



Center for Phlebotomy Education

PRODUCT CATALOG

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:



Dennis J. Ernst MT(ASCP)

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 \$299.99



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.

Lecture Collection

Dennis Ernst's most popular lectures, filmed and produced in our studio for your training library



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 ---\$149.00



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 ---\$149.00



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 ---\$149.00



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 ---\$149.00 †



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 ---\$149.00 †



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 ---\$149.00



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): \$1299/year (Item#4400) !

Annual subscription (facility-wide): \$199.00/title!

One-time viewing: **\$39.99/title**



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

**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

Phlebotomy Central Membership

Item #4081

\$899.00 (access for up to 50 staff/students)

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.



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

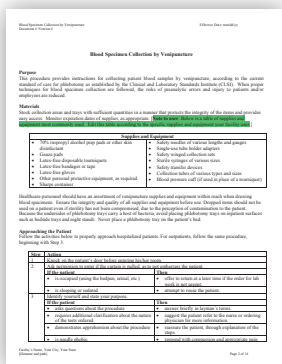


Article descriptions and pricing available online at www.phlebotomy.com under "downloads".
Access to these articles is free to Phlebotomy Central Members. (See page 8.)

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)

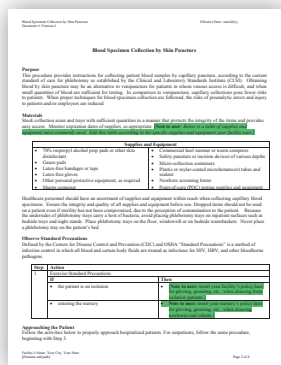
Item #6400
\$29.99



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.)

Continuing Education

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."

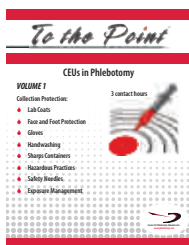


Access to these documents included with *Phlebotomy Central* Membership. (See page 9.)

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:

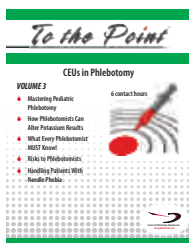
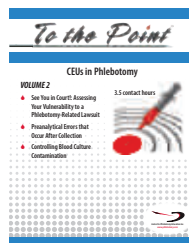
- Lab Coats, Gloves, and Handwashing (1.0 contact hour)
- Face and Foot Protection, Sharps Containers, and Hazardous Practices (1.0 contact hour)
- Safety Needles, and Managing Exposures to Bloodborne Pathogens (1.0 contact hour)

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)

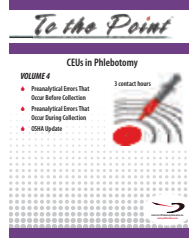
P.A.C.E.® Item #9025 – \$39.99



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)

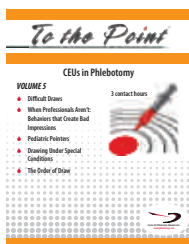
P.A.C.E.® Item #9024 – \$69.99



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 MUS 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.)

Blood-Collection Errors and Their Impact on Patients

A laminated poster from the Center for Phlebotomy Education. www.phlebotomy.com

ERROR TYPE	POTENTIAL CONSEQUENCES TO PATIENT
IDENTIFY THE PATIENT	• Patient identification errors are the most common and most serious preanalytical errors. They can result in incorrect test results, which can lead to incorrect diagnosis and treatment. This can be fatal.
IDENTIFY THE ORDER	• Identifying the order correctly is essential to ensure that the correct test is performed. Errors in this area can result in incorrect test results, which can lead to incorrect diagnosis and treatment.
IDENTIFY THE METHOD	• Identifying the method correctly is essential to ensure that the correct test is performed. Errors in this area can result in incorrect test results, which can lead to incorrect diagnosis and treatment.
IDENTIFY THE MATERIAL	• Identifying the material correctly is essential to ensure that the correct test is performed. Errors in this area can result in incorrect test results, which can lead to incorrect diagnosis and treatment.
IDENTIFY THE SITE	• Identifying the site correctly is essential to ensure that the correct test is performed. Errors in this area can result in incorrect test results, which can lead to incorrect diagnosis and treatment.
IDENTIFY THE TIME	• Identifying the time correctly is essential to ensure that the correct test is performed. Errors in this area can result in incorrect test results, which can lead to incorrect diagnosis and treatment.
IDENTIFY THE SPECIAL INSTRUCTIONS	• Identifying the special instructions correctly is essential to ensure that the correct test is performed. Errors in this area can result in incorrect test results, which can lead to incorrect diagnosis and treatment.
IDENTIFY THE SPECIAL PREPARATION	• Identifying the special preparation correctly is essential to ensure that the correct test is performed. Errors in this area can result in incorrect test results, which can lead to incorrect diagnosis and treatment.
IDENTIFY THE SPECIAL HANDLING	• Identifying the special handling correctly is essential to ensure that the correct test is performed. Errors in this area can result in incorrect test results, which can lead to incorrect diagnosis and treatment.
IDENTIFY THE SPECIAL STORAGE	• Identifying the special storage correctly is essential to ensure that the correct test is performed. Errors in this area can result in incorrect test results, which can lead to incorrect diagnosis and treatment.
IDENTIFY THE SPECIAL DELIVERY	• Identifying the special delivery correctly is essential to ensure that the correct test is performed. Errors in this area can result in incorrect test results, which can lead to incorrect diagnosis and treatment.

Posters

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"

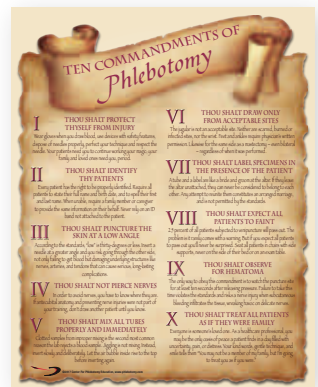
Item #8600
\$32.99

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"

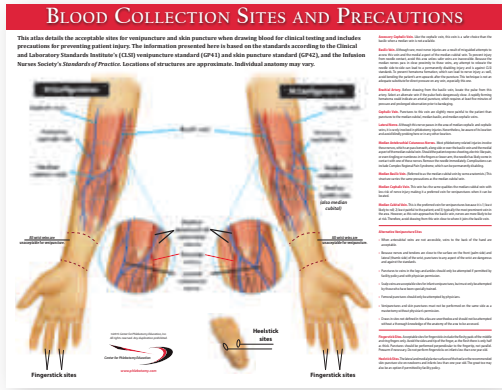
Item #8400
\$18.99

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!



Order of Draw

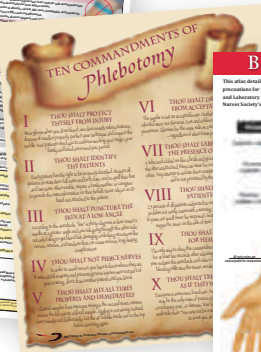
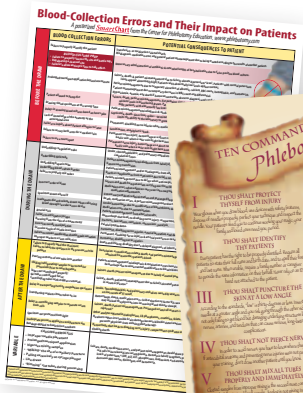
This poster depicts the order in which blood collection tubes must be filled to prevent additive carryover from altering test results.

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
\$14.99

Buy all five and save \$18.96!

Set of all five posters
Item #8450
\$99.99



Books & References

The Lab Draw Answer Book, Second Edition

Publisher: Center for Phlebotomy Education

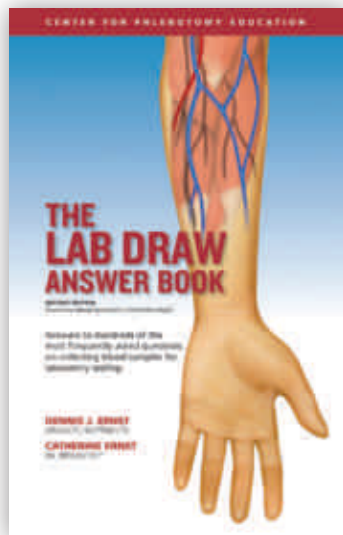
Answers to nearly 400 of the most commonly asked questions on performing and teaching phlebotomy and managing blood-collection personnel.

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 heparin tubes?
- How long after a transfusion should I wait before drawing blood?
- Is it okay to draw an outpatient in his car?

*Item #8225 ---\$39.99



"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.



Procedures for the Collection of Diagnostic Blood Specimens by Venipuncture — Seventh Edition (GP41-A7, formerly H3-A6)

Publisher: The Clinical and Laboratory Standards Institute

Item #8250

\$140.00

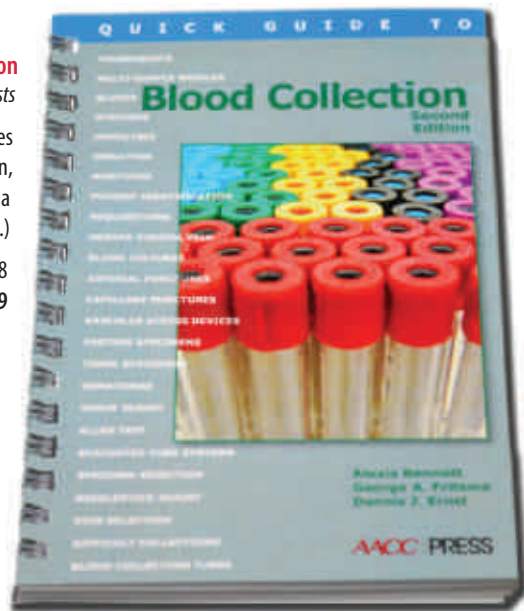
Quick Guide to Blood Collection

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 24-pack: Item #5203

Price: \$19.99 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 50 pack: Item #8101

Price: \$9.99 Price: \$36.99



FRONT



BACK

Order

Mail/Fax order to:

Center for Phlebotomy Education
520 N. Main Street, Suite 208
Cheboygan, MI 49721

Shipping Rates

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

\$15 flat fee on orders under \$50.

Please keep a copy of your order form.

Please keep a copy of your order form.

Billing Address Facility Residential *For credit card orders, this address must match the credit card's address.*

Name _____ Department _____

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Shipping Address (if different) Facility Residential

Name _____ Department _____

Address _____

City _____ State _____ Zip _____

Phone Number _____

Email _____

Please provide contact information in case we have questions about your order.

Name _____

Phone Number _____

Email _____

Item #	Product Name	Price	Qty	Total
		\$		\$
		\$		\$
		\$		\$
		\$		\$
		\$		\$
		\$		\$
			Total from above	\$
			Shipping (see page 22)	\$
			(% Sales Tax (Michigan Only))	\$
			TOTAL	\$

Method of Payment

VISA MasterCard AmEx Discover Check Enclosed P.O. Enclosed

Credit Card # _____ Exp. Date _____ CSC* _____

Name as it appears on card _____

Signature _____

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

Comments, questions, suggestions? _____