



photos. Clinical scenarios, practice tips, and new *Avoid That Error* features keep the focus on application and practice. Written by phlebotomy expert Robin Warekois, this practical worktext also includes competency checklists, a mock certification exam, a detachable bookmark that can serve as a tube guide, and a new video collection on the Evolve companion website.

- A detailed, storyboard format outlines common procedures, with steps accompanied by new full-color photos.
  - **Study and certification exam preparation questions** in each chapter help you review and remember the material.
  - **A mock certification exam** in the appendix mirrors the format of the actual phlebotomy certification exam, allowing you to review for the exam with 150 multiple-choice questions.
  - **Competency Checklists** at the end of the book summarize the most critical and important steps in phlebotomy procedures.
  - **Clinical scenarios and tips** encourage you apply your knowledge to real-life challenges in the workplace.
  - **Student resources** on an Evolve companion website include a pre-test, animations, a new procedural video collection, interactive exercises, a mock certification exam, and an audio glossary.
  - **An anatomy and physiology section** offers illustrated, in-depth information on body systems.
  - **A perforated bookmark** on the back cover serves as a quick, portable reminder of which stopper tops to use for various diagnostic tests.
  - **Flashbacks and Flashforwards provide a cross reference to related information in previous or upcoming chapters.**
  - NEW video collection on the Evolve companion website demonstrates how critical procedures are performed.
  - **NEW photos** have been added, in addition to new content on professionalism and HIPAA, equipment, and technology.
  - **NEW! Avoid That Error scenarios** help you develop critical thinking skills and provide helpful tips on resolving problematic situations.
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