

Contents

PHLEBOTOMY CERTIFICATE	4
MISSION and PROGRAM SUMMARY	4
ACCREDITATION	5
ADMISSION CRITERIA.....	5
LEGAL REQUIREMENTS	5
REQUIREMENTS BEFORE INTERNSHIP ROTATIONS:.....	6
CLINICAL ROTATIONS AND FACILITIES	7
Sites currently in an affiliation with Otero Junior College Phlebotomy Program:	8
REQUESTS FOR ACCOMODATIONS	8
PHYSICAL, COGNITIVE, PYSCOMOTOR AND AFFECTIVE DOMAIN FUNCTION REQUIREMENTS.....	9
PROGRAM APPROXIMATE COSTS.....	10
Phlebotomy Certificate: 2 Semesters.....	10
PHLEBOTOMYCOURSE DESCRIPTIONS:.....	10
MLT 131 Hematology I 2 credits	10
HPR 180 Phlebotomy— optional for MLT 3 credits	11
Phlebotomy Certificate Curriculum	11
GRADING	11
PROGRESSION.....	12
ATTENDANCE/TARDINESS	12
DRESS CODE:.....	13
Academic and Professional Standards.....	13
1. Communication	14
2. Preparedness –	14
3. Attendance –	14
4. Ethical and professional conduct:	14
5. Equipment –	14
6. Conflict Management –.....	14
7. Obligation to the Client –	15
8. Respect Demonstrated to Client, Peers, and Health Care Providers – ..	15

9. Emotional and Physical Readiness –	15
10. Drugs and Alcohol:	15
11. Unsafe clinical practice	16
12. Confidentiality:	16
CAUSES FOR DISMISSAL	16
READMISSION APPLICATION PROCEDURE	17
PHLEBOTOMY PROGRAM OUTCOME MEASURES AND COMPETENCIES	17
NACCLS Entry-Level Phlebotomist Competencies.....	18
Demonstrate knowledge of the health care delivery system and medical terminology.	18
Demonstrate knowledge of infection control and safety.	18
Demonstrate understanding of quality assurance and quality control in phlebotomy	20
PROGRAM OUTCOME MEASURES.....	21
SUCCESS COACH	21
TUTORING PROCEDURE	21
GRIEVANCE	22
1. STUDENTS GRIEVANCE.....	22
A. HARASSMENT	22
STUDENT HEALTH AND SAFETY POLICIES.....	22
PROGRAM DIRECTOR AND FACULTY:.....	23
MLT and Phlebotomy Program Director:	23
SIGNATURE FORMS	24
STUDENT OATH OF CONFIDENTIALITY	24
COLORBLINDNESS.....	25
SELF ASSESSMENT OF PHYSICAL AND TECHNICAL ABILITIES	26
LETTER OF AGREEMENT	30

Phlebotomy Program Student Manual

PHLEBOTOMY CERTIFICATE

MISSION and PROGRAM SUMMARY

Otero Junior College's Phlebotomy certificate program is designed to prepare qualified phlebotomists for entry level employment. The classes are taken over two semesters with a total of 5 credits. It teaches the acquired professional skill of performing vein punctures (drawing blood), collection of other blood and body fluid samples, and preparing those samples for processing by various laboratory methods.

Students will study through an online/hybrid format, classroom study, laboratory assignments, and supervised clinical experience. They will follow guidelines developed by National Accrediting Agency for Clinical Laboratory Science's (NAACLS) phlebotomy competencies. Successful students of this program receive a certificate of completion from Otero Junior College. The student will then be able to apply for the national certification exam for the American Society of Clinical Pathology (ASCP) and other certifying agencies.

The Phlebotomy certificate graduate may find a rewarding career in such work environments as the hospital laboratory, doctors' offices, outpatient clinics, minor emergency centers, veterinary offices, and industrial labs.

This Student Handbook contains pertinent information affecting students, current through the date of its issuance. To the extent that any provision of this Handbook is inconsistent with State or Federal law, State Board for Community Colleges and Occupational Education Policies (BP's) or Colorado Community College System President's Procedures (SP's), the law, BP's and SP's shall supersede and control. BP's and SP's are subject to change throughout the year and are effective immediately upon adoption by the Board or System President, respectively. Students are expected to be familiar with and adhere to the BP's and SP's as well as College directives, including but not limited to the contents of this Handbook.

To access BP's and SP's, see:

<https://www.cccs.edu/about-cccs/state-board/policies-procedures>

Nothing in this Handbook is intended to create (nor shall be construed as creating) an express or implied contract or to guarantee for any term or to promise that any specific process, procedures, or practice will be followed or benefit provided by the College. The College reserves the right to modify, change, delete, or add to the information in this Handbook as it deems appropriate.

ACCREDITATION

The OJC Phlebotomy program is accredited by the National Accreditation Agency for Clinical Laboratory Science (NAACLS), their contact information is:

National Accreditation Agency for Clinical Laboratory Science (NAACLS)
5600 North River Road, Suite 720
Rosemont, Illinois 60018
Phone 773-714-8880,
FAX 773-714-8886
[NAACLS Web address](#)
[NAACLS Email address](#)

This status designation allows students to be considered as graduated from a fully accredited program and allows students to sit for certification exams from American Society of Clinical Pathologists which may be required for employment.

ADMISSION CRITERIA

To qualify for the Phlebotomy Program one must apply for general college admission to Otero Junior College. Applying to OJC is free and can be completed online at: www.ojc.edu/apply_ojc.aspx or a print copy can be downloaded from that site. In addition the student is required to:

1. Be a graduate of an accredited high school or equivalent. Courses in biology and chemistry are strongly recommended.
2. Before clinical rotations the following must be accomplished:
 - a. Background check and drug screen:
 - b. Required necessary vaccinations: Annual influenza, Hepatitis B, Varicella, MMR
 - c. Colorblindness testing: this will be done in class or can be done on D2L (Desire2Learn).
 - d. Health Form: The student must submit a completed physical exam form before beginning clinical rotations in the second semester.
 - e. CPR certification.

LEGAL REQUIREMENTS

Before becoming certified, the student will need to answer the following questions:

“Have you ever been convicted of a felony or have you ever had accepted by a court a plea of guilty or no contest? Have you received a deferred judgment or deferred prosecution?”

“Are you now, or were you for the 12 months preceding the date of this application, addicted to any controlled substance; a regular user of any

controlled substance without a prescription; and/or habitually intemperate in the use of intoxicating liquor?"

If any question is answered "yes", the student needs to meet with the director/ designee of the Phlebotomy program for counseling to the specific requirements for certification and employment.

OJC prohibits all forms of discrimination and harassment including those that violate federal and state law, or the State Board for Community Colleges and Occupational Education Board Policies 3-120 and 4-120. The College does not discriminate on the basis of sex/gender, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion, genetic information, gender identity, or sexual orientation in its employment practices or educational programs and activities. OJC will take appropriate steps to ensure that the lack of English language skills will not be a barrier to admission and participation in vocational education programs.

The College has a designated formative Action (AA) Officer, Equal Opportunity (EO) Officer, and a Title IX Coordinator with the responsibility to coordinate the college's civil rights compliance activities and procedures. If you have any question, please contact Carol Noll, Civil Rights and Grievance Officer

1802 Colorado Ave
La Junta, CO 81050
719-384-6824

REQUIREMENTS BEFORE INTERNSHIP ROTATIONS:

The faculty and personnel of the Phlebotomy Program do not guarantee or promise that any student will be accepted to every facility's clinical lab for training for the Phlebotomy Program. Denial of attendance at one or more internship sites may result in dismissal from the program.

1. Background check and drug screen will be required before any clinical internships begin:
 - a. Clinical facilities require students to have a drug screen done prior to attending internship. This will be arranged through the college. Please plan to follow the procedures promptly when notified.
 - b. Students are required to take and pass the background check.
 - i. The Web site used for background checks is [Background and Drug Testing Link](#)
 - ii. Click on the Place Order button, then choose Otero Junior College from the drop-down list box. Then select the program from the next drop-down list box.

- c. There is no appeals process through Otero Junior College for a failed drug screen or background check. Tuition will not be refunded for failing either test after the official drop date.
2. Require necessary vaccinations: Annual flu, Hepatitis B, MMR, Varicella
3. PPD testing
4. Health Form: The student must submit a completed physical exam form before beginning clinical rotations.
5. CPR certification – CPR classes are given periodically by the American Heart Association. Some of the classes are on-line. Please contact the OJC Nursing and Other Health Programs Office to see if there are any classes scheduled on campus.
6. Liability insurance—see program costs on page 7
7. Yearly Safety, OSHA and HIPPA training – done thru Medtraining.com and/or in class
8. Transportation to and from clinical internship facilities
 - a. Clinical Rotations Sites are utilized the 2nd semester of the Phlebotomy program.
 - b. Each individual clinic may have their own requirements that will need to be met before student internship can begin.

CLINICAL ROTATIONS AND FACILITIES

Please be aware that clinical rotation may require you to travel to sites as far away as Walsenburg, Lamar, Trinidad, Pueblo, Eads, Salida, or Springfield. Or you could be as close as the hospital in La Junta. These sites will only host one student at a time. Students must be willing and able to travel to any site to finish internships in a timely manner. Efforts will be made to place students in a convenient site but there are many limitations.

If a student is denied an internship spot at any clinical location due to any reason, accommodations will be as follows:

If a student is denied an internship spot at any clinical location due to any of the following reasons:

- i. Due to lack of enough clinical internship sites, no immediate placement can be made.
 1. The student will be placed in the next available clinical site or clinical rotation slot. End dates for the internship may be extended as needed.
- ii. Due to lack of attendance in class or in a clinical internship site, resulting in an incomplete.
 1. The student will be placed in the in the next available internship site as soon as course requirements are complete.
- iii. Due to a violation of the Drug or Alcohol policy.
 1. See the Drug policy on page 17 in the Code of Conduct, item 10.

Every effort will be made by the OJC Phlebotomy staff to provide opportunities to meet the NAACLS mandated experience required.

After sufficient training and after a clinical instructor has signed off your competency, a student can perform laboratory procedures under minimal supervision during the internship period. Be aware, a clinical site cannot substitute a student for an employee. If this becomes an issue at a clinical site, you are to inform your OJC instructor of the situation.

Service work is non-compulsory. You cannot be involuntarily required to work hours in addition to the hours designated as internship hours. If this situation occurs, please inform one of the OJC faculty. If a student volunteers to work extra hours outside of the internship hours, that is considered acceptable by the OJC MLT/Phlebotomy Program.

An instructor, if at all possible, shall visit each student at their clinical site at least once during their rotation

Sites currently in an affiliation with Otero Junior College Phlebotomy Program:

Arkansas Valley Regional Medical Center - La Junta, Colorado
Centura - St Mary Corwin Hospital – Pueblo, Colorado
Centura- St. Thomas More- Canon City, Colorado
Colorado Mental Health Institute of Pueblo, Colorado
Crowley County (Core Civic) Correctional Facility- Olney Springs, Colorado
Heart of the Rockies Regional Medical Center – Salida, Colorado
Keefe Hospital—Cheyenne Wells, Colorado
Prowers Medical Center – Lamar, Colorado
Southeast Colorado Hospital—Springfield, Colorado
Spanish Peaks Regional Medical Center – Walsenburg, Colorado
Valley Wide Health systems, INC., La Junta, Colorado
Weisbrod Memorial Hospital – Eads, Colorado

REQUESTS FOR ACCOMODATIONS

It is the policy of Otero Junior College to provide reasonable accommodation to qualified students with disabilities so they can meet these required technical standards. Whether or not a requested accommodation is reasonable will be determined on an individual basis. Determining what is a reasonable accommodation is an interactive process which the student should initiate with the ADA coordinator –Student Success Center, McBride Hall 132, 719-384-6931.

PHYSICAL, COGNITIVE, PYSCOMOTOR AND AFFECTIVE DOMAIN FUNCTION REQUIREMENTS

1. **Physical Requirements:** The position of Phlebotomist has been given a strength ratio of LIGHT WORK by the US Dictionary of Occupational Titles (exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force 2/3 or more of the time to move objects). The position involves walking, standing, and sitting for prolonged periods as well as stooping, bending, lifting, and carrying. The ability to operate and control equipment is necessary to include starting, stopping, adjusting, and observing gauges, dials, etc.
2. **Data Conception:** Requires the ability to gather, collate, or classify information about data, people, or things. Reporting and/or carrying out a prescribed action in relation to the information is frequently involved.
3. **Visual Observation:** The student must possess visual acuity sufficient to allow for each of the following:
 - Differentiation of colors and color changes during the performance of laboratory procedures. Color blindness, of itself, does not preclude admission. Accommodations will be made on an individual basis.
 - Observation of patient conditions during phlebotomy procedures.
 - Differentiation and identification of specimens using microscopic techniques.
 - Reading lab instrument technical procedure manuals, standard operating procedures, specimen labels and other pertinent materials for patient care and professional practice.
4. **Numerical Ability:** Requires the ability to add, subtract, multiply, and divide all units of measure.
5. **Form/Spatial Ability:** Requires the ability to inspect dimensions of items and to visually read information and data.
6. **Motor Functions:** The student must possess motor and dexterity skills sufficient to permit each of the following:
 - Performance of venipuncture at the patient's bedside or at other designated locations.
 - Lift and handle typical hand-held medical laboratory equipment and tools.
 - Manipulate clinical laboratory instruments and equipment in a manner consistent with standards of medical laboratory practice.
 - Perform all routine functions and tasks required in the various departments of the medical laboratory.
7. **Communication Skills:** The student must possess verbal and non-verbal skills adequate for transmitting to and receiving information from patients and hospital personnel. The student must be able to read, write, speak and comprehend English with sufficient skill to communicate.
8. **Behavioral and Social Skills:** The student must exhibit behavioral and social skills that are acceptable to the college and hospital settings. A student must have the capacity to demonstrate full utilization of her/his intellectual abilities, emotional stability, exercise good judgment and promptly complete all responsibilities.

He/she must be able to tolerate physically and mentally taxing workloads and function effectively under stress. As a component of education, a student must demonstrate ethical behavior, including adherence to the professional and student honor codes. Student must be able to attend to work assignments and instructions/orders given.

PROGRAM APPROXIMATE COSTS

(This is not an all-inclusive list and the costs are estimated and subject to change without notice.)

Phlebotomy Certificate: 2 Semesters

Expenses	Resident/Non-Resident
1. Tuition and Fees 5 credit hours	See semester schedule
2. Phlebotomy Lab Fee (paid per semester hour) (Subject to pricing at time of ordering)	Not to exceed \$150
3. Books and Supplies	\$120 Approximate
4. Physical	\$80.00 Depending upon insurance and/or income
5. Hepatitis B vaccine	Variable according to insurance coverage. \$50-105.00 or proof of vaccine
6. Background Check & Urine Drug Screen Subject to change	Initial \$81 Yearly Drug screen \$46
7. CPR Course	\$30.00
8. Graduation fees	\$20.00
9. Malpractice Insurance	\$12.00
10. ASCP Certification Exam – final semester	\$135 (2017)
11. Affiliation costs (Clinical experience at hospitals not in this area) a. Travel expenses – variable b. Lodging expenses - variable	(Dependent upon location of clinical site)
12. Day Care expenses –	variable
13. Uniform and acceptable footwear	variable
14. Student Healthcare costs-	variable

PHLEBOTOMY COURSE DESCRIPTIONS:

MLT 131 Hematology I

2 credits

Covers an introduction to phlebotomy and hematology testing. This is an introductory course for Medical Laboratory Technician students and a complete hematology module for phlebotomy students.

This course is required to receive a Phlebotomy Certificate.

Recommended: High School Biology

HPR 180 Phlebotomy—optional for MLT 3 credits

Provides students with the opportunity to supplement coursework with practical work experience related to their educational program. Students work under the immediate supervision of experienced personnel at the business location and with the direct guidance of the instructor.

Students successfully completing this course may apply for a National Phlebotomy Registry Examination.

Prerequisite: MLT 131 Intro to Hematology with a 70% or better.

Phlebotomy Certificate Curriculum

Suggested Sequence of Courses for Students Entering in Spring Semester

Spring 1st Year	Credit	Theory(hr/wk)	Lab(hr/wk)
MLT 131-Hematology I	2	1	2

Summer Semester 1st year

HPR 180 Phlebotomy Internship 3 135 hours Internship
(Optional Certificate and available Professional Certification)
 (105 hours/sem.)

GRADING

Classes and Clinical: A grade of “C” must be attained in each course. See individual syllabus for details.

Grading Scale:

90-100	A
80-89	B
70 -79	C
60-69	D
Below 59	F

Students must maintain a 70 or better average in all MLT courses. No grade below a C in MLT courses will be acceptable.

Test /Assignments:

1. Student arriving late to scheduled exams will be given the option of taking the exam in the remaining scheduled time or rescheduling the exam in the testing center for the full amount of time, but with a 10 point deduction or 10% deduction.
2. Retaking of tests will not be permitted.
3. At the discretion of the instructor, up to 10% may be deducted from the test grade if it is not taken at the scheduled time.
4. At the discretion of the instructor, late assignments may not be accepted or may have a grade reduction.

PROGRESSION

Progression within levels:

1. Complete each course consecutively with a 70% or higher grade.
2. Certificate is not dependent upon successfully passing the ASCP Phlebotomy Certification Exam.

Progression when withdrawal or failure occurs:

1. Students who receive a "D" grade or below in any required Phlebotomy course will be counseled and may be required to exit the Phlebotomy Program.
2. If a student has previously exited the program, they must submit an updated application on the OJC website and be placed on the admission list for the next available slot.
3. If returning or to continue in the Phlebotomy Program, all classes 4 years and older must be repeated.
4. Readmission, in the next cohort is based on slots available in the next cohort and cannot be guaranteed.

ATTENDANCE/TARDINESS

Due to the fact that the Phlebotomy curriculum covers enormous amounts of difficult content and that the clinical experience is limited in time, the following policy will be upheld:

1. Punctual attendance to class/lab is required. College policy provides that at the instructor's discretion a student's grade may be lowered one letter grade after three absences in any course. Three instances of tardiness constitute one absence.
2. Students are not allowed any unexcused absences on clinical internship rotations. Unexcused absences result in dismissal from the class. Any excused absence must be made up even if it must involve a weekend or a holiday. This must be scheduled with the clinical coordinator at the clinical facility and approved by the program director or instructor. Internship Coordinators are asked to validate the student's lab book form recording the students' attendance. The **student** is responsible for making arrangements with the clinical coordinator for make-up.
3. Attendance at the internship site as scheduled is required. Up to two make-up days for missed internship (with proper notice) will be scheduled at a time convenient for the course instructors. This may be during or after the scheduled completion of the course. Students missing more than two scheduled internship days will take a zero grade for their missed day(s) and/or fail the course. **The student** is responsible for making arrangements with the instructor(s) for make-up of missed time.
4. **Punctuality is required.** The students must report to the internship site at the time designated for the course. A student anticipating being late or absent to internship is **required to notify the internship site and the instructor.** Tardiness may result in being sent home from the clinical site. No call, or no show to any assigned internship experience will result in a zero for the day and will not be made up. This may result in failure in the course. After first no call, no show the student will be placed on warning. Repeated no call, no shows will result in more serious disciplinary action, up to and including dismissal from the program.

5. Please review your internship and personal schedule for the whole semester. Due to limited clinical internship access, requests to change dates must be submitted to the internship coordinator two weeks prior to the scheduled internship day. Changes will be reviewed and approved only if slots are available. Requests received after the two week prior deadline will not be considered (Refer to #2 policy for internship absence).

DRESS CODE:

Adherence to the general regulation of the college, as written in the college catalog, is required while on the OJC campus.

For Clinical Sites during internships: (Individual clinical sites may have varying requirements.)

1. Scrub tops and bottoms are recommended. The scrubs should be clean and neat without stains or obvious wrinkles.
2. If an undershirt is worn, it must be plain (no print) white.
3. A disposable lab coat may be required. Students may be required to provide their own disposable lab coat that can be purchased through the PHLEBOTOMY department.
4. Soft rubber heeled professional shoes are recommended. No open- toed shoes.
5. Personal appearance and hygiene: Hair must be clean and neat in a simple style. No abnormal hair coloring is allowed at clinical sites. Long hair must be secured back from the face in such a way that it does not fall forward when leaning over. Beards and mustaches must be neat, trimmed and clean. Cosmetics may be used moderately. Fingernails must be kept clean, trimmed, and of reasonable length. No artificial fingernails are allowed, per CDC guidelines.
6. All clinical facilities are now non-smoking campuses. You will not be allowed to smoke during clinical hours. You are not allowed to leave the clinical setting to smoke.
7. Minimal rings and small pierced earrings (1 studded set) are permitted. Ear spacers of any size are not allowed.
8. Visible body piercings other than earlobes are not allowed.
9. Perfume or shaving lotion is not permitted.
10. Visible body art (tattoos, hickeys, etc.) must be covered.
11. Individual Clinical Laboratories may have additional regulations. Those regulations must be followed.

Academic and Professional Standards

OJC faculty are responsible for the quality of students' educational experiences. Inherent in this responsibility is the assessment of individual progression based

on both academic and professional standards. In addition to the standards of conduct identified in this Phlebotomy Student Handbook and OJC Student Handbook, students are responsible for complying with the program's essential performance requirements below. Failure to meet these standards may result in academic dismissal from the Phlebotomy Program and in disciplinary action, up to and including expulsion from Otero Junior College.

The following essential performance requirements must be consistently demonstrated:

1. Communication

Demonstrates in verbal and nonverbal interaction respect for others' opinions, active listening skills, assertiveness, and professional courtesy.

2. Preparedness

Plans and arranges time. Completes assignments prior to class or clinical. Uses learning materials and resources in order to actively participate in learning activities.

3. Attendance

Takes initiative to clarify and confirm schedule. Is present without exception in required classes, orientation sessions, and clinical practicum, and community-based assigned observations and clinics. Demonstrates initiative and follow through in meeting scheduled assignments.

4. Ethical and professional conduct

A student in the Phlebotomy program must be committed to professionalism. Professionalism includes: responsibility for your actions, honesty, dependability, punctuality, preparedness, motivation, and proper grooming to name a few. Cheating cannot be tolerated in a profession that is reliant on precise, reliable data. It is better to be wrong and admit that than to try to cover up mistakes that can lead to inaccurate information being received and acted on by the medical providers that care for patients. Therefore, professional conduct in class is a precursor to professional conduct in the employment community. Cheating on tests, experiments, data logs, time sheet recording will not be tolerated and can be just cause for dismissal.

5. Equipment

Anticipates supplies and equipment that will be necessary to complete course/clinical assignments and learning activities, and proactively prepares to have these resources available.

6. Conflict Management

Demonstrates collaborative problem solving skills in the event conflict relevant to the course or clinical occurs. Conflict management skills include: engaging in timely and constructive dialogue with the immediate participants to clarify the issue; consulting in a timely fashion with advisor, clinical scholar/instructor, or preceptor; accurately identifying the

negotiable and non-negotiable issues; and determining an effective strategy to achieve mutual goals, and follow through respectfully with the decision. Constructively uses opportunities throughout a course or clinical to communicate questions and concerns relevant to course outcome competencies. Comments on course, faculty, and preceptor evaluations with specific, constructive feedback on effective teaching and learning strategies, as well as recommendations for improvement.

7. Obligation to the Client

Demonstrates accountability in accepting assignments for patient care, and carrying through with responsibilities within the designated time frames. Communicates whereabouts (breaks, lunch, meetings, etc.) and assures continuity of care at all times. Uses clinical judgment and self-assessment skills to determine when assistance is needed in accepting an assignment. Leaving the internship assignment without an acknowledged communication is sufficient for course failure.

8. Respect Demonstrated to Client, Peers, and Health Care Providers

Courtesy, consideration, respect and regard are conditions for learning. The student must demonstrate attentiveness, politeness, consideration for others in all learning environments. Refrains from intruding, interrupting, distracting, or otherwise limiting the opportunities for learning. A student may be removed from the class/clinical for disrespecting the learning environment and interfering with the learning of others. Return to the class/clinical is dependent on commitment to demonstration of civility. Civility will be evaluated by the following criteria: Interacts with all others demonstrating respect, tolerance, and caring. Body language, nonverbal behaviors, including voice tone, and personal opinion must at all times demonstrate professionalism and collegiality. Demonstrates respect for the diversity of race, ethnicity, religion, sexual orientation, gender, age, socio-economic status of clients, peers, and other care providers.

9. Emotional and Physical Readiness

Engages in self-monitoring and demonstrates emotional and physical health necessary for clinical activities. If willingness or ability is deemed inadequate, by the clinical scholar/instructor or preceptor, the student will be dismissed from clinical for the day. Students suspected of abusing alcohol, drugs, or other illegal substances will be subject to immediate removal from the clinical area after consultation with the clinical instructor, or faculty. The course program director will be notified and appropriate referral initiated. The student may not be permitted to return until an evaluation and recommended follow up is complete. Documentation of the student's emotional and physical readiness may be required. In the event of a medical necessity, make-up time for missed class/clinical will be arranged within the scheduled term if possible.

10. Drugs and Alcohol

- a. The Otero Jr. College Phlebotomy Program conforms to the common health profession requirement for drug testing. Both initial enrollment in

the OJC Phlebotomy Program and subsequent placement at clinical sites is contingent upon presentation of a negative drug test. Drug testing must be completed by the testing company selected by OJC.

- b. Initial Drug Testing: All students enrolling in the OJC Phlebotomy Program, in addition to other established entry criteria, must agree to present documentation of a current drug test. **The drug test and/or any necessary transportation to a testing facility must be paid for at the student's expense.** For initial drug testing, students must use the designated lab and testing date identified by the OJC Nursing and Other Health Programs Department.
- c. Reasonable suspicion testing: The program may test students on a reasonable cause basis. If a student is having performance problems, or if the faculty member of clinical staff directly observes behavior in the clinical setting that may be alcohol or drug related, the student will be requested to submit immediately to drug or alcohol testing at the student's expense. If this must be performed at an alternative site, transportation must be arranged via taxi and the student is responsible for paying for transportation. Continuance in the Phlebotomy Program is contingent on consent by the student for testing. Refusal to consent to testing will result in dismissal from the program and a referral for discipline to the CSSO. The program has the right to access and review the results of any testing. If the test is positive and/or the student is impaired the student will be sent home via alternative transportation, at the student's expense. A positive test will result in student dismissal from the program.

11. Unsafe clinical practice

Which including but is not limited to:

- i. Reporting information that is not verified or was not obtained by the student.
- ii. Failure to report errors. Assuming responsibilities or performing skills in which the student has not been instructed in or those not within the Scope of Practice

12. Confidentiality

Any violation of confidentiality will not be tolerated and will be considered just cause for dismissal. Students must sign and date and Student Oath of Confidentiality that is available in this Student Handbook.

CAUSES FOR DISMISSAL

Violations serious enough to justify a review by program officials for dismissal include, but are not limited to the following:

1. Failure to pass a required Phlebotomy course or courses.
2. Violations of Student Handbook "Code of Conduct".
3. Failure to follow attendance policy.
4. Falsifying test results or hospital records.

5. Disclosure of patient information to unauthorized persons.
6. Any willful act or conduct detrimental to patient care or to hospital operation.
7. Failure to pass a Clinical Department Rotation after remedial period.
8. Requiring remediation in more than one Clinical Department Rotation.
9. Academic suspension as explained in the OJC policy.
10. Failure of student to successfully adapt to the clinical setting as determined by clinical/college faculty and the MLT Advisory Committee.
11. Criminal behavior or conviction of a felony, dishonesty, unethical, illegal or unprofessional behavior, unsafe patient care,

READMISSION APPLICATION PROCEDURE

Reasons that a student will be considered ineligible for readmission include, but are not limited to: The student has been dismissed from the program or disciplined by the college for documented acts of dishonesty, unethical, illegal or unprofessional behavior, unsafe patient care, including violation of guidelines in the Phlebotomy Program Student Manual or have three (3) course failures (see Program Guidelines).

An updated application must be submitted on-line at [Otero Junior College Website](#) including the student's current address and telephone.

The MLT/Phlebotomy Director reviews requests for readmission. Students will be notified regarding the status of their request prior to the semester in which readmission is requested.

RETURNING STUDENTS

Students returning to the program after sitting out one or more semesters will be required to complete the following items before the semester starts:

1. Complete an Intake with Lavona, the Success Coach.
 - a. 719-384-6878
2. Complete a background check and drug screen
3. Complete all of the online safety classes from MedTraining.org
4. Complete the Immunization and Health Form. You must have an updated PPD, flu shot, and statement from your doctor letting us know of any limitations you might have.
5. Meet with a phlebotomy advisor for other orientation requirements.

After the semester starts, phlebotomy faculty may require the demonstration of technical skills and theory training to ensure that your knowledge and skills are current and up to date so you can continue in the program

PHLEBOTOMY PROGRAM OUTCOME MEASURES AND COMPETENCIES

Locally the goal of the Phlebotomy Program is to graduate middle level professionals prepared with entry level skills to work as members of the medical laboratory team.

We will adhere to the NACCLS entry level phlebotomist competencies as our programs student learning objectives.

NACCLS Entry-Level Phlebotomist Competencies

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

- a. Identify the health care providers in hospitals and clinics and the phlebotomist's role as a member of this health care team.
- b. Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.
- c. Describe the organizational structure of the clinical laboratory department.
- d. Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.
- e. List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.
- f. Describe how laboratory testing is used to assess body functions and disease.
- g. Use common medical terminology.

Demonstrate knowledge of infection control and safety.

- a. Identify policies and procedures for maintaining laboratory safety.
- b. Demonstrate accepted practices for infection control, isolation techniques, aseptic techniques and methods for disease prevention.
- c. Identify and discuss the modes of transmission of infection and methods for prevention.
- d. Identify and properly label biohazardous specimens.
- e. Discuss in detail and perform proper infection control techniques, such as hand hygiene, gowning, gloving, masking, and double-bagging.
- f. Define and discuss the term "healthcare-acquired infection".
- g. Comply with federal, state and locally mandated regulations regarding safety practices.
- h. Observe the OSHA Bloodborne Pathogens Standard and Needle Safety Precaution Act.
- i. Use prescribed procedures to handle electrical, radiation, biological and fire hazards.
 1. Use appropriate practices, as outlined in the OSHA Hazard Communications Standard, including the correct use of the Material Safety Data Sheet as directed.
 2. Describe measures used to insure patient safety in various patient settings, i.e., inpatient, outpatient, pediatrics, etc.

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.

- a. Describe the basic functions of each of the main body systems, and demonstrate basic knowledge of the circulatory, urinary, and other body systems necessary to perform assigned specimen collection tasks.
- b. Identify the veins of the arms and hands on which phlebotomy is performed.
- c. Explain the functions of the major constituents of blood, and differentiate between whole blood, serum and plasma.

- d. Define hemostasis.
- e. Describe the stages of coagulation.
- f. Discuss the properties of arterial blood, venous blood, and capillary blood.

Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.

- a. Describe the legal and ethical importance of proper patient/sample identification.
- b. Describe the types of patient specimens that are analyzed in the clinical laboratory.
- c. Define the phlebotomist's role in collecting and/or transporting these specimens to the laboratory.
- d. List the general criteria for suitability of a specimen for analysis, and reasons for specimen rejection or recollection.
- e. Explain the importance of timed, fasting and stat specimens, as related to specimen integrity and patient care.

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

- a. Identify the various types of additives used in blood collection, and explain the reasons for their use.
- b. Identify the evacuated tube color codes associated with the additives.
- c. Describe the proper order of draw for specimen collections.
- d. Describe substances that can interfere in clinical analysis of blood constituents and ways in which the phlebotomist can help to avoid these occurrences.
- e. List and select the types of equipment needed to collect blood by venipuncture and capillary (dermal) puncture.
- f. Identify special precautions necessary during blood collections by venipuncture and capillary (dermal) puncture.

Follow standard operating procedures to collect specimens.

- a. Identify potential sites for venipuncture and capillary (dermal) puncture.
- b. Differentiate between sterile and antiseptic techniques.
- c. Describe and demonstrate the steps in the preparation of a puncture site.
- d. List the effects of tourniquet, hand squeezing and heating pads on specimens collected by venipuncture and capillary (dermal) puncture.
- e. Recognize proper needle insertion and withdrawal techniques, including direction, angle, depth and aspiration, for venipuncture.
- f. Describe and perform correct procedure for capillary (dermal) collection methods.
- g. Describe the limitations and precautions of alternate collection sites for venipuncture and capillary (dermal) puncture.
- h. Explain the causes of phlebotomy complications.
- i. Describe signs and symptoms of physical problems that may occur during blood collection.
- j. List the steps necessary to perform a venipuncture and a capillary (dermal) puncture in order.
- k. Demonstrate a successful venipuncture following standard operating procedures.

- I. Demonstrate a successful capillary (dermal) puncture following standard operating procedures.

Demonstrate understanding of requisitioning, specimen transport and specimen processing.

- a. Describe the process by which a request for a laboratory test is generated.
- b. Instruct patients in the proper collection and preservation for non-blood specimens.
- c. Explain methods for transporting and processing specimens for routine and special testing.
- d. Explain methods for processing and transporting specimens for testing at reference laboratories.
- e. Identify and report potential pre-analytical errors that may occur during specimen collection, labeling, transporting, and processing.
- f. Describe and follow the criteria for collection and processing of specimens that will be used as legal evidence, i.e. paternity testing, chain of custody, blood alcohol levels, etc.

Demonstrate understanding of quality assurance and quality control in phlebotomy.

- a. Describe quality assurance in the collection of blood specimens.
- b. Identify policies and procedures used in the clinical laboratory to assure quality in the obtaining of blood specimens.
- c. Perform quality control procedures.
- d. Record quality control results.
- e. Identify and report control results that do not meet pre-determined criteria.

Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

- a. Maintain confidentiality of privileged information on individuals, according to federal regulations (e.g. HIPAA).
- b. Demonstrate respect for diversity in the workplace.
- c. Interact appropriately and professionally.
- d. Demonstrate an understanding of the major points of the American Hospital Associations' Patient's Bill of Rights and the Patient's Bill of Rights from the workplace.
- e. Comply with the American Hospital Associations' Patient's Bill of Rights and the Patient's Bill of Rights from the workplace.
- f. Model professional appearance and appropriate behavior.
- g. Follow written and verbal instructions.
- h. Define and use medicolegal terms and discuss policies and protocol designed to avoid medicolegal problems.
- i. List the causes of stress in the work environment and discuss the coping skills used to deal with stress in the work environment.
- j. Demonstrate ability to use computer information systems necessary to accomplish job functions

PROGRAM OUTCOME MEASURES

1. 70% of the OJC Phlebotomy students will be able to successfully complete the requirement of 100 successful venipunctures/dermal punctures within the second semester.
2. 70% of the OJC Phlebotomy students will take and will pass the ASCP examination for Phlebotomy Technician

Nationally the goal of the Phlebotomy program is to prepare the graduates to sit for the ASCP Board of Certification exam. Educational enrichment, professional training, and personal development are the concerns of the MLT/Phlebotomy department faculty. More specific goals for the Phlebotomy program include:

1. 70% of the OJC Phlebotomy students will be able to successfully complete the requirement of 100 successful venipunctures/dermal punctures within the second semester.
2. 70% of the OJC Phlebotomy students will take and will pass the ASCP examination for Phlebotomy Technician.

The impact of the Phlebotomy Program on our service area will be measured by the number of jobs that our students will occupy in the Southeastern Colorado region. This will include data from all our contracted internship sites as well as other medical facilities throughout our area. A shortage of qualified laboratory employees is acute in our Southeast Colorado area. One of our goals is to fill this need.

SUCCESS COACH

The goal of the Success Coach is to be proactive in both the Nursing and Other Health Programs Department and the Phlebotomy Program student's education and strive for success. This will include data collection, information sharing, and referring students to the resources that will lead to success. Also working as a success coach, the coach will coordinate with the workforce center on referrals, internships, job placement and career guidance. The Success Coach will be available to assist in finding resources to alleviate some of the day to day stressors as well as refer students to necessary resources within OJC and outside of OJC for things such as, but not limited to, tutoring, financial aid, discovering personal learning styles and learning how to make that style become a benefit to their education. The goal is for student success.

In addition to being referred to the Career Counselor, self-referrals and walk-ins are welcome. The office is currently located inside the Learning Commons, Rm 128A.

TUTORING PROCEDURE

Tutoring is available for students struggling to be successful through self-referral or instructor recommendation to the Career Success Coach. Students are encouraged to take advantage of this service at the earliest indication of the need for additional help/support. Students are accountable for following tutoring recommendations.

Students who request individualized tutoring under the above guidelines are expected to:

- Maintain regular class attendance
- Be current in their class assignments or are making an effort to become current
- Students who are placed with individual tutors are expected to:
 - a. Keep schedule appointments with tutors
 - b. Call the tutor if they are not able to meet as scheduled (the tutor has set aside time from their busy day to meet).
 - c. Do all of their own assigned work.
- Students will lose the privilege of tutoring if:
 - a. They miss two scheduled sessions without informing the tutor.
 - b. Are disrespectful of the tutor in any way.
 - c. Do not attend class regularly.
- Students who are maintaining a failing grade during a course may be required to attend tutoring to continue in the course.

GRIEVANCE

1. STUDENTS GRIEVANCE

This student grievance procedure is intended to allow the student an opportunity to present an issue which they feel warrants action, including the right to secure educational benefits and services without regard to sex, race, national origin or ancestry, creed, color, disability or age and have the issue considered in a prompt and equitable fashion. Otero Junior College will follow the Non Discrimination Policy. Copies of the [Student Grievance Procedure](#) are available from the Vice President of Student Services.

2. CIVIL RIGHTS GRIEVANCE AND INVESTIGATION PROCEDURE

A. HARASSMENT

Otero Junior College prohibits harassment by students and staff of any form. The main objective of this is to protect all members of the campus community from any type of harassment and to assure proper due process for anyone being charged with such misconduct. The [Otero Junior College will follow the .policy](#) can be found on the web site. In the event of Sexual Harassment Otero Junior College will follow the Colorado Community College System student [sexual harassment complaint procedure](#).

STUDENT HEALTH AND SAFETY POLICIES

The health and safety of our students is extremely important to the administration and staff of Otero Junior College. That is why all the OSHA regulations must be followed in the student laboratories.

In the event that a student experiences an illness or accident while on campus, Otero Junior College students will be strongly encouraged to seek medical assistance with their own primary care provider or by visiting the emergency care facility at Arkansas Valley Regional Medical Center.

During clinical rotations students are required to follow all health and safety policies of the facility where they are assigned. Each clinical facility has emergency facilities available. OJC Workman's Compensation policy is implemented if an injury occurs during a student's clinical rotation.

Please see the following websites for more information:

[Medical Amnesty Policy](#)

[Reporting Crimes and Emergencies](#)

PROGRAM DIRECTOR AND FACULTY:

MLT and Phlebotomy Program Director:

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719-384-6813

Curriculum Coordinator and Faculty:

Catherine Bollacker MT(ASCP)

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OJC MLT/PHLEBOTOMY Program

LETTER OF AGREEMENT

I **have read** the student handbook for the MLT/Phlebotomy Program and know I must comply with the rules and regulations, including the Code of Conduct, as stated. I also understand that in order to meet the requirements of the MLT/Phlebotomy program, I must maintain at least a "C" in **each** MLT/Phlebotomy and related courses. I am aware of the essential functions of the MLT/Phlebotomy program and have completed the Self-Assessment of Physical and Technical abilities to the best of my knowledge. I have completed the MLT/Phlebotomy orientation modules with a passing score and, I have been made aware of and understand the policies for progression in and completion of the OJC MLT/Phlebotomy Program

Printed Name _____

Signature _____

S number _____ Date _____