

Otero Junior College

Phlebotomy

Student Manual

2020-2021



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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 one or two semesters with a total of 5 credits. The program 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).

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 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 Chancellor, 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. Complete the MLT/Phlebotomy Online Orientation and obtain a passing score on the posttest.
3. Students must meet the requirements listed in the respective section before internship rotation will be scheduled.

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.

I understand the Colorado Community College System (CCCS) Disqualifying Offenses for Health Programs may be different than Disqualifying Offenses from some health care facilities and/or hospitals.

As a student, I understand I may be assigned to a clinical rotation with stricter disqualifying offenses than those required by the CCCS for admission; and could impact my progress in the MLT/Phlebotomy program.

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 Affirmative 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 questions, please contact the college's designated AA/EO Officer & Title IX Coordinator. See contact information below.

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. The following is required for internship rotations to be scheduled.

1. Account with CastleBranch verifying all compliance documentation is current.
2. Require necessary vaccinations or titers: Annual flu, Hepatitis B (3 vaccinations), MMR (2 vaccinations) , Varicella- Chicken Pox (2 vaccinations) or healthcare provider documentation of history of disease with dates, DPT vaccination within the past 10 years,
3. Annual 2 Step PPD testing, Interferon or T spot testing (Tuberculosis testing).
4. Annual Health Form: The student must submit a completed physical exam form before beginning clinical rotations.
5. American Heart Association BLS CPR certification – CPR classes are given periodically by the American Heart Association.

6. Liability insurance—see program costs
7. Personal Health Insurance
8. Workman’s compensation agreement
9. Yearly Safety, OSHA and HIPAA training – done thru Medtraining.com and/or in class
10. Transportation to and from clinical internship facilities
11. Clinical Rotations Sites are utilized during the 2nd class of the Phlebotomy program.
12. Each individual clinic may have their own requirements that will need to be met before student internship can begin.
13. 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. Some facilities require their own background and drug testing. Students must comply with the facility’s policy to which they have been assigned.
 - 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](http://ccs.castlebranch.com) (<http://ccs.castlebranch.com>)
 - 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. Tuition will not be refunded after the official drop date for a failed drug or background test.

DRUG/ALCOHOL TESTING

The Otero Junior College Department of Phlebotomy Program conforms to the common health profession requirement for random 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.

Initial Drug/Alcohol Testing

All students enrolling in the OJC Phlebotomy Program, in addition to other established entry criteria, must agree to initial and reasonable suspicion drug/alcohol testing. Additionally, students will be required to adhere to drug/alcohol testing requirements of clinical internship sites which may include initial, reasonable suspicion and/or random drug/alcohol testing. The drug test and 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 Phlebotomy Program Department.

Refusal to Participate

Students may refuse to participate in initial, random, or suspicion based testing. However those students refusing the initial test will not be admitted into the Phlebotomy Program and any student who refuses to test based on random selection or reasonable suspicion while they are in the program could lead to disciplinary action, up to and including dismissal from the Phlebotomy Program and referral for student discipline under the College Code of Conduct. The OJC Department of Phlebotomy Program supports and enforces a zero (0) tolerance alcohol and drug policy.

Suspicion Based Testing

The Phlebotomy Program may test students on a reasonable suspicion basis. If a student is having performance problems or if the faculty member or clinical staff directly observes behavior 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, safe transportation must be arranged 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 disciplinary action up to and including dismissal from the program and referral for further student discipline under the College Code of Conduct. 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. The student will be dismissed from the program and the criteria under prior section "Initial Drug/Alcohol Testing" as well as "Program Re-enrollment" must be followed.

Clinical Facility Policy Based Testing

Clinical facilities may subject students and faculty to random drug/alcohol screening (at the facility's expense) in accordance with facility policy. The program has the right to access and review the results of testing. If the test is positive the student will be dismissed from the program and the criteria under prior section "Initial Drug/Alcohol Testing", as well as, "Program Re-enrollment" must be followed.

Program Enrollment/ Re-enrollment

Students who refuse either the initial drug test, random, or a suspicion-based drug test or whose test results are positive for controlled substances must show proof that they have been evaluated by a certified substance abuse professional/ Licensed Chemical Dependency Health Counselor. Proof that the substance abuse professional or LCDHC is certified must be given to the OJC Phlebotomy Program Department Director.

Students must show proof of successfully completing the prescribed program (highly recommend 1 year of treatment). This proof must be reviewed and approved by the Phlebotomy Program Director and the division Dean. If re-enrollment is approved, student will be subject to unannounced drug/alcohol testing during the duration of the program, at the student's expense. If any test is positive student will be subject to disciplinary action, up to and including dismissal from the Phlebotomy Program (and referral for student discipline under the College Code of Conduct) and the student will be ineligible for re-entry. Adulterated or diluted drug tests may be considered positive test results.

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.

Clinical sites may refuse to place a student for any reason. If a student is denied an internship spot at any clinical location due to any reason, accommodations will be as follows:

- a. 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 9.
- b. Every effort will be made by the OJC Phlebotomy staff to provide opportunities to meet the NAACLS mandated experience required.
- c. 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.

- d. 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 Program.
- e. An instructor, if at all possible, shall visit each student at their clinical site at least once during their rotation
- f. I understand the Colorado Community College System (CCCS) Disqualifying Offenses for Health Programs may be different than Disqualifying Offenses from some health care facilities and/or hospitals.
- g. As a student, I understand I may be assigned to a clinical rotation with stricter disqualifying offenses than those required by the CCCS for admission; and could impact my progress in the MLT/Phlebotomy program.
- h. Clinical internship rotations do not imply or guarantee employment.

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
Crowley County (Core Civic) Correctional Facility- Olney Springs, Colorado
Heart of the Rockies Regional Medical Center – Salida, Colorado
Keefe Hospital—Cheyenne Wells, Colorado
Pioneer Health Care Center- Rocky Ford, CO
Powers Medical Center – Lamar, Colorado
Rio Grand Hospital- Del Norte, Colorado
San Louis Valley Health Regional Medical Center/Conejos County Hospital, Alamosa and La Jara, CO
Southeast Colorado Hospital—Springfield, Colorado
Spanish Peaks Regional Medical Center – Walsenburg, Colorado
Weisbrod Memorial Hospital – Eads, Colorado

REQUESTS FOR ACCOMMODATIONS

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, PSYCHOMOTOR 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. Required vaccines and/or titers	Variable according to insurance coverage
6. Compliance tracker account	\$27.5 one time fee
7. Background check	\$34.20 one time fee as long as student remains continuous in program.
8. Urine Drug Screen	Annual \$46.00
9. CPR Course	\$30.00
10. Graduation fees	\$20.00
11. Malpractice Insurance	\$15.00 included in tuition
12. ASCP Certification Exam – final semester	\$135 (2019)
13. Affiliation costs (Clinical experience at hospitals not in this area) a. Travel expenses – variable b. Lodging expenses - variable	(Dependent upon location of clinical site)
14. Day Care expenses –	variable
15. Uniform and acceptable footwear	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 Hematology I with a 70% or better.

Due to the nature of the internship applying skills learned in MLT 131, HPR 180 must be completed within 18 months of completing MLT 131. Failure to complete HPR 180 within 18 months of completing MLT 131 will result in student being required to retake MLT 131.

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 (Compressed in 8 weeks)	2	2	4
HPR 180 Phlebotomy Internship (Compressed in 8 weeks)	3	30 hrs Internship= 105	
Summer Semester 1st year			
HPR 180 Phlebotomy Internship	3	30 hrs Internship=105.	

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. At the discretion of the instructor, the student

may receive a 10 point deduction or 10% deduction, (whichever is greater) for taking exams late.

2. Retaking of tests will not be permitted.
3. 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 consideration for the next available slot.
3. Due to the nature of the internship applying skills learned in MLT 131, HPR 180 must be completed within 18 months of completing MLT 131. Failure to complete HPR 180 within 18 months of completing MLT 131 will result in student being required to retake MLT 131.
4. Readmission, in the next cohort is based on slots available in the next cohort and students meeting all other required criteria. Readmission 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 may 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).
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 who 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- See page 8.

11. Unsafe clinical practice: Unsafe clinical practice may be considered just cause for dismissal.

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.
12. 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 a background check and drug screen
2. Complete all of the online safety classes from MedTraining.org
3. 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.
4. 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.

NAACLS Entry-Level Phlebotomist Competencies- Updated from NAACLS Website 10.2019

- A. Demonstrate knowledge of the health care delivery system and medical terminology;
- B. Demonstrate knowledge of infection control and safety;
- C. 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;
- D. Demonstrate basic understanding of age specific or psycho-social considerations involved in the performance of phlebotomy procedures on various age groups of patients;
- E. Demonstrate understanding of the importance of specimen collection and

- specimen integrity in the delivery of patient care;
- F. Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents;
 - G. Follow standard operating procedures to collect specimens via venipuncture and capillary (dermal) puncture;
 - H. Demonstrate understanding of requisitioning, specimen transport and specimen processing;
 - I. Demonstrate understanding of quality assurance and quality control in phlebotomy;
 - J. Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

PROGRAM OUTCOME MEASURES-Updated to align with NAACLS goals October 2019.

1. 75% of students who take the ASCP PHB exam will pass the exam within the first year of graduation.
2. 70% of student who have begun the final half of the program go on to successfully graduate from the program.
3. 70% of graduates either find employment in the field or a closely related field, (for those who seek employment), or continue their education within one year of graduation.

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 the goals of this program is to fill this need.

TUTORING PROCEDURE

Tutoring is available for students struggling to be successful through self-referral or instructor recommendation. 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. STUDENT 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. DISCRIMINATION AND HARASSMENT

Otero Junior College prohibits discrimination and 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 discrimination or harassment and to assure proper due process for anyone being charged with such misconduct. The [OJC Sexual Harassment Statement \(https://www.ojc.edu/about/policies/title_ix/SexualHarassmentStatement.pdf\)](https://www.ojc.edu/about/policies/title_ix/SexualHarassmentStatement.pdf) 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:

Angela Tarrant M.Ed., MT(ASCP)SMcm

Angela.Tarrant@ojc.edu

719-384-6813

Curriculum Coordinator and Faculty:

Catherine Bollacker MT(ASCP)

Catherine.bollacker@ojc.edu

719-384-6816

SIGNATURE FORMS

STUDENT OATH OF CONFIDENTIALITY

OTERO JUNIOR COLLEGE

MLT AND PHLEBOTOMY PROGRAM

I have watched the video describing the HIPAA Regulations.

In the performance of my assigned responsibilities for Otero Junior College (OJC) and phlebotomy Program clinical experiences, I pledge to keep confidential any and all information concerning patients and or residents. I will not discuss patient/resident cases with any employee other than those having a direct need for such information in the performance of their responsibilities. I will not release patient/resident information to any individuals or agencies, either written or verbal. I understand that failure to comply will be considered just cause for dismissal from OJC MLT and/or Phlebotomy Program. I also understand that the same need for confidentiality exists after I am no longer an OJC student.

Printed Name _____

Signature _____

S number _____ Date _____

COLOR BLINDNESS

I have watched the video screening for colorblindness.

I understand that differentiation of colors and color changes during the performance of laboratory procedures may be necessary. Color blindness, of itself, does not preclude admission or employment

It may be necessary for the student to obtain further testing to be aware of their colorblind status after participating in the color blindness exercise.

Please check the appropriate box after viewing the video

- I will not need further testing for colorblindness
- I may need further testing for colorblindness and will inform the PHLEBOTOMY Director as soon as possible if accommodations may be necessary

Printed Name _____ S number _____

Signature: _____

Otero Junior College

MLT/PHLEBOTOMY Program

SELF ASSESSMENT OF PHYSICAL AND TECHNICAL ABILITIES

Physical Requirements: The position of Medical Laboratory Technician 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.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

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.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Visual Observation: The student must possess visual acuity sufficient to allow for each of the following:

1. Differentiation of colors and color changes during the performance of laboratory procedures. Color blindness, of itself, does not preclude admission.
2. Observation of patient conditions during phlebotomy procedures.
3. Differentiation and identification of specimens using microscopic techniques.
4. Reading lab instrument technical procedure manuals, standard operating procedures, specimen labels and other pertinent materials for patient care and professional practice.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Numerical Ability: Requires the ability to add, subtract, multiply, and divide all units of measure.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Form/Spatial Ability: Requires the ability to inspect dimensions of items and to visually read information and data.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

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.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

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.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

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.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Physical Restriction: An individual is constantly exposed to various forms of latex in the laboratory setting. Known and or developed latex allergy may result in a potential life-threatening situation.

_____ I am aware of this exposure and that it can life threatening.

Laboratory Safety: An individual in this class is exposed to various biohazardous blood and body fluids. OSHA standards must be followed at all times to limit exposure. OSHA standards are taught and reviewed in each PHLEBOTOMY class.

_____ I am aware of this potential biohazard exposure and will follow OSHA standards of safety at all times within the classes for the PHLEBOTOMY program.

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 _____

Orientation Score _____