



# PROGRAM MANUAL

2016



## *Phlebotomy Program*

Southeastern Community College



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## DESCRIPTION OF PROGRAM

The Phlebotomy program is a competency-based, 17-credit-hour course designed to train individuals the skills involved in drawing blood specimens for the purpose of medical analysis. The Phlebotomy program is part of the Allied Health division of Southeastern Community College. The program has received state approval from the North Carolina Community College System (NCCCS, formerly the Department of Community Colleges) and national approval from the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS address: 5600 N. River Road, Suite 720, Chicago, IL, 60018; phone: 773-714-8880). These two organizations prescribe standards which ensure students that course content, instruction and policies are effective.

The program is offered every fall and spring semesters, and involves approximately eight weeks of theory and campus laboratory practice followed by eight weeks of clinical training at area health care facilities. Upon completion, a certificate is awarded to students earning a grade of "C" or better in the program courses (PBT 100, PBT 101, WBL 111, PSY 150, CIS 110 and ACA 115). Graduates are then eligible to take a national certification exam such as the American Society of Clinical Pathologist (ASCP). Graduation from the program is not contingent upon the passing of an external certification exam. Students are made aware of employment opportunities through program instructors and SCC's JobLink service.

This Program Manual is intended to provide Phlebotomy students with basic information and policies used in the classroom, campus lab and clinical setting. The policies were designed by the clinical laboratory faculty and are in accordance with the SCC catalog, the SCC Student Handbook and SCC Allied Health policies. The manual, SCC catalog and Student Handbook should be used by students to have full knowledge of all college policies (<http://www.southeastern.cc.nc.us/>). A copy of the manual is provided to Phlebotomy students during the first week of the program. At that time, students are also informed of the internet location of the SCC catalog and Student Handbook. Students are encouraged to review these policy manuals often throughout the year.

Tanya Bellamy, MLT(ASCP), MESH serves as the primary instructor for the program. The Medical Laboratory Technology (MLT) faculty of Patricia Wright, MLS(ASCP) and Dawn Williamson, MSHS, MLS(ASCP) assist Ms. Bellamy with classes. Dawn Williamson, Program Director, and Al West, Director of Nursing and Allied Health, are responsible for program content and effectiveness. Input from community professionals is received through the Medical Laboratory Advisory Board which meets with faculty annually to advise faculty in the areas of clinical instruction, student evaluation, laboratory equipment, supplies and program policies. The Advisory Board is composed of Medical Laboratory professionals who practice in the southeastern North Carolina and northeastern South Carolina region.



## PROGRAM GOALS

1. To require graduates to develop skills in
  1. Reading (DRE 96-98)
  2. Mathematics (DMA 10-30)
  3. Phlebotomy Technology (PBT 100)
  4. Phlebotomy Practicum (PBT 101)
  5. Work Based Learning (WBL 111)
  
2. To require graduates to demonstrate competency in
  1. General Psychology (PSY 150)
  2. Introduction to Computers (CIS 110)
  3. Academic Success (ACA 115)
  
3. To meet and/or exceed NCCCS performance standards, the program will achieve:
  - a. An aggregate institutional passing rate of 80% for all first-time takers of licensure/certification examinations, plus no passing rate falling below 70% for any single examination
  - b. 85% of employers report being satisfied with preparation of graduates
  - c. 90% of graduates will be employed within 1 year
  - d. An average of 10 students enrolled in the program over a three-year period
  - e. 85% of the combined respondents will report being satisfied with quality of college's programs and services
  - f. 90% of program completers will report goal completion
  - g. 80% of the defined cohort will graduate, be retained, or report goal completion.

## PROGRAM MISSION STATEMENT

In keeping with the mission of the college, the Phlebotomy program seeks to serve the community by providing didactic, campus laboratory and clinical practicum learning experiences that prepares individuals to obtain blood and other specimens for the purpose of laboratory analysis. Graduates qualify for entry level employment and to take a national certification exam.



## PROGRAM COMPETENCIES

The Phlebotomy program subscribes to competencies recommended by NAACLS in order to ensure appropriate content. Specific competencies are contained in course syllabi. Program competencies include:

1. Demonstrate knowledge of the health care delivery system and medical terminology.
2. Demonstrate knowledge of infection control and safety.
3. Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.
4. Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
5. Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.
6. Follow standard operating procedures to collect specimens.
7. Demonstrate understanding of requisitioning, specimen transport and specimen processing.
8. Demonstrate understanding of quality assurance and quality control in phlebotomy.
9. Communicate (verbally and nonverbally) effectively and appropriately in the workplace.



## PROGRAM OUTCOME MEASURES

Strategic planning is utilized to provide continuous, systematic assessment of program quality. Strategic planning identifies objectives, activities and outcome measures and are used by program faculty to achieve maximum effectiveness. NAACLS benchmarks are used in PBT program evaluation.

Three outcome measures consistently monitored are job placement rate, graduation rate and certification exam pass rate. About half of all PBT graduates continue college in an associate degree healthcare program. In the last 3 years, job placement has averaged 41%. During the last 3 years, the graduation rate has averaged 77%. The certification exam pass rate over the past 3 years has been 100%.

## ADMISSION CRITERIA

Academic admission criteria are used to afford students the highest possible advantage for success in the program. Approximately 20 students are admitted each semester on a best-qualified basis.

1. High school diploma or GED
2. Competency in high school level Reading and Math (through SCC placement tests) or take DRE 96-98 and DMA 10-30.



## ESSENTIAL FUNCTIONS

Health care professionals require the performance of essential functions in order to provide safe care, generate accurate data and communicate effectively to patients and other health care personnel. To effectively train phlebotomy professionals, the performance of these functions is incorporated throughout the program. Faculty and students are required to demonstrate proficiency of these functions in the campus lab and clinical practicum. The essential functions include:

1. **Critical Thinking:** critical thinking ability sufficient for clinical judgement. For example, students must be able to identify cause-effect relationships in clinical situations; research and analyze data to aid in problem-solving; read and comprehend text, numbers and graphs displayed in print and on a video monitor.
2. **Interpersonal Skills:** interpersonal abilities sufficient to interact with individuals, families, groups, etc. from a variety of social, emotional, cultural and intellectual backgrounds. For example, students must establish rapport with patients and health care team members.
3. **Communication Skills:** communication abilities sufficient for interaction with others in verbal and written form. For example, students will explain specimen collection procedures, communicate with faculty members, fellow students, staff and other health care professionals verbally and in a recorded format (writing, typing, graphics and telecommunication)
4. **Mobility:** physical abilities sufficient to move from room to room and maneuver in small spaces, stand and walk for extensive periods of time. For example, move around in a patient's room, reach patients lying in a hospital bed and move close to benchtop clinical instruments such as a microscope.
5. **Motor Skills:** gross and fine motor abilities sufficient to perform test procedures accurately. For example, students will make fine adjustments to hand-held objects, handle contaminated needles safely and move twenty-pound instruments from one area to another.
6. **Hearing:** auditory ability sufficient to monitor equipment and access health needs. For example, students will hear monitor alarms, public address pages and cries for help.

7. Visual: visual ability sufficient for observation and assessment necessary in the performance of laboratory procedures. For example, students will observe specimen and reaction colors and turbidity and observe patient responses.
8. Tactile: tactile ability sufficient for collecting blood specimens. For example, student will palpate the skin.
9. Weight-bearing: ability to lift and manipulate/move a twenty-pound instrument or box of supplies from one area to another.
10. Cognitive: ability to be oriented to time, place and person, organize responsibilities and make decisions. For example, students will organize and prioritize routine and emergency analyses.

Southeastern Community College is an ADA-compliant institution. The college does not discriminate on the basis of disability in admission or access to its programs, services or activities for qualified individuals who meet essential eligibility requirements. The college will provide reasonable accommodations for documented disabilities of individuals who are eligible to receive or participate in college programs, services or activities. Student Development Services provides a disability counselor to assist students in requesting disability-related accommodations. If a student believes that he/she cannot meet one or more of the essential functions without accommodations, the student should make this requirement known to the ADA counselor as soon as possible. Students must certify the ability to meet essential functions of the profession by a signed statement in the beginning of the program

## REQUIRED CLINICAL DOCUMENTATION

Specific clinical documentation is required of all allied health students to ensure the safety of students and patients and to satisfy the contractual agreement between the college and the clinical affiliates. This documentation includes medical records, criminal background, malpractice insurance, OSHA training and CPR certification. Students must submit all required documentation (except OSHA and CPR) to Phlebotomy faculty by the 14<sup>th</sup> calendar day (10<sup>th</sup> school day) of the semester. Failure to present the documentation will result in the student being placed on probation. A student on probation will not be permitted to attend campus or clinical laboratory classes. The student will be dropped from the program if complete documentation is not received within the following 2 days.

Current medical records documentation is required to diminish the risk of infectious disease to patients in the clinical area and to Phlebotomy students in the campus and clinical laboratories. Medical records consist of immunizations and a physical exam. Immunizations must be current at the time of admission into the program and updated as necessary throughout the length of the program. Since health care workers are considered high risk for contracting work-related hepatitis B infection, the Center for Disease Control highly recommends the HBV vaccine. A student who is pregnant or plans to be pregnant within three months should consult her obstetrician before receiving immunizations. Current immunizations for health care workers defined by the N.C. Department of Public Health and Center for Disease Control are:

1. Three doses of DPT vaccine (tetanus/diphtheria within 10 years)
2. Polio vaccine
3. Two MMR vaccines (one if born before 1957)
4. Annual influenza vaccine
5. Three doses of HBV vaccine (recommended)
6. Annual 2-step TB skin test or surveillance
7. Varicella injections or proof of immunity through titer

Physical examinations must be current within one calendar year of program admission. Students with previous physical, emotional or behavioral problems must provide professional certification that appropriate treatment and/or counseling has taken place to show that the problem has been adequately accommodated.

Clinical affiliates require a national criminal background search on all students entering clinical. For this reason, all students entering the PBT program are charged a fee to perform this search. In the first weeks of class, students will be asked to submit personal information which will be used to perform the search. The clinical affiliates review the results of the search and identify students who may or may not attend clinical at their facility.

The affiliates have indicated that a student who has pending criminal charges or a previous criminal conviction of abuse, neglect, fraud, larceny and drug/alcohol abuse may be a threat to patients and therefore ineligible for clinical assignment. If a student is identified as a threat by one affiliate, the program director will try to find other affiliates that are willing to take the student in clinical. If no clinical affiliates are willing to take the student, the student will be dismissed from the program. Readmission would be contingent upon clinical approval.

A negative 12–panel drug screen with urine creatinine is required by the hospital affiliates. Therefore, all students entering the program are charged a fee to perform this screen. The clinical affiliates review the results of the drug screen and identify students who may or may not attend clinical at their facility. A urine creatinine 20 mg/dL or above indicates that the specimen submitted is concentrated. If the specimen was not concentrated or the affiliate asks the student to submit another specimen for any other reason, the student must comply.

Malpractice liability insurance covers legal costs in case a patient takes legal action on an allied health student or the health care agency. Health care agencies carry malpractice insurance on its employees but not on students. Therefore, all allied health students are required to purchase malpractice insurance upon registration every fall semester. Students are required to provide documentation verifying purchase of malpractice insurance within the 14-day time limit.

OSHA and CPR workshops are provided during the semester. A student who chooses not to attend these workshops must attend an OSHA and American Heart Healthcare Provider CPR workshop on his/her own. Some hospitals require additional OSHA orientation online.

## PHLEBOTOMY PRACTICUM

Near the eighth week of the program, each Phlebotomy student who has successfully met academic and professional requirements for program progression will qualify for assignment to two clinical affiliate agencies for Phlebotomy Practicum. The Phlebotomy clinical agencies are valuable partners in health care education. The agencies have been approved by NAACLS as an appropriate training site for Phlebotomy students. They donate employee time, supplies and patient access to help educate new members of the profession. In return, the college agrees to assign to the agencies only those students who meet academic and ethical standards. The college agrees to remove any student from the agency if the student is unacceptable to the agency for reasons of health, performance, criminal record or other reasonable cause.

The Phlebotomy program at SCC is a regional program which means that students who live in surrounding counties will drive long distances to attend class. Clinical affiliate agencies are located in several counties in North and South Carolina. Because of these two facts, students may be assigned to an agency that is not close to the student's residence. Although transportation distance is a factor, clinical assignments are made to provide optimal educational opportunities for students and maintain the relationship with clinical agency. The clinical schedule will not be changed for the convenience of the student. Changes in clinical assignments may be made during Phlebotomy Practicum as deemed necessary by Phlebotomy faculty. Students should be aware of driving distances to the agencies and be prepared to be responsible for reliable transportation to and from clinical assignments at these locations. Similarly, job opportunities may require graduates to leave the local area for employment. Lack of transportation is not a valid excuse for missing class or clinical.

Under the supervision of clinical instructors, students will practice phlebotomy skills as he/she rotates through two clinical affiliate agencies. The Phlebotomy faculty monitors the clinical agencies to ensure that a student is not used as or carry the workload of a regular staff employee. Clinical experiences are designed to provide students with a working knowledge and entry-level competency of all phlebotomy responsibilities. The clinical affiliates understand that clinical students may not be used to carry the workload of regular staff employees. Daily tasks, such as disinfecting work areas and specimen processing, will be also performed by students throughout the clinical practicum.

Typically, the student trains eight hours a day for five days a week. Typical hours are 6:00am to 2:00pm in hospitals and 8:30am to 4:30pm in clinics and physician offices. Evenings, weekends and holidays are usually not assigned.

SCC students and allied health faculty are not entitled to any compensation from the clinical affiliates in connection with their respective allied health program assignments. Students are permitted to work part-time at the facility of their choice outside of scheduled academic hours with permission from the Program Director. Permission is granted to students with documented phlebotomy competency and professional conduct.



Presently, the program has a maximum of 17 student clinical positions available at 11 healthcare affiliates. Every effort is made to assign all students into Clinical Practicum. In the event that the facilities cannot accommodate all the students in the class, students will be ranked according to final course grade of PBT 100 and the student positions will be filled by the top 17 students. The remaining students will be given first priority for clinical assignment in the next Clinical Practicum semester.

The clinical affiliate agencies are:

- Bladen Healthcare, Elizabethtown, NC
- Brunswick Novant Medical Center, Supply, NC
- Columbus County Health Department, Whiteville, NC
- Columbus Regional Healthcare System, Whiteville, NC
- Grand Strand Regional Medical Center, Myrtle Beach, SC
- McLeod Health Dillon, Little River and Loris, SC
- New Hanover Regional Medical Center, Wilmington, NC
- Southeastern Regional Medical Center, Lumberton, NC
- University of North Carolina at Wilmington Health Center, Wilmington, NC
- Whiteville Urgent Care, Whiteville, NC

## ATTENDANCE

Attendance and punctuality are essential parts of the educational process as well as excellent indicators of a student's dependability and integrity as a future health care employee. It is impossible for a student to keep up without consistent attendance. Students should make arrangements for childcare, medical appointments and transportation before each semester begins. Absences should occur only in the event of personal illness, family emergency or other unavoidable situation that prevents the student from attending class, campus lab or clinical. Students are strongly advised to reserve absences for such times as these. It is the student's responsibility to contact the instructor for a make-up assignment. If a student does not make the effort to make up the missed grade within 14 calendar days of the absence, a zero grade will be assigned for the missed assignment.

Campus lab hours and lecture hours are not differentiated. A student who is absent on a test day must be prepared to take a test of varying format upon the next day returning to school. Attendance is recorded in the instructor's gradebook at the beginning of class/lab. If a student arrives in class after the role has been taken, it is the student's responsibility to see the instructor at the end of class to request that the documented absence be changed to a tardy. No differentiation is made between excused and unexcused absences/tardies. Three tardies are equivalent to one absent hour. Tardiness greater than 5 minutes on a test day is considered an absence. If a student is less than 5 minutes tardy, the student may take the test but must finish within the time limit set by the instructor for other students.

In Phlebotomy Practicum, greater than 5 tardies per rotation will result in a significant reduction of the professional portion of the student's evaluation. Absences and tardies must be called to a clinical instructor at least 1 hour before the assigned arrival time. It is the student's responsibility to make up missed clinical hours at the convenience of the clinical instructors.

Students should never endanger their lives to attend class or clinical. College closings and delays due to bad weather, natural disasters or any other emergency situations are informed to students via the emergency notification system, voicemail announcement at the college phone number and through radio and television broadcasts. PBT students not assigned to clinical must follow the SCC weather plan. PBT students assigned to clinical are not required to follow the SCC closing announcements for several reasons. Clinical students may have to arrive at clinical before a school closing is announced. Weather/Threatening conditions may or may not be present at the assigned clinical. When clinical hours are missed due to bad weather or threatening conditions, students must make up the missed hours. Therefore, students are allowed to use their best judgment whether to attend clinical, but are encouraged to attend if safely possible. Students may contact the instructor with help making this decision.

## EVALUATION SYSTEM

Students are evaluated on the knowledge and skills gained through specific objectives as defined in each course syllabus. Specific evaluation procedures and schedules are listed in the syllabi. Retests and extra credit are not given. Quizzes may or may not be given. Test grades are calculated to the nearest whole number. The course syllabi also contain the formula for calculating the final course grade. A seven-point scale is used to assign letter grades in all PBT courses. The time of test review is conducted at the discretion of the instructor. The instructor will allow students to review a graded test for a limited amount of time. Students may make abbreviated notations in lecture notes on material in missed questions to help in future testing. Plagiarism of test questions is not permitted. Test materials may not be taken out of the classroom. All tests and evaluations are part of the student's permanent record in the Allied Health Division of the college. Evaluation materials may not be photocopied due to patient and student confidentiality.

Laboratory competence is imperative in the clinical laboratory. Campus lab performance is evaluated by the accuracy of the student's technique and professionalism observed by the instructor during lab. Deficient laboratory skills are identified by failing lab grades or repeated technical errors on the lab report. When a deficiency is recognized, the faculty will meet privately with the student. The faculty may allow a student to improve a failed lab by demonstration of competency through additional practice. If a student receives a failing lab grade and the instructor allows the grade to be improved, the student must demonstrate competency by no more than 2 attempts within the timeframe given by the instructor. If competency is not demonstrated, the failed lab grade will be permanent.

Near the end of each PBT course, faculty performs a Laboratory Skills evaluation. The evaluation is a reflection of the student's ability to meet psychomotor and affective objectives during the semester. A student who does not pass the evaluation will receive an F grade for the course and be dismissed for the program. A copy of the Laboratory Skills evaluation is documented in Appendix A.

## TESTING PROCEDURE

Since patients' lives depend upon the competency of others, healthcare programs must ensure student competency of professional information and skills. This makes cheating a life-or-death issue. The Phlebotomy faculty has developed a testing procedure to minimize the occurrence of cheating. Phlebotomy students will be expected to observe the procedure when taking a lecture test, performing a graded laboratory exercise or taking a final exam in Clinical Practicum. A student who is suspected of cheating will not be allowed to finish the lab/test, thus receiving a much-reduced grade. A student who knowingly provides answers to another student will also be asked to leave the testing area immediately.

1. Any type of communication is not permitted between classmates during a graded lab/test. Students may not send/receive texts during a test.
2. Students may use a non-programmable calculator during a graded lab/test. The calculator must be on the desktop before the test begins. Cell phone calculators may not be used. Students may not borrow calculators during the test.
3. Students must have sufficient #2 pencils and erasers on the desktop before a graded lab/test begins. Students may not reach into bookbags or use any resources during the test.
4. Students must keep lab/test paper and answer sheet covered or turned over when not in use.
5. Students must show all mathematical calculations in order to get credit for correct answers.
6. LABS: Students must perform graded labs at the lab station assigned by the instructor. Lab stations will be assigned at the beginning and midterm of each semester.
7. LECTURE TESTS: Students will be spaced apart before the test. Students should be prepared to remain in their seats until he/she finishes the test. Students may not take a break for any reason during the test. Every test is timed. Students will have one minute per question unless otherwise directed by instructor.

Test review will be accomplished as a class after the test is given. Faculty will allow no more than 2 class meetings for test review at the end of the semester as preparation for the final exam.

## PROGRAM PROGRESSION

In order for students to complete the Phlebotomy program, students must meet specific academic and professional requirements.

### Academic Requirements:

1. Take PBT 100, PBT 101, and WBL 111 courses simultaneously within the same semester. The general education courses in the program may be taken before entry or while in the program.
2. Take PSY 150, CIS 110 and ACA 115. Graduation from the program and eligibility for certification exam is dependent upon passing program courses with at least a 2.0 GPA.
3. Successfully pass PBT 100 with a minimum course grade of "C" prior to the first clinical day.
4. Successfully pass the laboratory portion and Laboratory Skills evaluation of every PBT course.
5. Successfully pass the first clinical rotation with a minimum grade of 77 in order to proceed to the second clinical rotation.
6. Meet the 2.0 GPA requirement for graduation.

### Professional Requirements:

1. Complete medical records documentation by 14<sup>th</sup> calendar day of the semester.
2. Purchase criminal background by 14<sup>th</sup> calendar day of the semester.
3. Purchase malpractice liability insurance by 14<sup>th</sup> calendar day of the semester.
4. Complete American Heart Healthcare Provider CPR training.
5. Present a negative 12-panel drug screen (with creatinine) to the hospital clinical instructor on the first clinical day of each clinical rotation.
6. Purchase clinical attire before the first clinical day.
7. Maintain professional ethics requirements as specified in the PBT Program Manual.
8. Meet attendance requirements for PBT 100.
9. Document a minimum of 125 successful phlebotomies and 144 clinical hours in PBT 101.
10. Document a minimum of 160 hours of healthcare experience in WBL 111.

Failure to adhere to the above policies may cause the student to receive a "W" grade (before the drop date), "WP" or "WF" (after the drop date).

## PROFESSIONAL ETHICS

The public and the health care profession rely on the knowledge, honesty and integrity of trained professionals. Phlebotomy is a profession which demands careful attention to detail and precision. Medical professionals must assume full responsibility for the quality care given to their patients. Employers in the community rely on educators to produce ethical health care graduates. For these reasons, professional ethics is emphasized in every allied health program. Students are introduced to professional ethics on the first class day so they will be well prepared for actual application of those principles on the first day of clinical practice.

For health care professionals, unethical behavior can result in revocation of license, legal action and/or loss of life. Any form of dishonest, unsafe or unethical behavior is a serious threat to a professional's career and to the well-being of the people of the community. Unsafe behavior is defined as any deliberate or negligent act of commission or omission which threatens the safety and well-being of the public regardless of actual injury. Whether in the campus or clinical laboratory, students must perform laboratory procedures independently, without any assistance from fellow students, unless otherwise directed by the instructor. Examples of such behavior are plagiarism, inaccurate identification of laboratory specimens, inappropriate infection control technique and destruction or misuse of equipment.

Students should be forewarned that evidence of any dishonest behavior will result in immediate dismissal from the program. Unsafe or unprofessional behavior will result in a consultation with program faculty. A student who is witness to any such behavior is ethically responsible to report the behavior to an instructor immediately.

Socially accepted behavior is expected of students in campus and clinical settings. Students must address faculty, patients and family members by the appropriate title and surname. Students are expected to remain in control of their emotions. The quality and tone of conversation must be pleasant and at an appropriate volume. A display of disruptive, hostile or aggressive behavior or the use of profane or obscene language is unprofessional and will not be permitted. A student who does not adhere to socially accepted behavior is in violation with professional ethics guidelines and with the SCC Student Code of Conduct and will be asked to leave the activity immediately. Such behavior is grounds for dismissal from the program.

In order to allow Phlebotomy students full knowledge of their professional and ethical responsibilities, the following specific ethical guidelines have been established for the program. A student who violates these guidelines may be placed on probation and/or dismissed from the program.

1. Attitude.

A positive attitude is essential for any worthwhile goal in life. Students are expected to strive for excellence, be responsible and establish a sense of teamwork with fellow students. Personal problems can be weighty during an intense program. Students are encouraged to seek counseling for academic or personal problems with the instructors or counselors in Student Development.

2. Communication.

Students are expected to communicate to other students, instructors and patients in a professional manner. The quality and tone of voice must be pleasant and positive. Use of profanity or obscene language is strictly prohibited. Because of security reasons, students are allowed to keep cell phones on vibrate in class and campus labs, but cell phone use is forbidden in the clinical area.

3. Conduct.

Students are expected to conduct themselves in a studious, professional manner as befitting the profession for which they are training. Students must remain in control of their emotions. A disruptive student will be asked to leave class, campus lab or clinical on the first offense. Continued disruptive behavior will be met by dismissal from the program.

4. Honesty.

Cheating and plagiarism are serious academic offenses. Short-cutting, using sloppy technique and omitting procedures in the laboratory are also dishonest, unsafe behaviors. Dishonesty is a severe offense and is grounds for dismissal from program.

5. Dress.

During class, students may wear usual campus attire. For campus lab, students may wear usual campus attire, but must include closed (toe and heel) leather shoes. Labwear to be maintained in appropriate condition must include disposable lab coat and face shield which must be kept within the contaminated area of the campus lab. Only students with prior approval of Phlebotomy faculty may use a washable lab coat.

Clinical dress is required on all assigned days at the hospital affiliate. The required dress includes royal blue scrub pants, scrub top of any pattern, white, waist-length lab jacket, white leather shoes and nametag. Shoes must be clean and polished. Students must wear clean white socks. Clogs, open-toed shoes and sling-backs are not permitted. Visible tatoos are not permitted.

6. Hair.

Hair should be clean and neatly styled. Exotic hair styles such as unnatural colors are not acceptable. Styles longer than the shoulders must be pulled back. Bangs must not be in the eyes. Hats and headwear are not permitted in the clinical area.

7. Food, drinks and smoking.

Food, drinks and smoking are prohibited in SCC classrooms and are not allowed in contaminated areas of the campus lab or clinical area. Applying cosmetics or contact lenses are also prohibited in biohazardous areas.

8. Jewelry.

In the laboratory, dangling earrings, bracelets and necklaces are not only unprofessional but also hazardous in the laboratory environment. Students are limited to 2 rings. Rings must have a smooth surface to protect patients from scratches and tearing of gloves. Earrings must be small studs and are limited to one stud per lower earlobe. Visible body piercings (other than earrings) are not permitted.

9. Personal hygiene.

Students are expected to be neat and clean without body odor or halitosis. Fingernails in the laboratory do not meet safety standards if they can be seen when viewed from the palm side of the hand. Acrylic and/or false nails are not permitted in the laboratory. Male students must shave daily or keep sideburns, mustaches or beards neatly trimmed. Perfume and aftershave are not permitted in the clinical area.

10. Lab preparation, conservation and clean-up.

Students should come to class, campus lab and clinical with the necessary supplies and prepared to work. Health care agencies follow consistent cost-effective measures, therefore students are expected to begin the practice of conserving laboratory supplies whenever possible. In the clinical laboratory, clean-up is the responsibility of all persons assigned to the work area. If a student fails to clean his/her work area before leaving, the lab grade will be reduced. Students may not leave the campus lab or clinical area without permission from the instructor.

11. Social Networking.

Professionalism and confidentiality practices must extend to the internet. A shared computer drive, an email and a Facebook page are not private spaces. Personal comments in Moodle discussions and on social networking sites such as Facebook and Twitter must not describe event or contain comments or images related to clinical instructors or patients. Written opinions related to faculty and classmates must reflect socially acceptable standards of ethical behavior. Any single act of inflammatory, disrespectful documentation is considered a gross act of unprofessional conduct and may result in dismissal from the program.

## CONFIDENTIALITY

Health care professionals are ethically and legally bound to regard the patient's right to privacy as a very important part of the job. Modern technology offers many avenues to access personal information. A computer printout or screen, a phone call or a fax could contain personal information about a patient that must be protected. Revealing personal information about a patient (or co-worker) is unethical and illegal since it can result in harm to that individual.

In 1996, the Health Insurance Portability and Accountability Act (HIPAA) was passed into law. It requires the Department of Health and Human Services to maintain national standards for the security and privacy of protected health information (PHI). Patients have the right to receive a copy of the health care facility's privacy practices, request restrictions on their PHI and inspect, amend and copy their PHI. Health care facilities must have safeguards in place that protect the confidentiality and security of PHI.

Health care facilities have several ways to identify breaches in confidentiality. Hospitals have a hotline that may be used by personnel or the public to report violations. Most health care agencies respond to a breach of confidentiality with immediate termination. Additional penalties can occur if a civil or criminal suit is pursued which can terminate the employee's license to practice, fines or prison.

Confidentiality guidelines must be strictly practiced by all allied health faculty and students at SCC. Breaching one of these guidelines is a serious behavior and may result in the student's dismissal from the program. The following is an inconclusive list of situations in which confidentiality must be practiced. Any situation in which a student is asked to do something in which he/she feels ethically uncomfortable should be immediately discussed with the Phlebotomy faculty.

1. Revealing laboratory test results to unauthorized persons is illegal and is considered practicing medicine. Only a physician or clinical practitioner is authorized to report lab results to patients. All lab results are confidential information and should NEVER be revealed to unauthorized persons, which includes patients, or discussed outside the clinical facility.
2. Personal information, such as sexual activity, behavior or family situations, about a patient/student is limited to the student, instructor and health care personnel directly involved in the patient/student's care.
3. Student/instructor conferences should not use names of patients or reveal personal information not related to laboratory procedures.
4. Discussion of a patient/student medical or personal history in any public area, such as a hallway, elevator, cafeteria or parking lot, is a breach of confidentiality.

5. Discussion of internal privileged information (such as personal laboratory conflicts, doctor/patient relationships, or overheard hospital gossip) is a break in confidentiality. Personal comments in Moodle discussions and on social networking sites such as Facebook and Twitter must not describe event or contain comments or images related to clinical instructors or patients.
6. Reading patient charts or requesting non-laboratory information on any patient is a breach in the patient's right to privacy.
7. Using a patient's name on any written material, except hospital records requiring such name, is a breach to patient's right to privacy.
8. An audiotape, photograph, photocopy or videotape may not be made of a patient or the patient's medical record. The use of an Ipod or cell phone, calls or texting, are not allowed in the clinical areas.
9. SCC Phlebotomy students are not allowed to verbally report or electronically release patient lab results unless authorized by a staff technologist, whose initials must accompany the student's initials as documentation.
10. Some clinical facilities allow students to access the computer system through a student password while others allow access through a clinical instructor standing nearby. Either way, a computer password is meant for one person only. A student may not share his/her password with anyone or ask a clinical instructor her password. Students are responsible for any activity performed on the system.
11. Computer screens must be positioned so that passersby will not see the screen. Never leave a computer logged in.
12. Printers should never be left with printed information. Unneeded computer-generated paperwork must be shredded.
13. Personal information may be faxed or electronically transmitted only if vitally needed for the patient's care. The patient's written authorization must be obtained to release information. The transmitter must call to alert the receiver when a fax or electronic data is about to be transmitted.

## LABORATORY SAFETY

Every effort is made to ensure student safety on campus and at clinical. Safety procedures are explained/reviewed frequently throughout the program by faculty and clinical instructors. Phlebotomy students study and practice Occupational Safety and Health Administration (OSHA) infection control, fire, electrical and mechanical safety during the course of the program. OSHA procedures are strictly enforced in the campus lab and the hospital to ensure the safety of students and patients.

While on campus, a student who becomes injured must report the injury to the instructor. A SCC Occurrence Report must be initiated as soon as possible as a record of the injury. First aid kits and faculty trained in basic first aid procedures are located in each SCC building. The county EMS is activated for more serious injuries. If biohazardous materials are involved in the injury, the student is asked to report to his/her family physician to initiate OSHA exposure guidelines.

During clinical, students must report injuries to the clinical instructor and proceed per the hospital's exposure policy. Again, a SCC Occurrence Report must be completed as soon as possible for college records. A copy of SCC's Occurrence Report is documented as Appendix B.

Students in the program are required to purchase a student accident policy. Student accident claims may be filed with the SCC cashier. However, if the accident insurance does not pay the cost of an injured student's medical bills, the student must assume responsibility for their medical charges incurred at the hospital which includes the cost of exposure tracking. For this reason, students are strongly advised to purchase health insurance to cover the cost of medical expenses.

Federal law states that a patient who is injured because of improper actions of a health care worker is entitled to compensation for the injury. Malpractice liability insurance covers legal costs in case a patient takes legal action on a health care worker or the health care agency. Mistakes in the clinical laboratory do occur and may or may not be life-threatening. Health care agencies carry malpractice insurance on its employees but not on students. Students are therefore required to purchase malpractice insurance within the required timeframe.

Safety regulations for the clinical area are mandated by several agencies. When followed, these regulations protect the health and well-being of health care workers and patients. Students must take safety as a personal responsibility since faculty cannot watch every move each student makes during a laboratory exercise. Phlebotomy students are expected to follow all laboratory safety regulations in the campus lab and clinical area. Specific safety regulations for the laboratory include:

1. Gloves must be worn when there is a risk of contact with blood, body fluids or other potentially infectious materials.
2. Protective face shields which cover the eyes, nose and mouth must be worn during procedures that are likely to generate droplets/aerosols of blood or body fluids.
3. Protective lab coats must be worn during procedures that are likely to generate splashes of blood, body fluids and chemicals. Lab coats must be long-sleeved, knee-length and buttoned and must be kept in the laboratory available for use.
4. Students who have open cuts or lesions on the hands and arms must completely cover the area with a fluid resistant bandage and glove before proceeding to the laboratory area.
5. Safety needles must be used for specimen collection. Contaminated needles must be covered then disposed in impervious sharps containers. All laboratory sharps, such as needles and glass slides, must be disposed in sharps containers.
6. Students must follow recommended procedures for transporting specimens, cleaning equipment and performing lab functions to minimize spills and aerosols.
7. Work surfaces and instruments used in procedures must be decontaminated with disinfectant before leaving the area.
8. Students must correctly wash hands with soap between procedures, before touching uncontaminated articles and before leaving the lab area.
9. All contaminated trash must be placed in biohazard bags and brought to one central location for sterilization before students leave the lab.
10. Volatile, caustic and toxic chemicals must be used under the fume hood. Procedures that create aerosols must be performed under the hood.
11. Strong chemicals must be carried in the protective bucket.
12. Biohazardous spills must be cleaned up immediately using disinfectant solution. Wet floors must be marked.
13. Mouth pipetting is never allowed. Safety bulbs must be used for pipetting.
14. Smoking, eating, drinking and applying cosmetics and contact lenses are never allowed. Food must be confined to non-testing areas. Students must avoid putting pencils or any other object in their mouths.

15. Hair may not be longer than the top of the collar or hang in the face. Individuals with long hair styles must pull hair back in a ponytail.
16. Closed (toe and heel) leather shoes must be worn while working in the lab.
17. Books, purses and personal clothing are not allowed in the testing area.
18. No supplies, equipment, books, chemicals or specimens may be taken out of the laboratory without permission of the instructor.
19. Asbestos gloves and tube holders must be used when handling hot materials.
20. Accidents must be reported to the instructor immediately.
21. Students are responsible for knowing the location and proper operation of safety equipment including the eye wash station, fire extinguisher, shower, fire cabinet and fume hood.
22. Students are permitted to perform laboratory procedures only under the direct supervision of an instructor.

Safety in the clinical laboratory is a constant concern, but overall campus security is a top priority and is addressed annually at faculty and student orientation. SCC name badges must be worn at all times on campus. Students must recognize that they should take individual precautions to protect themselves from becoming victims of a crime on campus and at the clinical affiliates. Individual precautions include such as keeping purses and bookbags with them at all times and walking in well lit, open areas of the campus. The college cannot be responsible for items left unattended in a classroom. Threats of any kind, inappropriate sexual behavior or suspicious individuals should be called to the campus switchboard immediately. Students should activate EMS with fire, serious injury or active shooter and find the nearest safe room.

SCC's ALERT system allows students and faculty to keep current with urgent college messages and threatening conditions through cell phone notifications. Students are encouraged to register with this system on the college website. Students are allowed to bring their cell phones to class, but must keep the phones on vibrate and put away.

## DISMISSAL AND READMISSION

A student may be dismissed from the program by the Phlebotomy faculty for academic or ethical reasons. The faculty and college administrators make dismissal decisions on a case-by-case basis depending on the nature of the offense. Students must also be aware that administrative dismissal can occur as a result of violation of the SCC Student Code of Conduct, as outlined in the SCC Student Handbook. Dismissal can occur with or without being placed on probation prior to the dismissal.

Dismissal from the Phlebotomy program may result from, but not limited to, the following reasons:

### 1. Ethical

Cheating, plagiarism or falsification of information.

Breach of confidentiality.

A pattern of unprofessional or socially unacceptable behavior which is not corrected with counseling within a reasonable period of time

A pattern of careless, inaccurate, unsafe laboratory performance.

A pattern of unsafe laboratory performance after reasonable accommodations have been made for documented disabilities.

Willful destruction of college or hospital property.

Willful failure to follow an instructor's directions.

Failure to meet clinical affiliate requirements.

Excessive absence and/or tardies as defined by course syllabi.

Impaired thinking evidenced by an inability to make appropriate judgments and carry out laboratory functions. Impaired thinking may be the result of fatigue, anxiety, sleep deprivation, medication use and/or drug use.

Physical or emotional health problem which conflicts with safe, professional laboratory performance and does not respond to appropriate treatment and/or counseling within a reasonable period of time.

Violation of the SCC Student Code of Conduct

One incident of gross unprofessional conduct (ie, hitting/cursing a patient, instructor, another student or health care professional) or gross unsafe laboratory behavior

One incident of inflammatory, disrespectful documentation on a social network

### 2. Academic

A grade lower than "C" in PBT 100

Failure of the laboratory portion or Laboratory Skills evaluation of a PBT course.

Withdrawal from PBT 100

A student who is dismissed from the program for academic reasons may re-apply for the program within a 5-year period. There can be no more than two admissions within the 5-year period. Readmitted students must meet current admission requirements. Medical laboratory faculty may recommend developmental courses to help the student succeed in the following program.

A student who is dismissed for ethical reasons will not be readmitted unless professional certification is presented that appropriate treatment/counseling/modification has taken place and that the problem(s) have been satisfactorily resolved.

A student who seeks justice for what he/she perceives to be any unfair treatment should follow the college grievance procedure by discussing the problem first with the instructor, then with the Dean of Allied Health and finally with the Vice-President of Student Development Services. A student who feels conflict/harassment from another student may discuss the matter with an instructor and should ultimately talk with the Vice-President of Student Development Services as a record of the incident. A discussion of student rights, grievance procedure and appeals is detailed in the SCC Student Handbook.



## STUDENT EXPENSES

The following is a list of the approximate costs for the Phlebotomy program at SCC. Students should be reminded that costs may vary, and miscellaneous expenses, such as school supplies, meals and commuting costs, should also be considered.

Full-time, in-state tuition and fees	\$ 1300.00
Malpractice liability insurance	17.50
Background and urine screen	70.00
Textbooks	90.00
Disposable lab coat	12.00
First and second HBV vaccines	150.00
Clinical attire	<u>225.00</u>
Total	\$ 1864.50

SCC offers a variety of financial aid opportunities, including grants, scholarships, low-interest loans and on-campus jobs. Eligibility depends mainly upon documented need. If necessary, students may apply for educational-related, short-term emergency loans. Interested students should contact the Financial Aid office in the A-building.

## STUDENT SUCCESS

Health care is exciting and health care education can be very challenging. Health care students are expected to learn a massive amount of complex information in a short period of time. Health care instructors also realize the additional challenges of family and part-time job that face most students.

The faculty and staff at SCC are committed to helping students as much as possible through financial services, counseling, tutorial services as well as providing sound educational training to meet the student's career choice. Many Phlebotomy resources are available in the SCC library. A list of specific textbook references is documented in Appendix C. It is the student's responsibility to make an appointment to talk with faculty to discuss his/her progress, grades or any other concerns or problems. Students are encouraged to seek help before a situation becomes a crisis.

From past students, instructors have found that there are specific things students can do to keep abreast with their education and reduce stress. Recommendations include:

1. Purchase lecture notes and study guide at SCC bookstore.
2. Attend every class meeting.
3. Read assigned text before attending class.
4. Study notes daily.
5. Discuss concerns with instructors before a crisis develops.
6. Meet with fellow students for group study.
7. Use Phlebotomy exam reviews in SCC library as study guides.
8. Use the free tutoring service from the Academic Skills Lab in M107.
9. Seek help with personal concerns.
10. Eat healthy meals and exercise daily.
11. Audiotape lectures.
12. Use the free internet access in the Computer Lab in B110.



## PHLEBOTOMY REFERENCES

October 14, 2015

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