PHLEBSTICK MOBILE LLC

Coordination Scope of Services

Facility and laboratory collection workflow support

Purpose

A structured coordination framework designed to reduce missed collections, improve communication and support timely specimen handoff. Specific responsibilities, schedules and escalation expectations are established with each partner.

Scheduling and predictable rounds

Establish facility-specific collection schedules, sequence visits and coordinate staffing continuity where feasible.

Order timing and priority management

Coordinate order readiness and agreed cutoff times; flag routine versus STAT requests according to provider orders and agreed coverage.

Facility and patient access

Coordinate access, patient location and readiness with designated facility staff; document barriers and respect patient refusals.

Missed-draw recovery and documentation

Record unsuccessful, refused or delayed collections using agreed reason codes; coordinate reattempts when authorized and feasible.

Time-sensitive alerts and escalation

Notify designated contacts promptly of delayed or missed time-sensitive collections, including ordered PT/INR collections, according to agreed notification procedures.

Workflow review and reporting

Review recurring barriers, collection completion trends and corrective actions with designated partners; provide agreed periodic status reports.

Centralized communication

Provide a designated coordination contact for scheduling, collection status and operational issue resolution.

Responsibility boundaries

Providers retain responsibility for orders and clinical decisions; facilities support patient access and readiness; receiving laboratories determine specimen acceptance, analysis and result reporting. STAT coverage, response windows and reporting cadence require written agreement.