



When notified of an incident, call the EMSI Quality Department immediately.

Handle all blood and body fluids as if they are infectious (Universal Precautions).

Before you begin the collection procedure, be sure that you have a stable work surface.

Always carry an approved, properly labeled Sharps container to a mobile appointment. The sharps container should be set in order to be located within arm's reach of the venipuncture procedure for immediate disposal after the procedure. Sharps containers must be kept upright.

If a urine specimen (HOS) is required, always collect it before completing the venipuncture procedure.

Prior to drawing the client's blood, ask the four screening questions (history of bleeding, seizures, epilepsy, fainting, and difficult blood draws, anticoagulant medication and/or aspirin use). Do not draw the blood if the client has a history of seizures or epilepsy.

Always wash your hands with antibacterial soap and warm water or use antibacterial/germicidal hand gel or foam before each client contact and after removing gloves for every specimen collection.

Always wear proper fitting, fully intact gloves on both hands as well as long sleeve lab coats for venipunctures and finger stick procedures – a new set of gloves for each specimen collection. Gloves should be replaced if they become torn, punctured or contaminated or their ability to function as a barrier is compromised. Never wash or decontaminate disposable gloves for reuse.

Request the client to recline for the blood draw, especially if he/she has been fasting.

Always use venipuncture, butterfly needles and lancets that have sharps safety devices. If a butterfly needle will be used, be sure to stretch out the butterfly's tubing after removing from the package to reduce recoil.

Break the sterile seal of every needle or lancet in front of the client.

Never perform a venipuncture in the hand or wrist.

The degree of the angle of the needle going into the arm is no more than 30 degrees.

Only a total of 2 venipuncture attempts are allowed – only once in the antecubital area of each arm. Never stick the same arm twice.

Always activate the safety needle device immediately after withdrawing the needle from the client's arm.

Never set the used needle/lancet on a surface prior to disposal into a sharps container.

Use special care when placing a butterfly needle into a Sharps container as it can flip back out of the container.



It is the examiner's responsibility to apply the pressure to the venipuncture site (at heart level), not the client's. Apply pressure to the venipuncture site for a minimum of 3 minutes and longer if needed until all bleeding is stopped.

After the blood draw instruct the applicant to refrain from strenuous activity of the affected arm for at least 4 hours.

Always document which arm was used as the site of the blood draw in the designated lab section or remarks section of the Part III Physical Measurements side of the exam form or on the lab ID/authorization form if an exam is not completed.

Immediately report any needle stick or other type blood exposure to your branch office and the EMSI Quality Department, so that every effort can be made to obtain the related test results from the source individual and any required reporting and post-exposure follow up can be completed.

Never attempt to remove an item that has already been dropped in a Sharps container and never attempt to pick up broken glass with your hands – use forceps found in a spill kit.

Sharps containers are for one time use and therefore are not recyclable or to be reused. Never empty a sharps container into another container for any reason.

Do not attempt to place a used needle or lancet in an over-filled Sharps container. Replace Sharps containers that are 2/3 to ¾ full.

Sharps containers must be disposed of by a professional disposal service, never by any other means. Professional disposal agreements and disposal records must be kept on file for inspection.

Do not return any type of venipuncture needle, lancet or butterfly needle in a kit to a lab. Be sure to remove the unused lab kit needle from the kit.

Use personal protective equipment such as fully intact gloves on both hands, disposable gown or lab coat, and face shield (or eye goggles and mask for mouth) to protect and prevent contact with blood and body fluids during centrifugation and transferring of serum.

Regarding blood draw complaints, remember that many applicants are looking for sympathy, not litigation. Therefore, you need to be responsive in a timely manner when a complaint is made.

Office managers are to call applicants, introduce themselves and read the script in "How to Handle Blood Draw Related Complaints and Incidents" to the applicant (as detailed on FOLD). After relating the information to applicants, document the details of the conversation that you had with the applicant, and always immediately notify the EMSI Quality Department within 24 to 48 hours to ensure that every step of the incident risk management process is followed.

Never recommend health care providers or have applicants show their injuries to you, your examiners, or physicians who perform insurance exams. Do not take the role of a medical provider. Do not recommend medical treatments/therapies, such as heat or ice, as it could in some way delay applicants from seeking appropriate medical care and/or may eventually lead to detrimental legal consequences.