

Southwestern Community College

Phlebotomy Certificate Program

Student Policy Manual

2012 - 2013

Phlebotomy
Student Manual

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Introduction

Students enrolled in Southwestern Community College's Phlebotomy program will be responsible for observing all rules as stated in the College catalog. Additional rules of behavior are outlined in this manual and will be adhered to at all times. These rules are also in effect at all clinical sites. All clinical sites are considered part of the College while students are present. The rules and regulations stated in this manual represent a contractual agreement between SCC and the Phlebotomy student from the time of first class attendance. Failure to comply with the rules and regulations in this handbook will affect student evaluations and can result in dismissal from the Phlebotomy program.

This handbook is designed to be used by you as a quick reference concerning your responsibilities as a Phlebotomy student.

You are encouraged to study this book and be completely familiar with all its parts. Hopefully, this handbook will assist you with questions you may have concerning the policies of this program.

Philosophy

In keeping with the collegiate principle, the philosophy of the Phlebotomy program is to serve the needs of the students and to help them develop their full potential as technicians and as human beings. In doing this, it is the purpose and aim of this program to provide the student with the finest training ground possible so that he may develop his academic capacity, his technical skills, and his professional image. He should be concerned with a belief in his own worth; he must be flexible, responsible, and intelligent. He must develop an ability to work alone and with others for the common good of the patient. He must learn self-discipline and have an unselfish pride in his work.

Goals and Objectives

The Phlebotomy program strives to provide an excellent academic and technical background as well as varied clinical experiences. If the student achieves a sense of meaning and purpose as well as skill in his profession, then the purpose and aims of this program will have been accomplished.

The Phlebotomy program strives to meet these goals by the following objectives:

- A. Structuring a curriculum and instructional delivery system that will allow the student to make satisfactory scores on the National Registry Examination.
- B. To integrate the didactic portion of the program with the clinical component. A high level of proficiency in the clinical setting is expected.
- C. For the students to be able to get and keep a job in the field of Phlebotomy.
- D. To encourage professional status and development.

Southwestern Community College
Phlebotomy Program

Program Director/Instructor

Andrea Kennedy, M.B.A., MT (ASCP)

Clinical Coordinator/Instructor

Ernest Dale Hall, M.A.Ed., MT (ASCP)

Other Program Officials

Medical Advisor

Dr. Michael Rohlfing, Pathologist
-Angel Medical Center
-Murphy Medical Center

Web Page addresses:

College: <http://www.southwesterncc.edu>

Phlebotomy home page: <http://www.southwesterncc.edu/program/phlebotomy-certificate>

E-mail addresses:

Andrea Kennedy: andrea@southwesterncc.edu

Dale Hall: daleh@southwesterncc.edu

The Phlebotomy program is approved through the following agency:

NAACLS (National Accrediting Agency for Clinical Laboratory Sciences)

8410 West Bryn Mawr Avenue, Suite 670

Chicago, IL 60631

Phone #: 773-714-8880

ESTIMATED COSTS FOR THE PHLEBOTOMY PROGRAM

TUITION: Please refer to current academic handbook.

TEXTBOOKS: Related / General Education courses: \$30-50/book
Phlebotomy prefix courses: \$50/book
Note: costs will vary dependant upon course.

Phlebotomy Required Textbooks

Phlebotomy Handbook, Garza, Pearson, 8th Edition, 2010, ISBN 0-13-513424-2

Basic Medical Laboratory Techniques, Estridge, Delmar, 6th edition, 2008, ISBN 978-1-1111-3836-3

Phlebotomy Referenced Textbook:

Q&A Exam Review Success in Phlebotomy, Becan-McBride, Pearson, 7th edition, ISBN 0-13-510100-X

NOTE: Book titles and prices are estimated and subject to change.

**ACCIDENT
INSURANCE:** \$15.00/Year

**MALPRACTICE
INSURANCE:** \$17.00/Year

**PHYSICAL/
IMMUNIZATIONS:** Refer to JCHD or family physician for cost.

**HEPATITIS
VACCINE:** Health Department \$120
Family Physician \$300

NAME BADGE: SCC Student ID \$1.00

UNIFORMS: *2 Pants \$15-22
*2 Tops \$20
*1 Shoes \$10-60
*2 Pair Hose
or white socks \$2-5/pair
*1 Lab coats- \$25-45 each
*1 Waterproof watch with a second hand \$40

*Minimum number required

NOTE: Uniforms are available through various healthcare/medical facilities. Ask for a student discount, sometimes they are available.

**TRAVEL TO
CLINICAL SITE:** Cost will vary dependant upon location of clinical site, type of vehicle, etc.....

GRADUATION FEE: \$30 (includes cap/gown and diploma)
Paid when student submits application for commencement in the final semester of program.

**ASCLS
MEMBERSHIP(optional):** \$30.00

**ASCP CERTIFICATION
EXAM:** \$125.00

NOTE: All prices on this sheet are estimated and subject to change.

Type of Program

The Phlebotomy program is a one semester certificate program including didactic and clinical experience at cooperating hospitals and clinics. The phlebotomy program is approved through the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS). Contact information for NAACLS can be found on page 2 of this policy manual.

Degree Granted

Phlebotomy Certificate. The student is then eligible to take a national certification exam such as the Phlebotomy Technician, PBT(ASCP), exam through American Society for Clinical Pathology Board of Certification (ASCP BOC). A student does not have to pass an external certification exam (e.g. ASCP BOC) in order to be granted their certificate in Phlebotomy.

Length of Program

One semester or 16 weeks.

Purpose

The phlebotomy certificate program prepares the graduate to draw blood specimens from patients for the purpose of testing and analyzing blood. The job involves duties related to the preparation and maintenance of equipment used in obtaining blood specimens; the use of appropriate communication skills when working with patients; the selection of venipuncture sites; the care of blood specimens; and the entry of the testing process into the computer as well as clerical duties associated with record keeping of the blood tests.

To prepare selected students to qualify as contributing members of the allied health team who will care for patients under the supervision of qualified physicians. The training program combines adequate didactic instruction with clinical experience to create a sound foundation for a professional career.

Upon successful completion of classroom studies and clinical experience of the program, the student will be eligible to take an examination leading to certification as a phlebotomy technician.

Duties of the Phlebotomist

A phlebotomist is a person trained to obtain blood specimens by venipuncture and micro techniques. In addition to technical, clerical, and interpersonal skills, the phlebotomist must develop strong organizational skills to efficiently handle a heavy workload and maintain accuracy, often under stressful conditions.

Major duties and responsibilities of the phlebotomist include:

1. Correct identification of the patient prior to sample collection.
2. Collection of the appropriate amount of blood by venipuncture or dermal puncture for the specified tests.
3. Selection of the appropriate specimen containers for the specified tests.
4. Correct labeling of all specimens with the required information.
5. Appropriate transportation of specimens back to the laboratory in a timely manner.
6. Effective interaction with patients and hospital personnel.
7. Processing of specimens for delivery to the appropriate laboratory departments.

8. Performance of computer operations and record keeping pertaining to phlebotomy.
9. Observation of all safety regulations.
10. Attendance at continuing education programs.

Upon graduation and initial employment, the Phlebotomist should be able to demonstrate entry level competencies in the above areas of professional practice.

Your responsibilities as a Student Phlebotomist

To the Physician

1. The student phlebotomist should never discuss or criticize a physician. The student phlebotomist should never express to the patient a preference for the services of any physician.
2. The student phlebotomist will never interpret laboratory tests or express an opinion of diagnosis or treatment to the patient.
3. The student phlebotomist should always accord to a physician the proper amount of respect and consideration due to his higher professional position.

To the Patient

1. The student phlebotomist should be deeply conscious of the responsibility of his or her position, and in no case should the student technician be guilty of carelessness or neglect any duty that technical skill, attention, or fidelity upon his or her part should bestow.

To The Technologists, Technicians and Other Phlebotomists:

1. The relationship of one student phlebotomist to another phlebotomist or technician should be based on cooperation, an appreciative understanding of the contributions and responsibilities of each other and upon the assumption that cooperative phlebotomist extends beyond routine or specifically required demands. This implies that the student phlebotomist:
 - a. Be generous in his or her recognition and appreciation of the technical assets or contributions of his or her fellow phlebotomists and techs.
 - b. Be understanding of his or her co-workers limitations and inadequacies when these are present and do all in his or her power to guide and assist such individuals.
 - c. Resist from adverse criticism of other phlebotomists, technicians and technologists except if appropriate to those who have an official responsibility in relation to such critical judgments.
2. The unity and dignity of phlebotomy demands that members of one school cultivate a courteous recognition of all other schools in good standing, of their work and their graduates.

To Their Profession and to Themselves

1. The student phlebotomist has an obligation to uphold the dignity and honor of their profession through their personal and professional life and to demonstrate to those standards which will enhance and promote the status of both to the end that an optimum contribution to society will result. This implies that the student phlebotomist:
 - a. Practice phlebotomy in accordance with recognized and accepted criteria of the Clinical and Laboratory Standards Institute (CLSI).
 - b. Support and cooperate with local, state and national societies which strive to advance the quality of phlebotomy and to increase the sphere of usefulness of the profession and of themselves by broadening their understanding of Phlebotomy and of its developments and by cooperating in

- programs of research which aim to improve the art and science of clinical laboratory medicine.
- c. Do all they can to embody in themselves that state of physical and emotional health which will make possible their maximum proficiency and their own personal, professional, social and economic security.
 - d. Respect the dignity and individuality of every human being regardless of race, creed, nationality, color, economic or other status and be willing to serve and cooperate with all as needs demand.
 - e. Interpret, whenever appropriate, the art and science of clinical laboratory medicine, its role and functions to individuals and to the public so that a better understanding of Phlebotomy may be secured and greater interest may lead to a steady flow of qualified individuals into the profession.

To Your Instructor

1. You must always treat your instructors with respect. Disrespectful behavior is consistent with unethical conduct in our profession. Discourteous comments or conduct inside or outside the classroom will not be tolerated. Continuation of this unethical behavior will result in immediate dismissal from the program.
2. Students must follow the chain of command at all times concerning problems or issues with the instructors with whom they have concern. Failure to comply with the chain of command will result in disciplinary action.

Outside Employment

1. The faculty realizes that it is necessary for some students to work part-time while attending school. This should not be done at the expense of the Phlebotomy program. It is the student's responsibility to fulfill all school obligations.
2. Students will not be allowed to come to class/clinic late or have early dismissal due to work scheduling conflicts. Schedules will be made well in advance to allow students ample opportunity to coordinate their work schedules. Any conflicts must be brought to the instructor's attention immediately.
3. If a student appears too fatigued to perform safely in the clinical setting, classroom, or laboratory, the instructor will dismiss the student from the area.
4. It is not advisable for a student to work third shift (e.g. 11:00 p.m. to 7:00 a.m.) and then come to the college lab or clinical agency, as fatigue frequently is a cause for accidents or poor clinical judgment.

Service Work:

Students may perform service work if employed by an outside institution. This is noncompulsory. Community college students will be considered only high school graduates for CLIA purposes. Service work hours are not credited toward clinical rotation requirements.

Classroom Attendance (observe policies of PBT 100 course syllabus as well)

1. All students are expected to be present and regular in attendance for scheduled classes and/or labs.
2. Attendance Policy for all PBT courses:
 - a) Two tardies will equal one absence (tardy is defined as arriving any time after the class start time).
 - b) Less than 80% of class attended/day equals one absence
 - c) Refer to your course syllabus for number of absences allowed.
 - d) Final course grade will be negatively impacted by tardiness and absences. Refer to your course syllabus for penalties related to tardiness and absences.
3. Absences will be considered justified and excusable only in extenuating circumstances such as emergencies, serious illness, or death in the immediate family. This will be left to the discretion of the instructor and program director. It is the responsibility of the student to notify and provide documentation to the instructor concerning these extenuating circumstances.
4. In the event of sickness or other incidents requiring an absence from class the instructor should be

- informed prior to the missed class if possible. If not possible, then within 24 hours of missed class time.
5. If a class period is missed, it is the responsibility of the student upon returning to class to obtain the material he or she missed.
 6. Special classes or meetings may be called that are not routinely scheduled to meet the requirements of a designated course and it will be the responsibility of the student to arrange for attendance in these sessions.
 7. Appointments such as medical, dental, etc., should be scheduled in the late afternoon, if possible, so as not to conflict with didactic course work. If scheduled appointments conflict with didactic course work it is the responsibility of the student to obtain missed information and to make arrangements to make up any missed work (e.g. exams, labs, etc...). Additional information concerning make up work (e.g., assignments, exams, etc...) will be addressed on individual syllabi.
 8. Attendance at educational functions related to medical lab, such as student seminars, may be allowed in lieu of normal class attendance, if approved by the program director.
 9. Extenuating circumstances due to situations such as surgery, deaths, etc., will be handled on an individual basis and the final decision will rest with the program director.

Clinical Education

While on duty as a student phlebotomist, your behavior must be circumspect. Your appearance, your attitude, your technical skills...must be professional.

Conduct

1. Report to the clinical assignment in an alert condition.
2. Report to the clinical assignment in the proper complete uniform.
3. Not be in possession of drugs or liquor, nor engage in their use while on clinical assignment.
4. Not sleep on clinical assignment.
5. Not engage in theft of any articles from the clinical affiliation.
6. Not engage in immoral conduct.
7. Not engage in habitual or excessive tardiness and/or absenteeism from clinical assignment.
8. Adhere to guidelines for initiation of grievances concerning any aspect of clinical coursework. This includes maintaining a professional attitude when in the presence of other students, staff technologists, program faculty, physicians, and patients.
9. Not smoke in areas where it is prohibited while on clinical assignment.
10. Not excessively chew gum while on clinical assignments (unless on lunch or coffee break) in front of patients, doctors, etc.
11. Not eat in areas not specifically designated for that purpose.
12. Not leave the clinical assignment for meals or clock in early or late for meals (unless given permission by the chief technologist).
13. Not use the clinical affiliation telephone for personal use. Pay phones are available in close proximity for use during breaks and meals.
14. Not loiter in the Medical Lab/Phlebotomy department of the clinical affiliation at times not specified for clinical assignment.
15. Not refuse to accept assignments by the clinical supervisor commensurate with their capabilities, or to take directions from an individual designated by the clinical supervisor.
16. Not leave their assigned area with the medical lab/phlebotomy department without notifying tech/supervisor in the area.
17. Not punch in or otherwise fill in the attendance record of another student. Every student must punch in on an official hospital time card if available.
18. Not make any entry on their own time cards if they forget to punch in or out, or if the time clock is not working. Students will have the clinical supervisor make the appropriate entry and initial the time card in

any of these situations.

19. Not accept any type of gratuity or "tip" from a patient or a patient's family.
20. Not leave the hospital during clinical without permission from the director, clinical instructor of that hospital.
21. Not violate hospital, departmental policies, rules and regulations.
22. At any time you are unsure of a procedure or having difficulty in completing an exam, ask for help. Also, if you have a difficulty patient and need help, ask for it.
23. Not engage in unprofessional or unethical conduct!

***Infractions involving any program policy may lead to lowering of final clinical grade for each infraction and/or dismissal from the program.**

**If a student's conduct is in question, the clinical coordinator should be consulted as soon as possible. A written report will be kept in the student's record after review and personal meeting with the student by the clinical coordinator.

Clinical Assignments

1. Start times for clinical education may vary between hospitals. Starting times may also vary during a given semester. If the starting time is 8:00 a.m., that means the student is in the assigned work area at 8:00 a.m. and not in the parking lot. If the student arrives a minute or longer after start time, a tardy will be given.
2. During your clinical training, you may be assigned evening rotation and a weekend rotation to make your clinical experience well rounded. These assignments will be posted in advance.
3. No adjustment of a schedule can be made without prior approval from the clinical coordinator.
4. Any posted roster or schedule containing errors should be reported to the clinical coordinator.
5. No student will be allowed to work more than forty (40) hours per week as part of the program (8 hours per day). This includes classroom and clinical time combined.

Off-Campus Clinical Education

As a part of the Health Sciences curriculums, students are required to enroll in clinical education. Clinical education centers are off-campus and vary in location. Students are responsible for housing, if necessary, and transportation to attend the clinical education centers. Clinical affiliates are now requiring criminal background check and drug screening. **Students entering the Phlebotomy Program are required to complete a criminal background check and drug screen and provide results to the clinical facility prior to beginning clinical rotations at the designated affiliate.** Criminal background checks and drug screens can be obtained through Intellenet, Inc., 22 South Pack Square, Asheville, NC 28801. Cost of the background check is approximately \$23.00 and the drug screen is \$32.00. Students are responsible for the cost of the background checks and/or drug screens. Prices are subject to change. Intellenet's website is <http://www.intellenet.net>

Clinical sites have the right to require a criminal background check and drug screen before allowing a student to attend clinical education at their facility. Each clinical site has its own set of requirements concerning background checks, drug screens and immunizations. If a student assigned to a designated clinical site is denied placement for any reason, which could include the results of a background screening and/or drug screen, the student will not be able to complete the clinical course, will be unable to progress in their course work, and will be dismissed from the program. Clinical sites have the right to require students to submit to random drug screens if that is a facility policy. If a student fails a drug screening they will be dismissed from the clinical course, will receive an F for the class and will be dismissed from the program.

The college has the final decision as to a student's clinical education site assignment. Due to limited clinical sites, the program is limited on the number of students that can participate in clinical practice. If there are more students ready to enter clinic than there are clinical slots, then selection will be based on the highest ranked GPA's. Every effort will be given to place the other students as soon as there is an available clinical site. It may be necessary to put two students at one site. Their rotation through clinic would be scheduled so that they would be in separate rotations (i.e. separate days and/or times). Below is a list of clinical facilities and enrichment sites.

Southwestern Community College - Phlebotomy Clinical Education Centers

The following hospital facilities are used for clinical education centers for the program.
Students rotate through chosen sites to obtain a variety of patient types.

CLINICAL EDUCATION CENTERS

1) Angel Medical Center

P. O. Box 1209
Franklin, N. C. 28734
phone-828-369-4228 (lab)
Mr. Tim Gordon 369-4288
Ms. Patti Harrell 369-4167
Fax#: 828-369-4170

2) Cherokee Indian Hospital

Caller Box C-268
Cherokee, N. C. 28719
phone-828-497-9163 ext. 6445 (lab)
Mr. Chad Cooper (ext. 6447)

3) Highlands Cashiers Hospital

P.O. Box 190
Highlands, NC 28741
Lab: 828-526-1430
Ms. Ann Greenlee

4) Jackson County Health Department

538 Scotts Creek Road, Suite 100
Sylva, NC 28779
828-586-8994
Lab: 828-587-8236
Ms. Julie Creason (direct line) 828-587-8277

5) Macon County Health Department

1830 Lakeside Drive
Franklin, NC 28734
Phone: 828-349-2081
Ms. Debbie Reeves

6) Mountain Medical Associates

600 Hospital Drive, Suite 9
Clyde, N. C. 28721
phone-828-452-0331 or 452-0452, ext. 248
Ms. Fatima Ammons (ext. 248)

7) MedWest Health System

MedWest - Harris
Laboratory Services
68 Hospital Road
Sylva, N. C. 28779
Contact: Ms. Kim Saunooke 586-7132
Lab: 828-586-7130
fax 828-586-7643

- Harris Out-patient Lab – Sylva : 828-631-8722
- Harris Outpatient Lab - Franklin:828-349-5006
- MedWest – Swain - 828-488-4008

MedWest - Haywood
262 Leroy George Drive
Clyde, N. C. 28721
phone-1-800-834-1729, ext. 119
Mr. Terry Barnett

8) Parkway Medical Group

333 Gashes Creek Road
Asheville, NC 28803
Phone: 828-298-0318
Ms. Tammy Bolick

9) Southwestern Health System

Murphy Medical Center
4130 Highway 64 E
Murphy, N. C. 28906
phone-828-837-8161 (hospital)
Lab: 828-835-7530
Ms. Mary Hughes (828-835-7532)
mhughes@murphymedical.org
Fax: 828-835-7529

Clinical Attendance (observe policies of PBT 101 course syllabus as well)

Policy:

- a) 2 tardies equal one absence (tardy is defined as arriving any time after your assigned start time).
- b) Less than 80% of class attended/day equals one absence
- c) Refer course information/syllabus for number of absences allowed.
- d) Refer to course syllabus/information for the penalties for absences and tardiness.
- e) Time sheets must accurately reflect the time spent at clinic. If a student leaves the clinical assignment they must clock out and then clock in when they return (i.e. lunch breaks, appointments, etc.... **If the time sheet does NOT accurately reflect the time spent in clinic it will be considered academic dishonesty** and the student may be dismissed from the program and/or suffer a final grade reduction for each occurrence. Any clinical time missed as a result of falsified timesheets may also be required to be made up. **LUNCH TIME IS NOT INCLUDED AS A PART OF CLINICAL HOURS.** For example, if the student must complete 8 hours of clinical that day and takes a 30 minute lunch, then the student is required to be at clinic from 7 a.m. to 3:30 p.m. (8.5 hours).

*Absences will be considered justified and excusable only in extenuating circumstances such as emergencies, serious illness, or death in the immediate family. This will be left to the discretion of the clinical coordinator. It is the responsibility of the student to **notify and provide documentation** to SCC's clinical coordinator concerning these extenuating circumstances.

Special Notes:

1. **If SCC's Phlebotomy program officials are asked to remove a student or if the student is dismissed from a clinical site for a documented deficiency or deficiencies, the student may be dismissed from the Phlebotomy program. It is the responsibility of the student to keep the clinical facility they are assigned. It is NOT the responsibility of the college to obtain another clinical placement for the student when they did not successfully perform in their original clinical placement.**
2. Appointments such as medical, dental, etc., should be scheduled in the late afternoon, if possible, so as not to conflict with clinical course work. If scheduled appointments conflict with clinical education, then it is the student's responsibility to make prior arrangements to exchange clinical education hours for an alternative time. Notification of the appropriate hospital personnel and SCC's Clinical Coordinator should be done ASAP or at least 72 hours prior to your conflicting appointment.
3. Attendance is mandatory. If any clinical hours are missed, they must be made up completely. This time must be made up prior to the end of the clinical rotation in which the time was missed or an "I" (incomplete) will be given as the student's grade and this can prevent continuation in the program. If the time is not completed, the "I" will turn to a "F" for that clinical rotation.
4. When a student cannot report for clinical, notification, by phone, to **both** the SCC clinical coordinator and the clinical instructor at the clinical education center is required. This notification must be prior to the start of the missed shift, not after it has started. In notifying the clinical instructor, the student must speak directly with the clinical instructor or the assistant chief technologist. You should not leave messages with other departmental personnel (e.g., secretaries).

5. Failure to notify SCC's clinical coordinator or program director **and** the hospital's clinical instructor in the event of an absence from clinic will result in a warning with written documentation. A second failure will constitute a policy violation and the student will be dismissed from the program. If a student does not have ready access to a phone, the student must submit a plan to the clinical coordinator as how this information will be communicated to the appropriate individuals. Disciplinary action will be left to the discretion of the program director and clinical coordinator.
6. If you schedule a make-up day and are unable to report to clinical, you are still responsible for notification as stated above in #4. The same penalty as stated in #5 above applies.
7. Make-up days:
 - A. Absences should be made up within a two week period after the absence occurs unless there is a special situation. The absence must be made up prior to the end of the clinical rotation in which the time was missed.
 - B. Make-up days must be scheduled with the clinical instructor or the senior technologist in his/her absence (absence will be defined as vacation, extended absences, etc., not out to lunch).
 - C. Make-up days should be scheduled in advance as far as possible.
 - D. The time frame missed should be made up in that same block of time, if possible. If you miss an eight (8) hour shift, you must make up an eight (8) hour time to equate for an eight (8) hour day. This may be altered at the discretion of your clinical instructor or the clinical coordinator.
 - E. All time missed must be documented on the time sheets. **Any day that is a makeup day must be indicated as such on the time sheet.**
8. Clinical attendance in the event of inclement weather. If the college has called classes off, you are not required to attend clinical education. All clinical time missed for snow must be made up. If classes have returned to their regular schedules and you feel you cannot make it to your clinical site due to the road conditions, it will be treated with the same procedure as an absence and must be made up. If a day is missed due to inclement weather, other assignments may result to make up for the missed clinical time. These assignments are at the discretion of the clinical coordinator. Absences due to inclement weather will not cause grade reductions.
9. If a student elects not to take a lunch break, they can NOT use this time to leave clinical before the set time.
10. Students will attend clinic at times according to schedules. If, because of an emergency situation, a student remains at a clinical site longer than assigned, compensatory time will be allowed to be taken at a later assigned schedule and arranged with the medical laboratory department on an even time basis. Students may not accumulated time at their option to facilitate days off, etc.
11. Clinical schedules may not necessarily coincide with the school calendar. Students will be given any changes to the schedule prior to the beginning of clinical education.

Alternative Clinical or Classroom Activities

Students may apply for attendance to ASCLS meetings, seminars, workshops, and lectures to acquire clinical pass time. Approval of application will depend upon the student's academic standing. Each function will be evaluated independently as to its educational value in terms of how much time will be awarded.

The following procedure must be followed:

1. The student must fill out a "Seminar Leave Request" form and attach pamphlets, brochures, or other appropriate information to the request at least two weeks prior to the requested leave.
2. The student may not be paid by an employer to attend the seminar and use clinic leave time.
3. The student must submit a written summary of the seminar within one week upon returning. Additional assignments may be given.
4. If specialty rotations are missed due to seminar leave time, it is the student's responsibility to reschedule the rotation.
5. Clinical/classroom assignments must be completed regardless of seminar leave time.
6. Clinical objectives for the missed rotation must be completed. It is the student's responsibility to do so.

Seminar Leave Request

Name: _____ Date: _____

List the course(s)/rotation that you are requesting leave time:

| | Course/Rotation | Date | Instructor | Hours |
|----|-----------------|------|------------|-------|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| 5. | | | | |

Date(s) of Activity you wish to attend

Location of Activity

Description of Activity (attach information)

 Student's Signature

 Program Faculty Signature Date

 Approved Denied

Comments:

 Hours of Leave Approved

Dress Code

All Phlebotomy students are required to adhere to the proper dress code whenever attending a clinical education center. If a clinical site provides scrubs, that will be the proper dress for a student at that site.

Uniforms can be ordered through various facilities. Discounts are often available to students.

1. *Uniforms - must be clean and neatly pressed at all times.
 - a. pants: color - royal blue scrubs, minimum number: 2
 - b. top: color - royal blue scrubs, minimum number: 2
 - c. all white lab coats. Must have long sleeves with elastic around wrist area and they must button to the collar. Minimum: 1.
 - d. all white leather shoes, closed heel and toe and soft-soled. Shoe and shoelaces must be kept clean and polished at all times. These shoes must be reserved for clinic use only.
 - e. student must wear assigned name tag at all times. SCC picture student ID will be utilized as clinical nametag. SCC will provide clip so name tag can be clipped on lab coat.
 - f. One waterproof watch with second hand

*Failure to adhere to this dress code can result in the student being removed from clinical education until the dress is rectified. If this is the case, then time missed as a result of the time away will be made up.

Grooming

1. Students are to be neat and well groomed at all times when in the clinical area. This includes proper personal hygiene habits and routinely cleaning your uniforms.
2. Hair must be neat, clean and not hanging in the face. Students with long hair styles must tie their hair back or pin it up so that it does not fall loosely over the shoulders and face. If an individual has a question about his/her hair, they should see the program director for an official decision about the hair requirements. Do not make it necessary for program officials to remind you of this policy.
3. Fingernails must be short and clean. Women may wear fingernail polish if it is low key and conservative such as clear polish (e.g., **NO** blacks, purple, orange, etc...) Also, no perfumes or colognes are to be worn.
4. Facial hair must be neatly trimmed.

Accessories

1. Due to safety concerns and the need for professional appearance, jewelry of any kind will NOT be permitted. Tattoos of any kind are expected to be covered while performing clinical rotations.

*Appearance is a vital element of being a professional. If at any time your appearance is not deemed appropriate, you will be counseled to correct this inadequacy. If at any time there is a question concerning dress, grooming, etc., this will be decided at the discretion of the program director and/or clinical coordinator.

Identification

Students will wear a picture identification name badge. The SCC picture student ID will be used for this purpose. Badge is to be attached to your clinical lab coat. Approximate cost: \$1.00

Confidential Information

All hospital and patient records are confidential in nature. Requests for information concerning a patient should be referred to the clinical supervisor or designate. Students are expected to maintain the confidentiality in a professional manner. Students who do not adhere to this premise will be subject to probation, suspension, or dismissal from the program.

Physical Examination

Students must also submit the college's physical examination, and immunization reports completed by a physician. The physical report must be current (within one year). For example, if the student is entering the program in August 2012, then the physical report must be from August 2011 or after. The Technical/Academic standards form must be completed by the student prior to entering the program. The completed forms MUST be returned to the program director no later than the first day of class. The student will not be able to perform labs or clinical rotations without all completed forms being submitted to the program director. Missed labs or clinical rotations may result in unsatisfactory performance in the program.

Financial Aid/Student Employment

1. Students in this program will be assigned to various schedules and it would not be practical to work full-time. Students who need financial assistance should contact the financial aid officer at the college.
2. Any type of employment shall not interfere with clinical schedules and academic assignments.

Transportation

Students will be responsible for providing their own transportation to attend clinical assignments.

Pregnancy Policy

Due to the possibility of a female student becoming pregnant during the time required to complete the curriculum in the Phlebotomy program, a pregnancy policy is hereby established.

1. The student must notify the program director and clinical supervisor as soon as possible.
2. Make up any time missed due to pregnancy.
3. Any aspects of clinical education that are not attainable, due to this circumstance, must be completed at a later date to meet competency levels.
4. Each individual situation will be dealt with on an individual basis.
6. The pregnancy policy may require that a student attend the program longer than the stated 4 months. The student is aware of this and agrees to this eventuality.
7. The specifics of each hospital's pregnancy policy will be observed once a pregnancy is identified (for example, if a pregnancy occurs while attending clinical education at MedWest - Harris, then during the rotation, the specifics of their pregnancy policy would become in effect.)

Reporting of Illness and Communicable Disease

Due to the nature of the environment in which clinical education takes place, the following policy must be adhered to. The student must report to the clinical coordinator/clinical instructor any illness, communicable diseases, or other conditions which might affect the health of other students, patients, or staff. To re-enter clinical education, a doctor's signature indicating there is no longer a danger to others must be presented to the program director. Any clinical hours missed must be made up completely. Scheduling of the make-up days will be in conjunction with the clinical coordinator and the clinical education center. If this illness requires that the student attend the program longer than the stated 4 months due to this illness, the student agrees to this eventuality.

Grading

The program follows the grading scale of the College, also stated in the college catalog.

| Grade | Definition | Quality Points per Semester Hour |
|--------------|---|----------------------------------|
| A (93-100) | The student has, in a superior way, met the objectives established for the course. | 4 |
| B (85-92) | The student has more than adequately met the objectives established for the course. | 3 |
| C (77-84) | The student has adequately met the objectives established for the course. | 2 |
| D (70-76) | The student has minimally met the objectives established for the course. | 1 |
| F (Below 70) | The student failed to meet the objectives. | 0 |

Due to the uniqueness of Phlebotomy and the importance of responsibilities of the phlebotomist, a high level of academic and technical competence is required of all students in the program. Therefore, the student must receive no less than a final grade of "C" to meet minimal academic standards in Phlebotomy or related courses. Students who receive a final grade lower than "C" must obtain written permission from the program director to continue in the program.

Progression Policy for Phlebotomy

1. To remain in good standing, all students in the program are required to maintain a cumulative QPR of 2.0.
2. A student receiving a grade below "C" in any PBT prefix course OR related course will NOT be permitted to progress in the Phlebotomy core until the course has been successfully completed with a grade of "C" or better. The student may continue to take non-curriculum courses but will be considered a pre-PBT major until re-accepted into the next program class.

Phlebotomy or related courses are listed below:

| | |
|---------|---|
| PBT 100 | Phlebotomy Technology |
| PBT 101 | Phlebotomy Practicum |
| BUS 151 | People Skills |
| or | |
| PSY 118 | Interpersonal Psychology (you may take PSY 150 in place of PSY 118) |

Students not completing the above courses with a "C" or better by the end of the semester will not graduate or be allowed to sit for the Registry Exam until all coursework is completed with a "C" or better. The student must also meet college standards in regards to academic probation and suspension.

3. Clinical sites have the right to require a criminal background check and drug screen before allowing a student to attend clinical education at their facility. Each clinical site has its own set of requirements concerning background checks, drug screens and immunizations. If a student assigned to a designated clinical site is denied placement for any reason, which could include the results of a background screening and/or drug screen, the student will not be able to complete the clinical course, will be unable to progress in their course work, and will be dismissed from the program. Clinical sites have the right to require students to submit to random drug screens if that is a facility policy. If a student fails a drug screening they will be dismissed from the clinical course, will receive an F for the class and will be dismissed from the program.

Cheating

The program director will initiate disciplinary proceedings against a student for scholastic dishonesty (cheating). Cheating on a test includes:

- a. copying from another student's test paper.
- b. using, during a test, materials not authorized by the person giving the test.
- c. collaborating in any manner with another student during a test without authority.
- d. knowingly using, buying, selling, stealing, transporting or soliciting in whole or part the contents of an un-administered or administered test.
- e. bribing another person to obtain an un-administered or administered test.

If a student is caught cheating, they will be given an "F" for the course and turned over to the Vice President for Student/Institutional Development.

Miscellaneous Policies

1. No food, drink, or tobacco products are to be brought into the classrooms. This is necessary in order to keep the classrooms clean.
2. Children are not to be brought to classes without permission of the instructor.
3. You are to leave the classroom and lab in a condition that is neat and orderly.

Termination from the Program

The rules and regulations stated in this manual represent a contractual agreement between SCC and the phlebotomy student. Failure to comply with the rules and regulations in this handbook are grounds for probation, suspension, or dismissal from the program. **Students that are dismissed from the program will not be able to re-enter the program.** It should be pointed out that a student can be suspended from the program at any time during their training for one of these violations.

- A. Exhibiting behavior that does not meet the standards of student conduct for SCC as printed in the college catalog.
- B. Exhibiting behavior that is not in accordance with hospital policies.
- C. Failure to comply with the rules and regulations in this policy manual.

Student Grievance Procedure

Didactic Portion:

The student chain for grievances in didactic portion of their phlebotomy education will be through the individual instructor then to the program director. If unresolved problems still exist, students may present the problem (along with the program director) to the Dean of Health Sciences. If the problem still exists, the next step is the Vice President of Instruction and Student Services. At no time will the student **not** follow this chain for grievances.

Clinical Portion of Training:

In the hospital, the first step in a grievance should be to the clinical instructor, if SCC faculty is not present. If unresolved, the grievance goes to the clinical coordinator. In unresolved problems still exist, students may present the problem (along with the program director and clinical coordinator) to the Dean of Health Sciences. If the problem still exists, the next step is the Vice President of Instruction and Student Services. At no time will the student **not** follow this chain for grievances.

If a student feels he or she has been treated unjustly, he or she may utilize normal grievance procedures of the

college after the above steps have been exhausted.

Insurance

A. Medical Profession Liability Insurance

All Health Science students are required to purchase Malpractice/Liability Insurance. This insurance is purchased through the College Business Office (1st floor of the Balsam Center) for a cost of \$17 per year. **Failure to purchase this insurance will prevent you from performing on-campus labs, attending clinical education, and could prevent normal progression in the program.** This insurance is for your protection. The coverage that the policy provides is \$2,000,000 each medical incident and \$4,000,000 aggregate.

B. Student Accident Insurance

The Health Science students are required to purchase the Student Accident Insurance Policy. This insurance is purchased through the College Business Office (1st floor of the Technical Building) for a cost of \$15 per year. **Failure to purchase this insurance will prevent you from performing on-campus labs, attending clinical education, and could prevent normal progression in the program.**

This insurance covers only accidents while involved in college related functions. For illness or health problems, other than accident, you will be responsible for bearing any cost incurred for medical treatment.

Students may be exempted from purchasing the Accident Insurance if documentation is provided of personal insurance.

Infectious Disease Guidelines

A. Blood and Body Fluid Precautions

The body substance precautions developed by the Center for Disease Control will be followed in all clinical areas and campus laboratories. (Body substances include oral secretions, blood, urine and feces, wound or other drainage.) Blood and body substances should be considered infectious in all cases.

1. Hand washing, using a biocidal agent, is the most important precaution to be taken routinely.
2. Latex gloves (nonsterile) - to be worn to avoid direct contact with body substances, mucous membranes, or nonintact skin.
3. Plastic gowns - to be worn when clothing is likely to be soiled by body substance.
4. Masks - to be worn when likely to be splashed by body substances.
5. Protective eyewear (glasses) - to be worn in situations where blood and body substances could be splattered or splashed.

B. Care of Equipment/Specimens

1. Needles and syringes - should be disposable and disposed of in a rigid, puncture-resistant container. To prevent accidental needle sticks, needles should not be recapped, purposely bent, broken, or cut.
2. Blood and other specimens - should be obtained and handled in accordance with the procedure established for blood and body fluid precautions (Hepatitis B) within the institution. Contaminated specimen containers and specimen spills should be disinfected according to the CDC guidelines for Hepatitis B/AIDS precautions using current appropriate disinfectants for that setting.
3. Soiled linens, laundry, and non-disposable articles - contaminated with blood or body fluids should be handled according to the procedure established for blood and body fluid precautions (Hepatitis B) within the institution.

C. Needlestick/Mucous Membrane Exposure

If a student has a percutaneous (needlestick or cut) or mucous membrane (splash to eye, nasal mucosa or mouth), exposure to blood/body fluids or has a cutaneous exposure to blood/body fluids when the student's skin is chapped, abraded, or otherwise nonintact, the following protocol will be followed:

1. The student must immediately report the exposure to the supervisor (clinical supervisor of the health care facility or program faculty). If the exposure occurs at clinic both the health care facility supervisor and the program faculty must be notified.
2. If the exposure occurs at the health care facility, a health care facility incident report must be completed as soon as possible. In addition, a copy of this report should be given to program officials. Student must also complete a college accident report within 24 hours of exposure.
3. For on campus exposures, an accident report obtained from the college should be completed within 24 hours of the occurrence.
4. Following the guidelines of the health care facility, the clinical instructor will seek the assistance of appropriate hospital (clinical) personnel to learn the status of the patient relative to possible infection.
5. To the extent that the health care facility can learn about the patient's infection status, the student is advised to get treatment.

NOTE: If the student refuses treatment, the clinical instructor must make note of the fact.

D. Acquired Immune Deficiency Syndrome (AIDS)

Various studies (Weiss, et.al., 1985; Hirsch, et.al.,1985, Soledad Romea, María E. Alkiza, Josep M. Ramon and Joaquín Oromí, *European Journal of Epidemiology*, Vol.11,No.2(Apr.,1995),pp.225-229) found that the risk of health care workers of occupational transmission of HIV is extremely low (McCray, 1986, p. 1131; Logan, 1988; Reis-Schmidt, 1988). When proper hygienic/isolation techniques are practiced, the chances of a health care worker becoming infected with the AIDS virus or any other infectious diseases in the workplace is almost non-existent. It is the policy of most health care agencies to treat AIDS/Hepatitis B clients. There is no legal right for an employee to refuse to treat such patients. Therefore, it is the practice of the division of allied health to prepare students to practice as they will be required when employed within the health care delivery system.

E. Hepatitis Information

Hepatitis is considered a very contagious / dangerous disease and hospital personnel are at risk to this disease. Therefore, it is in the best interest of the student that they have the Hepatitis B vaccine. All students in programs with clinical components will be required to have the vaccine. As a result, the following protocol has been developed:

- All students will be provided with information concerning Hepatitis B.
- Students will provide documentation of the vaccination, or....
- Students may elect not to have the Hepatitis B vaccine. However, should they choose not to have the vaccine, they must sign a waiver indicating this decision. A copy of this waiver is attached.
- In some clinical situations, the only way a waiver will be accepted is if the student secures a statement from a physician indicating that an existing medical condition precludes the student from having the vaccine. This situation would rarely if ever occur; however, if this were to occur, the program director will have the list of clinical affiliates for whom this stipulation will apply.
- If the student has already had the vaccination, they must provide documentation indicating the location and date of the vaccination.

- If it has been more than seven (7) years since the student received the vaccine, it will be strongly recommended that they consult their physician to determine their immunity.
- Each program director will maintain a file on each student which will indicate the status of each student's Hepatitis B vaccination.
- If a student leaves the program for any reason before the vaccination series is complete, they will assume all responsibility for completing the series.
- The student will be required to pay for the Hepatitis B vaccine. Following, you will find details on how you can secure the vaccine from your local health departments.

Health Departments

Jackson County Health Department
102 Scotts Creek Road
Sylva, N. C. 28779
Phone - 704-586-8994

Macon County Health Department
5 West Main Street
Franklin, N. C. 28734
Phone - 704-369-9526

Swain County Health Department
P. O. Box 546
Bryson City, N. C. 28713
Phone - 704-488-3198

Southwestern Community College
Health Sciences Division

Student Informed Refusal Form

I understand that due to my occupational exposure to blood and other potentially infectious materials, I may be at risk of acquiring Hepatitis B virus (HBV) infection. I have been made aware of risks related to Hepatitis B. I have the opportunity to be vaccinated with Hepatitis B vaccine; however, I decline Hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine, I can exercise my option to receive the vaccine.

(Declining Student)

(Date)

**Southwestern Community College
Phlebotomy Program**

Curriculum by Semester

| Prefix | Number | Title | Class | Lab | Clinic | Credit |
|------------------------|--------|--------------------------|-------|-----|--------|--------|
| Fall Semester 1 | | | | | | |
| PBT | 100 | Phlebotomy Technology | 5 | 2 | 0 | 6 |
| PBT | 101 | Phlebotomy Practicum | 0 | 0 | 9 | 3 |
| PSY | 118 | Interpersonal Psychology | 3 | 0 | 0 | 3 |
| OR | | | | | | |
| BUS | 151 | People Skills | 3 | 0 | 0 | 3 |
| | | | — | — | — | — |
| | | Totals | 8 | 2 | 9 | 12 |

Total Semester Hour Credits: 12

Award: Certificate

Phlebotomy Course Descriptions

PBT 100 Phlebotomy Technology 5-2-0-6

This course provides instruction in the skills needed for the proper collection of blood and other specimens used for diagnostic testing. Emphasis is placed on ethics, legalities, medical terminology, safety and universal precautions, health care delivery systems, patient relations, anatomy and physiology, and specimen collection. Upon completion, students should be able to demonstrate competence in the theoretical comprehension of phlebotomy techniques. Prerequisites: Enrollment in the Phlebotomy Technology program. Corequisites: PBT 101.

PBT 101 Phlebotomy Practicum 0-0-9-3

This course provides supervised experience in the performance of venipuncture and microcollection techniques in a clinical facility. Emphasis is placed on patient interaction and application of universal precautions, proper collection techniques, special procedures, specimen handling, and data management. Upon completion, students should be able to safely perform procedures necessary for specimen collections on patients in various health care settings. Prerequisites: Enrollment in the Phlebotomy Technology program. Corequisites: PBT 100.

BUS 151 People Skills 3-0-0-3

This course introduces the basic concepts of identity and communication in the business setting. Topics include self-concept, values, communication styles, feelings and emotions, roles versus relationships, and basic assertiveness, listening, and conflict resolution. Upon completion, students should be able to distinguish between unhealthy, self-destructive, communication patterns and healthy, nondestructive, positive communication patterns.

PSY 118 Interpersonal Psychology 3-0-0-3

This course introduces the basic principles of psychology as they relate to personal and professional development. Emphasis is placed on personality traits, communication/leadership styles, effective problem solving, and cultural diversity as they apply to personal and work environments. Upon completion, students should be able to demonstrate an understanding of these principles of psychology as they apply to personal and professional development.

**Southwestern Community College
Phlebotomy Program
2012 - 2013**

I have read and understand the material within the student policy manual. I will adhere to the rules and regulations stated within or accept the consequences.

Student Name – PLEASE PRINT

Student Signature

Date