

Wednesday
December 29, 2020

Kaiser Permanente
Member Services Department
2500 South Havana Street
Aurora, Colorado 80014

Attn: Member Services Administration

The following are direct quotes from the Kaiser Statement on Member Rights and Responsibilities:

Customer satisfaction is a core value at Kaiser Permanente, as well as a necessity for a successful organization.

We welcome your questions about Kaiser Permanente, our services, our health professionals, and your rights and responsibilities.

If you are dissatisfied for any reason or feel that you have been denied a service or benefit, please let us know.

You are entitled to:

Know the name and professional status of the individuals who provide your service or treatment,

And,

Receive information about Kaiser Permanente as an organization, its practitioners, providers, services, and the people who provide your health care.

Member Services answers questions.

I have 1 question.

On 01/14/20

I went to Centrepoint Aurora to have a blood sample drawn. My doctor had ordered a blood test(s). I was greeted by a young woman. Her manner was pleasant and polite with the way she said things, but what she said to me was:

The first words out of her mouth were that she demanded from me my full name, date of birth, drivers license, and Kaiser Member Card.

I provided each of these. She proceeded to poke my arm with a sharp metallic object that caused blood to flow from my arm into a tube, which she directed into a series of test tubes. She then proceeded to apply a computer generated label to each test tube. After about 2 minutes, she removed the sharp metallic object from my arm, placed a piece of cotton on my arm where the blood was coming out, and then wrapped a bandage around my arm. She then told me (pleasantly) that I was done and could go.

I asked her (pleasantly) what is your name? She replied: Tracy (I can only guess at the correct spelling). I tried to read if her answer was pleasant. I guessed it was neutral. Not pleasant, but not unpleasant. I responded, trying to be as pleasant as I could, OK Tracy, what is your last name please. Her response, in a somewhat aloof/dismissive manner, was that she did not need to give out her last name.

Question 1)

I would like to know the name and the professional status of the phlebotomist who poked my arm with the sharp metallic object and drained my blood into the tube(s) on 1/14/20.

With regard to "professional status": It is my understanding that prospective phlebotomists are told:

Colorado does NOT require **phlebotomists** to be certified, although it is strongly recommended as the majority of employers prefer certified technicians. You must have a High School Diploma or GED to be able to apply, or enroll in accredited **phlebotomy training** program

My specific questions/concerns about the professional status are:

Does Kaiser generally require all of its phlebotomists to be certified?

Was Tracy certified on 1/14/20? If so, please be specific, what is the certification?

If not certified, is she a graduate of an accredited **phlebotomy training** program? If so, please be specific. Which one, and when?

I request that you provide the requested information in the form of a written response so that I receive it no later than January 15, 2021. If you are unable to do so, please commit to a deadline that you will honor, and communicate that date to me no later January 15th. If you need more time, please call me at 970 235 0470. I am willing to wait patiently if there is some reason to do so.

I request that you respond in good faith. You can do this.

Thank You

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Health Record Number 427582802, DOB 4/25/53

Phel -

Phlebotomist

Welcome to Kaiser.

Please have a seat and
watch the monitor for:

L085

Lab Test

Have your picture ID and Kaiser Card
ready when you are called to reception

2020-01-14

12:50

Chris
Burd
Tracy
Doe

Component

Potassium

General information

Ordered by: Max C Bastow, MD

Collected: 01/14/2020 12:54 PM from BLOOD

Resulted: 01/14/2020 7:38 PM

This test result has been released by an automatic process.