





2. Managed Care/Reimbursement Issues
3. Health Care Finance/Budgets/Staffing
4. Miscellaneous Management Topics
5. Lab Orientations
6. Professional Communication
7. Critical Thinking Skills
8. Medical/Ethical Issues
9. Diversity in Health Care
10. Laboratory Documentation
11. Multiskilling Techniques
12. Lab Week Activities
13. Excel/PowerPoint

LEARNING MATERIALS:

Textbooks and Required Materials:

Flynn. (2012). *Procedures in Phlebotomy*