



Canadian Phlebotomy Technicians Group Inc.

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Ethics is a system of moral principles or standards that establishes conduct and the distinction between right and wrong. A Phlebotomy Technician should recognize that there are policies designed to guide what should or should not be done by those who work in the healthcare environment. Phlebotomy Technicians primary duty is to the patient, placing the welfare of the patient above their own needs and desires and ensuring that each patient receives the highest quality of care according to current standards of practice. Phlebotomy is an invasive procedure which needs to be skillfully and precisely demonstrated for accurate lab test results, therefore providing the true health of patients. The code of ethics was developed to guide the ethical conduct of Phlebotomy Technicians, it identifies the values that our certified members should uphold.

Code of Ethics:

Value 1. Professionalism, Personal and Professional Growth

- i. Professionalism is defined as the conduct and qualities that characterize a professional individual. As part of a service-oriented industry, individuals performing phlebotomy must practice professionalism.
- ii. Phlebotomy Technicians, collectively through its professional organizations, must articulate medical values, maintain the integrity of the profession, and integrate principles of social justice into medical and health policy.
- iii. The Phlebotomy Technician, whether in research, practice, education, or administration, contributes to the advancement of the profession through research and scholarly inquiry, professional standards development, and generation of medical and health policies.

Value 2. Integrity

- i. Integrity is a personal feeling of “wholeness” derived from honesty and consistency of character that can be seen in the person’s actions, values, and beliefs.
- ii. Professional standards of integrity or honesty require an individual to do what is right regardless of the circumstances and in all situations and interactions.
- iii. The Phlebotomy Technician owes the same duties to self as to others, including the responsibility to promote health and safety, preserve wholeness of character and integrity, maintain competence, and continue personal and professional growth.

Value 3. Compassion

- i. Compassion is a human emotion prompted by others’ experiences and concerns; it is one of the greatest of virtues.



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- ii. Compassion entails being sensitive to a person's needs and willing to offer reassurance in a caring and humane way. A Phlebotomy Technician may show compassion by appreciating the fear that an illness or the unknown generates, by using empathy to sense others' experiences, and by demonstrating a calm and helpful manner towards patients' needs.
- iii. The Phlebotomy Technician practices with compassion and respect for the inherent dignity, worth, and personal attributes of every person, without prejudice.

Value 4. Patients' Rights

- i. Every patient in a healthcare setting has rights and should be informed of these rights when care is initiated.
- ii. The priority of all healthcare professionals, including Phlebotomy Technicians, is to provide high-quality patient care in a clean and safe environment, while maintaining the patient's personal rights and dignity by being cognitive to differences in culture, race, religion, gender, and age.
- iii. The Phlebotomy Technician promotes, advocates for, and protects the rights, health, and safety of the patient. The Phlebotomy Technician primary commitment is to the patient, whether an individual, family, group, community, or population.

Value 5. Confidentiality

- i. Patient confidentiality is seen by many as the ethical cornerstone of professional behavior in the healthcare field. It serves to protect both the patient and the practitioner.
- ii. The Phlebotomy Technician must recognize that all patient information is entirely private and confidential. Phlebotomy Technicians are bound by various laws to maintain the confidentiality of each individual's health information.
- iii. The Phlebotomy Technician collaborates with other health professionals and the public to protect and promote human rights, health diplomacy, and health initiatives.

Value 6. Conflict of Interest

- i. Phlebotomy Technicians may experience conflict arising from competing loyalties in the workplace, including conflicting expectations from patients, families, physicians, colleagues, healthcare organizations and health plans.
- ii. Phlebotomy Technicians must examine the conflicts arising between their own personal and professional values and the values and interests of others including those who are also responsible for patient care and healthcare decisions, and perhaps patients themselves.



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- iii. Phlebotomy Technicians address these conflicts in ways that ensure patient safety and promote the patient's best interests while preserving the professional integrity of themselves and supporting interdisciplinary collaboration.

Value 7. Standards and Review Mechanisms

- i. Phlebotomy practice is a process of education and formation that involves the ongoing acquisition and development of the knowledge, skills, dispositions, practice experiences, commitment, relational maturity, and personal integrity essential for professional practice.
- ii. Phlebotomy educators must ensure that basic competence and commitment to professional practice exist prior to entry into practice. Managers and executives similarly ensure that Phlebotomy Technicians have the required knowledge, skills, and dispositions to perform clinical responsibilities requiring preparation beyond the basic academic programs.
- iii. In this way Phlebotomy Technicians— individually, collectively and as a profession—are responsible and accountable for Phlebotomy practice and professional behavior.

Value 8. Medical Judgments, Decisions, and Actions

- i. Phlebotomy Technicians are accountable for judgments made and actions taken during medical practice, irrespective of other providers' directives or institutional policies.
- ii. Systems and technologies that assist in clinical practice are adjunct to, not replacements for, the Phlebotomy Technician's knowledge and skill.
- iii. The Phlebotomy Technicians retains accountability and responsibility for their practice even in instances of system or technological failure.

Value 9. Personal Health, Safety, and Well-Being

- i. As professionals who assess, intervene, evaluate, protect, promote, educate, and conduct research for the health and safety of others and the public, Phlebotomy Technicians have a duty to take the same care for their own health and safety.
- ii. Phlebotomy Technicians should model the same health maintenance and health promotion measures that they teach and research, seek health care when needed, and avoid taking unnecessary risks to health or safety during their customary professional and personal activities.
- iii. A healthy diet and exercise, maintenance of family and personal relationships, adequate leisure, and recreation, and satisfying work must be held in balance to promote and maintain the health and well-being of the Phlebotomy Technician.