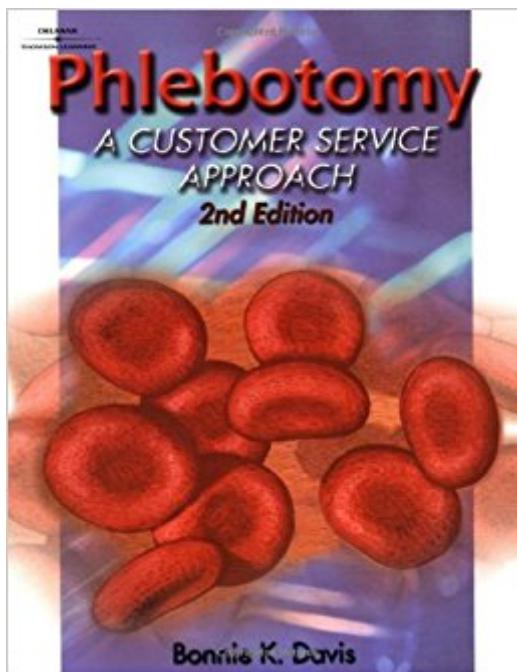


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# Phlebotomy: A Customer-Service Approach



## Synopsis

Phlebotomy: A Customer-Service Approach is a comprehensive phlebotomy text that emphasizes the importance of customer service skills and appropriate work ethics in addition to excellent technical skills. Provides a thorough look at the profession and its techniques and includes the most current safety requirements. Designed for both beginning and continuing students and written in a concise straightforward format.

## Book Information

Paperback: 208 pages

Publisher: Delmar Cengage Learning; 2 edition (November 27, 2001)

Language: English

ISBN-10: 0766825183

ISBN-13: 978-0766825185

Product Dimensions: 9.2 x 7.3 x 0.4 inches

Shipping Weight: 11.2 ounces (View shipping rates and policies)

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## Customer Reviews

Bonnie K. Davis; MA; MPA has taught the Phlebotomy Certificate Program as Medical Office Technology Faculty at Pikes Peak Community College since 1997. She is retired from Penrose-St. Francis Health Services; where she was Laboratory Support Manager for 26 years.

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