



Elmore Medical Center

Mission Statement: The mission of Elmore Medical Center is to provide quality healthcare services that enhance the quality of life for the communities we serve.

Vision Statement: Through excellence in care and service, Elmore Medical Center, in partnership with local and affiliated physicians and other healthcare providers, is the healthcare resource of choice for the communities we serve.

Staff Level Job Description

Title: Medical Laboratory Technician (MLT) Unit/Area: Laboratory

Revision Date: June 2009

I. JOB SUMMARY

Clinical laboratory testing plays a crucial role in the detection, diagnosis, and treatment of disease. Medical Laboratory Technician—also referred to as MLT or technician perform these tests. Our medical laboratory serves inpatients, outpatients and off-site laboratory referrals of all ages (neonate, pediatric, adolescent, adult and geriatric). The *Medical Laboratory Technician* follows laboratory policies and procedures in accordance with regulatory agency requirements (CLIA). The medical laboratory technician is responsible for performing these lab examinations with strict adherence to techniques and methods set up by the department and maintaining all necessary records and documentation and communicating results to other health team members. The technician is expected to utilize critical thinking skills in problem identification, and in consultation with medical technologists and supervisors aid in the resolution of clinical and instrument problems.

II. Duties and Responsibilities

A. Elmore Medical Center Values

The values of Elmore Medical Center are **Respect, Communication, Teamwork, Quality, Trust and Customer Service**. All staff are responsible for modeling the Elmore Medical Center's values.

1. Respect

Exhibits responsibility and accountability for actions and the actions of others in assigned areas by:

- Being open and accessible to resolve problems
- Effectively collaborate with all departments
- Demonstrating initiative and accepts responsibility
- Demonstrating proactive problem solving
- Promoting and acknowledging team effort
- Demonstrating courteous behaviors including smiling (when appropriate), giving appropriate eye contact, answering questions, providing assistance, listening and verbal acknowledgement
- Recognizing the value and importance of other's opinions, time, contributions and skills
- Honoring diversity, being supportive and accepting of differences

2. Communication

Maintain professional relationships and convey relevant information to others by:

- Being a communicator, negotiator and facilitator
- Representing the actions of others in a positive manner
- Using "I" or "we" statements instead of "you"
- Not allowing or participating in negative statements about others/projects or doesn't undermine positive communication (no pot stirrers)
- Following the chain of command
- Using the effective communication skills of attentive listening, eye contact, feedback and appropriate non-verbal behavior
- Providing accurate and timely information through appropriate channels

- Taking responsibility to stay informed by attending meetings, reading memos and asking questions
- Communicating with coworkers and other departments to maintain smooth workflow and minimize disruptions

3. Team work

Effectively navigates with a pleasant demeanor within the organization through collaboration and teamwork by:

- Demonstrating an interdisciplinary focus as part of the facility wide EMC team
- Becoming a positive leader within the department
- Praising others
- Being accountable while recognizing and respecting others' role
- Being motivating and inspiring
- Working well with others through support, assistance and cooperation
- If there is an issue take action to make corrections and/or let someone know
- Completing assignments on time, accurately and to the best of your ability

4. Quality

Exhibits expertise in performance improvement/operational efficiency incorporating alignment with the mission, vision and values by:

- Being result oriented and quality data driven
- Being professional and open minded
- Listening with accountability to improvement
- Promoting a safe environment
- Striving to exceed operational benchmark standards and standards of excellence
- Participating interdisciplinary improvement team efforts

5. Trust

Integrity as evidenced by:

- Exhibiting credibility and self discipline
- Being fair, equitable and consistent
- Completing projects with timely follow up
- Demonstrates veracity by being open enough to seek the truth
- Honest in interactions
- Assures and maintains confidentiality by holding information in trust

6. Customer Service – Internal and External

Committed to service, patient care centered and value focused by:

- Listening and acknowledging what internal and external customers are saying
---- Building loyalty by demonstrating and expecting compassion for external and internal customers
- Expressing a sense of priority for customer service
- Embracing problems/concerns by communicating how and when action will be taken
- Following up timely and appropriate when working with customers
- Only accepting “excellent” customer service
- Showing pride while sharing goals and accomplishments of the facility with the community and coworkers

B. Job Duties

Essential Job Elements

1. Perform Lab tests with precision and accuracy paying close attention to detail.
2. Good analytical judgment, problem solving and ability to work under pressure.
3. Input results in computer and report results to other Health Care Team members in an accurate and timely manner.
4. Perform phlebotomy and collecting specimens for testing and working with patients of all ages and development levels.
5. Learn and operate medical center equipment such as computers, paging systems, telephones, intercoms, fax machines, copiers, and printers.

6. Learn and perform previously unfamiliar tasks and instrument operation as required for performance of the job of Medical Technologist (also referred to as Clinical Lab Scientist).
7. Perform quality control on each instrument and patient testing following procedures. Use care and precision with all Lab instruments.
8. Communicate needs for testing and supplies for smoothly running department.
9. Maintain confidentiality in matters relating to patients and testing results.
10. Meet or exceed customer needs in a caring, effective and cost effective manner.
11. Maintain levels of quality that meet or exceed customer expectations through process improvement and a team oriented approach.
12. Other duties as assigned

III. JOB REQUIREMENTS (Education, License and Employment Experience must be verified and documented prior to hire)

- A. Registry or registry eligible for MLT (ASCP) or equivalent. Must obtain registry within (1) year of hire.
- B. Excellent communication skills to include (check only those that truly apply to performance of the job):
 - oral comprehension (understanding spoken word)
 - oral expression (being able to speak)
 - written comprehension (understanding written word)
 - written expression (being able to write)
- C. Ability to manage a complex work environment related to changing customer needs.
- D. Ability and willingness to demonstrate and maintain competency as required by the job title.
- E. Ability and willingness to exhibit behaviors consistent with high standards for performance improvement and organizational values
- F. Ability and willingness to exhibit behaviors consistent with principles for service excellence.

IV. WORKING ENVIRONMENT

Risk of exposure to (check those that apply and list "other")

<input checked="" type="checkbox"/> Blood & bodily fluids	<input checked="" type="checkbox"/> Latex	<input checked="" type="checkbox"/> Odors, chemicals
<input checked="" type="checkbox"/> Disease	<input type="checkbox"/> Hazardous drugs	<input checked="" type="checkbox"/> Other: Carcinogens
<input checked="" type="checkbox"/> TB (to require mask)	<input checked="" type="checkbox"/> Mechanical/Electrical	<input checked="" type="checkbox"/> Other: Sharps
<input type="checkbox"/> Other:	<input type="checkbox"/> Other:	<input type="checkbox"/> Other:
<input type="checkbox"/> Other :	<input type="checkbox"/> Other:	<input type="checkbox"/> Other:

V. PHYSICAL REQUIREMENTS

Insert appropriate number (0, 1, 2, 3) in box next to ability using the following scale:

0 = never 1 = occasionally 2 = frequently 3 = continuously

- 1 Sitting 2 Standing 2 Walking 1 Running 0 Driving 2 Bending/stooping 2 Climbing
- 2 Kneeling 2 Pushing/Pulling objects on rollers/wheels 2 Pushing/pulling objects without rollers/wheels
- 2 Squatting 0 Crawling 2 Twisting/turning from waist 2 Moving objects vertically (up & down) 35 lbs
- 2 Moving objects horizontally (left/right) 35 lbs 3 Handling (holding, grasping, working with hands)
- 3 Fingering (pinching, picking, working with fingers) 3 Feeling (size, shape, temperature, texture by finger receptors)
- 3 Endurance (requiring cardiovascular fitness) 1 Right/left foot movement (use of pedals)
- 2 Vision –far acuity (corrected vision at 20 ft or more) 3 Vision-near acuity (corrected vision at 20 inches or less)
- 3 Depth perception (judge 3 dimensions, distance & space) 3 Field of vision (see up, down, left, right while eyes are fixed)
- 3 Color vision (identify and distinguish color) 3 Hear in quiet surroundings 3 Hear in noisy surroundings

3 Hear over the phone 3 Talk in quiet surroundings 3 Talk in noisy surroundings 3 Talk over the phone
1 Sense of smell 0 Sense of taste