



The Friends of St Cross

We support The Hospital of St Cross, Rugby
and the local community and mental health services



Phlebotomy Service Volunteer - Operations Procedure

- Ensure you have washed your hands, tied back long hair and are bare below the elbow
- Prior to starting your shift, check the Communications Board or speak to the Supervisor to see if there are any changes to process
- Ensure the working area is clear of trip hazards (volunteers should position themselves in front of the kiosks and not behind them) Clean the screens on the kiosks using wipes provided from the Clinic
- Record any issues with the screens in the SwiftQueue Communication Book, ensuring you record the date and time of the issue and your name (The SwiftQueue log book is kept in the office. It's important to report the issues so that they can be rectified)
- For out of area patients or patients that are scheduled for a procedure the next day and if the system has shut down, please inform the Supervisor that you have a patient that requires a blood test after hours.