PHLEBOTOMY TECHNICIAN STUDENT HANDBOOK

2013-2014

REVISED 7/1/2013
Greetings to all of our new students. The Phlebotomy Technician Program Handbook will outline vital information regarding your upcoming semester and includes procedures for students to follow.

All students are responsible for the information contained in the handbook, so take some time to become familiar with its contents. The final page of the handbook are acknowledgements that you have read, understand, and agree with the college code of conduct and the information presented in this handbook. This form is to be filled out, signed and returned to your instructor by the end of the first week of class.

We look forward to working with you toward your goal of becoming a Phlebotomy Technician.

Sincerely,

Carol Desmond Clark

Carol Desmond Clark
Director, Center for Continuing Studies
Program Accreditation

At the conclusion and successful completion of requirements you will be prepared to take the CPT (Certified Phlebotomy Technician Exam) given by the NHA (National Health Association).

ACADEMIC REQUIREMENTS/INFORMATION

Method of Instruction

1. Lecture: Presentations may include new content, clarification or amplification of specified content.

2. Demonstrations of required skills will be scheduled.

During the class session you are expected to utilize the required media programs, complete assigned activities and practice the skills which have been demonstrated.

Each student is required to demonstrate mastery of each selected skill for the Visual Evaluation. Skills should be practiced prior to the evaluation. Individuals will vary in how much practice is needed to achieve mastery of a particular skill. Standard precautions are to be utilized as appropriate in the performance of skills in the college lab setting.

3. Clinical Lab: Each session will include conference and patient care activities.

Preparation for the clinical lab will be reviewed by the program coordinator and/or the clinical instructor at the orientation session. Students are expected to come to the lab with evidence of prior preparation. Faculty are authorized to deny a student the privilege of participation in clinical laboratory sessions when the student is unprepared, the student presents a health hazard to clients, when performance falls below a competent level with regard to patient safety or when the student does not meet agency health standards.

In such a situation, participation in clinical laboratory experiences will be discontinued until there is evidence that the student's progress meets minimal criteria for safe clinical
performance. Students who are identified as not meeting clinical objectives will have an action plan for performance improvement developed by their clinical instructor.

4. Testing: For all tests, no dictionaries or reference books are to be used.

An overall grade average of 75% or better is required on the tests.

The direct health care provider curriculum is structured so that you are actively involved in your learning. If you are having difficulty with the lecture materials, seek help from the classroom instructor; for clinical problems, seek a meeting with the clinical instructor.

**Evaluation of Student Learning:**

**Course Requirements:**

**1. Final Exam**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>97-100</td>
</tr>
<tr>
<td>A-</td>
<td>93-96</td>
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<tr>
<td>B+</td>
<td>89-92</td>
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<td>B</td>
<td>85-88</td>
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<td>B-</td>
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<td>C+</td>
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<td>C</td>
<td>75-77</td>
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<tr>
<td>D</td>
<td>61-74</td>
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<td>F</td>
<td>60 or below</td>
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2. Clinical Experience - (75%)

**Clinical Grading**

Satisfactory/Unsatisfactory
ACADEMIC INTEGRITY

Mercer County Community College is committed to Academic Integrity -- the honest, fair and continuing pursuit of knowledge, free from fraud or deception. This implies that students are expected to be responsible for their own work and that faculty and academic support services staff members will take reasonable precautions to prevent the opportunity for academic dishonesty.

The college recognizes the following general categories of violations of Academic Integrity, with representative examples of each. Academic Integrity is violated whenever a student:

A. Uses or obtains unauthorized assistance in any academic work.
   • copying from another student's exam.
   • using notes, books, electronic devices or other aids of any kind during an exam when prohibited
   • stealing an exam or possessing a stolen copy of an exam

B. Gives fraudulent assistance to another student.
   • completing a graded academic activity or taking an exam for someone else
   • giving answers to or sharing answers with another student before, during or after an exam or other graded academic activity
   • sharing answers during an exam by using a system of signals

C. Knowingly represents the work of others as his/her own, or represents previously completed academic work as current.
   • submitting a paper or other academic work for credit which includes words, ideas, data or creative work of others without acknowledging the source
   • using another author's words without enclosing them in quotation marks, without paraphrasing them or without citing the source appropriately
   • presenting another individual's work as one's own
   • submitting the same paper or academic assignment to another class without the permission of the instructor

D. Fabricates data in support of an academic assignment.
   • falsifying bibliographic entries
   • submitting any academic assignment which contains falsified or fabricated data or results.

E. Inappropriately or unethically uses technological means to gain academic advantage.
   • Inappropriately or unethically acquiring material via the Internet or by any other means
   • using any electronic or hidden devices for communication during an exam

Each instructor and academic support service area is authorized to establish specific guidelines consistent with this policy
CONSEQUENCES FOR VIOLATIONS OF ACADEMIC INTEGRITY

For a single violation, the faculty member will determine the course of action to be followed. This may include assigning a lower grade on the assignment, assigning a lower final course grade, failing the student in the course, or other penalty appropriate to the violation.

When two (or more) violations of academic integrity are reported on a student, the Director, Center for Continuing Studies may impose disciplinary penalties beyond those imposed by the course instructors.

APPEALS

The student has a right to appeal the decision of the instructor or the Director, Center for Continuing Studies to the Dean, Organization Development and Community Programs. The decision of the Dean is final.

SPECIAL REQUIREMENTS

Health Records

1. All students entering the Phlebotomy Technician program for the first time must submit a completed Physician’s Examination Form (PE) to the Center of Continuing Studies. The physical examination requirements will affirm that each student is able to meet the demands of the program without compromising the patient or themselves and meets the contractual requirements of the clinical sites. Evidence of having the required immunizations along with an authorized signature attesting to the student’s physical ability to perform in the program is required on the Physician’s Examination Form. The name of the medical office or practitioner should be stamped or legibly filled in on the form.

This examination may be performed by the physician/physician’s assistant/nurse practitioner of the student’s choice.

2. The Mantoux test (PPD) (tuberculosis) must be repeated annually: proof of testing, including the date of the retest and the results must be submitted to the Program Coordinator by the anniversary date. If testing for the first time a 2-stage PPD tests are required. Only the Mantoux test is accepted. If the anniversary date occurs during the semester, the student must have the test done prior to the start of that semester. Those individuals who have a positive Mantoux test must submit a statement from the
health care provider indicating that he/she has been examined via chest X-ray and "there is no evidence of pulmonary disease."

3. The Phlebotomy Technician program will include clinical work performed in health care facilities and will include direct care or exposure to clients with a variety of illness and diseases and will include the handling of and/or contact with human body fluids. Therefore, students should understand that they may or will be exposed to disease carrying bacteria and microorganisms and come in contact with patient situations that could be hazardous to individuals who are pregnant. Any student who becomes pregnant or develops health problems must obtain authorization from the attending physician/nurse practitioner to participate in the clinical lab. This authorization must be presented to the Center of Continuing Studies upon confirmation of pregnancy or diagnosis.

Any student who has any type of injury necessitating the use of ace bandages, slings, splints, casts, canes, crutches, etc., should present a physician/nurse practitioner note describing the reason for such appliance and certifying the student's current good health. The presentation of the note does not assure access to the clinical area. After hospitalization, surgery or childbirth, students must submit medical clearance to the clinical instructor and the Center of Continuing Studies. Faculty may request medical clearance at any time from a student.

4. In order to participate in the clinical laboratory, health records must be complete.

**Accident and Health Insurance**

All students are expected to carry health insurance for the duration of the class. Proof of health insurance is required at the time of registration.

All students are financially responsible for medical treatment if illness or injury occurs while enrolled in the Direct Health Care Provider program.

**Liability Insurance**

All students are required to purchase individual liability coverage prior to enrolling in the program. Coverage must be for a Phlebotomy Technician student. Contact your own insurance agent or you may contact one of the following:

- Allied Healthcare Professionals Insurance Center
  www.ahc.lockton-ins.com
  1-800-253-5486

- Cotterell, Mitchell & Fifer, Inc.
  www.cmfgroup.com
  Toll-free: 1-800-221-4904
These agencies have been providing professional liability insurance for a number of years. **You will need to provide proof of liability to the Phlebotomy Technician program coordinator prior to starting clinical.**

**Cell Phones and Pagers**

All cell phones are to be **TURNED OFF** while in lecture, lab or clinical. Pagers should be set to **VIBRATE**. Ringing from pagers and cell phones is disruptive and inconsiderate to your classmates. The instructor has the option to request that you leave the classroom if you are not compliant with the above policy.

**General Policies Regarding Clinical Laboratory**

1. **Transportation**

   Each student is expected to be able to provide his/her own transportation to the clinical agencies even though he/she may car pool at times.

2. **Attendance at clinical lab is mandatory.** For all clinical sites, the policy below will be followed:

   If you cannot report for clinical lab or if you are going to be late you are to follow directions given by your instructor.

3. **Conduct in Clinical Lab**

   a. Laboratory activities begin promptly at the specified time.

   b. You **must** carry your MCCC ID badge with the picture, at all times. On occasion, you may be asked to identify yourself as a student and the MCCC picture ID will serve that purpose.

   Certain clinical agencies require that badges be worn. Badges may be given to you at the start of clinical rotation. **Failure to return them at the end of the rotation may result in an incomplete grade for the course.**

   c. You are not permitted to visit any client in the health care facility while in uniform nor should you go to any area of the facility, other than your assigned unit, unless you have special permission from your instructor.

   d. Telephones in the health care facility are not for personal use. **Students do not make or receive telephone calls while on the unit.** Any emergency call will be
taken by your instructor. Give the number the instructor authorizes you to use to your family, day care, sitter, etc., for use in an emergency. Include in your directions that the caller should state:

1. The name of the person to be contacted (you).
2. A brief statement regarding the nature of the emergency.
3. A phone number for you to call.

Cell phones are to be used only in designated areas.

e. **Chewing gum is not permitted.** Please check with individual institution policies regarding areas where smoking is permitted. All agencies in this area are “smoke free.”

f. Remember to keep your voices low when going to the health care facility and in all areas of the facility. Do not discuss patients or patient care in elevators, corridors or other public areas of the facility; this is a violation of patient rights.

g. Students are not allowed to photocopy or otherwise duplicate patient information - this is a violation of patient confidentiality.

h. Students may not act as a witness for any consent form. The student may not transact any business for clients.

i. Students are never permitted to take or receive medications from the clinical unit.

j. Students are not to make engagements with or to take gifts from clients, nor are students to give patients gifts. This is both unprofessional and unethical.

k. All breakage of equipment should be reported to your instructor and clinical coordinator.

l. **In the event of accident or injury during a clinical lab, the student must report it immediately to the instructor.** The instructor and student must report to the appropriate office at the agency and complete an Incident Report. Any charge is the responsibility of the student.

m. Clinical evaluations are performed at the end of the clinical experience. A clinical failure occurs when any one objective is graded as unsatisfactory. However, faculty reserves the right to immediately dismiss a student from the clinical area
if his/her behavior is deemed unsafe. This dismissal may result in a clinical failure if the instructor believes it is warranted.

**REMEMBER AT ALL TIMES YOU ARE REPRESENTING THE COLLEGE AND ITS PHLEBOTOMY TECHNICIAN PROGRAM. THE USE OF THE CLINICAL AGENCY IS A PRIVILEGE.**

**Uniforms/Dress Code**

All students are required to wear their college ID badge while on campus and at the clinical site.

Each student makes a strong impression on patients, visitors and agency staff by her/his appearance. Appropriate attire creates an impression of competence and professionalism.

The **regulation uniform** is worn for all clinical. **Students must purchase the required school uniform.** The uniform required includes:

- A unisex scrub top
- A unisex scrub pant
- MCCC ID BADGE – Available in the Student Activities Building
- Uniform shoes with backs (no clogs or clogs)

Guidelines for appearance while in uniform:

- **a.** Name pin and required agency ID are worn at all times.
- **b.** Uniforms, required shoes, hose and shoelaces should be clean at all times.
- **c.** Regulation school uniform must be worn.
- **d.** Hair must be arranged in a neat and professional style, **off the face and collar.** Long hair must be either braided or in a bun.
- **e.** **No jewelry may be worn** except a wedding band and/or plain studs in pierced ears.
- **f.** A light amount of make-up may be worn. Heavy eye make-up and/or cologne are not permitted. Nails should not extend beyond the fingertips; artificial nails and/or nail polish are not permitted.
g. Accessory to the uniform are bandage scissors, penlight, watch with second hand, pen, pencil and notebook. **Always have these items with you.** A "fanny pack" is not to be worn.

h. A dressing room or locker space is not provided by the agency; therefore, students are advised not to bring valuables, including pocketbooks and reference books.

Failure to wear the name pin and/or appropriate attire can result in dismissal from the clinical lab.

**ATTENDANCE POLICY**

Attendance at all laboratory and class sessions is mandatory and necessary for passing the course. Students may have the option of scheduling a personal make-up session with our instructor before the next class. Payment for the session is at the student's own expense at the instructor's hourly rate and is only possible if the teacher's schedule permits and if the laboratory space (if applicable) is available.
Phlebotomy Technician Program

I have received a Phlebotomy Technician Program information packet. By signing below I acknowledge that I have read, understand and agree with the information presented.

NAME___________________________________________________

PLEASE PRINT

SIGNATURE _____________________________________________

DATE__________________________