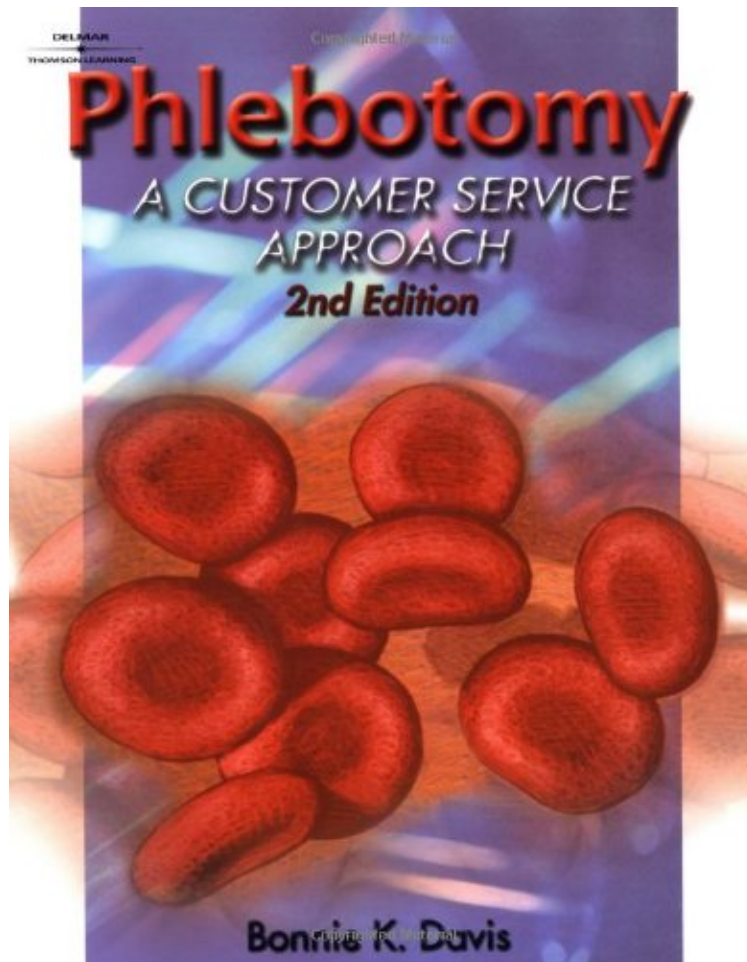


Phlebotomy: A Customer-Service Approach

Bonnie Karen Davis

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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.

About the AuthorBonnie 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

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