



Pinnacle Mobile Phlebotomy

Technician Training Curriculum Manual

27620 Farmington Rd, B2

Farmington Hills, MI 48334

Phone/Fax: (877) 678-9551

Mobile/Text: (248) 702-5551

LabCorp Account: 21005790

Quest Account: 23202741

Training Overview

Pinnacle Mobile Phlebotomy provides mobile specimen collection services for hospitals, laboratories, and physician offices. This curriculum ensures all technicians meet Pinnacle standards for specimen collection, specimen processing, patient care, documentation, and laboratory compliance.

Training Modules

Module	Topic
1	Pinnacle Operations
2	Professionalism & Patient Experience
3	Specimen Collection Standards
4	Specimen Processing
5	Laboratory Drop-Off Procedures
6	Documentation & Payroll

Pinnacle Operations

Pinnacle technicians collect specimens for multiple laboratory systems including Quest Diagnostics, Labcorp, Corewell Health, Henry Ford Health, Trinity Health, University of Michigan Health, and Ascension facilities. Each laboratory may have unique specimen requirements. Technicians must always review the laboratory requisition prior to specimen collection.

Professionalism & Patient Experience

Technicians represent Pinnacle inside patients' homes. Professionalism is essential. Always introduce yourself, confirm patient identity, review lab orders, and explain the procedure before collection. Maintain a clean work area and dispose of sharps safely.

Specimen Collection Standards

Follow the standard order of draw: 1. Blood Culture 2. Light Blue 3. Red / SST 4. Green 5. Lavender 6. Gray All specimens must be labeled with patient first and last name, date of birth, date of collection, and time of collection. Tubes must be labeled in front of the patient.

Specimen Processing

Some specimens require immediate processing such as centrifugation or freezing. Frozen specimen examples include ACTH, renin, and catecholamines. These specimens must be centrifuged immediately and transported on ice. Trace element tests such as RBC magnesium, zinc, copper, and selenium require royal blue trace-metal tubes and transfer into a metal-free vial.

Laboratory Drop-Off Procedures

Technicians may drop specimens at the nearest appropriate laboratory location. Ensure the requisition and Pinnacle cover sheet accompany every specimen. Verify correct laboratory network before drop-off to avoid specimen rejection.

Documentation & Payroll

Every specimen collection must be documented using the Pinnacle technician draw log. Required information includes patient name, collection time and date, tubes collected, and drop-off laboratory location. This documentation ensures proper specimen tracking and technician payroll processing.

Technician Equipment Requirements

- Phlebotomy tote
- Tourniquet
- Portable printer for lab requisitions
- Cooler with ice packs
- Centrifuge (when required)

Pinnacle Provided Supplies

- Collection tubes
- Needles
- Gauze
- Alcohol prep pads
- Gloves
- Sharps containers
- Biohazard transport bags

Appointment Completion Checklist

- ✓ Tubes labeled correctly
- ✓ Correct specimen processing completed
- ✓ Lab requisition attached
- ✓ Pinnacle cover sheet attached
- ✓ Technician draw log completed

Pinnacle Technician Standard

Pinnacle technicians are expected to demonstrate skill, professionalism, reliability, and compassion in every patient interaction.