

## **POSITION DESCRIPTION**

# **Canterbury**

## **District Health Board**

Te Poari Hauora o Waitaha

July 2007

*This document is subject to review from time to time.*

### **POSITION TITLE:**

MEDICAL LABORATORY PREANALYTICAL  
TECHNICIAN (MLPAT)  
SPECIMEN AND PATIENT SERVICES

### **INCUMBENT:**

### **REPORTS TO (Title):**

SECTION HEAD  
SPECIMEN AND PATIENT SERVICES

The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

### **PRIMARY FUNCTION:**

To receive, register and distribute specimens for testing within Canterbury Health Laboratories; Attend to enquiries from Laboratory staff and Patients that relate to laboratory samples and their collection and assist laboratory staff as necessary from time to time; practice as an MLPAT technician, and as appropriate cross train in Phlebotomy.

To provide a high quality service to clients.

### **LOCATION:**

SPECIMEN RECEPTION AND REGISTRATION, CANTERBURY HEALTH  
LABORATORIES, CORNER OF HAGLEY AVE AND TUAM STREET, CHRISTCHURCH

### **KEY PERFORMANCE OBJECTIVES:**

Task	<b>The MLPAT, Specimen Reception and Registration is responsible for providing a high quality service to clients.</b>
Expected Results	<ul style="list-style-type: none"><li>• Clients receive polite, courteous and prompt responses to their requests or enquiries.</li><li>• Client feedback is documented and notified to the Supervisor at the earliest opportunity.</li></ul>
Task	<b>The MLPAT, Specimen Reception and Registration is conversant with and responsible for the operation and use of The laboratory information system to register patients, add tests, and access results.</b>
Expected Results	<ul style="list-style-type: none"><li>• Patients and specimens are correctly and accurately registered.</li><li>• Test additions are correct and accurate.</li><li>• Information is retrieved and communicated to enquirers accurately.</li></ul>

<b>Task</b>	<b>The MLPAT, Specimen Reception and Registration is responsible for performing a variety of duties in the assigned work area.</b>
Expected Results	<ul style="list-style-type: none"> <li>• Documented procedures are complied with.</li> <li>• Output to meet demands of daily workload and workflow patterns.</li> <li>• Telephone enquiries will be answered promptly and courteously</li> <li>• All tasks are carried out to standard laboratory procedures and policies.</li> </ul>
<b>Task</b>	<b>The MLPAT, Specimen Reception and Registration is responsible for the communication of accurate and timely information to the Section Head or Service Manager.</b>
Expected Results	<ul style="list-style-type: none"> <li>• The Section Head or Service Manager is kept informed of current operational, technical and other issues that might have an impact on the section.</li> </ul>
<b>Task</b>	<b>The MLPAT, Specimen Reception and Registration is required to answer the telephone to provide clients with laboratory results or other information as appropriate.</b>
Expected Results	<ul style="list-style-type: none"> <li>• Prescribed protocols for responding to telephone calls are followed.</li> <li>• Internal and external customers receive polite and courteous responses and are satisfied with the service.</li> <li>• Clients receive accurate information.</li> </ul>
<b>Task</b>	<b>The MLPAT, Specimen Reception and Registration will undertake any other duties as reasonably directed by the Section Head or Service Manager from time to time.</b>
Expected Results	<ul style="list-style-type: none"> <li>• All duties required are performed in the best interests of Canterbury Health and done so in a competent and efficient manner.</li> </ul>
<b>Task</b>	<b>The MLPAT, Specimen Reception and Registration will, where it is appropriate to do so, cross train in Phlebotomy as a registered MLPAT Technician.</b>
Expected Results	<ul style="list-style-type: none"> <li>• Provision of an integrated Patient service to the CDHB and CH Labs</li> </ul>
<b>Task</b>	<b>The MLPAT, Specimen Reception and Registration will work in a safe and healthy manner to prevent harm to themselves or others</b>
Expected Results	<ul style="list-style-type: none"> <li>• Be aware of, and comply with, Canterbury DHB health and safety policies and procedures</li> <li>• Be pro-active in identifying and controlling hazards through staff meetings, OSH Accidents are reported directly to their reporting clinical leader, manager or section head.</li> </ul>

Task	<b>The MLPAT, Specimen Reception and Registration will strive for quality within all the tasks undertaken to promote an environment of continuous quality improvement</b>
Expected Results	<ul style="list-style-type: none"> <li>• Be conversant, and comply with, Canterbury DHB quality systems and policies</li> <li>• Be proactive in identifying areas and methods for improvement with regard to quality</li> </ul>

### **FUNCTIONAL RELATIONSHIPS:**

(Who are the customer/consumers/patients)

#### **INTERNALLY:**

1	Section Head of Specimen and Patient Services
2	Service Manager, Patient and Client Services
3	General Manager , CH Labs
4	Staff of Specimen Reception and Registration and Blood Test Centre
5	Supervisor, Blood Test Centre, Canterbury Health Laboratory
6	Other staff of Canterbury Health Laboratories
7	Staff of Canterbury District Health Board

#### **EXTERNALLY:**

1	Clients and patients of Canterbury Health Laboratories
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### **PERSONAL ATTRIBUTES:**

- be client focused and committed to providing a high quality service
- possess effective interpersonal skills and be able to work either independently or as part of a team
- have good written and oral communication skills
- be able to work effectively and efficiently
- be disciplined, self-motivated and maintain a positive approach to work
- be able to understand and carry out reasonable instructions
- display a commitment to the position
- be aware of and exercise discretion in all patient related and departmental matters (in accordance with the Privacy Act)
- be adaptable and able to relate well to a wide range of people
- have good keyboard skills

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff Members may be requested to perform job related tasks other than those specified.

**INCUMBENT'S  
SIGNATURE:**

**DATE:**

**MANAGER'S  
SIGNATURE:**

**DATE:**