

Title:	Caring for Patients During the Phlebotomy Procedure
Level:	3
Credit value:	4
GLH:	28
Unique Reference Number:	R/618/0484
Sector Subject Area:	1.3 Health and Social Care
Aim:	The aim of this unit is to provide learners with the skills and knowledge to be able to support safe, effective, and patient-centred phlebotomy practice. Learners will explore the importance of communication, patient preparation, and the collection of essential information prior to the procedure. The unit also covers appropriate use of pain relief, safe practice and infection control measures, post-procedural care, and the specific needs of vulnerable patients, ensuring a holistic approach to delivering high-quality phlebotomy care.
Assessment Type:	Assessment of this unit will be through an internally set and internally assessed portfolio of evidence.
Assessment Guidance:	Assessment decisions for skills-based learning outcomes must be made during the learner's normal work activity. Skills-based assessment must include direct observation as the main source of evidence and must be carried out over an appropriate period of time.

Learning outcomes

The learner will:

1. Be able to understand how effective communication can facilitate the phlebotomy procedure.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge and skills to understand the importance of clear and effective communication with patients prior to a phlebotomy procedure, including the types of information that should be conveyed and how communication techniques can support patient cooperation and procedural success.

The learner must:

- 1.1 Describe the types of information to communicate to a patient prior to a phlebotomy procedure.

1.2 Explain how effective communication can facilitate the phlebotomy procedure.
2. Be able to know the essential information required from a patient prior to the phlebotomy procedure.
Delivery content: The aim of this learning outcome is to provide learners with the knowledge and skills to identify and understand the essential information required from a patient prior to a phlebotomy procedure, recognise the importance of obtaining this information, and demonstrate how to accurately record it in line with professional standards and protocols. The learner must: <ul style="list-style-type: none">2.1 Identify the essential patient information.2.2 Explain why this information is necessary.2.3 Explain how to record essential patient information.
3. Be able to understand patient preparation prior to a phlebotomy procedure.
Delivery content: The aim of this learning outcome is to provide learners with the knowledge and skills to carry out appropriate patient preparation techniques, communicate effectively by addressing common patient questions, and understand the professional boundaries regarding the medical information a phlebotomist is permitted to provide. The learner must: <ul style="list-style-type: none">3.1 Perform patient preparation techniques.3.2 Explain how to respond to commonly asked patient questions.3.3 Describe the limitations related to medical information that a phlebotomist can give to a patient.
4. Be able to understand when and how to apply pain relief whilst obtaining blood.
Delivery content: The aim of this learning outcome is to provide learners with the knowledge and skills to understand the importance of pain management during phlebotomy procedures, including the reasons for its use and the correct application of common pain relief methods to support patient comfort and compliance.

The learner must:

- 4.1 Explain the key reasons why it may be necessary to apply pain relief during a procedure.
- 4.2 Describe how to use three common methods of pain relief.

5. Be able to understand current safe practice, infection control and health and safety.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge and skills to understand current safe practices and key health and safety guidelines relevant to phlebotomy, ensuring procedures are carried out in a manner that protects both patients and practitioners.

The learner must:

- 5.1 Explain current safe practice.
- 5.2 Describe current key health and safety guidelines.

6. Be able to understand post procedural best practice.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge and skills to understand the essential post-procedural practices in phlebotomy, including assessment of the patient and venepuncture site, recognition and management of common complications, effective communication of post-procedure guidance to patients, and the importance of accurate patient identification and laboratory documentation.

The learner must:

- 6.1 Identify key factors to be assessed following a phlebotomy procedure.
- 6.2 Describe best practice in dressing the venepuncture site.
- 6.3 Describe common problems associated with the phlebotomy procedure.
- 6.4 Explain how to respond to common problems associated with phlebotomy.
- 6.5 Describe the information to be given to patients regarding post procedure complications.
- 6.6 Explain how to confirm patient details.
- 6.7 Explain the importance of an accurately completed laboratory request form.

7. Be able to know how to care for vulnerable patients.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge and skills to recognise vulnerable patients and apply appropriate care strategies, with a focus on supporting individuals who may be phobic or nervous, ensuring a compassionate and patient-centred approach to phlebotomy.

The learner must:

7.1 Describe how to identify a vulnerable patient.

7.2 Describe how to manage the care of vulnerable patients including those who are:

(a) phobic;

(b) nervous.