

## **Introduction**

The purpose of this handbook is to inform and guide students on program specific requirements and expectations.

The Cuyahoga Community College Board of Trustees, Faculty and Administration reserve the right to change, at any time, without notice, graduation requirements, tuition, books, fees, curriculum, course structure and content, and such other matters within its control, including information set forth in this handbook.

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## **Section I – Welcome Letter**

Welcome to the Laboratory Phlebotomy Program at Cuyahoga Community College. This Handbook has been prepared to provide complete and accurate information for students who have been admitted to Cuyahoga Community College's (Tri-C) Phlebotomy Program offered at the Metropolitan Campus. Students are held responsible for all information contained in this handbook. An acknowledgement form to the effect that the student has received and read the Handbook for Laboratory Phlebotomy Program will be signed by the student and kept in the MLT/LP Program office. The form is attached at the end of this document. The Cuyahoga Community College Board of Trustees, Faculty and Administration reserve the right to change, at any time, without notice, graduation requirements, tuition, books, fees, curriculum, course structure and content, and such other matters within its control, including information set forth in this handbook.

## **Section II – Program Description**

- **Mission, Vision and Philosophy**

**The College Mission:**

**Mission**

To provide high quality, accessible and affordable educational opportunities and services — including university transfer, technical and lifelong learning programs —that promote individual development and improve the overall quality of life in a multicultural community.

**Vision**

Cuyahoga Community College will be recognized as an exemplary teaching and learning community that fosters service and student success. The College will be a valued resource and leader in academic quality, cultural enrichment, and economic development characterized by continuous improvement, innovation, and community responsiveness.

**Values**

To successfully fulfill the mission and vision, Cuyahoga Community College is consciously committed to diversity, integrity, academic excellence, and achievement of individual and institutional goals. We are dedicated to building trust, respect, and confidence among our colleagues, students, and the community.

- **Program History**

The Laboratory Phlebotomy Short-Term Certificate is a skills-oriented program designed to educate and train persons to skillfully collect blood specimens in a variety of situations. The curriculum includes introduction to blood collection, special blood collecting techniques, medical terminology, medical ethics, asepsis, human biology, and a four to eight-week period of clinical hands-on experience in a hospital or medical clinic

### **The Laboratory Phlebotomy Program's Mission:**

The mission of the Cuyahoga Community College Laboratory Phlebotomy Program is to enable students to become dedicated health care professionals, skilled in the entry-level competencies required of the professional Phlebotomist.

- **Core Values**

To successfully fulfill the mission and vision, Cuyahoga Community College is consciously committed to diversity, integrity, academic excellence, and achievement of individual and institutional goals. We are dedicated to building trust, respect, and confidence among our colleagues, students, and the community.

3354:1-42-01 College Policy on affirmative action, inclusive excellence, equal opportunity, discrimination, and harassment.

<http://www.tri-c.edu/policies-and-procedures/documents/3354-1-42-01-college-policy-on-affirmative-action-inclusive-excellence-equal-opportunity-discrimination-and-harassment.pdf>

Academic Excellence and Commitment to Lifelong Learning

Civility, Respect and Effective Teamwork

Honesty, Integrity, Accountability and Reliability

Responsibility for Patient Care and Confidentiality

- **Description of the Profession**

The Laboratory Phlebotomist is a skilled health care technician who collects blood specimens for laboratory analysis. In addition to the knowledge and technical skills required to collect blood from veins (venipuncture) and from capillaries (finger stick), the job also requires some basic knowledge of asepsis, blood, anticoagulants and their use and the importance of proper handling and identification of the patient and blood specimens. The phlebotomist may be called upon to draw blood in a variety of situations not limited to the hospital ward, surgical suite, recovery room, nursery, isolation, emergency room, and from patients who are in critical care units. Since the phlebotomist may be the only direct contact that the patient has with the laboratory, good interpersonal and communication skills in English are necessary. Students and clinicians may be required to work with patients having contagious/life-threatening conditions or diseases.

<https://www.tri-c.edu/programs/health-careers/laboratory-phlebotomy/index.html>

- **Program Admission**

All [requirements for entrance](#) must be completed or be in final process in order for the application to be reviewed. The first 24 (maximum) applicants meeting all requirements (both academic and documentation) will be assigned to the next available class. Upon review of the application the Program Manager will notify eligible candidates with a letter of acceptance and the applicant is placed in the next available program opening. NOTE: Submission of a program application DOES NOT indicate acceptance into the program.

The entire program is two semesters in length. The first semester consists of the prerequisite and other required courses. The technical portion of the program is one semester consisting of 8 weeks (5 weeks for summer semester) of courses on campus/ Bb and 4-5 weeks of hands on training (practicum) at an area hospital/clinic for five days a week (Monday through Friday), (8) hours a day for a total of 40 hours/week of daytime practicum training. It is possible to carry a reduced credit load if additional program courses along with the prerequisites are completed before entering the program. The Medical Terminology (MA 1010) and Human Biology (BIO 1050) or equivalent to these courses must be completed before entering the program. Even though it is recommended to complete COMM-1000, Fundamentals of Interpersonal Communication, HTEC-1120, Critical Thinking in Healthcare and EMT-1310, and Cardiopulmonary Resuscitation prior to the technical portion of the program, it is permissible for Laboratory Phlebotomy students to complete it while enrolled in the technical phase (student must have a valid AHA BLS card prior and during clinical rotation). Once the applicant has officially started the technical semester of the program, he/she must complete all the required courses and the clinical practicum in the same semester. The accelerated summer program is 5 weeks in the classroom and 5 weeks in a clinical facility along with a seminar class during the clinical training period. The students must successfully complete LP1300- Introduction to Blood Collection prior to starting LP 1850- LP Directed practice, and the online Seminar LP2970. A total of approximately 160 of clinical training hours in either the full semester or in the accelerated program is required. The clinical field experience is a hands-on, daytime clinical field experience at an area hospital/clinical site to complete skill training in the area of phlebotomy. Start times may be as early as 4 am for some labs, is full time, and runs Monday through Friday. In addition, there is an on-line advance phlebotomy seminar that must be taken while enrolled at the directed practice course. There are no evening hours available. This is not negotiable; therefore, students need to plan their other outside obligations around the field experience. Students who cannot be present during these hours should consider their decision to continue in the program. The student will attend a separate orientation prior to commencement of the field experience.

Supervision and phlebotomy instruction are provided by hospital/site staff. During clinical education the College's LP faculty members visit each facility to review student progress with the laboratory trainers and the student. Practical examinations are given at the discretion of clinical instructors. It is possible for clinical experience to vary from one site to another; however, clinical education in all affiliated sites meets or exceeds college and national accreditation standards. Since specific program training time requirements must be met, no unexcused absences are allowed during clinical education. Absences from the clinical setting must be made up according to the policy of the individual site and at the convenience of the clinical site. Approval must be made by site education coordinator and the program manager. Please refer to the Field experience policy for full details.

The program manager is the College's authorized representative who is responsible for placing students for clinical education. The College cannot guarantee the availability of clinical sites. Students may be placed at multiple sites in order to complete the training. The College cannot assure any student placement in the hospital/site of his/her choice, but will consider placement in regard to geographical

location of the facility or the student's residence. Sites may be within a 50-mile radius of Metro Campus. The program manager will consider student's GPA when placing clinical students if clinical sites insufficient. In addition, certain clinical sites require drug screening and strict background check criteria, and may exclude students based on those results.

Academic counseling is available to students interested in registering classes at Tri-C. New and returning students can make an appointment with a general advisor and/ or program specific advisor. Counseling services are available for all students regardless of full-time, part-time, day or evening status. An advisor will help student develop an academic plan, plan the sequences of courses needed to complete a degree or certificate of interest, register student for the necessary classes and identifying all resources available to them on campus. New students desiring a major in laboratory phlebotomy are oriented to the career and the program in advising sessions prior to admittance to the program by the Program Director. Once the student is admitted into the Phlebotomy Program, the Program Director will meet with the student and will provide program specific academic counseling such as required curriculum, directed practice sites, utilization of learning resources and registration approval. The LP handbook is available at the Health Careers Enrollment Center (HCEC) and or emailed to all interested students to ensure awareness of all policies and practices. Items from the handbook are discussed with students prior to and during the first day of class. Students are asked if they need any clarifications on any policy and are required to sign a form of understanding attached to the back of the handbook. LP instructors and the Program Director will communicate and monitor student's progress while enrolled in the Program to identify weaknesses and strength, and offer advice as needed to improve academic performance and to help students overcome possible academic obstacles if any. The Program Director and faculty of the Laboratory Phlebotomy Program work with the Office of Student Services in conjunction with the Counseling Department to guide and direct students. The Program Director and/or LP faculty member will meet with the student in his/her office to ensure confidentiality. Advisors share the same information and available resources with all students to maintain impartiality.

What are the essential characteristics and functions necessary to successfully complete the program objectives?

**In order to meet the program competencies, a student must possess the following characteristics:**

**COMMUNICATION:**

- Must possess oral and written competency in the English language necessary to both understand and communicate with instructors, other health care workers, and patients.
- Must be able to read and comprehend written course materials and documentation of patient care and office policies and procedures in standard English language.

**HEARING:**

- Must be able to hear verbal orders and hear sounds that indicate changing patient status i.e. breath sounds, blood pressure, apical pulse.
- Must be able to hear coworkers, patients, telephone, and alarms on instruments and timers.

**MENTAL/EMOTIONAL ABILITY:**



- Must be able to learn new procedures and understand and interpret orders accurately.
- Must be able Provide service to and interact with diverse patients' population.
- Must be able flexible, work in stressful situations, and prioritize tasks to ensure completion of assigned work

**ANALYZE:**

- Must be able to interpret data used in formulating accurate patient assessments, evaluations, and self-evaluation.
- Must be able Make decisions to sufficiently deliver patient care.
- Must be able to interpret laboratory results and correlate with clinical significance and interpret quality assurance.

**VISUAL:**

- Must be able to read information on a computer screen or found on patient's laboratory requisition, and identification on an ID bracelet/chart.
- Must be able Observe changes in patient status and unsafe environmental conditions.
- Must be able Have visual acuity sufficient to use microscopes to perform analyses requiring distinguishing structural details and staining characteristics, and have the ability to distinguish colors on phlebotomy blood collection tubes, procedural test strips, and color charts.

**CALCULATING:**

- Must be able to utilize laboratory mathematics in calculations of formulas and reagent preparation.

**SMELLING:**

- Must be able to detect odors indicating possible unsafe conditions.

**MOBILITY:**

- Must be able to move freely in the patient care areas and within the facility to observe and help patients.

**DEXTERITY:**

- Must be able to capably perform venipuncture procedures. Capable of full manual dexterity of upper extremities, unrestricted movement of both lower extremities, neck, shoulders, back and hips to assist patients in phlebotomy procedures. Possess gross and fine manual dexterity

sufficient to handle specimens or reagents, and perform analytical procedures requiring the use of small, delicate tools, equipment, and instruments.

**BENDING:**

- Must be able to bend to touch the floor to remove environmental hazards or reagents.

**LIFTING:**

- Must be able to lift and/or support at least 25 pounds; to stock phlebotomy area, and reposition, transfer, and ambulate patients safely.

**OBJECTIONABLE SPECIMENS:**

- Must be able to handle/process specimens which may be of an objectionable nature and odor.

**Teach-Out plan**

Since the College is a Higher Learning Commission (HLC) accredited institution, Tri-C follows the guidelines described in HLC policy. Per NAACLS' guidelines, teach out plan will be developed and submitted to NAACLS within 30 days of the official announcement of the temporary suspension or closure of the program. The College will attempt all reasonable options to help students complete their program and obtain their certificates in timely manner.

[https://download.hlcommission.org/Teach-OutRequirements\\_PRC.pdf](https://download.hlcommission.org/Teach-OutRequirements_PRC.pdf)

The following outline is an example of a "Teach Out" plan:

Schedule a meeting with the Associate Dean of Metro Sciences and Health Careers (MSHC) to discuss and implement the plan

Update the program website and college catalog

Identify all students in the pipeline and or on the wait list.

Determine a reasonable time line for student completion.

Notify all students of the impending closing and the deadline to begin the program specific classes.

Continue to offer all required program courses until all students identified above complete all of the required course work, including the MLT- 1851 Directed Practice.

Keep all academic counselors informed and up-to-date and offer alternative career counseling.

Field Experience Shortage/Closure:

In the event that insufficient clinical sites slots are available for a student to perform their field experience, the selection of those entering a practicum site will be determined by the admission date into the program (time stamp that application is submitted) and when admission criteria are met, then by GPA. Remaining students will be placed in the next available clinical site rotation.

Notifications of permanent or temporary program closure would be immediately shared with academic counselors, recruiters college wide, and website status of the program changes made. The College will make all reasonable efforts to allow students currently enrolled in the program to continue all required course and to get their certificates upon successful completion of all required program courses.

### **STUDENT SCREENING, BACKGROUND CHECK INVESTIGATION (BCI)**

All students applying to the program must submit to, pay for and pass a background check investigation (BCI), including fingerprinting, provided by the company contracted by the College only ([American DataBank- Complio](#)). Other companies are not accepted. Documentation of completion must be on file prior to final acceptance into the directed practice. Continuation in the program is not assured if an unacceptable result is obtained by the College. Acceptance into a CCC Healthcare program with a BCI record does not guarantee a clinical site place, acceptance by the profession's certification/licensure/registration board, or employment upon graduation. Students must disclose any new offenses to their respective health career program manager that have occurred during their course of studies or while on a break or leave from their course of studies. Failure to report a new offense may result in dismissal from the program. The student must report the commission of any felony to the program manager immediately upon conviction in writing. The student understands these risks.

Please note that due to the convictions and/or other information found in your criminal record report, you are limited as to which facilities you will be able to use for your mandatory clinical/field experience rotations. In the event that you are unable to secure placement in a facility for one or more of your clinical/field experience rotations, your progress through the program may be delayed and/or may not be able to be completed. The College cannot guarantee you placement at a facility that may be required for completion of the program, based upon the results of your criminal records check. Further, you are financially responsible for all costs incurred as a student and that admittance to a limited-entry and/or completion of a program in no way guarantees that you will receive licensure, be permitted to practice and/or obtain future employment.

### **Note: Exposure to Blood Borne Pathogens/Hazardous Chemicals**

During all phases of the program including the directed practice, students will be exposed /working with human body fluids/associated components, including but not limited to blood, urine, feces, body fluids, products and reagents made from human body fluids, and live microbial cultures. Said materials may contain bio-hazardous components such as HIV, various strains of the Hepatitis virus and others. All patients must be considered as potentially infected with HIV and/or any other bloodborne pathogens. Students who collect, handle and/or examine blood, urine, semen, and vaginal secretions or other body fluids, cultures, or tissues must treat all such specimens as if pathogenic, and use personal protective equipment and engineering controls to protect themselves and others. Students may also be working with chemicals which pose certain risks and are instructed on safe use and how to reference the Safety

Data Sheets for chemicals. Students assume these risks and will be instructed in proper training in the safe use and exposure prevention for these pathogens/chemicals.

### **BODY FLUID EXPOSURE**

Although students are taught correct specimen handling techniques and practices, an accidental exposure may occur during the clinical experience.

The following are examples of exposures, but are not limited to:

1. Needle sticks.
2. Lacerations from other sharp items contaminated with any body fluid.
3. Mucous membrane splashes with any body fluid.
4. Human bites.
5. Blood or body fluid contamination of any area of broken or open skin (chapped or scratched areas or lesions from insect bites).

### **REPORTING THE INCIDENT**

All Tri-C students who are exposed to a body fluid must adhere to the following procedures, after procuring the proper assistance to disinfect themselves:

1. On Campus: The student must contact the MLT/LP program manager (or faculty) and submit the College's Accident/Incident Report (Attached) to the program manager immediately that day. See the following form.
2. At the clinical site: Immediately report the incident to the faculty or clinical supervisor at the clinical site and seek medical attention if necessary. Immediately flush and wash the affected area; disinfect. The section supervisor and the student must report the incident to the appropriate departments at the clinical site including infection control. A site incident report **and** a Tri-C College Accident/Incident Report (attached in Handbook) must be completed by the student and signed by the student and clinical supervisor. Turn both in to program manager immediately that day.

**NOTE:** The College liability insurance will not cover any expenses incurred by the student as a result of the student's exposure. Any hospital service provided to the student must be covered by the student's health insurance or the student him/herself. The expense cannot and will not be covered as an industrial (Workmen's Compensation) claim, as the student is not considered an employee.

### **GENERAL SAFETY GUIDELINES**

The student will be instructed in lab safety protocol in the LP 1300 course and all course specifics by all instructors:

- Emergencies/disasters must be reported to Public Safety by phoning extension 4325. SPECIAL NOTE: In medical emergencies dial extension 4911 when using campus phones
- Students will be required to wear a face-shields when working with biohazardous samples or caustic/acidic chemicals. Splash shields for countertops are also available
- Students should know the location of all exits, safety shower, eye wash stations/sinks, disinfectants, fire extinguishers, Safety Data Sheets, locate the evacuation route, and evacuate at the sound of any alarms at once.
- Only fully covered footwear of impermeable material are allowed (NO clogs, slides, Crocs etc.).
- No application of cosmetics or contact lenses.
- No use of personal electronic devices in laboratories such as cell phones
- Open sores must be covered, long hair tied back, no dangling jewelry of any kind, no long nails.

- No food or drink in any lab classroom or stockroom
- No students in the stockrooms. No students in lab classrooms unless instructor is present.
- All biohazard materials and chemicals must be segregated and disposed of according to applicable regulations, in the red bagged or colored biohazard containers.
- All materials left in labs and stockrooms must be labeled to identify contents, and hazards if applicable.
- Use of appropriate, approved personal protective equipment is required (lab coats and gloves).
- Disinfect all countertops after lab with 10% bleach solution, made fresh daily.
- Notify instructor or lab technician immediately if a chemical spill occurs; evacuate the area.

#### **LATEX ALLERGY**

Students with allergies/sensitivities to latex/latex-based products must identify themselves prior to entry into the lab setting, to the program manager, faculty and clinical site personnel. Students should be aware that they may be exposed to these products in their course of studies on campus and at the clinical site. The student must receive written medical clearance from a physician to enter the program and submit to program manager prior to the program start date.

- **Professional Memberships**

Individuals are eligible to be a Laboratory Student Member if they are enrolled in a regionally accredited college/university science program, laboratory phlebotomy program or a medical laboratory science program approved by an appropriate accrediting agency.

<https://www.ascp.org/content/membership/become-a-member>

Graduates may be eligible to take national certification examinations like that offered by the American Society for Clinical Pathology (ASCP)

\*Organizations recommended for students or graduates Medical Technology students and graduates can join the following professional associations

[American Society for Clinical Pathology \(ASCP\)](#)

[The American Society for Clinical Laboratory Science \(ASCLS\)](#)

[American Association of Blood Banks \(AABB\)](#)

- **Program Faculty and Staff**

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### **Section III – Program Expectations**

### 3. Professional Standards

Laboratory Phlebotomist are expected to meet the Professional Standards of the profession.

### 4. Code of Ethics

A student enrolled in the Laboratory Phlebotomy Program (LP) is in the beginning phases of a career as a Phlebotomist and should be aware of and adhere to the professional and ethical code of the field. In addition to the Student Code of Conduct, students within the Phlebotomy Program are also expected to follow the applicable code of ethics outlined by The American Society for Clinical Laboratory Science (ASCLS) [Code of Ethics/Conduct](#).

### 5. Program Learning Outcomes

Laboratory Phlebotomy Program [learning outcomes](#)

#### Tri-C's LP Program Goals:

- To offer a competency-based curriculum in laboratory phlebotomy which will enable the student to function effectively in the clinical laboratory setting and will lead to successful employment as a Phlebotomist upon graduation from the program.
- To provide knowledge which will facilitate and thus enable the student to adhere to ethical and legal standards of medical practice, to recognize and respond to emergencies, and to demonstrate professional characteristics.
- To seek to establish, in the student, attitudes conducive to humanistic and empathetic patient relationships and to adapt to a variety of physical and emotional needs of the patients.
- To provide an educational background that will foster the desire for continual learning in a chosen profession in order to ensure growth and adaptation to technological and societal changes.

#### PROGRAM OUTCOMES

- Demonstrate professional communication and ethical behavior.
- Maintain patient privacy, confidentiality and safety.
- Perform infection control and other phlebotomy safety procedures.
- Demonstrate approved blood sample collections, handling and storage procedures to maintain sample integrity.
- Apply critical thinking skills.
- Achieve phlebotomy certification through the American Society for Clinical Pathology (ASCP) Phlebotomy Technician, PBT (ASCP), Board of Certification Examination or equivalent.

#### PHLEBOTOMY PROGRAM OBJECTIVES

After successfully completing Tri-C's Phlebotomy program the student will be able to:

**1.00 Demonstrate knowledge of the health care delivery system and medical terminology.**

- 1.1 Identify the health care providers in hospitals and clinics and the phlebotomist's role as a member of this health care team.
- 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.
- 1.3 Describe the organizational structure of the clinical laboratory department.
- 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.
- 1.5 List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
- 1.6 Describe how laboratory testing is used to assess body functions and disease.
- 1.7 Define medical terminology commonly used in the laboratory.

**2.00 Demonstrate knowledge of infection control and safety.**

- 2.1 Identify policies and procedures for maintaining laboratory safety.
- 2.2 Identify and discuss the modes of transmission of infection and methods for prevention.
- 2.3 Identify and properly label biohazardous specimens.
- 2.4 Describe safety measures that should be followed at all times by a phlebotomist when collecting a patient's specimens.
- 2.5 Describe the electrical, radiation and biological hazards and fire safety procedures used in the hospital, including the clinical laboratory.
- 2.6 Discuss in detail the universal precautions outlined by the Centers for Disease Control (CDC).
- 2.7 Discuss in detail and perform proper infection control techniques, such as hand washing, gowning, gloving, masking and double-bagging.
- 2.8 Define and discuss the term "nosocomial infection".

**3.00 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.**

- 3.1 Describe the basic functions of each of the main body systems.
- 3.2 Identify parts of the body according to their proximity to one of the body planes.
- 3.3 Identify the veins of the arms, hands, legs and feet on which phlebotomy is performed.
- 3.4 Explain the functions of the major constituents of blood and differentiate between serum and plasma.
- 3.5 Define hemostasis and explain the basic process of coagulation and fibrinolysis.
- 3.6 Discuss the properties of arterial blood versus venous blood and describe the difference in collection methods.

**4.00 Demonstrate understanding of the importance of specimen collection in the overall patient care system.**

- 4.1 Describe the legal and ethical importance of proper patient/sample identification.
- 4.2 Describe the types of patient specimens that are analyzed in the clinical laboratory and the phlebotomist's role in collecting and/or transporting these specimens to the laboratory.
- 4.3 List the general criteria for suitability of a specimen for analysis.
- 4.4 Explain the importance of timed specimens, fasting specimens and stat specimens.

**5.00 Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary, and substances that can interfere in clinical analysis of blood constituents.**

- 5.1 Identify the various types of additives used in blood collection and explain the reasons for their use.
- 5.2 Identify the vacuum tube color codes associated with the additives.
- 5.3 Describe substances that can interfere in clinical analysis of blood constituents and ways in which the phlebotomist can help avoid these occurrences.
- 5.4 List and select the types of equipment needed to collect blood by venipuncture and capillary puncture.
- 5.5 Identify special precautions necessary during blood collections by venipuncture and capillary puncture.
- 5.6 List the supplies that should be carried on a phlebotomist's tray.
- 6.00 Demonstrate proper techniques to perform venipuncture and capillary puncture.**
- 6.1 Identify potential sites for venipuncture and capillary puncture.
- 6.2 Differentiate between sterile and antiseptic techniques.
- 6.3 Describe and demonstrate the steps in the preparation of a puncture site.
- 6.4 List the effect of tourniquet, hand squeezing, and heating pads on capillary puncture and venipuncture.
- 6.5 Recognize proper needle insertion and withdrawal techniques including direction, angle, depth, and aspiration.
- 6.6 Describe and perform the correct procedure for capillary collection methods on infants and adults.
- 6.7 List the circumstances that would lead to recollection or rejection of a patient sample.
- 6.8 Identify alternate venipuncture collection sites and describe the limitation and precautions of each.
- 6.9 Name and explain frequent causes of phlebotomy complications.
- 6.10 Describe signs and symptoms of physical problems that may occur during blood collection.
- 6.11 List the steps necessary to perform a venipuncture and/or capillary puncture in chronological order.
- 6.12 Perform a competent/effective venipuncture in the classroom setting and 100 unassisted VP's in the clinical setting.
- 6.13 Perform a competent/effective capillary puncture in the classroom setting and 25 unassisted in the clinical setting.
- 7.00 Demonstrate understanding of requisitioning, specimen transport, and specimen processing.**
- 7.1 Describe the laboratory criteria for identifying an appropriate request for specimen collection.
- 7.2 Relate legal responsibilities of the laboratory and phlebotomist to the physician's requests for all specimen collection and testing.
- 7.3 Explain methods for transporting and processing blood specimens for routine and special testing within the hospital.
- 7.4 Explain methods for processing and transporting blood specimens for testing at reference laboratories.
- 7.5 Describe the potential clerical and technical errors that may occur during specimen processing.
- 7.6 In regard to processing and transporting of blood specimens, describe the general effects of time on test quality and patient care.
- 7.7 Describe the conditions that must be met if blood specimens and laboratory tests are to be used as legal evidence.



**8.00 Demonstrate understanding of quality assurance in phlebotomy.**

8.1 Describe the system for monitoring quality assurance in the collection of blood specimens.

8.2 Identify policies and procedures used in the clinical laboratory to assure quality in the obtaining of blood specimens.

**9.00 Demonstrate an understanding of the basic concepts of communications, personal and patient interaction, stress management, professional behavior, and the legal implications of this work environment.**

9.1 Discuss and explain the importance of maintaining patient confidentiality.

9.2 Describe the proper manner for greeting and interacting with a patient.

9.3 Explain the major points in interviewing a patient or a patient's representative in preparation for obtaining specimens.

9.4 Describe instructions to be given to patients in preparation for routine blood collection, glucose tolerance tests, bleeding times, and other procedures normally performed by the phlebotomist.

9.5 Describe and discuss techniques for dealing with family and visitors during the blood specimen collection.

9.6 Describe and discuss the major points of the Patient's Bill of Rights as it applies to clinical laboratory personnel.

9.7 Discuss the importance of appearance and grooming for phlebotomists.

9.8 Define the different terms used in the medico-legal aspect for phlebotomy, and discuss policies and protocol designed to avoid medico-legal problems.

9.9 List the causes of stress in the work environment and discuss the coping skills used to deal with stress in the work environment.

9.10 Discuss and explain basic concepts of communication.

**PRACTICUM OBJECTIVES**

Performance objectives for each discipline are listed in this manual. It is the responsibility of the student to become familiar with each objective, to communicate this to the trainer, and to ensure that each competency has been observed and/or mastered and evaluated. As the student moves through the clinical rotation, he/she should be aware of all competencies listed in that discipline, and to assure completion of same.

**TECHNICAL OBJECTIVES**

At the end of the clinical Practicum phase at the affiliate clinical site, the student/site will:

- Perform routine procedures in all the major workstations of the phlebotomy department within a reasonable time period, displaying organizational skills and to a degree of accuracy and precision established by the site's instructors.
- Provide the student with direct patient contact.
- Give the student the opportunity to perform entry level administrative and clinical competencies at an externship facility.
- Give the student the opportunity to relate administrative and clinical theory to practical application in a professional setting.
- Help the student gain insight into their role as part of the health care team.

- Prepare the student to assume their role as a qualified, competent lab phlebotomy technician. Students should be given the following opportunities during training:
  1. Participate in the accessioning process for patient samples.
  2. Positively identify patients.
  3. Approach patients in a courteous and considerate manner.
  4. Select the appropriate anticoagulant (color top tube) and tube size.
  5. Select the venipuncture site in accordance with site preferences.
  6. Label all specimens correctly.
  7. Handle specimens in accordance with any special requirements.
  8. Utilize isolation techniques suitable to the patient situation.
  9. Employ sterile technique for collecting blood cultures.
  10. Follow prescribed techniques on nursery patients.
  11. Collect adequate and appropriate blood samples by capillary puncture or venipuncture using syringe, vacuum tubes, or butterflies.
  12. Evaluate patients to know when to ask for assistance.
  13. Observe universal and standard precautions.
  14. Demonstrate the ability to handle emergency situations arising during phlebotomy.
  15. Inform the proper authorities if exposure to hepatitis or HIV is suspected, receiving proper care and follow up, file incident report.
  16. Collect blood specimens for timed tests such as glucose tolerance tests and blood cultures.
  17. Nursery procedures if applicable.
  18. Load and run a centrifuge.
  19. Follow medical professional ethics and attitudes.
  20. Measure 24-hour urine volume.
  21. Assist in performing send-outs to reference labs if applicable.
  22. Recognize the need for continuing education.
    - Maintain equipment and work areas in the manner specified in preventive maintenance protocols.
    - Observe and participate in the functioning of each clinical areas as a unit.
    - Display familiarity with and practice all safety policies and regulations of the laboratory and hospital.
    - Collect and plot control data and recognize when tests are out of control (point of care). Have a basic understanding of quality control and quality assurance.
    - Recognize pre-analytical, analytical and post-analytical sources of error, and effectively troubleshoot test results.
    - Process any results to completion by utilizing the LIS, paper reports, phone calls or any other reporting means.

## **BEHAVIORAL OBJECTIVES**

- Recognize the role of clinical laboratory professional as directly related to patient care.

- Recognize the role of the clinical laboratory professional as related to all other hospital professional, technical, administrative and supportive personnel and interact with respect for their roles in patient care.
- Maintain an orderly, clean work area.
- Maintain satisfactory attendance including punctuality in both College courses and at the affiliate site.
- Recognize the need for continuing education and participate in the same.
- Recognize the importance of passing a national examination for certification in the profession as a Phlebotomy Technician.
- Recognize the importance of achieving professional credentials.
- Become aware of all laboratory accrediting agencies, e.g. College of American Pathologists (CAP), Joint Commission on Accreditation of Healthcare Organizations (TJC), American Association of Blood Banks (AABB) and Food and Drug Administration (FDA).
- Demonstrate professional medical ethics and attitudes and incorporate these ethics and attitudes in daily practice and procedures.
- Maintain patient confidentiality in accordance with all rules and regulations of the Health Insurance Portability and Accountability Act (HIPAA).
- Accept the duties and responsibilities of a student as defined in the Tri-C Student Handbook, the LP Program and the Clinical Practicum Handbook.
- Abide by the existing and future rules and regulations of the College/clinical affiliate.
- Communicate, receive and process verbal and written information correctly in standard business English.
- Exhibit appropriate dress and grooming.

## **PERFORMANCE OBJECTIVES**

In addition to the competency statements listed in the program handbook, at the end of the clinical rotation period, with 95% stated accuracy, the student will demonstrate the ability to:

- Collect appropriate blood specimens for designated tests which are congruent with the patient's considerations of age and status (80% accuracy rate).
- Positively identify patient by identification band or by nurse verification.
- Approach the patient in a courteous and considerate manner.
- Select appropriate anticoagulant and tube size.
- Select the venipuncture site in accordance with hospital preferences and standards of the profession.
- Label all specimens correctly.
- Handle specimens in accordance with any special requirements.
- Utilize isolation techniques suitable to the patient's situation.
- Employ sterile technique for collecting blood cultures.
- Follow prescribed approach and techniques on nursery patients.

- Collect adequate blood samples by capillary or butterfly punctures.
- Demonstrate proper techniques for both heel and finger punctures.
- Evaluate whether to perform phlebotomy on certain patients and when to ask for assistance.
- Observe all precautions for the safety of the patient and the phlebotomist.
- Collect blood specimens by both syringe and vacuum tube methods if materials are available.
- Collect venipuncture specimens generally within a five-minute time period excluding washing hands and gloving.
- Demonstrate ability to handle an emergency situation when a patient becomes ill during phlebotomy.
- Inform the proper authorities when exposure to contaminated material is suspected.
- Observe and/or perform any other procedures, not considered routine.
- Observe/participate in specimen processing, centrifugation, aliquoting, computer accessioning etc.
- Review the principle, technique, and interpretation with the instructor as time permits.
- Perform preventive maintenance on automated and non-automated instruments, such as point of care devices if applicable.
- Assume responsibility for a clean and neat working area.
- Identify all equipment and procedural methods by name and principle.

#### **PERSONAL OBJECTIVES**

- Work efficiently and accurately.
- Possess interpersonal skills which include tact, diplomacy, and the ability to follow instructions.
- Demonstrate cooperative attitude during academic and clinical training and as a practicing paraprofessional.
- Display poise and good grooming.
- Maintain confidentiality.
- Maintain integrity and honesty in all matters.
- Enjoy working with patients.
- Be able to complete a task in a reasonable amount of time as defined by standard practice.

#### **LP Program individual course and field experience objectives**

These objectives will be distributed by each instructor in the course syllabus. Specific learning outcomes are stated and students are advised to concentrate on the material specified in the objectives.

<http://catalog.tri-c.edu/>

## **6. Professional Attire Requirements**

### **DRESS CODE/PERSONAL GROOMING (includes clinical sites)**

Conservative dress is suggested for all clinical and non-clinical classes so that you represent the profession and the college well. The primary concern is that all students are clean and neat and professional. While at Tri-C's LP laboratory and or the clinical site, students are to wear the required clean uniform/attire. Proper dress code, including wearing fully-enclosed non-absorbent footwear (no clogs, open heel/toed shoes), disposable lab coat, gloves, face shield, contained hair, safe nail length and jewelry (non-dangling and safe length) are expected and violations will be monitored.

The student should adhere to the dress code of the clinical site and in addition, when in uniform:

1. Long hair must be pulled back from the face in a neat and controlled manner. Hair that is below shoulder length must be worn pinned back or up. No scarves, bows, or yarn are to be used to secure hair. If barrettes are used, use natural colors only.
2. Fingernails must be short, clean and well-manicured. Nail polish, if used, must be tasteful. Nails are too long if you can see the nails above the fingertips when the fingers are at eye level. Artificial nails or any type are not allowed.
3. Cosmetic use should be limited to a natural look and appropriate for daytime.
4. Perfumes and colognes are not permitted (some patients, instructors and or colleagues may have allergies or reactions to certain scents).
5. The only jewelry permitted during practicum is small pierced earrings on the ear lobes (drop earrings or identifiable shapes like stars, moons, or hoops are not permitted), a small watch or a wedding band. No bracelets, necklaces, or costume jewelry rings are worn, with or without gloves. This is a safety and hygiene issue.
6. Body piercings and tattoos should be covered and not to be visible.
7. Unacceptable apparel includes: Low-cut tops, hip-hugger/sagging pants, see-through materials, visible underwear or tank tops are prohibited.
8. The facility may provide disposable lab coats to wear in the lab. If not, you must provide one. Lab coats worn in the lab should not be worn elsewhere in the hospital.
9. Unless provided with scrubs, male students must wear a white or pastel shirt (a tie is not required) and clean slacks and a laboratory coat.
10. Shoes must be clean and polished at all times with clean laces. No shoes with open toes/heels may be worn. No clogs. It is recommended that you wear comfortable leather shoes to protect your feet against accidental spills. Cloth sneakers and tennis shoes are not acceptable. Boots are never permitted during practicum.
11. Uniform pockets should be limited to storing pens and pencils only.
12. Name tags, if provided by the clinical site, should always be worn during practicum. Tags must be returned to facility at the end of the clinical experience.
13. Absolutely no gum or food is permitted in any class or during practicum.
14. Maintain a neat, clean appearance at all times as this is one criterion of being professional.
15. Dress in all clinical sections will be supervised by the faculty /trainers. Students may be dismissed from a class or practicum if the dress code is violated.

#### **In the College laboratory:**

Proper dress code, including wearing fully-enclosed non-absorbent footwear (no clogs, open heel/toed shoes), disposable lab coat, gloves, face shield, contained hair, safe nail length and jewelry (non-dangling and safe length) are expected and violations will be monitored.

## 7. Student Code of Conduct

The College acknowledges the importance of an environment that is conducive to learning. The Student Conduct Code and Judicial System serves to provide such an atmosphere that is conducive to education growth and civility which fosters and protects the mission of the College. College Procedures on Student Conduct: [Student Conduct Code and Student Judicial System](#) , and [Student Judicial System](#).

Tri-C has adopted a statement of standards for student behavior in and out of classes. These standards of conduct are to be maintained while in the classroom, clinical site, college related functions and/or while fulfilling any and all program requirements. A Student Conduct Code has been instituted to promote professional integrity in the student body. For the professional individual, a high sense of integrity and honor has always been expected. It becomes one's duty to develop these qualities and maintain them throughout their professional life. The scope of the code extends through all phases of professional training including examinations, quizzes, projects and directed practice experiences. Following the Student Conduct Code and The Judicial System are essential to prevent possible involvement of innocent students and to produce conduct that is above reproach. The LP Program follows the Student Conduct Guideline and Student Judicial Code, and Student Complaints, which should be viewed at <http://www.tri-c.edu/student-resources/student-handbook.html>. The student is required to access these sites, read and understand all policies within. The student may be tested on this material for a grade in their first program course.

Our primary concern is the health and safety of patients, instructors, staff, students and visitors. Besides maintaining passing grades, a student must demonstrate a positive, cooperative attitude with instructors, classmates, hospital personnel, and patients to function competently as a phlebotomist. Clinical sites have the right to request that a student be removed from a clinical site if the student is deemed to have unprofessional comporment that is disruptive to the laboratory and/or harmful to the care of patients. Documented student misconduct that will result in immediate withdrawal from the clinical facility includes, but is not limited to:

1. Failure to maintain the required minimum level of competency, or failure of any discipline.
2. Violation of the attendance policy including, absenteeism, left early, tardiness, violation of the terms of leave of absence (LOA), or student performance contracts.
3. Uncooperative, hostile, or negative or non-constructive attitude towards patients, clinical instructors, hospital staff, visitors, or fellow students.
4. Use of abusive, obscene, inappropriate or threatening language with instructors, hospital staff, patients, visitors, or fellow students or though not directed toward anyone.
5. Cheating on written or practical examinations.
6. Inconsiderate, discourteous, or disrespectful treatment of instructors, hospital staff, patients, visitors, or fellow students or in general.
7. Engaging in unethical or unsafe behavior at a clinical site, in the classroom, laboratory, or any other program related activities.
8. Entering the hospital or college under the influence of alcohol or drugs/over the counter meds.
9. Drinking alcoholic beverages on clinical site or college property and events.
10. Illegally obtaining, possessing, selling, or using narcotics, amphetamines, hallucinogenic or other substance of abuse.
11. Failure to maintain strict confidentiality, as prescribed in the HIPAA/facility policies.

12. Failure to notify, in a timely manner, both the hospital and the college MLT/LP office if you cannot report to your assigned clinical site (i.e., you are absent).
13. Accepting gratuities from patients.
14. Failing to report transcription errors/inaccurate information on any hospital form or record.
15. Unsatisfactory technical performance.
16. Dishonesty in the form of falsifying test results/QC, cheating on examinations, knowingly reporting inaccurate test results, avoiding responsibility for errors, evidence of lying.
17. Submitting work (papers) of others as your own; plagiarism.
18. Failure to collect specimens and/or perform test procedures as directed.
19. Inability to communicate verbally or in writing, or failure to process aural dialogue in business English negatively impacting operations or patient care.
20. Violation of College or Program procedures/policies.

**If documented misconduct occurs, reassignment to another clinical site and/or continuation in the program is not guaranteed. Each case will be reviewed on an individual basis by LP faculty and the program manager. Dismissal from the program may occur.**

### **CONFIDENTIAL INFORMATION**

A student must abide by the principals of confidentiality. According to the Federal Health Insurance Portability and Accountability Act (HIPAA), all information contained in a patient's health record is considered confidential. In addition, information pertaining to physician and/or hospital business is considered confidential as a matter of professional ethics. Information obtained during directed practice which pertains to patients, physicians, or hospital business is considered CONFIDENTIAL. Similarly, all such information discussed or made available on campus in class or laboratory sessions is CONFIDENTIAL. Confidential information must not be disclosed to unauthorized individuals, and this includes family and friends. If the student commits a breach of confidentiality, this is cause for immediate dismissal from the program.

### **COMMUNICATION**

#### ***Everyday Communication/Change of Name/Address/Phone Number***

It is mandatory that the MLT/LP office be informed in writing of name/address, phone number change, or email account changes. The primary means of communication between students, faculty and the program manager will be through Tri-C.edu email, especially for large documents like the handbook. When available, the student's personal email will also be used (secondary) unless noted differently. Students are to check email on a daily basis. Any change in student information should be given to the MLT/LP office. The MLT/LP office assumes no responsibility for the student's failure to receive information that is sent by U.S. Mail or failed attempts to reach the student by phone or via an inaccurate email address. The Office of Admission and Records must also be notified of any change in name, address, or phone number. Failure to notify the school of these changes may result in serious records problems for the student.

## **8. Health and Physical Requirements**

The College establishes health requirements, standards, and/or physical requirements that meet the expectations of employers, field experience locations and/or clinical sites.

In order to meet the LP program competencies/objectives/outcomes, a student must possess the following characteristics:

**SPEAKING/WRITING:** Possess oral and written competency in the English language necessary to both understand and communicate with instructors, other health care workers, and patients.

**HEARING:** Must be able to hear verbal orders and sounds that indicate changing patient status i.e. breath sounds, blood pressure, pulse. Must be able to hear alarms on instruments and timers

**MENTAL ABILITY:** Must be able to learn new procedures and understand directions. Must be able to understand and interpret orders accurately and must be able to accurately perform laboratory duties in a stressful environment.

**ANALYZE:** Must be able to interpret data used in formulating accurate patient assessments, evaluations, and self-evaluation. Make decisions to sufficiently deliver patient care. Must be able to interpret laboratory results and correlate with clinical significance and interpret quality assurance.

**VISUAL:** Must be able to observe changes in patient status and unsafe environmental conditions. Have visual acuity sufficient to use microscopes to perform analyses requiring distinguishing structural details and staining characteristics of cells and microorganisms, and have the ability to distinguish colors on procedural test strips and color charts.

**READING:** Must be able to read and comprehend written course materials and documentation of patient care and office policies and procedures in the English language.

**CALCULATING:** Must be able to utilize laboratory mathematics in calculations of formulas and reagent preparation.

**SMELLING:** Must be able to detect odors indicating unsafe conditions.

**DEXTERITY:** Must be able to capably perform medical lab procedures and phlebotomy. The student must have the ability to freely maneuver around the assigned laboratory areas and patient care settings. This includes, but it is not limited to standing, walking, bending, lifting, reaching, hand-eye coordination, and to safely/efficiently perform phlebotomy, handle specimens or reagents, and perform analytical procedures requiring the use of small, delicate tools, equipment, and instruments.

**OBJECTIONABLE SPECIMENS/PATIENTS:** The student must be willing/able to work with all body fluids (e.g. blood and urine), and all patient types, with no bias.

For more information on health requirements for health programs, this link provides a guide and resources: [Health Careers and Nursing Immunization and Health Requirements](#).



**Compliance with health requirements will include any required immunizations per current CDC and Ohio Department of Health guidelines. Please note, each clinical site may have additional or varying immunization requirements, including immunizations related to COVID-19 or other novel viruses.**

## **COMPUTER TECHNOLOGY AND PROFICIENCY**

Several of the LP courses have distance learning/web-based formats on the course management system “Blackboard”. It is expected that the student will log into the “classroom” at least 3 times a week. If the student does not have a home personal computer, the LP distance learning based courses can be accessed through Tri-C’s Technology Learning Centers (TLC) at each campus or from any library or any other computer that has internet capabilities. Computer literacy is needed to be successful in these courses.

Blackboard Student Orientations: Distance Learning offers these during the beginning of every semester. Orientations are conducted both in-person at each campus and virtually via the internet. Visit <https://help.blackboard.com/Learn/Student> for registration information. The basic requirements you must meet are:

1. You must have basic computer skills. You should be comfortable using a word processing program, browsing for files, copying and pasting between programs.
2. You must have access to a computer that connects to the Internet. The course materials are accessible through Blackboard. Your student ID number and password are required for access. If you do not own a computer OR if your computer malfunctions during the semester, you will be expected to use the Tri-C Technology Learning Centers (TLC) at each campus or go to a public library.
3. Computer hardware and software specifications for Blackboard can be found at: <https://help.blackboard.com/Learn/Student>.
4. Complete the Browser Check on the Distance Learning Website.

Supplemental Course Websites: Each LP course should have a supplemental Blackboard website, which will host all the printed material for the course. Check with the instructor as to how communications for the course will occur, whether via the course site or personal email and the frequency of postings.

Technology Problems are not an excuse for missed or late work. If you experience a technical problem, you should call the 24/7 Helpdesk at (216) 987-HELP to receive technical support. There are computers for student use at each campus’ Technology Learning Center (TLC). These resources should be used to keep up with your coursework while you work to resolve a computer problem.

For more information on health requirements for health programs, this link provides a guide and resources: [Health Careers and Nursing Immunization and Health Requirements](#).

## **Section IV – Academic Requirements and Progression**

- **Degree Requirements**

[Suggested Semester Sequence and Course Descriptions](#)

- **Attendance**

Students are expected to adhere to established College, program and course attendance guidelines:

[Student Rights and Responsibilities - Attendance](#)

Students are required to attend every class meeting of each course for which he/she is registered, including clinical sites. Regular class attendance is expected. Cuyahoga Community College is required by law to verify the enrollment of students who participate in Federal Title IV student aid programs and/or who receive educational benefits through other funding sources. The College is responsible for identifying students who have not attended class or logged into a class for which they are registered. Never Attended is reported each semester by each instructor and will result in a student being administratively withdrawn from the class section using a Never Attended review within the second week of the term. Instructors can report, after the first two weeks of a semester, whether any of their registered students have “Never Attended” a class so that any student who has failed to attend up to that point will be removed from class. After this two-week period a student that attended and now is not attending class is responsible for withdrawing from class by submitting his/her own withdrawal form or will be at risk of receiving a failing grade.

Students who are unable to continue their classroom attendance should initiate a withdrawal prior to the deadline published by the College. If illness or emergency should necessitate a brief absence from class, students should confer with instructors (after notifying the program manager) upon their return. Students having problems with class work because of a prolonged absence should confer with the program manager or a counselor.

**Scheduled days off: Students are not permitted to attend clinical sites on days that the college is officially closed as in the case of scheduled holidays.**

Emergency Closings: On days when the College closes or cancels classes due to an emergency, catastrophic event or severe weather, students are to use discretion in determining attendance at the clinical site. Those choosing to not attend are expected to notify their clinical site instructor and Tri-C program manager of their absence and are required to make up any lost time.

The student is to email [ayman.idrees@tri-c.edu](mailto:ayman.idrees@tri-c.edu) and course instructor/s no later than 8:30 am, every time an absence or tardiness occurs. The student should state reason for absence or tardiness, and expected return time. Failure to do so will result in disciplinary action. NOTE: If the student is scheduled at the clinical site, the student must contact the program manager as above, and in addition, notify the clinical site as well. They are expecting you and have staffed their departments for your presence-please be

courteous. Absence from the clinical site must result in the time being made up at the convenience of the clinical site at their option.

Students need to make appropriate accommodations for transportation, traffic, weather, childcare etc. to maintain compliance. Students are expected to monitor the traffic in sufficient time, prior to embarking on their travels by checking TV, WTAM AM1100 radio, which has traffic every 10 minutes. Students should plan at least one alternate travel route to the college/clinical site in case of bad traffic/weather. School closings are broadcast on all local TV stations, and the Tri-C emergency notification system may notify you as well regarding emergency closing of the campuses/college.

### **Tardiness/Left Early**

**Note: Tardiness/leaving early becomes an “unexcused absence” if the student is over 10 minutes late, or leaves early 10 minutes or more. All absences, tardy and left early incidences are documented.**

Students are expected to be on time for every class, both on campus and at the clinical site. Arriving late/leaving early is very disruptive to the class and other students. Excessive infractions will result in dismissal from the program due to inability to keep on the correct sequence. Student may be dismissed from the clinical practice as well, as make up time is not guaranteed. The Disciplinary Action Steps below are followed. Students are responsible for obtaining missed material/announcements from fellow classmates.

### **Enforcement**

To prevent abuse of the attendance policy, in particular at the clinical site, unannounced phone checks, or visits may be performed by the faculty/program manager to assure students are present. Students are expected to be at the clinical site at the hours listed on the site’s schedule form, or receive permission from the program manager for any variance. The faculty and program manager exchange attendance information as well.

### **Disciplinary Action Steps for Unexcused/Unreported Absences/Tardy/Left Early**

First unexcused absence: verbal warning

Second unexcused absence: written warning

Third unexcused absence: student is recommended to withdraw from the course/program unless sufficient remediation can occur and is written into an educational success plan contract which is signed by the student and program manager.

### **MISSED WORK/MAKE UP/ WITHDRAWAL**

Consult class syllabus for course assignments and policies of the instructor. Students who miss an announced homework assignment or test may be permitted to make up the work at the discretion of the instructor, on their own time. Arrangements to make up work must be made upon the student’s return to the next class. Do not expect the instructor to contact you. Unawareness of an assignment or examination does not constitute a valid excuse for missing it. Absent or tardy students are held responsible for obtaining all handouts, assignments and announcements that are presented during an absence from the fellow students -or- from the instructor, by appointment. Entrance to the classroom may be denied for late students, especially if a test is in progress.

“Vacations” are not permitted outside of official College holidays.

Any other extenuating circumstances and or requests for accommodations must be evaluated by the program manager who will judge each case on an individual basis and inform the instructor and student of the decision.

**Please refer to LP syllabi attendance guidelines**

- **Absence Policy**

The student is to email [ayman.idrees@tri-c.edu](mailto:ayman.idrees@tri-c.edu) or to notify the program manager no later than 8:30 am, at 216-987-4438, leaving a message if necessary, every time an absence or tardiness occurs. Do NOT call the faculty member. The student should state their name, reason for absence, and expected return time. Failure to do so will result in disciplinary action. NOTE: If the student is scheduled at the clinical site, the student must contact the program manager as above, and in addition, notify the clinical site as well. They are expecting you and have staffed their departments for your presence-please be courteous. Absence from the clinical site must result in the time being made up at the convenience of the clinical site at their option. Make sure you have a contact person's phone number in the laboratory.

- **Illness**

If illness or emergency should necessitate a brief absence from class, students should confer with instructors immediately upon their return. Students having problems with class work because of a prolonged absence should confer with the instructor and program manager, or a counselor. A student's failure to attend classes shall not constitute an official withdrawal.

Students should report an infectious disease, transmissible from person to person or by direct contact with an affected individual or the individual's discharges, or by indirect means. The Ohio Administrative Code (OAC) provides guidance through the Communicable Disease Rules:

[https://odh.ohio.gov/wps/wcm/connect/gov/84ffece4-16f1-4602-9b93-7ce4eeb34680/section-1-reporting.pdf?MOD=AJPERES&CONVERT\\_TO=url&CACHEID=ROOTWORKSPACE.Z18\\_M1HGGIK0N0JO00QO9DDDDM3000-84ffece4-16f1-4602-9b93-7ce4eeb34680-mtn9-.6](https://odh.ohio.gov/wps/wcm/connect/gov/84ffece4-16f1-4602-9b93-7ce4eeb34680/section-1-reporting.pdf?MOD=AJPERES&CONVERT_TO=url&CACHEID=ROOTWORKSPACE.Z18_M1HGGIK0N0JO00QO9DDDDM3000-84ffece4-16f1-4602-9b93-7ce4eeb34680-mtn9-.6)

The Ohio Administrative Code (OAC) provides guidance through the Communicable Disease Rule.

Diseases to report: <http://codes.ohio.gov/oac/3701-3-02v1>.

For a student who is infected with one of these illnesses and, if the illness occurs on campus, please use the Cuyahoga Community College Student Incident Report Form on Appendix II as well as immediately reporting the illness to the Program Director or Manager.

- **Scheduling**

All LP courses require advance departmental approval prior to registering. Contact the LP Program Director at [ayman.idrees@tri-c.edu](mailto:ayman.idrees@tri-c.edu) for details. The program can only be taken in the specified semester sequence order for LP-prefixed program courses. [Suggested Semester Sequence](#).

## **Section V – Academic Status**

The College procedure on Academic Status explains the college's academic probation and dismissal process, including the GPA requirements for each level of credit hours attempted. Good Academic Standing, Dean's List status, probation and dismissal are explained by opening the underlined links: [College Procedure on Academic Status](#). The Standards of Academic Progress information provides details on how financial aid is impacted based on grade point average and progress toward degree completion: [Satisfactory Academic Progress](#). Federal regulations require that students make measurable progress towards completion of their course of study in order to continue to remain eligible for federal aid. The College reviews the academic progress of all students and notifies students receiving federal financial aid each semester of their status.

- **Grading**

The link to the [Procedure on Grading](#) explains the grades and awarding of credits, auditing of courses and pass/no pass use. At the program level, there are grading scales and/or rubrics that faculty provide to guide students on course grading.

### **GRADING POLICY AND RETENTION CRITERIA OF THE LP PROGRAM**

The Laboratory Phlebotomy Program is fast paced, interesting, challenging and scientifically oriented. It is mentally, academically, and physically demanding. Successful completion of this program requires dedication, commitment, and adjustments in social and personal activities. Length of study time is considerable, and may exceed the 2 hours outside of class to 1 semester credit hour.

To progress through the program, students must earn a minimum of a "C" grade in both lecture and laboratory portions of all courses in the LP program and achieve a satisfactory professional behavior score. Students must also earn a passing score in each clinical field experience course. Students must also keep an overall GPA of 2.5. Students who are unable to meet these requirements will not progress through the curriculum or be placed at a clinical site for clinical education. Dismissal from the program may ensue. Incomplete "I" grades are not acceptable.

The following grade scale applies to the Laboratory Phlebotomy Program courses: A=93-100%, B=83-92%, C=73-82%, D=65-72%, 64.49% and below is an F.

- **Grade Point Average (GPA)**

A minimum of 2.5 GPA is required for the admission to the LP Program. LP student must complete courses with a "C" grade or better in EACH lecture section and EACH laboratory section to continue through the program.

- **Program Withdrawal, Probation, Dismissal, and Reinstatement**

When considering withdrawing from a course, students should be mindful of the Course Withdrawal Dates. Depending on the date of withdrawal a student may forfeit refund and/or risk the possibility of receiving a failing grade. If a student encounters any extenuating issues that prevent the completion of a course or program, the student will need to follow withdrawal instructions from the program administrators. Students are advised to contact the MLT/LP program director to discuss options prior to withdrawing from any course/s.

If a student receives two separate unsatisfactory grades in any LP course, he/she will not be allowed to continue in the LP Program, and will be asked to meet with the MLT/LP program director or an academic advisor to explore alternative career options

A student must achieve a minimum overall grade point average of 2.00 in all program courses to be eligible to graduate

### **ACADEMIC CREDIT**

In order to award one (1) semester hour of college credit, the Ohio Department of Higher Education requires two hours of significant student study outside of class for each one hour in class for the equivalent of an academic semester (16 weeks). For example, a 3-credit hour class with 2 lecture hours and 3 lab hours has a course load requirement of 5 hours in class each week, and an average of 10 hours each week outside of class to earn 3 semester hours of college credit. Course requirements have been designed to comply with the requirements of the Ohio Department of Higher Education. Make sure you can give these courses the requisite hours per week by prioritizing your time accordingly. Proper planning, prioritization and dedication will enhance your success in this course.

### **PASS/NO PASS OPTION**

An alternative to a letter grade [A, B, C, D, and F] is called Pass/No Pass Grade Option. A word of caution to be shared with students:

The LP program requires traditional letter grades (A, B, C, D) for the core non-field experience course requirements, therefore PASS/NO PASS may **not** be an option.

Once you have registered for a course and select the Pass/No Pass Grade Option you cannot convert back to a traditional grade option for that particular course after the 100% refund period. If you later learn that you need a letter grade for a course that you are registered for or completed using the Pass/No Pass Grade Option, you will need to retake the course to earn a letter grade.

International students and Post-Secondary Enrollment Option Program (PSEOP) students may not be eligible to utilize the Pass/No Pass option.

### **GRADE DISPUTES**

Grade disputes are challenges to recorded grades. Cuyahoga Community College has adopted a Grade Dispute procedure to ensure that academic evaluation is fair and professionally performed. The faculty has chief responsibility for academic evaluation. You are responsible for maintaining standards of Academic performance set by the instructor for each course in which you are enrolled. Assistance with the grade dispute procedural process is available through the academic deans at each campus. Grade disputes must be filed by a student no later than sixty (60) days after the disputed grade is recorded.

The grade dispute procedure can be found at <http://www.tri-c.edu/student-resources/student-handbook.html>

## **INCOMPLETES**

A grade of I (incomplete) may not be possible and is not automatic. A notation of “I” indicates that a student has not completed all course requirements as a result of circumstances to be beyond the student’s control (The instructor of the course and the MLT/LP program manager will evaluate and make the final determination). A student must personally request an incomplete grade from their instructor. If given, a student must complete all course requirements no later than the end of the sixth week of the academic term following that in which the “I” was noted. Failure to complete such requirements will result in an “F” (failing) grade. Refer to the Student Handbook on My Tri-C Space.

## **WITHDRAWAL**

Withdrawal from a course must be initiated by the student prior to the College’s published deadlines each semester. To withdraw from a course or courses, students must withdraw online or submit a completed withdrawal form by specific deadline dates. These dates can be located on *my Tri-C space* at <http://my.tri-c.edu>, My Info Tab, Registration Information channel, current Registration Information link. The refund schedule for all parts of terms within a semester and the Summer Session is determined proportionately to the full semester schedule which is established by Tri-C procedure.

Withdrawals related to student conduct are administrative withdrawals approved by the Dean of Student Affairs or his/her designee. All transactions involving withdrawal from courses shall be done in writing and on forms provided by Tri-C or through electronic means. A student’s failure to attend classes shall not constitute an official withdrawal. (Source: Tri-C Student Handbook).

### **Withdrawal from the Program**

#### **Voluntary Withdrawal**

If a student chooses to voluntarily withdraw from the program, he or she must submit this intention in writing to the program manager. The program manager will then respond to the student with written confirmation of the request. In order to be readmitted to the program in the future, the student should follow the readmission procedure in this handbook.

#### **Involuntary (Dismissal) Withdrawal**

If the dismissal is involuntary, refer to the dismissal procedures in this handbook.

## **DISMISSAL POLICIES**

### **Dismissal from the Laboratory Phlebotomy Program**

A student may be dismissed from the **Laboratory Phlebotomy Program** for the following reasons:

- Failure to complete the program in the original sequence, due to withdrawal from program courses or failure of program courses.
- Failure to adhere to the College procedure 3354:1-30-03.5 Student Conduct Code. The Student Conduct Code applies to students when in clinical sites and field experiences.

- Dishonesty in the form of falsifying test results/QC, cheating on examinations, knowingly reporting inaccurate test results, avoiding responsibility for errors, evidence of lying.
- Submitting work (papers) of others as your own; plagiarism.
- Failure to collect specimens and/or perform test procedures as directed.
- Being under the influence of alcohol or drugs on campus, at a clinical site, or any other program related activities.
- Any form of unprofessional behavior on campus or at an off-campus assignment, including, but not limited to, the use of profane or vulgar language, hostility, insubordination, demonstration of uncooperative or negative attitude toward College faculty, clinical instructor, patients, or fellow students.
- Failure to maintain confidentiality of patient records or violation of HIPAA regulations.
- Failure to maintain appropriate patient records at the health care facility to which assigned.
- Accepting gratuities from patients.
- Engaging in unethical or unsafe behavior at a clinical site, in the classroom, laboratory, or any other program related activities.
- Violation of College, Program or Clinical Site procedures.
- Academic Honor Code: The student will abide by the Academic Honor Code. The student agrees not to receive or give aid during examinations. The student agrees to conduct him/herself honestly in all clinical and laboratory procedures. The student agrees to work alone on assignments unless otherwise indicated. This includes giving aid to student partners during laboratory practical examinations. Failure to abide by this Code will result in dismissal from the program.

If a student is dismissed from the program for any of the above (non-academic) reasons, they will not be given the privilege of applying for re-admittance into the **Laboratory Phlebotomy Program** and may be precluded from admission to another Health Careers Program. The student may also be charged under college procedure 3354:1-30-03.6 Student Judicial System.

### **Academic Dismissal**

A student may also be dismissed from the program for the following reasons:

- In LP courses, LP students must attain a minimum 2.50 accumulative GPA by the end of Phase two. If this accumulative average is not attained or maintained, the student may be dismissed from the program. After review by the LP faculty and program manager, the student receives a dismissal letter from the MLT/LP program manager which will also describe readmission procedures for the department of Laboratory Phlebotomy Program, if applicable.
- Excessive absenteeism: missing more than one week of a class (based on 16 weeks).
- Excessive tardiness/leaving early.
- Failure of a program course or a prerequisite course.
- Failure to demonstrate professional behaviors.
- Inability to communicate in English (college or clinical site)
- Failure of background, drug testing or non-completion of “other requirements” with the College’s accepted vendor.

A student may apply for re-admittance into a Health Career Program if they are withdrawn for the above reasons. They must follow the Re-admittance Policy of the program into which they are seeking re-admittance.



\* Dismissal means the involuntary and total separation of a student from the college.

### **HEALTH CAREERS PROGRAMS TEMPORARY LEAVE OF ABSENCE PROCEDURE**

Special problems and unforeseen circumstances relative to the program or graduation should be called to the attention of the program manager and/or an academic counselor.

If, during the course of a semester, a student finds it necessary to take a temporary leave of absence, the request for the Leave of Absence must be submitted in writing to the program manager with sufficient information to explain the situation. In the event that the student is ill or otherwise indisposed, the written requirement may be waived or the program manager may initiate the written action independently.

A Leave of Absence will be granted for no more than one semester, after that the readmission policy must be followed.

\*\* PLEASE NOTE: Any student who takes a Leave of Absence from the program and is then readmitted; must follow the current semester sequence for graduation from the program and the current program handbook.

### **READMISSION PROCEDURES FOR Laboratory Phlebotomy Program**

A student may be readmitted only once. Readmission will be granted on a space-available basis only.

#### **Re-admittance Policy**

Re-admittance is not guaranteed. If a student leaves the program for any reason other than disciplinary action, he or she must do the following to be re-admitted:

1. Must meet a minimum GPA requirement for the program.
2. A written request to return to the program must be submitted to the program manager.
3. Written documentation from a medical authority that student is able to return; if that student left for health reasons.
4. The student must have a written educational success plan that must be approved by the program manager and will become a mutually agreed upon contract. Failure to abide by this contract will result in dismissal from the program.
5. A student returning to a program after a one-year absence will be required to complete another BCI.
6. Students meeting re-admittance criteria may return once within two years, on a space available basis. Return to a clinical site cannot be guaranteed.
7. Students requesting re-admittance to the program after more than a two-year period must repeat the program from the beginning and re-submit a new application.
8. Due to the rapid changes in health technology, students may be required to repeat courses they have already successfully completed as determined by the program manager and instructional staff. The student may require remediation and/or demonstrate proficiency through various modes of assessment.

The [College Procedure on Academic Status](#) explains the college's academic probation and dismissal process including the GPA requirements for each level of credit hours attempted.

- **Due Process**

Students are expected to be successful, professional, and must follow safety guidelines while at Tri-C and during their clinical practicum. Any academic performance which is determined by the LP program as unsatisfactory, unprofessional, unsafe, and/or adversely interferes with the learning environment will be addressed by the program director. Students that do not meet LP Program expectations will be notified to meet with the program director to discuss a corrective plan. If the agreed upon plan is not followed, the student will be referred to the Health Careers and sciences associate dean and maybe dismissed from the program.

- **Student Change of Contact Information**

In addition to submitting a change of address, phone or personal email through My Tri-C Space, using the “Student Tab” in the “My Info” section, please inform the program director or manager of changes in your contact information. Please inform the program director of any changes in your contact information by emailing [ayman.idrees@tri-c.edu](mailto:ayman.idrees@tri-c.edu).

## **Section VI – Language Proficiency Requirements**

The College establishes the language proficiency requirements to enter college level courses in this page: [English Language Proficiency Requirements for Admission](#) and specific scores can be reviewed on the linked information.

## **Section VII – Student Resources**

- **Tutoring**

[Tutoring Services](#) are offered at each campus tutoring center. There is support for a wide variety of subject at each campus. Please notify your faculty instructor or the MLT/ LP program manager if you feel that you need a tutor. Tutors may be available, at no cost to the student, for academic courses. Students are encouraged to form study groups to enhance learning in LP classes.

It is essential that the student understand that the quantity of material covered in this major is extremely vast, and of a difficult nature. One must basically learn a whole new language of medical terms. The standard rule of thumb for general Tri-C coursework is to spend a minimum of 2 hours outside of class studying, per one credit hour of class. Hours will often have to be exceeded in this program. The student should also know that during the field experience rotations, many daytime hours may be spent at the clinical sites, and this will inhibit working outside of school. Work and family obligations will have to be scheduled in order to accommodate the program, not vice versa.

- **Student Accessibility Services**

[Student Accessibility Services](#) provides support to students with disabilities at all College campuses, site, locations or online course. To receive services, students must schedule an appointment with a student advisor and provide documentation of a disability. The [Student Accessibility Handbook](#) is another source of information for students.

- **Student Safety**

The college is committed to providing a safe and secure environment as outlined in the Safety and Security Policy:

3354:1-50-04 Safety and security policy

<https://www.tri-c.edu/policies-and-procedures/documents/safety-and-security-policy.pdf>

- **Other Resources**

The following links can help you identify additional resources for completing a degree or program:

[CLEP](#) (College Level Examination Program)

[Credit by Exam \(CBE\)](#)

[Credit for Prior Learning](#)

[Standardized Training and Certification Programs \(ACE\)](#)

[Transfer Centers](#) on each campus provide information on transferring to and from Tri-C, Credit for Prior Learning, Articulation Agreements and State Wide Transfer Guarantees.

[Transfer Students](#)

[University Partnerships by School](#) are available for students interested in transferring to a particular institution or program.

The program director may initiate a waiver/substitution form for courses transferred from other institutions and meet the LP course objectives

## **Section VIII – Accreditation and Credentialing**

- **College and Academic Program Accreditation**

The College's accreditation by the Higher Learning Commission is maintained and updated at this link [Accreditation](#).

Program accreditation information is maintained on the program web page and in the list linked here: [Programs Accreditation Bodies](#).

Tri-C's Laboratory Phlebotomy Program is accredited by the [National Accrediting Agency for Clinical Laboratory Sciences \(NAACLS\)](#) 5600 River Rd., Suite 720, Rosemont IL 60018. Telephone: 773.714.8880

#### **Boards, National and/or State Testing**

Graduates from the LP program at Tri-C are eligible to take the PBT [American Society for Clinical Pathology \(ASCP\)](#) Board of Certification examination.

- **Boards, National and/or State Testing**

#### **College and Academic Program Accreditation**

Cuyahoga Community College is [accredited](#) by the Higher Learning Commission.

Tri-C's Laboratory Phlebotomy Program Program is accredited by the [National Accrediting Agency for Clinical Laboratory Sciences \(NAACLS\)](#) 5600 River Rd., Suite 720, Rosemont IL 60018. Telephone: 773.714.8880

#### **Boards, National and/or State Testing**

Graduates from the LP program at Tri-C are eligible to take the [American Society for Clinical Pathology \(ASCP\)](#) Board of Certification examination.

## **Section IX – Costs**

- **Tuition and Fees**

The [College Tuition and Fee Schedule](#) including program related fees and supplies are part of the program cost.

Tuition cost of the 16 semester hours required to complete the Phlebotomy program is approximately \$1832.64 based on current charges of \$114.54 per credit hour for Cuyahoga County residents. The cost will be less if some courses have been completed or transferred in before entering the program. Three of the required courses have laboratory fees of \$55. College Health Career Liability insurance (\$12.50) is automatically added at time of registration for LP 1851. The background check (\$90-\$121-subject to change) is done prior to entering the program.

#### **ADDITIONAL EXPENSES**

Fees are estimated, subject to change and may include, but are not limited to:

1. Textbooks (Average \$98 per textbook per course).
2. Footwear: shoes must be full coverage and made of a non-absorbent material.

3. Protective eyewear/lab goggles, disposable lab coats and disposable gloves - provided
4. Background check (~ \$100-140) performed only by Tri-C-designated company.
5. Drug Testing (~ \$40) is required for some clinical sites.
6. Clinical Education Expenses may include, but are not limited to:
  - On-boarding fees, for example, Cleveland Clinic fee may be \$50 out of pocket.
  - Uniforms- disposable protective clothing (scrubs), laboratory coat (the site may supply fluid impermeable coat), professional shoes.
  - Transportation to and from the College and the assigned clinical site and parking (some clinical sites charge for parking).
  - Physical/Vision/Colorblindness Examinations, required prior to start of the program.
  - Hepatitis B immunizations, required prior to the start of the program laboratory.
  - Clinical sites require all their students to have titer lab testing done instead of immunizations. Immunizations, including, TB or others if needed (done by your physician or clinic).
  - Medical/Surgical Insurance (e.g. Medical Mutual, Blue Cross etc.). The College may be able to suggest a student policy at lower cost. Required prior to placement at a clinical site.
7. Cardiopulmonary Resuscitation (CPR), adult Basic Life Support, “BLS”, for Health Care Providers by American Heart Association. Required prior to placement at a clinical site.
8. National Certification Examination - It is recommended that all graduates take a national certification examination. The cost is currently \$145.00. The cost of transcripts is extra. The exam is given in the Cleveland area. Taking a national certification examination is strongly recommended, but not mandatory. It is not a prerequisite for completing the program or the granting of the certificate.

- **License, Application, Certification and/or Examination costs**

[Costs of the ASCP BOC Examination](#)

To determine what costs may be covered by financial aid, visit one of the college’s financial aid offices located at each campus. Visit <http://www.tri-c.edu/paying-for-college/financial-aid-and-scholarships/index.html> for more information.

- **Financial Responsibility**

To determine what costs may be covered by financial aid, visit one of the college’s financial aid offices located at each campus. Visit <http://www.tri-c.edu/paying-for-college/financial-aid-and-scholarships/index.html> for more information.

Visit [Tri-ccompliance.com](http://Tri-ccompliance.com) for recent Health requirements, insurance, and background check requirements

- **Supplies**

It is the student's responsibility to purchase required textbooks, and other instructional supplies

## **Section X – Field and Clinical Experiences**

### **23. Clinical Experience**

Student placements at the clinical sites are determined by the MLT/LP program manager/faculty. Considerations such as transportation needs, distance of travel, current employment and veteran status are taken into consideration for student placement. Some clinical sites may accommodate multiple students for the clinical rotation. 160 clinical hours (approximately), hands-on, daytime clinical directed practice at an area hospital/clinical site to complete skill training (The LP Program cannot guarantee the immediate availability of clinical sites). Start times may be as early as 4:30 am for some labs. The exact times of starting and ending each shift may vary, and may change depending on the clinical site. Clinical sites are typically located within 50 miles of the Metro Campus, there may be a need to rotate through different sites to fulfil all the needed requirements. There can be no guarantee on where you will be located for clinical sites. Please take this commitment into consideration when applying to the program and discuss any required accommodations with the program director in advance. Hospitals/sites that have affiliation agreements with Cuyahoga Community College and can serve as a clinical site for the field experience portion of the program are:  
**Louis Stokes Cleveland Department of Veterans Affairs Medical Center (Cleveland, OH), University Hospitals of Cleveland (Cleveland OH), MetroHealth Medical Center (Cleveland, OH), and The Cleveland Clinic (Cleveland, OH).**

### **24. Internships, Practicums, Field Experience, and Cooperative Education**

Student placements at the clinical sites are determined by the MLT/LP program manager/faculty. Considerations such as transportation needs, distance of travel, current employment and veteran status are taken into consideration for student placement. Some clinical sites may accommodate multiple students for the clinical rotation. Hospitals/sites that have affiliation agreements with Cuyahoga Community College and can serve as a clinical site for the field experience portion of the program are:

**Louis Stokes Cleveland Department of Veterans Affairs Medical Center (Cleveland, OH), University Hospitals of Cleveland (Cleveland OH), MetroHealth Medical Center (Cleveland, OH), and The Cleveland Clinic (Cleveland, OH).**

**Please Note:**

- Disclaimer: In any given year, a clinical site may request not to host students due to institutional disruptions which may include but are not limited to accreditation inspection, laboratory administrative personnel changes or unexpected personnel leave, building construction and/or

laboratory relocation, major instrumentation/computer installations. Therefore, placement at a specific institution is NOT guaranteed. Affiliation agreements with the clinical sites are on the College KWeb and may be reviewed by the student upon request.

- Disclaimer: If the number of students exceeds the number of clinical sites participating in the field experience for a given semester, an alternate list of students will be formed using date of application/completion of pre-requisites. A GPA will be tabulated for all program courses, and students will be ranked from high to low and students will be placed in that order as soon as a clinical site becomes available.
- Students must register and pay the usual fees per credit hour for clinical instruction received at the clinical site. While at the clinical facility, the student is considered to be a Tri-C student, and not an employee or trainee of the hospital.
- students are not to be substituted for staff during scheduled educational times. Service work performed by the student in a clinical setting (at the clinical site) must be outside of regular academic hours, noncompulsory, paid, supervised on site, and subject to all employee regulations, and tax laws.
- Some clinical sites require parking charges. If this constitutes a hardship, please inform the program manager. This will limit the selection of sites at which the student will be able to complete his/her field experience. Training at sites is daytime only. There are no exceptions.
- Clinical sites may be within a 50-mile radius (or more) of Metro Campus.
- It is the student's responsibility to have reliable transportation to the clinical site.
- Students will be given the opportunity to select three top choices for placement.
- Student may have to attend more than one site.
- The program manager/faculty will make the final placement decision.
- The student must have a complete and compliant Complio account at least 3 months prior to directed practice placement

Directed practice is full time, and runs Monday through Friday. In addition, weekly participations in an on-line seminar is required. There are no evening hours available. This is not negotiable; therefore, students need to plan their other outside obligations around the clinical experience. Students who cannot be present during these hours should consider their decision to applying to the program.

The student is expected to arrive and leave the clinical site as scheduled. Tardiness, early departure, unexcused absences may lead to student being removed from the clinical site, and failing the course

**Students are not permitted to take the place and or perform duties of a staff member during their clinical experience. Students must identify selves as students and be supervised by a qualified staff member while performing phlebotomy procedures**

Students should expect to meet the requirements of the clinical facility in addition to the LP program's requirements. The College and or its Clinical affiliate can terminate the directed practice at any time for including, but not limited to tardiness, health and/or safety risk, lack of attendance, inappropriate behavior, lack of personal hygiene, and failure of student to meet performance standards.

Supervision is provided by hospital/site staff. During clinical education the College's LP faculty members visit each facility to review student progress with the laboratory trainers and the student. Practical examinations are given at the discretion of clinical instructors. It is possible for clinical experience to vary from one site to another; however, clinical education in all affiliated sites meets or exceeds college and national accreditation standards. Since specific program training time requirements must be met, no

unexcused absences are allowed during clinical education. Absences from the clinical setting must be made up according to the policy of the individual site and at the convenience of the clinical site. Approval must be made by site education coordinator and the program manager

The program manager is the College's authorized representative who is responsible for placing students for clinical education. The College cannot guarantee the availability of clinical sites. Students may be placed at multiple sites to complete the training. The College cannot assure any student placement in the hospital/site of his/her choice, but will consider placement in regard to geographical location of the facility or the student's residence.

## **25. Service Requirements**

No Volunteer hours or service requirements are needed before or while in the LP program

## **26. Performance Expectations**

### **EVALUATION PROCEDURE FOR FIELD EXPERIENCE:**

The intent of Tri-C's LP Program is to assist the LP students in acquiring technical theory, acceptable professional conduct and work habits, and practical competency in laboratory phlebotomy procedures. To determine the effectiveness of the learning environment, evaluation methods must be implemented in each of three knowledge acquisition areas. Objective based evaluation forms provided by the MLT/LP program director must be filled by clinical instructors to evaluate clinical students' performance and professionalism. Satisfactory progress must be maintained in all assigned laboratory departments during the practicum experience in order to successfully complete the clinical training.

\*If closures impact the field experience or course completion, the program administration will address any adjustments or changes based on student needs

### **EVALUATION METHODS**

#### **Technical Theory**

Students are taught technical theory at the Metropolitan campus. The student's level of technical theory attainment is evaluated by the Tri-C faculty principally through the use of quizzes, examinations, assigned homework, and research papers.

#### **Professional Conduct and Work Habits**

The field experience evaluation form has a section for professional conduct and work habits for each laboratory discipline. The student's conduct is formally evaluated at least twice each semester by the clinical trainer and reviewed by a Tri-C faculty member or the program manager. By utilizing the Evaluation of Student Professional Conduct and Work Habits form, the clinical instructor and the program manager have a method of documenting the student's progression through the various clinical disciplines. In addition, Accident and/or Incident Report forms shall be used by the clinical site to document any accidents or an unusual event that may have taken place during the student's rotation. The completed Accident and/or Incident Report must be sent to the program manager within 24 hours of the occurrence



and requires the signature of the student. It will remain part of the student's permanent file. Please refer to the Body Fluid Exposure, Reporting the Incident section for complete details and the form.

### **Student Feedback Evaluation**

To improve upon the quality of the clinical experience, each student completes an anonymous Student Evaluation form for their clinical site. All evaluations are reviewed by the Tri-C faculty and the clinical affiliates to assess the clinical instruction and to improve the quality of the clinical experience for future LP students. See Addendum.

### **Professional Conduct and Work Habits**

The field experience evaluation form has a section for professional conduct and work habits for each laboratory discipline. The student's conduct is formally evaluated at least twice each semester by the clinical trainer and reviewed by a Tri-C faculty member or the program manager. By utilizing the Evaluation of Student Professional Conduct and Work Habits form, the clinical instructor and the program manager have a method of documenting the student's progression through the various clinical disciplines. In addition, Accident and/or Incident Report forms shall be used by the clinical site to document any accidents or an unusual event that may have taken place during the student's rotation. The completed Accident and/or Incident Report must be sent to the program manager within 24 hours of the occurrence and requires the signature of the student. It will remain part of the student's permanent file. Please refer to the Body Fluid Exposure, Reporting the Incident section for complete details and the form.

### **Student Feedback Evaluation**

To improve upon the quality of the clinical experience, each student completes an anonymous Student Evaluation form for their clinical site. All evaluations are reviewed by the Tri-C faculty and the clinical affiliates to assess the clinical instruction and to improve the quality of the clinical experience for future LP students. See Addendum.

### **Practical Competency**

The phlebotomy profession is one in which the student must practice a variety of techniques until competency is reached. The Tri-C LP program is designed to introduce basic practical experience to the student through campus laboratory exercises. In the college setting, the student is evaluated according to minimal requirements for speed and accuracy. During the practicum phase at a clinical facility the student will gain speed, accuracy and experience working with the normal flow of specimens and the number and variety of clinical tests performed by the hospital laboratory during the typical workday. It is expected that the student can communicate, receive and process verbal and written information correctly using standard business English. During the practicum phase the student will become familiar with all laboratory procedures and the laboratory's computer system. The student must successfully perform a minimum of 100 unaided blood collections, including a variety of collection techniques, including vacuum collection devices, syringe (if available) and capillary/skin-puncture methods.

During the practicum, supervision and instruction are provided by hospital/clinic staff, students are visited by College faculty or the phlebotomy program manager. During the practicum, a required phlebotomy seminar is held online or at the Metropolitan campus in conjunction with clinical education. Practical examinations are given at the discretion of clinical instructors. It is possible for clinical experience to vary from one clinical site to another; however, clinical education in all affiliated hospitals meets or exceeds College program/NAACLS standards. Since specific time requirements must be met, no absences are

allowed during the practicum. Any time missed during the clinical rotation must be made up at the convenience of the clinical facility and with the advance permission of the program manager.

Approximately 160 hours are spent at a clinical facility within 4 - 8 weeks. Daily hours including starting time, lunch and breaks are determined by the individual clinical facility and cannot be altered by the student, without prior approval from clinical site and final approval from program manager. Starting times, which can be as early as 4:00 AM, will vary between and within clinical sites.

The Phlebotomy Program is affiliated with an outstanding group of clinical facilities which participate in clinical training of students. The student is responsible for providing his/her own transportation to and from the clinical site. The student should be prepared to travel to any clinical facility to which he/she is assigned. Considerations such as transportation needs, distance of travel, current employment, and veteran status are taken into consideration for student placement. All arrangements and decisions regarding student clinical placement will be made by the program manager in conjunction with phlebotomy faculty. In all cases, the decision of the program manager is final. The availability of any clinical site may vary from semester to semester, therefore, placement at a clinical site is not guaranteed.

## **CLINICAL PLACEMENT**

Hospitals that have affiliation agreements with Cuyahoga Community College and can serve as a clinical site for the practicum portion of the program are listed below. Since full training can only be promised on the day shifts if sufficient sites exist, students unable to fulfill the practicum on day shift may not be allowed to register for the practicum, and therefore will be dismissed from the program.

**Please Note:** Any given clinical site on the list may choose not to participate in the practicum education in a given year for various reasons such as but not limited to: Undergoing re-accreditation by various accrediting bodies, installation of major equipment such as robotics or computer systems, and re-organization/shortage of key personnel in the laboratory area. The College cannot assure any student placement in the hospital/site of his/her choice but will consider placement in regard to geographical location of the facility or the student's residence.

### **Cuyahoga Community College's LP program clinical site affiliates may be:**

The Cleveland Clinic Foundation  
Louis Stokes Cleveland Department of Veterans Affairs  
University Hospitals of Cleveland  
MetroHealth Medical Center

Multiple students may be placed at some sites. Starting times can be as early at 4 am. Some sites require an orientation at a different site outside of semester hours, drug screens or additional testing, (at student's expense), and a combination of in and outpatient experiences.

Clinical Experience Agreements with the clinical sites are available electronically in the MLT/LP office and may be reviewed by the student upon request.

**Disclaimer:** In the event that insufficient clinical sites slots are available for a student to perform their practicum, the selection of those entering a practicum site will be determined by the admission date into the program (time/date that application is submitted and admission criteria are met, then by GPA. Remaining students will be placed in the next available clinical site rotation. Students must accept the clinical practicum placement in the semester it is assigned, in accordance with the program sequence. Declining or forfeiting a practicum placement will remove the student from his/her original cohort and requires re-application to the program and student may be placed on a waiting list for the program. Students must successfully complete all course work (C or better) listed in the eight weeks of the current Laboratory Phlebotomy curriculum before enrolling in clinical practicum. A grade of “incomplete” is not considered successful completion of a course.

**Upon completion of the field experience phase** at the clinical site, the student is expected to develop technical competencies involving speed and accuracy that are comparable to the competencies of an entry-level LP graduate. To guide the clinical instructor and the student toward the attainment of these technical competencies, evaluation tools for the discipline are distributed to both the student and the trainer/education coordinators at the clinical site. The student’s letter grade for the LP 1851 will be based on course work and these evaluations.

COMPETENCY REQUIREMENT: SUGGESTED MINIMUM SKILL TIMELINES WHEN PERFORMING ROUTINE PROCEDURES (TASK ANALYSIS):

Task	Time
Phlebotomy	5-8 min.

The clinical trainer will observe and evaluate the student’s techniques and quality of phlebotomy skills in order for an accurate evaluation to be completed. The trainer will also observe and evaluate work habits, neatness of working space, punctuality, management of time (professional conduct and work habits) and general laboratory techniques, safety procedures and lab procedures. A Tri-C faculty member will review the evaluations for each discipline, discuss the evaluation with the student, and will assign a letter grade for the rotation based on the evaluations. See the directions and the Clinical Practicum Evaluation in the addendum. The student will be provided with the evaluation blank by the program director. It is the student’s responsibility to read it and be aware of the contents, and to take it with them daily and be sure it is filled out by the clinical trainers.

**FIELD EXPERIENCE OBJECTIVES:**

Performance objectives for each discipline are listed in this manual. It is the responsibility of the student to become familiar with each objective, to communicate this to the trainer, and to ensure that each competency has been observed and/or mastered, and evaluated. As the student moves through the clinical rotation, he/she should be aware of all competencies listed in that discipline, and to assure completion of same.

## **Phlebotomy**

At the end of the clinical rotation period, with 95% accuracy, the student will be able to:

1. Collect appropriate blood specimens for designated tests which are congruent with the patient's considerations of age and status.
2. Positively identify patient by identification band or by nurse verification.
3. Approach the patient in a courteous and considerate manner.
4. Select appropriate anticoagulant and tube size.
5. Select the venipuncture site in accordance with hospital preferences and standards of the profession.
6. Label all specimens correctly.
7. Handle specimens in accordance with any special requirements.
8. Utilize isolation techniques suitable to the patient's situation.
9. Employ sterile technique for collecting blood cultures.
10. Follow prescribed approach and techniques on nursery patients.
11. Collect adequate blood samples by capillary or butterfly punctures.
12. Demonstrate proper techniques for both heel and finger punctures.
13. Evaluate whether to perform phlebotomy on certain patients and when to ask for assistance.
14. Observe all precautions for the safety of the patient and the phlebotomist.
15. Collect blood specimens by both syringe and vacuum tube methods, if materials are available.
16. Collect venipuncture specimens generally within a five-minute time period excluding washing hands and gloving.
17. Demonstrate ability to handle an emergency situation when a patient becomes ill during phlebotomy.
18. Inform the proper authorities when exposure to contaminated material is suspected.

## **General Field Experience Policies**

After demonstrating proficiency, students, with qualified supervision, may be permitted to perform procedures. However, students shall not take the place or responsibility of qualified staff. All sites abide by the Clinical Experience Agreement contact executed between the college and the clinical site.

Field experience learning experiences for the student will be assigned during the day shift of the hospital affiliate. Additionally, all training and makeup days are conducted on weekdays only unless approved in writing by program manager. The student is not expected to attend the clinical site when the college is closed for a day off. However, if the student needs to make up time, and the site approves, you may notify the program manager to obtain final approval.

**Students are not to be substituted for staff during scheduled educational times. Service work performed by the student in a clinical setting must be outside of regular academic hours, noncompulsory, paid, supervised on site, and subject to employee regulations.**

## **STUDENT RESPONSIBILITIES:**

1. Demonstrate eligibility by successfully completing all required didactic courses as outlined by the LP curriculum.
1. Provide proof of current student liability insurance for each year of field experience to program

manager.

2. Have health care insurance coverage while attending clinical field experience.
3. Perform background check and fingerprinting check through Tri-C approved vendor only; submit Rap Sheet release forms in a timely fashion if requested to do so.
4. Submit proof of physical examination and updated immunizations, including TB test and Hepatitis B vaccine, by uploading to [ADB-Complio](#) website in legible form, and facing the correct direction.
5. Provide proof of current CPR course by uploading onto [ADB-Complio](#) website.
6. Provide his/her own transportation to and from the clinical site
7. Abide by all existing and future rules and regulations of the clinical site. Pay any on-boarding fees, for example, Cleveland Clinic fee is \$50.
8. Respect confidential nature of all information pertaining to patient and physician by abiding by HIPAA regulations.
9. Be responsible for his/her own actions during clinical experience.
10. Appear at the clinical site in uniform/proper attire, ready to begin on time on all scheduled days.
11. Notifying clinical site & program manager if absent/late.
12. Conduct himself/herself in a highly ethical and professional manner at all times. The College Code of Conduct applies at all times at the clinical site.
13. The student is responsible for presenting evaluation forms to clinical trainers and to be sure it is filled out, all material is covered where possible, the site is notified of the clinical site visits by the Tri-C faculty/program manager and is present for the site visit.
14. Confidential information: A student must abide by the principal of confidentiality. By law, all information contained in a patient's health record is considered confidential. In addition, information pertaining to physician and/or hospital business is considered confidential as a matter of professional ethics. Information obtained during directed practice which pertains to patients, physicians, or hospital business is considered CONFIDENTIAL. Similarly, all such information discussed or made available in class or laboratory sessions is CONFIDENTIAL. Confidential information must not be disclosed to unauthorized individuals, this includes family and friends. To disclose such information is sufficient cause for IMMEDIATE DISMISSAL.
15. Student Feedback Evaluation: To improve upon the quality of the clinical experience, each student is required to complete an anonymous Student Evaluation form for their clinical site at the conclusion of the field experience, and turn in to the program manager. All evaluations are reviewed by the Tri-C faculty and the clinical affiliates to assess the clinical instruction and to improve the quality of the clinical experience for future LP students.

#### **TRI-C RESPONSIBILITIES:**

Provisions for instruction, observation, supervision, and grading of students:

1. To visit each clinical site prior to placement of students to ascertain appropriateness of the setting for an educational experience.
2. To acquaint the clinical site with the extent and purpose of the work experience and of their responsibilities.
3. To inform the clinical site of the extent of the student's academic preparation for the purpose of appropriate work assignments.
4. To make on-sight observation of the student to coordinate learning experiences, discuss problems of mutual concern, and to offer assistance.
5. To provide individual on-sight consultations with students for the purpose of assessing

- evaluation and assisting with problems pertaining to the work experience.
6. To provide methods for student evaluation that are fair, brief, and meaningful.
  7. To provide for discipline and/or corrective action as may be required.
  8. To withdraw any student from the field experience facility for reasons of health, attendance, performance, or comportment upon receipt of written notice from the appropriate authority.
  9. To maintain good communication with the laboratory directors, departmental supervisors and education coordinators of clinical facilities.
  10. To determine the student's final letter grade at the end of the grading period, taking into consideration both written and verbal evaluations from clinical trainer and/or department supervisor.

**FIELD EXPERIENCE FACILITY RESPONSIBILITIES:**

1. To allow the student to learn by observation, instruction, and supervised practice, the broad range of duties performed by the LP within the limits of the facility during days and hours mutually determined by the clinical site and the College.
2. To notify the clinical coordinator or program manager immediately, verbally and/or in writing, when the student does not meet program standards in order that corrective measures be initiated.
3. To notify the College, in writing, when s/he desires that a student be withdrawn from the field experience facility for reasons of health, attendance, performance, or comportment.
4. To assure that a competent professional supervises and evaluates the student during training within the field experience facility.
5. The agency (affiliate) will ensure that students will not be used to replace clinical staff. The final responsibility for care rendered to clients lies with the agency affiliate (hospital) department personnel.
6. The facility will provide emergency health measures to a student at the student's expense (at no expense to the facility and/or the college.)
7. The facility shall provide safe physical environment needed for the clinical experience within the limits of the facility.
8. To orientate the student to the existing rules and regulations of the facility and to inform the student of any changes to the rules and regulations while the student is in training at the facility
9. To orientate the student to the safety equipment, policies, and practices of the agency and its clinical laboratory.

**CLINICAL PLACEMENT:**

Hospitals that have Clinical Experience Agreements with Cuyahoga Community College and can serve as a clinical site for the field experience portion of the program are listed below.

The Cleveland Clinic Foundation  
Louis Stokes Cleveland Department of Veterans Affairs  
University Hospitals of Cleveland  
MetroHealth Medical Center

Please Note: Any given hospital on the list may choose not to participate in the field experience

education in a given year for various reasons such as but not limited to: Undergoing re-accreditation by various accrediting bodies, installation of major equipment such as robotics or computer systems, and re-organization/shortage of key personnel in the laboratory area.

## **DRUG TESTING**

Students may be required to undergo drug testing *prior* to starting a clinical experience. Clinical sites may not be assigned until as late as 3 weeks prior to commencement of the field experience. Students failing to have the test conducted in a timely fashion will lose their clinical field experience slot, and will have to re-apply to the next available program cohort. The student is responsible for the cost of this testing. The type of testing needed, time restrictions and the cost of the testing will be dependent on the clinical site. Test results will be sent to the CCC Health Careers Contract Compliance Coordinator, Healthcare Education Initiatives at Cuyahoga Community College and they will be kept confidential.

If a student fails a drug test, Cuyahoga Community College is under no obligation to place a student at another clinical site. It is the student's responsibility to provide proper documentation to the CCC Health Careers Contract Compliance Coordinator, Healthcare Education Initiatives if they failed the test due to justifiable drug use. A student may not be able to complete the health career program if they cannot be placed in a clinical site due a failed drug test.

## **PROFESSIONAL LIABILITY INSURANCE**

Students are required to carry professional liability/malpractice insurance during their field experience. Registration for the LP 1851 Clinical Experience course triggers automatic purchase of the policy. The policy is valid for one year.

## **CARDIOPULMONARY RESUSCITATION (CPR)**

Prior to placement in the clinical setting the student must be certified in basic adult CPR (BLS Basic Life Support for Health Care Providers). Compliance with this regulation can be achieved by completing The American Heart Association of Cleveland BLS course in CPR. These are short one or two session programs, which are offered at varying times during the year. Cuyahoga Community College also offers an approved one semester credit class in CPR for credit or audit either through the non-credit or the credit courses. Proof of certification in CPR must be current and uploaded to the American DataBank- Complio account prior to placement in the clinical setting. NO ONLINE courses are accepted, this must be face-to-face. If you require a refresher for recently expired card, see the program manager.

## **HEALTH REQUIREMENTS**

Before the program starts: It is the responsibility of the student to arrange for a physical examination, vision and colorblindness screening, and hepatitis B vaccination series with his/her medical practitioner. Hepatitis B vaccine is 3 shots given over 6 months. Students must provide a proof of having immunity to Hep B ***prior to entering the College lab***. A complete physical examination and vision screening (colorblind test) is required after program admission again, and within 1 year of field experience date, to being allowed to attend a clinical site. Current (negative) TB double (2 shots) Mantoux skin test results, or chest xray, or IGRA blood test, must also be received (can only be done within 1 year of starting field experience). Exam and immunization records must be documented and signed by the physician on official College health forms and then uploaded to the American DataBank- Complio website. Some titers are required and a negative will necessitate immunizations which are given one month apart. Save a copy of all forms for yourself. Students are not permitted to enter the clinical phases of the program until physical

exam forms, and all other requirements are completed. The student is responsible for the cost of the examinations and immunizations. NOTE: Students with allergies/sensitivities to latex/latex-based products must identify themselves to the program manager, faculty and clinical site personnel. Students should be aware that they may be exposed to these products in their course of studies on campus and at the clinical site. The student must receive written medical clearance from a physician to enter the program. Clearance must be submitted with the health form.

The physician, by signing the health form, also verifies that the student has the “Essential Cognitive and Physical Functions Necessary for Completion of Course Objectives” which are listed as part of the health form. The student also verifies that they possess the “Essential Cognitive and Physical Functions Necessary for Completion of Course Objectives” by signing and submitting that form to the program manager prior to the program start date. The student must disclose any impairment in essential functions to the physician, and these must be documented. If significant, limiting health/physical conditions are present or the student is unable to submit evidence of good health and appropriate immunizations, the student will not be able to continue in the program.

Financial constraints will not be accepted as a reason for not completing the health form requirements. If this is a problem, please inform the program manager.

### **HEALTH/MEDICAL INSURANCE**

Placement at a clinical site requires the students to carry some form of Health Insurance. This can include government plans such as Medicaid, or any company or private plan. The College may be able to suggest a student policy at lower cost. See program manager or assistant for details. Students will not be permitted to start without proof of insurance. The health insurance coverage must cover treatment for blood borne pathogen exposure in an emergency department of a hospital, or an urgent care center. Many student policies do NOT cover these sites, so carefully check with your insurer.

## **27.Holidays**

The [College holidays procedure](#) lists recognized holidays. These dates are included as part of the College closed days on the [Academic Calendar](#). In addition to these dates, the College will close for Thanksgiving Recess and Winter Break. No credit courses will be offered on campus during Spring Break.

Students are not permitted to attend Clinical practice rotations while the College is closed

## **28.Hours**

The LP laboratory sessions are offered at the Metro campus between the hours of 8am and 4:30pm. The clinical field experience includes approximately 160 hour, hands-on, daytime clinical field experience at an area hospital/clinical site to complete phlebotomy skill training. Start times may be as early as 4 am for some labs, is full time, and runs Monday through Friday. There is an additional online or on-campus seminar. There are no evening hours available. This is not negotiable; therefore, students need to plan their other outside obligations around the field experience. Students who cannot be present during these



hours should consider their decision to continue in the program. The student will attend a separate orientation and will receive a Field Experience Handbook prior to commencement of the field experience.

## **29. Emergency Closures and Inclement Weather**

When determining a closure the College will utilize the [Emergency Closing Procedure](#).

Students are not permitted to attend Clinical practice rotations while the College is closed

## **APPENDICES**

### **Appendix I – Glossary of College and Program Terminology**

**Academic Behavior:** refers to the standards that are expected for students to successfully complete coursework designated for their specific program of study, degree, and/or certificate.

**Appeal Panel:** refers to an approved body of individuals designated to review and make a determination on a decision that the student found unfavorable.

**Closing:** refers to the closure of the College or a specific campus or campuses for a designated reason (e.g. weather, natural disaster, utility outage, etc.). [Emergency Closing](#). \*See program handbook for closing guidance for students at clinical/experiential learning/practicum sites.

**Code:** refers to the Student Conduct Code (3354: 1-30-03.5) and Student Judicial System (3354:-1-30-03.6) and identifies prohibited conduct and clarifies when the code applies to student behavior.

**Complaint:** refers a matter that the complainant believes requires institutional attention. Select the appropriate category here [Student Complaints, Concerns and Compliments](#).

**Conduct:** refers to student behaviors as it relates to prohibited actions as described in the Student Code of Conduct and related College Policies and Procedures. Student Code of Conduct can be found [Student Conduct Code and Student Judicial System](#)

**Contractor/Vendor:** refers to any individual or entity that has been contracted/retained to provide a service to the College.

**Credit Course:** refers to coursework that awards academic credit towards a degree and/or certificate.

**Disciplinary Action:** refers to corrective remedies imposed as a result of findings and recommendations from a program conduct meeting, level one hearing, and/or program professional conduct committee review.

**Dismissal, College:** refers to separation of the student from the College for a definite period of time. Conditions for readmission are outlined in the Student Code of Conduct sanction descriptions.

**Dismissal, Programmatic:** refers to separation of the student from a specific academic program. Conditions for readmission are specific to each program.

**Ethics:** refers to generally accepted professional standards of behavior as documented in the Codes of Conduct, Professional Ethical Standards, etc. of external professional organizations, licensure boards, etc.

**Expulsion:** refers to permanent separation of the student from all College locations, events and activities. An expulsion is denoted on a student's permanent transcript.

**Faculty:** refers to any permanent College employee assigned full-time to instruct credit course(s).

**Grade Dispute:** refers to a challenge to a recorded grade (final grades only — does not apply to individual assignments or midterm grades), and must be filed by a student to the Academic Affairs Office at the campus to which the course was associated no later than sixty (60) days after the disputed grade is recorded. Link: [Student Complaints, Concerns and Compliments](#).

**Grievance:** refers specifically to the ADA/Section 504 Grievance Procedure as outlined in the Student Handbook and available here: [Student Complaints, Concerns and Compliments](#).

**Guidelines:** refers to operating principles specific to a College program or department.

**Instructor/Adjunct Faculty:** refers to any individual assigned to instruct a credit/non-credit course, workshop, training seminar, summer camp, etc.

**Lecturer:** refers to a full time instructor with a specific term related contract who has all of the duties and responsibilities of a full time faculty member at the college.

**Non-Credit Course:** refers to coursework that does not award academic credit towards a degree and/or certificate.

**Peer Panel:** refers to a body of individuals consisting of faculty in a specific discipline who evaluate a student's specific request regarding a disputed grade.

**Policy:** refers to documented operating principles for the College as approved by the Board of Trustees.

**Policy and Procedure:** Policies and procedures act as the operating principles for Cuyahoga Community College. All official College policies must be approved by the College's Board of Trustees and all official procedures must be reviewed and approved by the Office of Legal Services prior to the effective date.

**Preceptor: "Internal" / "External"**

- Internal preceptor refers to an employee of Cuyahoga Community College who works with students in matters related to experiential learning.
- External preceptor refers to an employee of a clinical or experiential site who is not an employee of Cuyahoga Community College. External preceptors supervise student experiential learning and often provide feedback and assessments of the student to the program.

**Probation, College (Academic):** refers to a status that follows after a student is not performing at a successful level. The College’s Academic Probation policy is found here: [Procedure on Academic Status](#)

**Probation, College (Behavioral):** refers to a written reprimand for a designated period of time and includes the probability of more severe disciplinary action if the student violates any College rules during the probationary period. College Behavioral Probation is found here [Student Conduct Code and Student Judicial System](#)

**Probation, Programmatic:** refers to a student being placed on probation as a result of a corrective action panel specific to a program.

**Procedure:** refers to documented standard practices of how a board-approved policy is carried out.

**Professional Conduct Committee:** refers to a committee established to review a student’s academic performance and/or professional behavior at the programmatic level and may make appropriate recommendations pertinent to any eligible behavioral modification and/or remedial actions.

**Professionalism and Professional Conduct:** refers to behavioral expectations and guidelines set forth in programmatic, clinical, experiential and professional associations and organizational guidelines. These expectations and guidelines may appear in various forms such as a code of ethics, clinical facility guidebooks, and /or practicum/internship expectations, etc. These expectations and guidelines are in addition to the College’s official policies and procedures.

**Protocols:** refer to step-by-step processes specific to a College program or department.

**Readmission:** refers to the delineated process for the reinstatement of a student subsequent to a period of separation from the College and/or a College program.

**Reinstatement:** refers to the process by which a student returns to good standing at the College or in a specific academic program after a period of probation/suspension/dismissal.

**Remediation:** refers to a program-specific process of improving student performance. Remedial

actions are not disciplinary actions.

**Responsible Employee:** refers to any individual required to take action based on reportable misconduct. All College employees have an obligation to adhere to the reporting requirements prescribed in applicable laws, regulations and College mandates.

**Sanction:** refers to any corrective action taken as a result of a student behavioral decision.

**Staff Member:** refers to any employee (part time/full time) of Cuyahoga Community College in a non-instructional role who performs duties as assigned.

**Standards:** refers to guidelines established by accreditation and approving bodies (e.g. state governing bodies) that a program must adhere to in order to maintain status.

**Student:** refers to anyone enrolled in a course of study at the College whether in a credit or non-credit course, workshop, training seminar, summer camp, etc. Applicants may also be considered 'students' under certain delineated circumstances

**Suspension:** refers to a temporary separation from the College or a specific academic program for a defined period of time as results of academic or behavioral issues. Eligibility for readmission may be contingent upon satisfactory or specific condition imposed at the time of suspension.

**Withdrawal:** refers to the process through which a student withdraws or is removed from coursework.

## **Appendix II – Student Incident Reporting**

<https://www.tri-c.edu/administrative-departments/business-continuity/documents/incident-report-student.pdf>

### **Appendix III – Handbook Acknowledgement Form**

I acknowledge I have received, read, and understand the contents of the student handbook for the [LP Program]. By signing this document, I affirm that I understand and agree to adhere to the contents of the program handbook.

In addition to acknowledging and affirming the statements above, by signing this document I also acknowledge and accept that the College and the program reserve the right to revise the above-referenced handbook, documentation, and guidance at any time without notice. I also understand and accept that certain information, including but not limited to student directory information, immunization records, and background check results may be disclosed in the course of my enrollment in accordance with applicable laws, regulations, and College policies and procedures.

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Student # \_\_\_\_\_

## **Additional Content to be Included**

The LP Program requires students to wear PPE and follow safety guidelines while on campus and during their clinical rotation. The Program provides students with information about blood borne diseases, how to use personal protective equipment, and procedures to follow in case of an accidental needle stick and when an exposure incident occurs on campus or during the directed practice rotation

### **Appendix III – Forms**

**Please read the following forms, sign and return to the MLT/LP program director**

**Clinical Evaluation phlebotomy and hrs. tally forms will be available in your Bb course prior to clinical placement**



## HANDBOOKS READ ACKNOWLEDGEMENT FORM

I have received, read, and understand contents of the Handbook for The Laboratory Phlebotomy/ Field Experience Student Handbook. Its contents were reviewed and discussed by the MLT/LP program manager/ faculty. I acknowledge that Program Policies, including but not limited to: program objectives, goals and outcomes, cognitive/physical functional requirements, program sequence, grading, attendance, field experience, background check, immunizations, healthcare and liability insurance, disciplinary policies and conduct, degree petition , substitution and waiver forms, clinical sites and BCI/drug screen failure, time commitments of program/hours of field experience and registry test were thoroughly explained. In addition, I agree to adhere to all policies to be presented at the Field Experience orientation meeting and stated in the Field Experience Handbook. I assure that I am familiar with the Tri-C Student Handbook and its contents which are available on-line and the links that are in this handbook. I give my permission to the MLT/LP office to release my immunization information/physical examination/health forms, address, telephone contact numbers, email address, student number, health insurance number, and group liability number to the clinical site. I understand that I may be tested on the handbook material for a program grade.

I will return this form to the program manager before the first class of the program.

NAME: (Please print name) \_\_\_\_\_

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_

STUDENT NUMBER: \_\_\_\_\_

EDITION: MLT/LP SP24

## **Cuyahoga Community College District Clinical Experience**

### **Acknowledgement, Release, Indemnification, and Confidentiality Agreement**

As a condition of, and in consideration for, Cuyahoga Community College District (the "College") allowing me the opportunity to participate in one or more clinical experience programs (the "Clinical(s)") now or in the future, I enter into this *Acknowledgement, Release, Indemnification, and Confidentiality Agreement* ("Release").

The College does not control the structure or operation of the experiential learning opportunity and clinical site. The College, its officers, trustees, representatives, agents, attorneys, employees, and successors make no assurances, expressed or implied related to the environment which might exist at the clinical site. The experiential learning and clinical opportunity may include potential hazards beyond the control of the College, its officers, trustees, representatives, agents, attorneys, employees, and successors including, but not limited to the following: loss of property and injury or death.

#### **ACKNOWLEDGEMENT**

I, the undersigned student, hereby acknowledge and agree to the following with respect to the Clinical(s) required by the College:

1. While at clinical site(s), I will wear the regulation uniform of the clinical site or other appropriate attire required by the clinical site or the College.
2. While participating in a Clinical, I am subject to the clinical site's policies and procedures.
3. I must show proof of immunizations as required by the College or clinical site.
4. During any clinical/practicum/internship experience, either on or off campus that I am financially responsible for medical treatment for any injury or illness I may sustain.
5. I have sufficient health, accident, and hospitalization insurance to cover me during my internship/practicum/shadowing experience. I understand the risk that inadequate health insurance coverage could affect my finances and my credit standing.
6. I understand I am responsible for the costs of such insurance, and I recognize the College does not have an obligation to provide me with such insurance.
7. I accept full financial responsibility for hospital, laboratory, physician, diagnostic testing and any other medical tests, procedures or costs not covered by my insurance.
8. I assume full responsibility for any physical or emotional problems that might impair my ability to complete the experience, and I release the College, its officers, trustees, representatives, agents, attorneys, employees, and successors from any liability for injury to myself.
9. I understand that if I am responsible for my own transportation to and from my clinical site.
10. I further understand the College, its officers, trustees, representatives, agents, attorneys, employees, and successors are not responsible for any travel and/or transport during the course of my clinical in any way.
11. I understand that if I use my personal automobile for the benefit of the organization with whom I serve my internship/practicum/shadowing experience, the College, its officers, trustees, representatives, agents, attorneys, employees, and successors has no liability for injury or property damage resulting from that use.
12. I agree to rely solely on my personal automobile insurance coverage.
13. I understand I am not employed by the College and therefore, am not entitled to unemployment compensation benefits upon completion of my internship/practicum/shadowing experience.
14. I understand the College, its officers, trustees, representatives, agents, attorneys, employees, and successors assume no liability for injuries I may suffer.

**Cuyahoga Community College District Clinical Experience  
Acknowledgement, Release, Indemnification, and Confidentiality Agreement**

**RELEASE & INDEMNIFICATION**

I understand and agree that my participation in the internship/practicum/shadowing experience and use of any facilities in connection with the internship/practicum/shadowing experience is undertaken by me at my own sole risk and the College, its officers, trustees, representatives, agents, attorneys, employees, and successors are not liable for any claims, demands, injuries, damages, or actions whatsoever to me or my property arising out of or connected with the clinical experience.

I UNDERSTAND FULLY THE DANGERS AND RISKS THAT MAY BE PRESENT IN THE CLINICAL(S) – INCLUDING WITHOUT LIMITATION THE RISK OF WORKING WITH PATIENTS CARRYING A CONTAGIOUS OR INFECTIOUS DISEASE. I AM VOLUNTARILY PARTICIPATING IN THE CLINICAL(S), AND I WILL FOLLOW ALL APPLICABLE LAWS, REGULATIONS, AND THE COLLEGE’S AND CLINICAL SITE’S POLICIES AND PROCEDURES WHILE DOING SO. I CERTIFY THAT I AM IN GOOD HEALTH, AND MY PARTICIPATION IN THE CLINICAL(S) IS NOT INAPPROPRIATE DUE TO ANY HEALTH CONDITION. I FURTHER CERTIFY THAT I WILL NOTIFY MY PROGRAM MANAGER OF ANY REASONABLE ACCOMODATIONS THAT I MAY NEED TO PERFORM MY CLINICAL DUTIES.

In consideration of my participation in the clinical experience, I hereby, on behalf of myself, my personal representatives, my heirs, executor, administrator, and assignees, assume all risks associated with travel to and participation in the clinical experience and agree to hold harmless and indemnify the College, its trustees, officers, employees, agents, representatives, volunteers, and all other entities acting in any capacity on its behalf for any and all liability, actions, causes of action, losses, debts, claims or demands of any kind and nature that may result from or in connection with my travel to and participation in the clinical experience.

**CONFIDENTIALITY**

I understand that in the course of the Clinical(s), I may learn certain patient information and that such information may include financial data, health and treatment information, and other confidential information. All information relating to patients is confidential and may be protected by law. I agree to hold all patient information strictly and permanently confidential, I will provide all reasonable protections to prevent unauthorized disclosure of such information and I will comply with the Health Insurance Portability and Accountability Act and associated privacy regulations (“HIPAA”) and federal, state and local laws regarding patient confidentiality.

I agree that if any term or provision of this Release is held illegal, unenforceable, or in conflict with any law, the validity of the remaining portions shall remain in full force and shall not be affected. I further agree that this Release shall be construed in accordance with the laws of the State of Ohio. I have read this entire Release and I fully understand it and I agree to be legally bound by it. I understand that I sign this Release as my own free act and deed; no oral representations, statements, or inducements, apart from the foregoing written statement, have been made. I further state that I am at least eighteen years of age and fully competent to sign this Release; and that I execute this Release for full, adequate, and complete consideration fully intending to be bound by the same.

**THIS IS A RELEASE OF YOUR RIGHTS. READ CAREFULLY BEFORE SIGNING**

---

Signature of Student/Participant                      Print Name                      Date

CUYAHOGA COMMUNITY COLLEGE

MEDICAL LABORATORY TECHNOLOGY / PHLEBOTOMY PROGRAMS

**STUDENT CONFIDENTIALITY AGREEMENT**

As a student in the Phlebotomy program, you will have access to Protected Health Information (PHI). PHI includes, but is not limited to, the patient's name, address, phone number, medical records number, diagnosis, treatment, medications, billing codes, radiological and laboratory reports. As a person who has access to PHI, you must be aware of your responsibilities and abide by policies and procedures protecting the confidentiality of this information. **This information is required by law to be protected.** In addition, you are privy to anecdotal information in the form of true scenarios and case studies either observed first hand or related through instruction through college staff or clinical site.

By signing below, you are agreeing that, as a student in the Laboratory Phlebotomy Program, you understand the following:

- I understand that I am responsible for complying with the HIPAA education, which was provided to me during class time and/or at my clinical agency.
- I will treat all information received in the course of my education, which relates to the patients, as confidential and privileged information.
- I will not access patient information unless I have a need to know the information in order to perform my clinical duties or class assignments.
- I will not disclose information regarding patients to any person or entity, other than as necessary to perform my clinical duties.
- I will not log onto any computer system with a password other than my own.
- I will safeguard my computer password and will not post it in a public place or a place where it can be easily lost.
- I will not allow anyone, including other employees or students to use my password to log onto any computer.
- I will log off of any computer as soon as I have finished using it.
- I acknowledge that any access to, or use of, health information may be monitored by the hospital or by program faculty.
- I will not take patient identification from the hospital premises in paper or electronic form, without first removing any patient identifiers.
- I will limit conversations in patient care areas, hallways, stairwells, elevators, eating areas, and other places of public gathering in order to ensure that confidentiality is not violated.
- I will shred any paper-based health information before disposal.
- Patient identifiers will be entirely removed prior to the submission of any class assignments or presentations involving patient information (research papers, case studies, etc.)
- I agree to continue to maintain the confidentiality of any information I learned as a student after I am no longer enrolled in the Phlebotomy Program.
- Anecdotal scenarios, case studies, and personal experiences related in class are confidential.

*I understand and agree to adhere to the guidelines described in the above confidentiality statement. I further understand that violation of these agreements could result in disciplinary actions, including dismissal from my academic program.*

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student Name: \_\_\_\_\_ Program: \_\_\_\_\_

(Please PRINT name.)

(MLT or PHLEB)

**GENERAL PROVISIONS**

**Social Media Sites/Internet Usage**

Students who post to these sites are expected to comply with all international, federal, state, and local laws and regulations, including but not limited to libel, defamation, copyright and data protection laws, and are personally responsible for the content that they publish.

Students will follow all HIPAA laws and regulations.

**Confidential and Proprietary Information**

Employees may not post content on any social media site that is related to any confidential or proprietary information of the College/clinical sites or their employees, patients, or vendors.

**Posting Content to Social Media Sites**

Students who identify themselves as Cuyahoga Community College students, or who otherwise easily can be identified as Cuyahoga Community College students, when posting content to any social media site are expected to be courteous, thoughtful, and respectful in tone in their postings, and appropriate in content so as to not disparage the College nor expose the clinical site, the College, other students/faculty/staff, or others to any liability. Inaccurate, inappropriate, threatening, or harassing postings that are harmful to others, damaging to student/faculty/clinical site relationships, or detrimental to the reputation and/or operation of the College or clinical site may result in corrective action up to and including dismissal. Postings that attempt to describe any patient and/or patient care situation, directly or indirectly, will be considered as “inappropriate”, regardless of content, and dismissal will occur immediately.

**Internet Use at Clinical Sites**

Students should not be using any electronic devices at the clinical site while training. If permission is granted by the site, students are required to adhere to the provisions of the facility Privacy and Information Security Policy, or the site equivalent. Students should have no expectations of privacy when using the Internet at the sites.

I have read the above information and agree to comply with the provisions contained within:

Print Student Name: \_\_\_\_\_

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

**CUYAHOGA COMMUNITY COLLEGE**  
**MLT/Phlebotomy STUDENT EVALUATION OF CLINICAL SITE**

NAME OF CLINICAL SITE \_\_\_\_\_ PROGRAM SECTION \_\_\_\_\_ DATE \_\_\_\_\_

All of the technical performance objectives were covered during the practicum Yes \_\_\_ No \_\_\_

Comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Explanation and demonstration of technical objectives were sufficient for student to become proficient at technical skills Yes \_\_\_ No \_\_\_

Comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Student was given sufficient opportunity to practice technical skills. Yes \_\_\_ No \_\_\_

Comment: \_\_\_\_\_

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Clinical instructor was available for problems and concerns of the students Yes \_\_\_\_ No \_\_\_\_

Comment: \_\_\_\_\_

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Facility and laboratory orientation enabled the student to function adequately and according to establish protocols. Yes \_\_\_\_ No \_\_\_\_

Comments: \_\_\_\_\_

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Safety issues and protocols were explained and reviewed with the student Yes \_\_\_\_ No \_\_\_\_

Comments: \_\_\_\_\_

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Additional Comments: \_\_\_\_\_

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**ADDENDUM 3:**





**Addendum 4:**  
**Cuyahoga Community College**  
**Laboratory Phlebotomy Short-Term Certificate Program**  
**Clinical Practicum Evaluation**

**Student Name:** \_\_\_\_\_ **Semester/Year:** \_\_\_\_\_/\_\_\_\_\_

**Instructions to the student:** Become familiar with all categories and the behaviors/performance criteria being evaluated on this evaluation. Please present this evaluation form to the instructor/supervisor of each department on the first day of each departmental rotation. It is the *student's* responsibility to ensure that the evaluation is filled out by the trainers in a timely fashion.

Serious or consistently unsatisfactory demonstration of professional conduct and work habits in any category will result in a conference with the MLT/LP program director and the clinical site education coordinator regarding the student's continuation in the rotation.

**Instructions to clinical instructor:** Please complete the evaluation after the student masters each task. Please review the evaluation periodically throughout the student's rotation, discussing areas of concern with the student as they arise and document under "Comments". If there is an area of serious concern identified, please contact the MLT/LP program director at 216-987-4438 immediately.

**Evaluations: The official clinical site representative (Education Coordinator, Supervisor/designee, or Lab Manager) will be given a meeting schedule for the following:**

**Week One:** The program director (or designee) will visit/speak with the clinical site representative to check on the student's progress.

**Midterm Evaluation:** The program director (or designee) will visit/speak with the clinical site representative and student midway through each 5-week training period to verbally assess the student's performance. Note items of concern under the "Comments" section.

**Final Evaluation:** Review the evaluation with the student at the conclusion of the rotation. Allow the student an opportunity to write comments and have them sign/date the evaluation form. Make and retain a copy for the clinical site.

The MLT/LP program director (or designee) will pick up the final evaluation form at the final evaluation conference at the clinical site, during the last week of the training. Alternately, the evaluation may be faxed (216-987-4386) to Tri-C by the last day of the rotation since grades are due into the college at that time. There are no extensions to this!

Immediately prior to the conclusion of the rotation, evaluate if the student's performance meets/exceeds the objectives. Expected levels of performance are "grayed-out". Please note any improvements to any of the concerns previously mentioned at the midterm conference, under the "Comment" section. If the student does not meet an objective at the conclusion of the rotation, please comment in the "Weak Points" section of the evaluation (denote the item number on the evaluation). Be sure to note "Strong Points" as well! Your evaluative grade determinations should be based on student **entry-level** performance for a PBT (Phlebotomy Technician) trained in phlebotomy, not on experienced performance. Sign and date the evaluation form. Make and retain a copy for the clinical site.

Student Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Phlebotomy Rotation**

**This form is completed by the clinical site evaluators. Expected entry level behavior is “grayed out”.**

Phlebotomy Professional Development			
Skill	Exceeds the standards expected of an entry level <b>PBT OR MLT</b>	Meets the standards expected of an entry level <b>PBT OR MLT</b>	Some improvement is desired to meet the standards of an entry level <b>PBT OR MLT</b>
<b>1. Organization of Tasks</b>			
a. Efficiently, without sacrificing quality of performance, handles more than one task at a time.			
b. Works under pressure without loss of composure or accuracy.			
c. Efficiently utilizes “waiting periods” during procedures (e.g. centrifuge time, incubation periods, etc.).			
d. Takes initiative to perform procedures previously learned, as permitted.			
e. Properly prepares and utilizes work sheets.			
f. Organizes and/or prepares necessary equipment before beginning a procedure.			
<b>2. Orderliness of Work Area.</b>			
a. Accurately labels all aliquots or equipment in advance (e.g. test tubes, plates, test kits etc.).			
b. Properly returns or disposes of glassware, all equipment, reagents, pipettes, expendable items, etc. during and after the procedure.			

Phlebotomy Professional Development			
Skill	Exceeds the standards expected of an entry level <b>PBT OR MLT</b>	Meets the standards expected of an entry level <b>PBT OR MLT</b>	Some improvement is desired to meet the standards of an entry level <b>PBT OR MLT</b>
c. Maintains a neat work space, without infringing upon staff members' work areas.			
<b>3. Practice of Safety Precautions</b>			
a. Observes safety precautions, with reference to biological hazards, patient specimens, strong reagents, flammable materials, etc.			
b. Practices safe procedures designed to protect staff members, patients, other students and self.			
<b>4. Acceptance of Responsibility for Actions and Personal Integrity</b>			
a. Neat/professional in appearance.			
b. Admits and accepts responsibility for own mistakes without accusing others and/or circumstances.			
c. Realizes when help is needed.			
d. Seeks help from appropriate instructional personnel (e.g., instructor, not other students).			
e. Proceeds with minimal supervision in performing known procedures.			
f. Completes reading assignments made by the clinical instructor.			
<b>5. Personal Interactions</b>			
a. Exhibits respect cooperation and consideration for instructor.			

Phlebotomy Professional Development			
Skill	Exceeds the standards expected of an entry level <b>PBT OR MLT</b>	Meets the standards expected of an entry level <b>PBT OR MLT</b>	Some improvement is desired to meet the standards of an entry level <b>PBT OR MLT</b>
b. Adaptable to changes in personnel, changes in teaching styles.			
c. Accepts criticism well, as demonstrated by efforts toward improvement.			
d. Exhibits tact, cooperation and consideration for staff.			
e. Exhibits tact, poise and consideration for patients.			
f. Maintains patient confidentiality and abides by HIPAA regulations.			
g. Works independently of other students.			
h. Demonstrates appropriate conduct with other students and other staff members (e.g., no loud talking, rowdiness, etc.).			
<b>6. Fulfillment of Time Commitments</b>			
a. Exhibits punctuality in the morning, after lunch and after breaks.			
b. Utilizes the last few minutes before leaving for lunch or home (e.g., cleaning and organizing work areas).			
c. Utilizes time periods when no particular assignments have been given (e.g., reads procedure book, reference book, reviews lecture materials).			
d. Abides by attendance policies; notifies clinical site in cases of absence/tardiness.			

Phlebotomy Professional Development			
Skill	Exceeds the standards expected of an entry level <b>PBT OR MLT</b>	Meets the standards expected of an entry level <b>PBT OR MLT</b>	Some improvement is desired to meet the standards of an entry level <b>PBT OR MLT</b>
e. Calls designated person if necessary to be absent/tardy.			
<b>7. Technical Performance General</b>			
a. Displays manual dexterity.			
b. Uses correct laboratory technique.			
c. Follows recording/reporting procedures.			
d. Follows technical procedures.			
e. Correlates information.			
f. Displays accuracy and precision within laboratory guidelines.			
g. Receives and processes verbal and written information correctly.			
h. Performs function verification/preventative maintenance procedures and documents it as necessary.			
i. Accurately monitors, responds to, and documents quality control.			

**Professional Development Score Calculation:** Total points available in this section is 30

Zero skills marked "Some improvement is desired" = 100%

One skill marked "Some improvement is desired" = 83%

Two skills marked "Some improvement is desired" = 73%

More than 2 skills marked "Some improvement is desired" = 59%

Professional Development Score = \_\_\_\_\_

This form is completed by the clinical site evaluators. Expected entry level behavior is “grayed out”.

Phlebotomy Technical Performance					
Skill	4	3	2	1	
	Capable, skilled, independent performance of procedure	Successful, requires little assistance with procedure	Performs in accordance to the minimum standard of practice. Assistance	Failure to achieve technical proficiency in the skill by the end of the rotation	Has assisted, observed, or discussed procedure and understands principle
1. Greets patient, introduces self and states procedure to be performed.					
2. Is polite, courteous, and respectful to patient.					
3. Positively identifies the patient using the institution defined parameters.					
4. Properly selects and assembles equipment needed to perform procedure.					
5. Selects proper venipuncture site in accordance with institution policy.					
6. Uses proper aseptic technique to collect blood samples.					
7. Collects tubes in proper order.					
8. Fills tubes to proper volume.					
9. Mixes tubes as needed.					
10. Removes tourniquet before needle.					
11. Applies pressure to site until bleeding stops and bandages site properly.					
12. Labels all tubes immediately, with proper information.					
13. Handles specimens in accordance with any special requirements.					



Phlebotomy Technical Performance					
Skill	4	3	2	1	
	Capable, skilled, independent performance of procedure	Successful, requires little assistance with procedure	Performs in accordance to the minimum standard of practice. Assistance	Failure to achieve technical proficiency in the skill by the end of the rotation	Has assisted, observed, or discussed procedure and understands principle
14. Utilizes isolation techniques suitable to the patient's situation.					
15. Performs phlebotomy procedure in a reasonable amount of time (approx. 5-7 minutes).					
16. Performs successful phlebotomy in 80% of outpatients.					
17. Properly uses needle safety device.					
18. Properly disposes of waste following institution policy.					
19. Performs successful phlebotomy on typical inpatient.					
20. Collects blood by capillary puncture, using acceptable techniques (finger and heel).					
21. Employs proper aseptic technique to collect blood cultures.					
22. Performs venipuncture in the hand.					
23. Performs venipuncture using a syringe.					
24. Performs venipuncture using a butterfly.					
25. Demonstrates or can explain the appropriate actions to take if the patient becomes ill during phlebotomy.					

Phlebotomy Technical Performance					
Skill	4	3	2	1	
	Capable, skilled, independent performance of procedure	Successful, requires little assistance with procedure	Performs in accordance to the minimum standard of practice. Assistance	Failure to achieve technical proficiency in the skill by the end of the rotation	Has assisted, observed, or discussed procedure and understands principle
26. Respects the patient's right to privacy and uses tact when requesting urine or other body fluid samples (outpatient areas).					
27. Can explain chain of custody rules to preserve medical legal integrity.					
28. Processes specimens properly, including proper centrifugation techniques.					
29. Follows appropriate storage requirements for blood specimens.					
30. Observes or prepares specimens for shipment/transport to reference laboratories.					
31. Observes or performs handling/measurement of URINE specimens					
Possible Technical Points This Page: <b>93</b>					

\*The "shaded" scores are the minimum entry level expected scores.

\*Mark an "N/A" in the grade column (1-4) if a skill is not available at the institution.

The score calculations are completed by Tri-C faculty.

**Technical Performance Score Calculation:**

Number of skills marked in column labeled "4" = \_\_\_\_\_ x 3 = \_\_\_\_\_

Number of skills marked in column labeled "3" = \_\_\_\_\_ x 2.5 = \_\_\_\_\_

Number of skills marked in column labeled "2" = \_\_\_\_\_ x 2 = \_\_\_\_\_

Number of skills marked in column labeled "1" = \_\_\_\_\_ x 1 = \_\_\_\_\_

Total these 4 scores: \_\_\_\_\_

Total of N/A scores\*: \_\_\_\_\_

% Technical score= total score / (93 - N/A score)= -----

\*If any procedure(s) is/are not available (N/A) to the students during the rotation, subtract the possible points (the column that is grayed) for that N/A procedure from the total possible points to adjust the score.

**CALCULATION OF FINAL GRADE:**

(%Professional score) + (% Technical score) / 2 = \_\_\_\_\_ % = \_\_\_\_ letter grade

93-100=A; 83-92.4= B; 73-82.4=C, 65-72.4=D; <65=F

This form is completed by the clinical site evaluators.

Summary of Phlebotomy Rotation			
Written Quizzes (If applicable)	Grade:		
Written Final (If applicable)	Grade:		
Overall Work Performance	1	2	3 4 5 (1=poor, 5=excellent)
Overall Attitude	1	2	3 4 5 (1=poor, 5=excellent)
Overall Degree of Understanding	1	2	3 4 5 (1=poor, 5=excellent)
Overall Opinion of Student Performance (Would you recommend to hire?)	1	2	3 4 5 (1=poor, 5=excellent)
Days late:	Days Absent:	# absences not reported:	
Strong Points:			
Weak Points:			
Areas of Serious Concern:			

Comments:

Signature of Evaluator(s):	Title:	Date:

Signature of Student:	Date:

Student Comments: