

Phlebotomy Curriculum: Glossary In Alphabetical Order	
Word	Meaning
A	
Accommodator	In a conflict, maintains interpersonal relationships at all costs; no concern for identifying the source of the conflict; conflict is smoothed over to protect relationships
Acute care	A term used in health care to indicate that a person is being cared for in a hospital. Other related terms include home care and long-term care (e.g. a nursing home).
Adapter (adaptor)	A small piece of equipment that allows for the connection of one object to another.
Additive	A chemical that is added to a specimen collection container; it may be intended to cause a reaction or to preserve the specimen.
Agglutinins	A substance present in normal or immune serum capable of causing the clumping of specific antigens (bacteria or cells).
Aggressive	The person who is comfortable with conflict.
Airborne	Something that is spread in the air; the usual use of this term is regard to an infection that is acquired by breathing in mist, droplets, or drops that contain a microorganism such as a bacteria, fungus, or virus. In relation to the work done by a phlebotomist, this might occur during centrifugation, removal of stoppers, or improperly aliquoting specimens.
Alcohol prep pad	A small square of absorbent material that contains alcohol; usually used to wipe a surface to clean it before inserting a needle.
Aliquot tube	A portion of a sample used for testing.
Allen's test	A test performed to determine the collateral blood flow to the hand before taking an arterial blood gas (ABG) sample from the radial artery.
Ambulatory	Someone who is able to be up out of bed; usually refers to being able to walk around.
Ammonia inhalant	A small glass vial that contains ammonia and is used when a person shows signs of possibly fainting. Some people faint at the sight of blood.
Analyte	A general term for a substance being tested.
Anchors	A device intended to keep something in place. A finger or thumb can anchor a vein used to insert a needle and take a blood sample.
Ancillary services	The various services offered in a health care setting; frequently include dietary, radiology, respiratory therapy, housekeeping, etc.
Antebrachial	A term that pertains to the forearm.
Antecubital fossa	The area of the arm that is in front of and below the bend of the elbow; the location of the major veins for venipuncture.
Antibiotic susceptibility	The determination made in a laboratory to see if a bacterium is slowed, stopped or killed by a specific antibiotic.
Anticoagulant	A medication that is given by mouth (orally) or by injection (subcutaneously or intravenously) that causes the blood to clot more slowly. The oral example includes warfarin (Coumadin); the injected examples include enoxaparin (Lovenox) and Heparin.
Antiglycolic agent	A chemical that is added to an evacuated specimen collection tube and prevents the breakdown of glucose (sugar). Examples include sodium fluoride (NaFl) and lithium iodoacetate.

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Antiseptic	Chemicals used to inhibit the growth and development of microorganisms; does not necessarily kill them. Examples include iodine, ethyl alcohol, isopropyl alcohol, hydrogen peroxide, and hexachlorophene. Used to clean the skin before venipuncture.
Arterial blood gases	Blood that is drawn from an artery (most commonly the radial artery is used) to evaluate the current status of selected components of the blood, including: pH (acid/base status), pCO ₂ (partial pressure of carbon dioxide), O ₂ (oxygen), HCO ₃ (bicarbonate), and K (potassium).
Arterial puncture	The penetration of an artery with a needle to withdraw blood for clinical laboratory test or examination purposes. When an artery is punctured there is always the danger of causing bleeding into the tissue, known as a hematoma (a pocket of blood under the skin). Care must be given to providing post-procedure pressure and the careful assessment of the hand to make sure that there is no interruption of circulation. This could cause the death of tissues of the hand.
Arteriospasm	Involuntary contraction of an artery DUE TO?
Asepsis	The absence of toxic or pathogenic bacteria.
Aseptic technique	Technique to keep the items and area very clean; minimizes the risk of infection.
Aspiration	The breathing in of a substance, often saliva or food. This may cause obstruction of the airway or irritation of the bronchi of the lungs. The irritation can lead to the formation of mucous and the development of pneumonia.
Assault	Any active, willful attempt or threat to inflict injury on another person that comes with the apparent ability to inflict the harm; a person does not have to touch or strike a person
Assertive	When a person is comfortable in presenting ideas and thoughts in a clear manner
AST levels (AKA SGOT)	Levels of aspartate aminotransferase; levels are affected by drugs within the blood.
Avoider	In a conflict, sees the conflict as something to be ignored or avoided; controversy is seen as unhealthy; may take form of diplomacy – diverting, postponing, or withdrawing from a threatening situation
Axilla	The area of the body where the arm and shoulder come together; often used to measure temperature.
B	
Bacteriocidal	A chemical that kills bacteria.
Bacteriostatic	A chemical that stops the action of bacteria.
Barrel	The portion of a syringe that contains the sample or specimen when blood is drawn up (aspirated) into it. It contains lines that indicate how much has been drawn into it.
Basal state	The body's state early in the morning, while the body is still at rest; approximately 12 hours after the last intake of food, exercise, or activity.
Basilic vein	The large vein on the inner side of the arm in the antecubital fossa; the third-choice vein for venipuncture.
Battery	A legal term that refers to the active intent to cause harm
Beneficiary	A person who is to receive the income or inheritance from a will, insurance policy, etc.

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Bevel	The angled end of a needle's opening.
Bilirubin	The principal pigment of the bile, orange-red in color.
Biohazard	Anything that is potentially harmful to man and the environment.
Biosafety	Anything that is safe for man and the environment.
Blind probing	The act of searching for a vein without the ability to see it on the surface of the skin.
Blood borne pathogens	Any infectious microorganisms (bacteria, fungus, protozoa, virus) present in the blood and other body fluids and tissues.
Blood banking	Blood that has been taken from a volunteer donor that has been tested and placed in a controlled refrigerated environment to be available to be given to a recipient.
Blood culture prep kit	A kit of instruments - used to examine blood for the diagnosis of specific infectious diseases.
Bloodletting	Cutting into a vein with a sharp instrument; thought to release evil spirits from the body and cleansing of impurities.
Blunting cannula	Protective device that covers the needlepoint when the phlebotomist applies pressure to the blood collection tube. This device will blunt the needle before it is removed from the patient.
Body cavity fluids	Fluids found in a variety of spaces throughout the body. There is fluid that can be drawn out (aspirated) from, for example, the chest cavity, the abdomen, the knee, the spinal column, the cranial cavity (head).
Brachial artery	The main artery of the arm, which is located in the medial anterior aspect of the antecubital fossa.
Butterfly needle	A needle that is attached (by the factory) to a plastic winged device that allows the user to hold the wings while inserting the needle. May be used for phlebotomy and/or to give fluids to an infant or child with small veins.
C	
Calcium	A mineral needed for bone and teeth formation, nerve conduction, muscle contraction, and essential to the clotting process.
Calibrated	The graduations of a measuring instrument, such as a thermometer or syringe.
Capillary	The minute (small) vessel that comes at the end of an artery or vein.
Carotene	A red or orange-colored compound found in carrots and certain other vegetables and changed into vitamin A in the body. Also spelled "carotin."
Catecholamine	Analyte within a blood specimen that requires chilling and refrigeration for transport.
Cell morphology	The form and structure of a cell, e.g. red blood cell, white blood cell.
Central line	A long tube (catheter) that is placed into the "central" part of the body, which means close to the heart. For example, a catheter is placed by a doctor into the subclavian vein via a puncture into the chest. Another method is to pass a long catheter into the brachial vein all the way to the subclavian vein. These lines are used to give medications that are best to be given into a larger vein so that the small veins of the hand or arm are not so easily damaged.
Centrifugation	A process of separating substances of different densities, such as blood and urine, by using a centrifuge.
Centrifuged	A centrifuge is a medical device that uses spinning action and gravity to separate solid parts of a specimen from the liquid parts. The device must be balanced in order to work correctly.

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Cephalic vein	The second-choice vein for venipuncture, located in the lateral aspect of the arm in the antecubital fossa.
Cerebrospinal fluid	A type of bodily fluid that is found in the space between the brain and the skull and the spinal column and the bones of the back (vertebrae). In order to get to this fluid, the doctor uses a needle that he/she places between the vertebrae (spinal tap) while the patient is placed on his/her side. This fluid can show the presence of, for example: blood, infection, glucose.
Certified Phlebotomy Technician I	A person who has completed the education, training, experience and examination requirements specified by the Department of Health in California. They are certified to perform skin punctures and venipunctures.
Certified Phlebotomy Technician II	A person who has completed education, training, experience and examination requirements specified by the Department of Health in California. They are certified to perform skin puncture, venipunctures, and arterial punctures.
Certifying agency	Called a national accreditation or accrediting board or agency; an organization, agency or body that creates competency examinations that measure the skill, knowledge and aptitude required of an individual in a profession, occupation or discipline.
Chemical hazards	Chemicals that can be harmful to man and the environment.
Chemical spills	When a chemical spills from its original container; usually thought to be a danger to the person who spills the chemical and others who are nearby. The MSDS provide information as to how to handle the spill.
Chlorhexidine	An anti-infective agent; An antiseptic solution for cleaning the site of an arterial puncture
Circuit breaker	A device that automatically interrupts the flow of an electric current, as when the current becomes excessive.
Clean catch	A urine sample that is “caught” while the person is in the process of urinating; the person begins to urinate and a sterile container is inserted into the urinary stream to collect a sample. This urine sample is relatively free of organisms that might be found inside the urethra. CHECK THIS BEFORE ACCEPTING
Clinical chemistry	The majority of testing takes place here, including (but not limited to): electrolytes (sodium, potassium, chloride, carbon dioxide), creatinine, blood urea nitrogen (BUN), glucose, cholesterol
Clot activator	A substance that helps blood to clot. Examples include glass or silica particles. Natural examples include thromboplastin and thrombin.
Coagulation	The act of changing from a fluid to a soft semi-solid state. Blood that stops moving coagulates (clots).
Coagulation cascade	Can be separated into two separate pathways, the intrinsic and extrinsic, both of which end in the formation of a fibrin clot.
Collaborate	An approach to conflict that manages by maintaining interpersonal relationships; ensures that both parties achieve their personal goals; brings about a positive outcome for both parties
Collateral circulation	Means side-by-side or parallel. When an artery or vein is narrows and closes, vessels that are along side or close by will enlarge and carry the blood from the vessels that have narrowed and closed.
Complement	In immunology, a protein in the blood or lymph acting with immune bodies to destroy bacteria.

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Compromise	In a conflict assumes that all parties involved cannot have equally positive outcomes; bargains with respect to both parties' goals; persuades and manipulates to reach a compromise that is acceptable and partially satisfies all parties
Concentric circles	Circles that have a common center, like the layers of an onion.
Conduct	Personal behavior; deportment; the way that a person acts.
Conflict	Is a state of disharmony caused by a class, confrontation, difference, opposition or unrest
Contact isolation	Isolation is the process of limiting the contact between the health care worker and an infected patient. In this type of isolation, precautions are taken to limit the direct touching of infected tissue and fluids by the health care worker; gloves and gowns are used.
Contaminated needle	A needle that is no longer sterile, e.g., has touched a person's skin, a table top.
Controller	In a conflict, tries to overpower the opposing party in an authoritarian manner; conflict is seen as a win or lose proposition; finger-pointing is more important than identifying the source of the conflict; a power-oriented mode
Cortisol	Closely related to cortisone; Anti-inflammatory agent; Important for its regulatory action in metabolism of fats, carbohydrates, sodium, potassium, and proteins.
Courtesy	Politeness or manners; especially politeness connected with kindness.
Cryofibrinogen	A protein present in the blood plasma, which through the action of thrombin in the presence of calcium ions, is converted to fibrin (at low temperatures); this is essential for clotting of blood.
Cryoglobulin	Simple proteins found in the blood plasma or serum, with which antibodies are associated
Culture	The growth of bacteria or other micro-organisms in a specially prepared nourishing substance, as agar. Also the concepts, habits, skills, art, instruments, institutions of a given people in a given period; civilization.
Culture and sensitivity	The growth of bacteria or other microorganisms in a specially prepared nourishing substance (culture); the sensitivity of the microorganism to antibiotics (sensitivity) – used to determine the best antibiotic to kill a bacterium.
Cumulative	In medicine, the sudden action of certain drugs after several doses which have produced no apparent effect.
Cupping	Involved the application of a heated suction apparatus called the “cup” to the skin to draw blood to the surface before severing the capillaries in that area by making a series of parallel incisions with a lancet
Cutdown	An incision that is made by the doctor over a vein; usually used when placing a catheter into the vein. Blood is drawn by the phlebotomist below the cutdown site.
Cytogenetics	Looks for chromosomal deficiencies that relate to genetic diseases
Cytology	Examines body fluids and tissues for evidence of abnormality
D	
Defamation of character	Damaged caused to a person's reputation through spoken (slander) or written (libel) word
Demographics	The measurement of vital statistics, such as births, deaths, marriages of a population group.

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Density	The quality of being close, or compact. The quantity of number per unit, as in the density of population.
Dialysis	A method of removing impurities and water from a person's blood. This can be done in the abdomen (peritoneal) or from an artery/vein catheter (hemodialysis). This is usually done for a person who has a failure of the kidneys (renal failure).
Diameter	A straight line passing through the center of a circle – from one side to the other.
Disharmony	To be without harmony; in a work setting, not working together.
Disinfectant	A chemical or method that destroys or makes inactive the harmful bacteria, viruses, etc; to sterilize.
Disposable	Equipment that is not reused – can be placed in the garbage, but attention must be paid as to whether the item needs to be placed in a biohazard container.
Diurnal variations	Having to do with “daily” changes; happening every day. FILL IN FROM MEDICAL DICTIONARY.
Diversity	A difference, whether in gender, race, age, culture, ethnicity, religion, or physical ability.
Denis, Jean Baptiste	Performed the first successful blood transfusion of lamb blood into a human
Doppler/ultrasonic flow	A test used to determine the presence of collateral (side by side) blood flow
Dorsal hand vein	The veins found on the back of the hand.
Dorsal metacarpals	Bones found toward the back of the hand.
E	
EAPs	Employee Assistance Programs are confidential, short-term counseling services for employees with problems that affect their work performance.
Edema	Swelling; an abnormal accumulation of fluid in the cells, tissues, or cavities of the body.
Egyptians	1400 B.C.; used blood baths as a means of resuscitation and recuperation from illness; evidence of bloodletting noted from pictures of leeches on tombs
Electrical circuits	Electricity that moves around path (or current). Can produce heat, chemical reactions, light, mechanical forces, or magnetic attraction or repulsion.
Electrical shock	The energy that is possessed by a system because of the electric charges or currents flowing in the system. Damage is caused by an electrical shock when electric charges come in contact with a surface that allows for the movement of electricity (e.g. wet skin) resulting in, for example, heat (burn), chemical reactions (clotting of blood).
Electrolytes	Any substance which in solution is broken down into ions and is capable of conducting an electric current. Common examples found in the body include: potassium (K), sodium (Na), calcium (Ca), chloride (Cl).
Emesis basin	A small, plastic, kidney-shaped basin into which the patient to spits or vomits (emesis).
Engineering controls	One of the primary methods used to control the transmission of HBV, HIV, and other blood-borne pathogens by removing or isolating the hazard, or isolating the worker from exposure.
Enteric isolation	Controlling the health care worker's exposure to fluids coming from the bowels (e.g. diarrhea, vomitus). The transmission of Hepatitis A is through exposure to feces; fecal-oral route transmission.

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Ergonomics	Ergo: work; nomics: study. The study of the capacities and requirements of workers and their interaction with the equipment they use, work processes, and the work environment.
Erythema	A redness of the skin resulting from dilation and or congestion of capillaries.
Ethics	Conforming to the standards of conduct of a given profession or group.
Etiquette	The forms, manners, and ceremonies established by as acceptable or required in a society, in a profession, or in official life.
Expectations	That which is expected, looking for, due, proper or necessary.
Extinguisher	A tool used to control, contain and/or put out a fire. There are 4 types of extinguishers: A (paper, cloth, wood, plastic), B (flammable solvents), C (electrical), D (combustible materials, metals).
Extrinsic pathway	A coagulation pathway initiated by the release of thromboplastin (factor III) from injured tissue and the activation of factor VII (proconvertin)
Evacuated tubes	Tubes for collection of specimens (usually blood) that had had the air removed; when a needle is inserted into the tube, air or fluid moves into the tube. The movement of air or fluid is caused by the vacuum inside the tube.
Eyewash station	An area of a laboratory that allows for a person to wash out their eyes when something has splashed into them.
F	
Fainting (syncope)	Also known as syncope; this happens when not enough oxygen is getting to a person's brain. This might be the result of reduced blood volume (e.g. from bleeding too much), reduced oxygen carrying ability (the low hemoglobin of anemia), and not getting enough oxygen (not breathing, suffocating).
False imprisonment	Holding someone against his or her will
Fasting	When a person stops eating. Some diagnostic tests require that a person stops eating before the test (e.g. glucose, cholesterol) so that the sample is not affected by the food that is taken in.
Felony	An aspect of criminal law that carries a punishment of death or imprisonment in a state or federal prison
Femoral artery	The artery that can be felt in the left and right groin areas. The artery can be felt for a pulse. It may be punctured by the doctor to allow for blood to be withdrawn or may be entered to perform a procedure such as a heart catheterization.
Finger sticks	A method of taking a small sample of blood. This small sample is taken from the side of a finger and most commonly allows for the bedside measurement of a person's glucose (sugar) level.
Fire extinguishers	Devices located throughout a work setting that allow a fire to be put out. Most commonly these devices contain chemicals that put out a fire by smothering it.
Fistula	An abnormal hollow passage from an abscess or cavity, or hollow organ to the skin or to another abscess, cavity, or organ. Usually follows or accompanies an infection.
Fraud	Intent to deprive another person of his right or in some manner cause injury
G	
Gauge	The size of a needle that is attached to a syringe or a part of other phlebotomy equipment, e.g., a butterfly (winged) apparatus

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Gauge number	The number assigned to the size of the diameter of the lumen of a needle. The gauge number may be as low as 14 (a large gauge) to as high as 29 (a small gauge). The correct gauge number is determined by what the needle is intended to do. Common sizes used by a phlebotomist are 21, 22, and 23.
Gas exchange	The exchange of carbon dioxide and oxygen across the alveolar walls of the capillaries of the lungs.
Geriatrics	The study of all aspects of aging including physiological, pathological, psychological, economic, and sociological problems of the elderly.
Glucose	Another name for sugar. This sugar is present in a person's blood and is the main source of energy. The right amount of sugar must be present in the blood and problems come when there is too much or too little sugar. With too little sugar a person is not able to think, speak or move in a normal fashion. They will be nervous and may pass out. With too much sugar the person may complain of dryness of the mouth, pass out and their breath may smell of fruit.
Glycolysis	A normal body reaction in which glucose is broken down by an enzyme.
Glycolytic action	The activity of chemical that causes the breakdown of glucose.
Graduations of a syringe	The lines found on the barrel of a syringe that allow the health care worker to measure the amount of liquid with which the syringe is filled.
Grounded	In electricity, a connection with the ground, as from a wire conveying a current, so as to make the ground a part of the current. When a person becomes the ground to an electric current, that person receives an electric shock – resulting in a burn or chemical reaction.
Guild of Barbers/ Surgeons	1200 B.C.; divided surgeons into two groups: long robe and short robe; placed a striped pole from which a bleeding bowl was suspended outside the door. The pole represented the rod the patient squeezed to promote bleeding: the white stripe represented the bandages used as tourniquets.
H	
Harvey, William	1578 – 1657; recognized the circulation of blood; discovered the purpose of valves in the veins
Heel sticks	A puncture of the skin over the heel to get a sample of blood; usually done in newborns.
Hematology	The study of diseases of blood and blood forming tissues, such as leukemia, anemia, and infection
Hematoma	A swelling beneath the skin that is filled with blood. A blood “tumor”.
Hemoconcentration	A state in which the blood contains a larger proportion of solids (red and white blood cells) as compared to liquid (serum, plasma). This happens when a person does not drink enough liquid or when they have lost liquids, e.g. sweating, breathing fast, vomiting, diarrhea.
Hemorrhage	Bleeding from a wound, an incision, or a vessel puncture.
Heparin	The anticoagulant of choice for plasma chemistry determinations; naturally occurring within the body
Hippocrates	Father of medicine; theorized that disease was the result of excess substances such as blood, phlegm, black bile and yellow bile; removal of excess would restore balance
Histology	Prepares tissue specimens for pathologist to determine abnormalities
Hub	The end of the needle that connects to the syringe.
Hygiene	To be sound, healthy; the science of health and its maintenance; system for the preservation of health and prevention of disease.

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Immunodeficiency	The inability of the body to fight infection. This can be due to stress or lack of white blood cells to fight infection. Because the immune system uses proteins to build the immune system's cells, a person who does not take in enough protein products will have problems with immunodeficiency.
Immunohematology	Antibodies associated with blood and blood forming tissues; blood banking.
Immunohematology tests	Blood bank tests for blood typing and compatibility testing in preparation for transfusion; donor centers obtain specimens to test for transfusions
Immunology	Determines the antibody-antigen reaction of the body in response to infection
Implied consent	The patient does not need to make a verbal expression of consent, for example when a phlebotomist tells the patient about the need to draw blood and the patient extends his arm
Incision	A surgical incision made into the body; usually uses a scalpel.
Incompetent	Without adequate ability, knowledge, fitness; failing to meet requirements; unskillful.
Identification band	A means by which a health care agency identifies the persons being treated by the agency; allows the health care worker to identify a person who perhaps unable to answer for themselves. This is a part of the safety precautions that allow the agency to avoid making patient-related errors.
Induration	A hardened mass or formation; when there is a positive skin reaction to a tuberculosis test (PPD) there is an area that is raised and hardened – an induration.
Inert	With few or no active properties; neutral.
Indwelling line	Tubing inserted into a main vein or artery, used primarily for giving fluids and medications.
Infectious substance	Any material that may pass bacteria, fungus, protozoa, viruses or other parasites to the person who touches or inhales it.
Informed consent	Consent to a procedure; this is given by a person who has received instruction from the physician as to the procedure's details, risks, and side effects; the instruction can be verbal or written
Ingestion	The act of "taking in"- as in eating. A person ingests food.
Inpatient services	Services provided to a person who is in the hospital, and may include dietary, laboratory, pharmacy, physical therapy, occupational therapy, x-ray, ultrasound, etc.
Invasion of privacy	A violation of a person's right to be left alone.
Iodine pads	An absorbent pad that contains an iodine product that is a disinfectant and germicide.
Isopropyl alcohol	70% isopropyl; acts as an antiseptic and arrests the growth of bacteria.
L	
Lancets	A sharp device used to puncture the skin to obtain a sample of blood. Most frequently used to get a sample of blood for glucose testing.
Latex	The basis of various commercial products, notably rubber.
Latex allergy	A sensitivity to latex products: usually more of a problem when the latex is a natural product rather than man-made; examples are tourniquets, gloves, etc.
Law	All the rules of conduct established and enforced by the authority, legislation, or custom of a given community or other group.
Light sensitive analytes	Substances that are undergoing analysis that will change with exposure to light.

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Limited Phlebotomy Technician	A person who has completed the education, training and experience requirements specified by the Department of Health in California. They are certified to perform skin punctures.
Lipemic	Cloudy serum or plasma caused by increased lipid (fat) content in the blood.
Lithium heparin	An additive to an anticoagulant tube; for collection of plasma and whole blood.
Lithium iodoacetate	An antiglycolytic agent and anticoagulant; not to be used for hematology testing or enzymatic determinations.
Long-term care	A health care setting in which a person stays for an extended period of time, such as those needing recovery from an extensive surgery or multiple injuries. Often associated with rehabilitation (learning how to take care of activities of daily living) of a patient.
Luer adapter	A brand name for a device for connecting the syringe to the needle; when locked into place it gives a secure fit.
Lumen	The opening on the inside of a needle.
Lysis	The rupturing of red blood cells.
M	
Malpractice	Professional misconduct and unreasonable lack of skill in or faithfulness to professional duties; illegal or immoral conduct, ignorance or neglectful or careless mistreatment that leads to injury, unnecessary suffering or death.
Mastectomy	The surgical removal of a breast; usually related to surgery for breast cancer.
Median cubital vein	The vein located in the middle of the antecubital fossa area of the arm; the first choice for venipuncture.
Melting pot	The idea that various cultures come together and “melt” into each other; evidence of this melting is that the cultural differences are lost.
Metabolism of glucose	The breakdown and conversion of glucose into different substances.
Microbial contamination	Contamination of phlebotomy tools, a work area, or a puncture site by microbes (bacteria, fungus, virus).
Microbiology	The scientific study of microorganisms.
Midstream collection	Referring to the collection of urine after the initial stream has passed, and before the end of the urination.
Milliliters	One-thousandth of a liter; used when referring to liquid volume.
Misdemeanor	An aspect of criminal law that carries a punishment of fines and/or imprisonment in jail for up to a year
Mission statement	Related to how an industry wishes the community and patient to perceive them, such as a symbol of excellence, response and efficient, outstanding facilities
Mnemonics	Memory-aiding codes that are in the form of abbreviations; examples include: RE (Requisition entry), K (potassium) to request the appropriate computer program or function to process data.
Mosaic	Diversity; a picture or design made of many small colored pieces interspersed with some other material.
Mucous membrane contact	The membrane lining body cavities and canals communicating with the air and kept moist by the secretion of mucus.
Multiple draw	More than one testing tube can be filled from the same draw of blood.
Multisample needles	Used with an evacuated tube system; attached to a holder/adaptor to allow for multiple specimen tube fills and changes without blood leaking.

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N	
Needle guard/sheath	The cover of a needle used to protect the needle from contamination and protect the user from needle stick injuries.
Nasopharyngeal culture	A swab or fluid sample taken from the back of the throat. Tested to see which organisms are present in the sample.
Needle holder	A holder for a needle.
Needlestick safety and prevention act	Federal guidelines for sharps.
Negative stress	The harmful physical and emotional responses that can happen when there is conflict between demands and the amount of control a person has to meet those demands
Negligence	The failure of “duty of due care”; consists of 4 Ds: duty, dereliction, direct cause, and damages
Network	A group of microcomputers that are linked for the purpose of sharing resources, e.g. data, software. A network can be comprised of a simple interoffice connection or complex systems between several cities or across continents. An example is the Internet.
Nodes	Individual microcomputer stations that are part of a network.
Non-conducting material	A material that does not conduct electricity. Examples include plastic and wood.
Non-latex	A product that does not contain latex.
Non-verbal communication	Communication that does not involve speech, includes such features as facial expressions, posture, appearance, stance, gestures, movement
Nosocomial infection	An infection that is acquired in the hospital, usually from an employee of the hospital; for example when the phlebotomist does not wash his/her hands thoroughly after drawing blood from a patient and touches the next patient, bacteria may be passed
O	
Occult blood	Blood that is not visible to the naked eye and requires special testing to detect it. For example, blood cells might be present in urine but can only be detected via a microscope; blood cells might be present in stool but are detected using a hemocult (or Guaiac) test.
Order of draw	Special sequence in which multiple specimen tubes are collected during a draw or are filled from a syringe. Designed to reduce interference in specimen testing caused by potential carry over of additives between tubes and to minimize the effects of tissue thromboplastin on coagulation specimens.
Origins	Where something comes from; for example, an origin of a conflict for a phlebotomist may be when a patient refuses to have a blood sample drawn
Outpatient/ambulatory	An office or clinic where persons come in for medical treatment or diagnostic procedures. A setting that does not include a hospital.
Oxalates	An additive in an evacuated specimen collection tube. Often used with an antiglycolytic agent, such as sodium fluoride (NaFl) and lithium iodoacetate to collect plasma for glucose analysis.
P	
Palpate	The use of a hand or fingers of a hand to determine texture (e.g. firmness or softness) or temperature of a surface. A phlebotomist might palpate a vein to see if it is a good vein for venipuncture.
Passive	A person who tends to avoid conflict

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Password	A special word, number or combination of both that allows a person to use a computer program. This is used to help maintain security in an information system used by a health care agency.
Patency	The state of being freely open, as in a patient's veins.
Paternity test	A test to determine the probability that a specific individual fathered a particular child.
Patient feedback	Information from a person who is being treated by a health care agency regarding, e.g., the services being provided, the clinical facilities, satisfaction.
Patient identification	A process that makes sure the right patient is receiving the right treatment and right diagnostic procedures. A patient identification band is used when the patient is unable to answer for themselves.
Patient's Bill of Rights	Describes the rights and expectations of clients in a health care setting; first published by the American Hospital Association (AHA) in 1975.
Penetration depth	The depth to which the needle is inserted for venipuncture or a lancet is inserted for a blood sample.
Pediatrics	Medical science relating to the care of children and the treatment of their diseases.
Percutaneous inoculation	Through the skin INNOCULATION
Phagocytosis	A process by which bacteria and other invasive organisms are surrounded and taken in by white blood cells (WBCs).
Phase	A stage of development; a transitory appearance
Phlebotomy	"Phlebos" means vein; "tome" means incision; phlebotomy means incision into a vein
Physical agent	A natural or material thing that causes an effect.
Plasma	A clear, pale yellow fluid that is nearly 90% water.
Platelet activation and aggregation	The process by which platelets are triggered to degranulate and stick to injured surfaces.
Plunger	The portion of a syringe that pushes or pulls the liquid; when fluid is pulled into a syringe the plunger is pulled back; the plunger is pushed when fluid is moved out of the syringe.
Pneumatic tube	A system that may be installed into a health care agency that allows papers and objects to be moved throughout the agency using a vacuum tube.
Point	The sharp end of any object.
Point of care	Testing that occurs at the bedside for immediate treatment decisions, such as blood glucose testing
Polymer gel	An inert synthetic substance that undergoes a temporary change in viscosity during centrifugation; provides a barrier between the plasma/serum and the cell/clot.
Polypropylene	An unsaturated hydrocarbon (propylene) eg. The material used for a plastic tube, which is used for aliquoting specimens
Positive stress	A stress that can often provide the person with the energy and motivation to meet daily tasks both at home and at the workplace; people may not consider this as stress because they feel happy and satisfied by having met the goals of the tasks
Potassium	An electrolyte found in the blood but primarily in the body's cells. Symbol is "K".
Potassium oxalate	An anticoagulant stored in the evacuated tube with a gray stopper.

Phlebotomy Curriculum: Glossary In Alphabetical Order	
Word	Meaning
Primary care	A system of care provided in an acute care hospital; the nurse has 24-hour responsibility for a patient.
Pressure	Squeezing or compression.
Processes	A particular method of doing something, generally involving a number of steps or operations.
Professionalism	Conduct that is shown through fine artistry or workmanship and is based on sound knowledge and conscientiousness. Having to do with appearance, grooming, physical fitness, behavior, and customer service
Profitable	Something that makes money.
Prothrombin	A protein in circulating blood, called factor II, that is involved in coagulation. When measured is known as PT time.
Pumping	The vigorous opening and closing of the fist.
Q	
Quality	That which belongs to something and make or helps to make it what it is.
Quality Service	Expectations include: no harm and minimal discomfort when a specimen is collected; expertise in collection of quality; treatment of individuals; good listening and respect for opinions; courtesy and respect
R	
Radial artery	The artery that is found in the wrist on the thumb side; usually used for determination of a person's pulse and for arterial punctures.
Radiation	The act or process of radiating; specifically, the process in which energy in the form of rays of light, heat, etc. is sent out from atoms and molecules as they undergo physical change. Used for X-ray pictures and is poisonous in large doses.
Radiation safety symbol	A symbol used to show a radiation area or substance. See appendix
Radioactive implants	Body cavity implants made of radioactive materials.
Rapport	A close or sympathetic relationship; harmony; agreement.
Receiver	In the process of communication, the person who is getting the information or message
Red blood cell folate	A form of a water-soluble B vitamin needed to make normal red blood cells; A specimen being tested for red cell folate has a light sensitivity and proper precautions must be taken.
Reflux	A return or backward flow.
Rehabilitation	The processes of treatment and education that lead the disabled individual to attain maximum function; a sense of well-being and a personally satisfying level of independence.
Renin	An enzyme, produced by the kidney, to keep your blood pressure elevated in an emergency.
Requisition	A formal written order, request or application, as for equipment, tools, etc.
Resheathing	Putting the cover back on a needle.
Respiratory isolation	A method of controlling the spread of infection due to airborne diseases. A patient is placed into respiratory isolation when the illness he/she has is passed to another via coughing (mist, droplet, drops). A common example is isolation for tuberculosis.
<i>Respondeat superior</i>	"Let the master respond" places the employer in a position of responsibility for the acts of its employees
Retract	To draw back or in.

Phlebotomy Curriculum: Glossary In Alphabetical Order	
Word	Meaning
Risk management	A department or person who continually monitors various situations for potential risk that can be damaging to patients, organizations, or personnel.
S	
Safety device	A device to aid in the overall safety of the environment in which it is being used.
Safety shower	An area of a laboratory that allows for people to wash themselves when something has splashed onto them.
Sclerosed veins	Veins of the body that have been injured by injury (such as multiple intravenous medications, caustic medications) or infection and have formed scar tissue. These veins are not good for use by phlebotomists.
Seizure	A sudden attack of pain, a disease or of certain symptoms.
Semen analysis	An examination of semen to access fertility and determine the effectiveness of sterilization following a vasectomy.
Sender	In the process of communication, the person who is giving the information or message
Sepsis	The presence of microorganisms or their poisonous substances in the blood.
Serology	Determines the antibody-antigen reaction of the body in response to infection
Service	Work done, or duty performed for another or others.
Serum iron level	The level of iron present in serum.
SGOT levels (aka "AST")	Levels of serum glutamic-oxaloacetic transaminase; levels affected by drugs within the body; an enzyme of the heart and liver
Shaft	The area of the needle between the bevel and the hub; the straight part of the needle.
Serum	The watery portion of blood after coagulation; a fluid found when clotted blood is left standing long enough for the clot to shrink.
Sharp(s)	Objects used by the phlebotomist that have sharp ends or edges; placed into a red container to help avoid injury or contamination with organisms. Needles should not be recapped following use.
Shock	A clinical syndrome in which the peripheral blood flow is inadequate to return sufficient blood to the heart for normal function, particularly transport of oxygen to all organs and tissues.
Signs	Any objective evidence or manifestation of an illness or disordered function of the body.
Silica particles	A substance that facilitates blood clotting; a tube additive.
Single sample needle	Used for collecting a blood sample from a syringe.
Skin contact	The connection of any object with the skin.
Sodium citrate	The anticoagulant of choice for coagulation studies. An additive in an evacuated specimen collection tube.
Sodium fluoride	A white crystalline power used as an anticoagulant stored in the evacuated tube with a gray stopper; for the collection of plasma
Sodium heparin	An anticoagulant in the evacuated tube with the green stopper; for collection of plasma and whole blood
Spontaneity	The state or quality of being spontaneous (acting on impulse)
Statistics	The systematic collection, organization, analysis, and interpretation of numerical data pertinent to any subject.
Steady state	A stable condition; no exercise; suctioning or respirator changes for at least 30 minutes prior to obtaining arterial blood draws (eg. blood gases)
Sterilize	To free from microorganisms.

Phlebotomy Curriculum: Glossary In Alphabetical Order	
Word	Meaning
Stress	The result of any emotional, physical, social, economic, or other factor that requires a response or change. Can be positive (good stress) or negative (bad).
Strict isolation	Isolation that involves the maximum use of personal protective equipment (PPE). This type of isolation is required when the danger is both contact (skin) and respiratory.
Swab sticks	Equipment used to cleanse a site with Betadine or for the collection of a bacterial specimen.
Sweat chloride	A test that uses iontophoresis to stimulate sweat production to evaluate the chloride content in sweat; used to diagnose cystic fibrosis, mainly in children and adolescents under the age of 20.
Symptoms	Any perceptible change in the body or its functions that indicates disease or the kind or phases of disease.
Syncope	See “fainting”
Syringe	Instrument for injecting fluids into body cavities or vessels.
T	
Tertiary care	Highly complex services and therapy performed on an inpatient basis, requiring an overnight stay or longer.
Thixotropic gel separators	An inert synthetic substance that undergoes a temporary change in viscosity during centrifugation; provides a barrier between the plasma/serum and the cell/clot.
Thrombin	An enzyme formed in shed blood from prothrombin, which reacts with soluble fibrinogen converting it to fibrin, which forms the basis of a blood clot.
Thromboplastin	The third blood coagulation factor; A substance found in both blood and tissues that accelerates the clotting of blood
Thrombosed	Coagulated; clotted
Thrombus formation	The formation of a blood clot.
Tincture of iodine	A 2% solution of iodine and sodium iodide in dilute alcohol.
Tort law	A civil wrong or injury other than a breach of contract; violation of some duty that is owed by one individual to another; includes such aspects as negligence, malpractice, assault, battery, false imprisonment, defamation of character, fraud, and invasion of privacy
Tourniquets	Any object that constricts an extremity to apply pressure over an artery and thereby control bleeding or distend veins.
Transplant	To transfer tissue or an organ from one part to another.
Trend	To have a general tendency.
U	
Universal (Standard) body substance precautions	A set of rule established by the CDC and adopted by OSHA to control infection from body fluids in the healthcare setting.
Urinalysis	Analysis of the urine
Urinary tract infection	An infection of the organs and ducts participating in the secretion and elimination of urine.
Urine porphyrins	Nitrogen containing organic compounds found in urine.
V	
Values	The things we see as important, examples that a phlebotomist might consider include: being on time, friendliness, courtesy, cleanliness

Phlebotomy Curriculum: Glossary In Alphabetical Order	
Word	Meaning
Venesection	Using a sharp lancet-type tool to pierce the vein and make it bleed; used to reduce fever or produce a faint so that an expectant mother would deliver her baby by the time she recovered
Venipuncture	Puncture of a vein for any purpose.
Verbal communication	Spoken communication
W	
Wheal	An elongated mark or ridge on the surface of the skin caused by injections or tests
Winged infusion set	See “butterfly”
Wound or skin isolation	When a patient has an infection in a wound or on the surface of the skin, he/she is placed into wound or skin isolation. Gloves and gowns are the personal protective equipment (PPE) requirements. If there are splashing or spray concerns, masks, goggles and caps might be required.

Phlebotomy Curriculum: Abbreviations in Alphabetical Order		
Abbreviation	What it stands for	What it means
A		
AAHP	American Association of Allied Health Professionals	Approves phlebotomy programs, certifies phlebotomy personnel and provides continuing education in phlebotomy.
ABGs	Arterial blood gases	
ABNs	Advanced Beneficiary Notice	A waiver that the client signs that states they are responsible for the medical charges that Medicare does not pay; based on medical necessity, ICD-9 codes and CPT codes.
ACD	Acid citrate dextrose	An additive in an evacuated specimen collection tube. Commonly used for certain immunodeficiency tests.
AFB	Acid fast bacteria	
AIDS	Acquired Immune Deficiency Syndrome	After a person is infected with the HIV virus, their immune system is not able to fight infections. A great variety of infections develop in a person with HIV. When these infections develop the person is said to be a victim of AIDS.
AMT	American Medical Technologists	Professional organization
ASAP	As Soon As Possible	
ASCLS	American Society for Clinical Laboratory Science	Professional organization
ASCP	American Society of Clinical Pathology	Professional organization
ASPT	American Society of Phlebotomy Technicians	Professional organization
AST	Aspartate Aminotransferase	
B		
BBP	Blood borne pathogen	
BUN	Blood urea nitrogen	

Phlebotomy Curriculum: Abbreviations in Alphabetical Order		
Abbreviation	What it stands for	What it means
C		
CBC	Complete blood count	
CD	Compact disk	A tool that allows for the storage of information; the information can be numbers, words, music, video.
CDC	Centers for Disease Control and Prevention	The United States Federal Agency responsible for the monitoring disease.
CLIA '88	Clinical Laboratory Improvement Amendments	Federal law that mandates all laboratories be regulated using the same standards - regardless of location, size or type.
CLT	Clinical Laboratory Technician	Alternative title to Medical Laboratory Technician
CMS	Center for Medicare and Medical Services	
CPR	Cardio-pulmonary resuscitation	A systematic method developed and taught by representatives of the American Heart Association that provides oxygen, heart massage and automatic electrical defibrillation to a victim of respiratory and/or cardiac arrest.
CPT	Current Procedural Terminology	Coding of procedures and services performed by physicians; published by the American Medical Association.
CPU	Central processing unit	The portion of a computer that processes the information using mathematical and logical units; makes decisions based on logical comparisons of input data. Data is input via a keyboard, scanner, or light pen.
D		
DOT	Department of Transportation	In relation to hazard communication: United States Federal department that incorporates the United Nations hazard class number, hazard class designation or four-digit identification number and a symbol representing the hazard.
DRGs	Diagnostic related groups	A system of disease classification that helps insurance companies and Medicare determine how much money to pay a hospital or doctor for the care provided to a patient.
E		
EAPs	Employee Assistance Programs	Confidential, short-term counseling services for employees with problems that affect their work performance.
EDTA	Ethylenediaminetetraacetic acid	An additive in an evacuated specimen collection tube. Can contain potassium (K ₃ EDTA) and sodium Na ₂ EDTA). Is an anticoagulant of choice for whole blood hematology studies.

Phlebotomy Curriculum: Abbreviations in Alphabetical Order		
Abbreviation	What it stands for	What it means
EPA	Environmental protection agency	In relation to the work done by the phlebotomist, it is a United States Federal agency that regulates the disposal of hazardous chemicals.
G		
GED	Graduate Equivalency Diploma	Equal to a high school diploma; achieved by taking a test
GYN	Gynecology	The study and care of women's reproductive health care
H		
HBV	Hepatitis B virus	
HCV	Hepatitis C virus	
HIV	Human Immunodeficiency Virus	
HMO	Health Maintenance Organization	A method of prepaying for health care; organizations that use this system to pay for health care.
I		
IAPSI	International Academy of Phlebotomy Sciences, Inc.	Professional organization
ICD -9CM	Codes taken from the International Classification of Diseases	Lists diagnosis codes for illnesses
ID	Identification	
ICU	Intensive care unit	A specialized part of the hospital that cares for very ill persons; involves the use of complex machinery, technology and advanced knowledge
J		
JCAHO	Joint Commission on Accreditation of Healthcare Organizations	An organization that provides standards that guide practice, surveys to check on standard compliance, and reports on the effectiveness of health care organizations. This gives the public a measure by which to determine that a health care organization is "doing what it says it does."
L		
LIMS	Laboratory Information Management Systems	
M		
MSDS	Materials Safety Data Sheet	A written sheet of information provided for the health care worker on how to work with potentially dangerous chemicals.
MLT	Medical Laboratory Technician	
MMR	Measles, mumps, rubella	An immunization that gives protection from these diseases.
MRSA	Methicillin resistant <i>staphylococcus aureus</i>	

Phlebotomy Curriculum: Abbreviations in Alphabetical Order		
Abbreviation	What it stands for	What it means
MT	Medical Technologist	Requires a baccalaureate of arts (BA) or baccalaureate of science (BS), one year of clinical training, state exam, state license and continuing education
N		
NAACLS	National Accrediting Agency for Clinical Laboratory Sciences	Professional organization
NCA	National Credentialing Agency for Laboratory, Inc.	Professional organization
NFPA	National Fire Protection Association	Has developed the diamond labeling system to identify 4 hazards: Blue (health), Red (fire), Yellow (stability, reactivity), and White (other specific hazards)
NHA	National Healthcareer Association	Professional organization
NPA	National Phlebotomy Association	Professional organization
NPO	Nothing by mouth (nulla per os)	
O		
OB	Obstetrics	Area of health care having to do with the management of care for women who are pregnant, delivering children and post-delivery care
OJT	On the job training	Learning that occurs in the work setting as opposed to the classroom.
OSHA	Occupational Safety and Health Administration	The United States Federal agency with the responsibility to monitor and enforce workplace safety rules and regulations
P		
PASS	Pull, Aim, Squeeze, Sweep	An acronym that reminds the user of an extinguisher of the order of use of the extinguisher: pull the pin, aim the nozzle, squeeze the trigger, sweep the nozzle.
PC	Personal computer	
PDCA	Plan, Do, Check	
PICC	Peripherally inserted central catheter	
POC	Point of care	Testing that occurs at the bedside for immediate treatment decisions; example is glucose testing
PPD	Purified Protein Derivatives	Skin test to evaluate for a person's exposure to tuberculosis
PPE	Personal protective equipment	Equipment used in the health care setting that protects the workers from exposure to disease-producing organisms. May include gloves, masks, gowns, lab coats, face shields, goggles or mouthpieces
PPO	Preferred Provider Organizations	
PT	Prothrombin time	Test for monitoring levels of coumadin therapy

Phlebotomy Curriculum: Abbreviations in Alphabetical Order		
Abbreviation	What it stands for	What it means
PTT	Partial thromboplastin time	Test for monitoring levels of heparin therapy
Q		
QA	Quality assurance	
QC	Quality control	
QNS	Quantity not sufficient	Not enough blood taken to allow for accurate measurement
R		
RACE	Rescue, Alarm, Confine, Extinguish	The acronym used to allow a person to more easily remember the steps for fire management.
RAM	Random access memory	The memory on a personal computer that helps a document to stay on the screen; this type of memory allows for a document to be changed by putting information into the computer using a keyboard or mouse. Temporary storage for data that will be lost when the computer is shut off.
ROM	Read-only memory	This type of memory is most commonly found on a disk that inserted into a computer. This type of memory contains information that may be read or viewed but not changed by using the keyboard or mouse.
S		
SGOT	Serum Glutamic-Oxaloacetic Transaminase	
SPS	Sodium polyanethol sulfonate	An additive in an evacuated specimen collection tube. Commonly used in blood culture collection.
STAT		Right away, immediately
T		
TB	Tuberculosis	An infection that is acquired through breathing in droplets that contain the tuberculosis bacterium. This infection usually begins in the lungs and can spread throughout the body. It is treated with strong antibiotics and is spread from person to person.
TQI	Total quality management	
U		
UTI	Urinary tract infection	An infection that may affect the kidneys, ureters, bladder, or urethra.
V		
VRE	Vancomycin-resistant enterococci	