PHLEBOTOMY SERVICE

The Phlebotomy Service is comprised of a team of trained phlebotomists who provide around the clock coverage to in-patient areas of the hospital as well as maintaining an out-patient lab, and several patient service centers. The team is responsible for collecting specimens (primarily blood through venipuncture).

Staff also assist in the transport of specimens to the laboratories and perform computer functions associated with specimen collection.

There are 5 convenient Capital Region locations which are listed below. Blood lab services are also available on the main campus in M109. The outpatient Blood Lab is located just inside the “Pillars” entrance to the hospital. Lab tests require a prescription from an authorized provider. Specimens may be drawn prior to or after a physician visit. Results/reports are returned to the physician’s office regardless of which blood collection site is visited.

ALBANY MEDICAL CENTER
43 New Scotland Avenue
M109 (at the PILLARS entrance)
Albany, N.Y.  12208
Phone: (518) 262-3548  Fax: (518) 262-8283
Hours: Mon-Fri 6:30 AM-5:00 PM
Sat 8:30 AM-12:00 PM

ALBANY MEDICAL CENTER INTERNAL MEDICINE GROUP
178 Washington Avenue Extension
Albany, N.Y.  12203
Phone: (518) 262-2114  Fax: (518) 262-2110
Hours: Mon-Fri 8:00 AM-5:30 PM
Sat 8:00 AM-12:00 PM (please call ahead)

ALBANY MEDICAL CENTER SOUTH CLINICAL CAMPUS
25 Hackett Blvd.
Albany, N.Y.  12209
Phone: (518) 262-1457  Fax: (518) 262-2445
Hours: Mon-Fri 6:00 AM-2:00 PM  Lunch 12:00-12:30 PM

ALBANY MEDICAL CENTER PRIMARY CARE
724 Watervliet Shaker Road
Latham, N.Y.  12210
Phone: (518) 262-7651  Fax: (518) 262-7652
Hours: Mon-Fri 8:00 AM-4:00 PM  Lunch 12:30-1:00 PM

ALBANY MED CLIFTON PARK
453 Route 146
Clifton Park, N.Y.  12065
Phone: (518) 373-0764  Fax: (518) 383-5794
Hours: Mon-Fri 8:30 AM-4:30 PM  Lunch 12:30-1:00 PM

Each location offers a full service lab, staffed by fully trained phlebotomists. For the convenience of our patients no appointments are required. AMC participates with all major insurance companies. For any questions regarding blood draw or testing services, contact the individual sites listed above or the Albany Medical Center Client Service Center at 262-4549.
**General Guidelines: Inpatient**

1. The phlebotomy team provides continuous 24-hour coverage for all areas except the Delivery Room, Emergency Department, Operating Rooms, Nursery (0600-2300 coverage) and Pediatrics (0600-2300 coverage). Phlebotomists attempt to make rounds every two hours.

2. Blood will not be drawn from any patient who lacks proper identification which includes name, medical record number and DOB (i.e. inpatient wristband).

3. To request "Stat" blood draws, page the phlebotomist directly via the pager system.

4. Prepare requisitions for specimens to be obtained by a phlebotomist during the next day's scheduled draws (routine early am collections) by 2400 hours. Clip these requisitions together and clearly mark "AM DRAW" along with the date of draw. Laboratory staff will pick up the requisitions for entry into the laboratory computer system prior to early am phlebotomy rounds. Failure to adequately prepare the requisitions may result in delays and/or errors.

5. The Phlebotomy Service transports routine morning draw specimens to the laboratories. Transport of all other specimens is performed by either the Pharmacy Service or the pneumatic tube system. The Pharmacy Service provides routine, scheduled pickups or can be contacted for a "Stat" pickup by paging a transport runner and entering the unit-specific assigned code.

6. Lists/logs documenting the blood tests drawn on each patient during that shift, the time drawn, reason if not drawn, and the phlebotomist's name and pager identification number are left at each unit's posting area.

7. The nurse or house staff member responsible for the patient must obtain the specimen(s) when the phlebotomist is unable to do so.

8. As indicated in the AMC Phlebotomy Policy, nursing and medical staff are responsible for the performance of venipunctures during the hours when Phlebotomy Service does not provide coverage as noted above, or if a phlebotomist is unavailable due to staffing shortages or workload constraints.
**General Guidelines: Non-Inpatient (Outpatient and Outside patient)**

1. Patients must present with a completed and signed requisition or prescription which specifies the test(s) to be performed.
2. Patients must provide appropriate billing information for primary and/or secondary insurances.
3. Patients must be registered through outpatient registration when having testing done at the Outpatient Blood Lab.

**General Guidelines: Albany Medical Center Patients**

1. Patient's who have tests ordered by an AMC practitioner may also have their bloods drawn in A131 in the Physician Pavilion on the main campus, and in the Endocrinology suite, 3rd Floor, South Clinical Campus.

   **A131 BLOOD LAB**
   (Physician Pavilion Entrance)
   43 New Scotland Avenue
   Albany, N.Y. 12208
   Phone: (518) 262-6704; (518) 262-6705
   Fax: (518) 262-6706
   Hours: Mon-Fri 6:30 AM-5:00 PM

   **ENDOCRINOLOGY GROUP**
   South Clinical Campus (3rd Floor)
   25 Hackett Blvd.
   Albany, N.Y. 12209
   Phone: (518) 262-5344
   Fax: (518) 262-6287
   Hours: Mon-Fri 8:30AM-4:30 PM

2. Patients do not need to be registered before having lab testing done at these two sites.
3. Patients orders are obtained and printed from the AMC Allscripts computer system.

For additional information, contact:
   Director: George Wilner, M.D., 262-3501
   Supervisor: Vanessa E. Helms, 262-3698
   Inpatient Phlebotomy: 262-3550, Fax 262-3818
   Outpatient Phlebotomy: 262-3548, Fax 262-8283