

# Loretta McMillan

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## PROFILE

Knowledgeable and professional practitioner with 11+ years' experience as a mobile phlebotomist. Efficient and diligent with an excellent track record for collecting samples at fast-paced community health care events without compromising the quality of care. Kind and empathetic interpersonal style with a talent for calming young children and people with needle phobias.

## PROFESSIONAL EXPERIENCE

### Mobile Phlebotomist

American Biometric Health, San Francisco, CA | June 2016 - Present

- Complete up to 40 phlebotomy medical screenings, biometric tests, and sample collections per day
- Maintain patient records and complete and process invoices and insurance documentation, achieving a 99.9% accuracy rate over four years
- Reassure and calm anxious patients, including young children, ensuring 98% patient satisfaction in 2020
- Closely follow infection control procedures and maintain a scrupulously hygienic working area

### Mobile Phlebotomist

Premise Health, San Francisco, CA | July 2009 - June 2016

- Carried out venipuncture blood draws under significant time pressure and provided demonstrations and mentoring in the correct technique for four new hires in 2015
- Transported supplies to community health screening events and assisted with setting up and taking down phlebotomy stations
- Prepared blood samples for processing according to clinic guidelines
- Measured and recorded key patient data, including BMI, blood pressure, and body fat percentage

## EDUCATION

### Associate of Science in Medical Assisting

City College Of San Francisco, San Francisco, CA  
September 2007 - June 2009

## KEY SKILLS

- Venipuncture and finger-prick blood draws
- Biometrics testing
- Record keeping
- Infection control
- Invoicing
- Calm and reassuring bedside manner
- Training and mentorship

## CERTIFICATIONS

- California Phlebotomy Certification, August 2009