



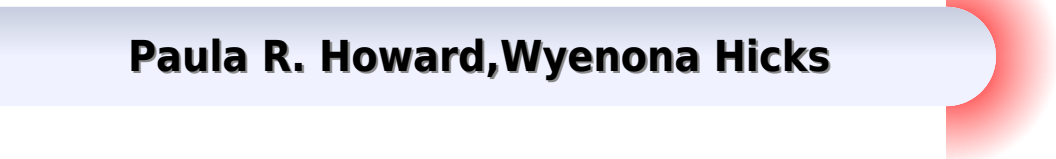
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5-step template to create an effective customer service training manual.



Basic Customer Service Training Manual

Paula R. Howard, Wyenona Hicks



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H. Price, Alys Novak, 1999 This comprehensive manual helps you develop an effective strategy for job description implementation shows you how to conduct appropriate job analyses and helps you understand the attendant legal issues Includes a disk of generic job descriptions to use as is or modify for your practice

Basic & Applied Concepts of Blood Banking and Transfusion Practices - E-Book Paula R. Howard, Wyenona Hicks, 2024-11-12 Master the role of the medical laboratory scientist working in the blood bank and transfusion services Basic Applied Concepts of Blood Banking and Transfusion Practices 6th Edition combines scientific principles with practice tips to engage learners with realistic laboratory experiences These concepts are delivered through relevant case studies and critical thinking exercises The text provides an overview of topics including quality and safety the major blood groups blood collecting and testing transfusion reactions and blood component preparation Written by Paula Howard and Wyenona Nonie Hicks both experienced Medical Laboratory Scientists and certified as Specialists in Blood Banking SBB this text is ideal for students in any Medical Laboratory Science MLS Medical Laboratory Technician MLT or Blood Bank Technology BBT training program as well as for practicing laboratory and healthcare professionals who wish to train for work in blood banks and transfusion services NEW Full color illustrations that break down concepts for enhanced learner comprehension especially for those who favor visual learning NEW Did You Know Case Study ALERT What's the Impact and Practice Tips provide important facts and guidelines to prepare you for situations encountered in practice NEW Additional case studies relate to donor qualification and testing ABO discrepancies molecular immunohematology techniques antibody identification stem cell transplants and coagulation disorders offering extra practice in critical thinking development NEW Cell therapy and flow cytometry information expanded HLA and platelet antigen and antibody material detailed molecular genetic information in the Rh blood group system chapter and an expanded molecular genetics section prepare you for the questions you'll be challenged with on the certification exam NEW End of chapter Critical Thinking and Study Questions are keyed to the objectives Coverage of current clinical practices includes transplantation and cellular therapy the HLA system molecular techniques and applications automation blood donor qualification collection and testing component manufacturing and transfusion practices therapeutic phlebotomy and therapeutic apheresis and antibody identification and special techniques Learning features in each chapter break down difficult concepts with outlines learning objectives key terms with definitions special callouts chapter summaries basic and challenging case studies critical thinking exercises and study questions Numerous new updated and expanded tables summarize key information and make it easier to compare content These will certainly continue to provide excellent references for graduates practicing in blood banks and transfusion services Updated illustrated blood group antigen toolbars show at a glance the ISBT symbol number clinical significance reactions to chemical treatments and more for antibodies Comprehensive glossary provides definitions to key terms throughout the text Expanded online resources for students and instructors include additional study test questions and case studies

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