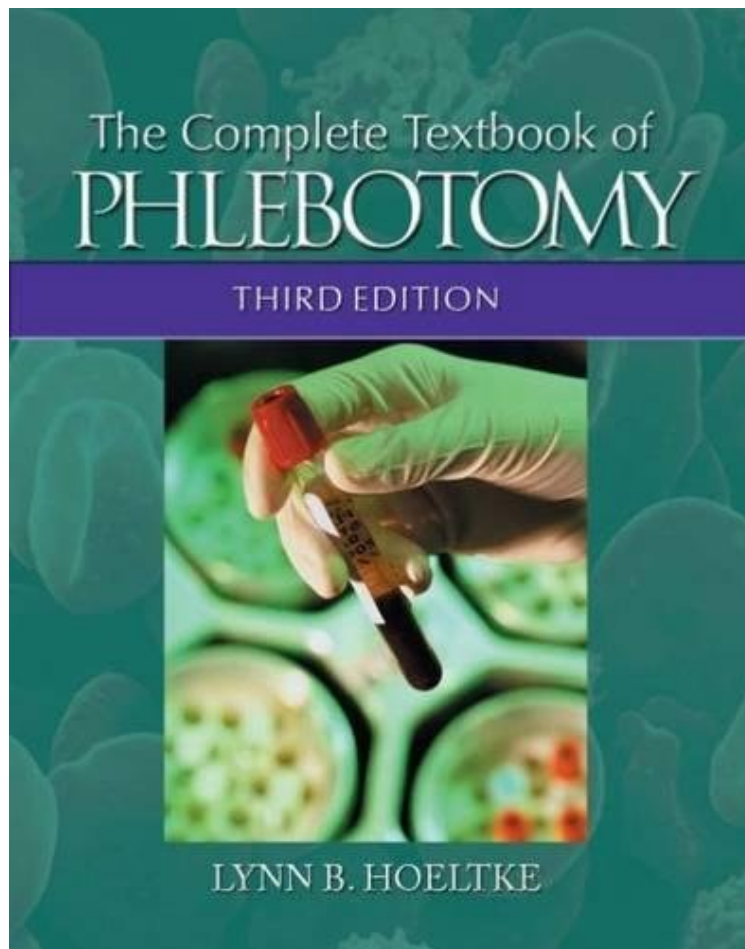


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The Complete Textbook of Phlebotomy (Medical Lab Technician Solutions to Enhance Your Courses!)

Lynn B. Hoeltke

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List of Procedures Preface Chapter 1 Introduction to Phlebotomy Chapter 2 Safety in Phlebotomy Chapter 3 Basic Human Anatomy and Physiology Chapter 4 Phlebotomy Equipment Chapter 5 Phlebotomy Technique Chapter 6 The Challenge of Phlebotomy Chapter 7 Caring for the Pediatric Patient Chapter 8 Specimen Considerations and Special Procedures Chapter 9 Specimen Preparation and Handling Chapter 10 Customer Service Chapter 11 Compliance, Chapter 12 Competency Appendix A NAACLS Phlebotomist Competencies Appendix B Competency Checklists Appendix C Frequently Ordered Laboratory Tests Appendix D Answers to Questions Appendix E Glossary Index

About the Author Lynn B. Hoeltke, M.B.A., M.T.(A.S.C.P.), P.B.T, D.L.M., works for a leading joint venture laboratory in the Midwest. In addition to more than 30 years' experience in various laboratory leadership roles, Mr. Hoeltke teaches on the technical college level, has developed and taught a nursing-based program for a hospital, and has taught phlebotomy as a career development program for entry level laboratory positions. He also serves as phlebotomy advisor with VuStik corporation to develop infrared imaging as a tool to find veins for venipuncture, and he has consulted with several nursing homes and laboratories in teaching phlebotomy techniques to their staff. He has published several magazine articles, has been a contributing textbook author for *Comprehensive Medical Assisting*, and is the author of multiple phlebotomy texts, including *The Clinical Laboratory Manual Series: Phlebotomy*, and *Phlebotomy: Procedures and Practice* by Delmar, Cengage Learning.