



Valerie Merrell
PSR IV Group Lead
Lexington, KY
Great Midwest Region

Valerie's Career Path
1980 – Certified Medical Assistant
2006 – Float
2013 – PSR II
2015 – PSR IV Group Lead

Valerie is dedicated to keeping up with every new test and technological advance. **“I am always looking to better and advance myself, no matter what job I'm in. I'll do anything to learn as much as I can about my job as well as other positions. I want to make myself a resource for people. It makes you better at your job if you know who to reach out to and where the resources are.”**

Career Path Story: **Valerie Merrell**

Words of Wisdom

Valerie is still surprised by her career advancement and “thankful for the numerous opportunities, which make Quest a great company.”

Take inspiration from Valerie's insights:

- Always look forward. Do and learn new things.
- Put yourself out there whenever you can.
- Take the extra step for every patient. If they have questions or problems, take the steps needed to help them. Patients appreciate it, and you learn more about problem-solving and finding new resources.
- If you try something and it doesn't work out, keep trying.
- If you keep working, you will get there.
- Learn from every interview. Reach out to those who interviewed you. Ask them where you're lacking and the areas where you need to increase your knowledge.

Valerie's Personal Path

Valerie has always been interested in the medical field and continues to feel passionately about helping people through what she does. She started her career as a certified medical assistant, but after an auto accident fifteen years ago, it became hard for her to work the floor. The best way for her to stay in the medical field and still be with her patients was by switching to phlebotomy.

Valerie worked as a float until five years ago when a heart attack made it difficult to travel so she returned to working as a PSR in one location. Last year, she applied for a group lead position, which she really enjoys. She loves the challenge of patients that most PSRs would consider “difficult sticks” and is always happy to help out in tough situations. “I really enjoy getting to know patient quirks and learning how to care for those who need more attention to get through a draw.” She also loves to share her knowledge, and she has even taught phlebotomy to medical students.

Learning the administrative side of her group lead role was a challenge, but also eye-opening and gave her a new perspective. “I now see the processes and rationale behind things that didn't make sense as a float.”

Valerie's favorite thing about being a group lead is sharing what she knows with new employees. While adjusting to her new position, Valerie is continually surrounded by encouragement. Valerie's supervisor, Pari Troinana, is a wonderful support to her, always happy to answer questions and offer help. Valerie also reaches out to her former group lead, Leslie Huett, and her former supervisor, Traci Covey, who has been a major influence on Valerie. Both Leslie and Tracy are always willing to listen and provide support.

Valerie continues to look forward and push herself by adding to her knowledge base and offering her support and expertise to others.