



**Danielle Chipman**  
Supervisor  
Colorado Springs, CO  
Great Midwest Region

**Danielle's Career Path**  
1992 – PSR I

1996 – Left Quest

2003 – Returned to Quest as a PSR I

2006 – Group Lead

2011 – Supervisor

Danielle emphasizes that this is so much more than a job: **“The best thing I’ve ever done professionally is work for Quest. Quest makes you feel like family and invests in you. I’m investing with my love, time, and effort. They care about me enough to help me get my degree and believe in me. That’s the world.”**

## Career Path Story: **Danielle Chipman**

### Words of Wisdom

Looking back on her career path, Danielle has these insights to share:

- Communication is key. Always ask if you have a question.
- Believe in yourself, the company, and never give up.
- Don’t be afraid to take a chance!
- If there is something you’re not happy about, communicate it.
- Use the many resources available to you. Get your education.

### Danielle's Personal Path

Danielle discovered Quest through her mother-in-law, who suggested she apply as a phlebotomist. Danielle looked at her and asked, “What is that?” She couldn’t spell it and didn’t know what it was. She was hired on the front desk as a contract worker. When her contract expired, the manager offered her the opportunity to stay and train as a phlebotomist. Danielle looks back on this as “the best decision I ever made.”

Danielle’s mission is to give patients the best experience possible. “It’s all about the patients. When they tell you they had a good time getting their blood drawn, that’s the best feeling in the world. If you can do that for the majority of patients, you’ve accomplished something amazing. I can see the impact on the patient.”

When her daughter was a year old, Danielle stuck herself with a freshly opened needle. “It was the first time I considered I might stick myself. I thought, what if I was careless and that was a dirty needle. I wouldn’t be around for my daughter. I was a young girl overreacting, but I left Quest.” After working in real estate and sales she realized, “No job compared to how good I felt working with patients. It’s important to feel valued and have a stable place to do something good for your community.”

After she returned to Quest, a group lead position opened and Danielle’s manager, Elizabeth “Bets” Strock, talked with Danielle about her hopes and fears. “Bets has supported me so much. She’s the guiding light behind all I’ve done, mentoring me through scary growth, holding my hand, and pushing me forward. She made me believe I could do this.” Bets also encouraged Danielle to get her degree, taking advantage of the amazing tuition reimbursement program.

Danielle has continued to grow with the company and was promoted to supervisor in 2011. She loves helping her staff, getting them the answers they need and being there for our patients. “If you’re a phlebotomist, you have it in your heart and soul, whether you can spell it or not. Patients are at the heart of all we do. I’m proud of Quest and can’t imagine being anywhere else.”