The purpose of the Handbook for Laboratory Phlebotomy Students is to acquaint the student with the policies of the Medical Laboratory Technology Department, which will govern student performance throughout the Laboratory Phlebotomy program.

Revised 10-9-14
DIRECTIONS:

- THE STUDENT MUST READ THE PROGRAM HANDBOOK AND ACCOMPANYING FORMS THOROUGHLY
- ASK ANY QUESTIONS TO THE PROGRAM MANAGER
- AFTER UNDERSTANDING THE CONTENT THEREIN, THE STUDENT MUST PRINT OUT THE FOLLOWING FORMS
- SIGN THE FORMS
- FORMS ARE TO BE RETURNED TO THE PROGRAM MANAGER BY THE PROGRAM ORIENTATION, PRIOR TO THE START OF THE PROGRAM. STUDENTS WILL NOT BE PERMITTED INTO THE PROGRAM WITHOUT HAVING COMPLETED AND SUBMITTED THE FORMS
- STUDENTS WILL BE TESTED ON THIS MATERIAL

The following pages contain some forms. Please read and sign each form and at the orientation meeting:

Handbook Read Acknowledgement Form

Cuyahoga Community College District
Clinical Experience Program

Student Confidentiality Agreement

General Provisions
Social Media Sites/Internet Usage
I have received, read, and understand contents of the Handbook for The Medical Laboratory Technology Students/Phlebotomy Students. Its contents were reviewed and discussed by the MLT Program Manager. I acknowledge that Program Policies, including but not limited to: program objectives, goals and outcomes, cognitive/physical functional requirements, program sequence, grading, attendance, practicum, background check, immunizations, healthcare liability insurance, disciplinary policies and conduct, certificate/degree petition, substitution and waiver forms, clinical sites and BCI/drug screen failure, time commitments of program/hours of practicum and registry test were thoroughly explained. In addition, I agree to adhere to all policies to be presented at the Practicum orientation meeting and stated in the Practicum Handbook when I receive it at the practicum orientation meeting (or sooner if I request). I assure that I am familiar with the Tri-C Student Handbook and its contents which are available on-line and the links that are in this handbook. I give my permission to the MLT office to release my immunization information/physical form, address, telephone contact numbers, student number, health insurance number, and group liability number to the clinical site. I understand that I may be tested on the handbook material for a program grade.

**I will return this form to the Program Manager before the first class of the program.**

**NAME:** (Please print name)_________________________________________

**SIGNED:** _______________________________________________________

**DATE:** _________________________________________________________

**STUDENT NUMBER:** _____________________________________________

**PROGRAM:** Phlebotomy

**EDITION** Spring 2015
Cuyahoga Community College District
Clinical Experience Program

Student Requirements Acknowledgement Form
1. Student is responsible for transportation to and from the Clinical Sponsor, and for all other personal costs while at Clinical Sponsor’s facilities.

2. While at Clinical Sponsor’s facilities, Student will wear the regulation uniform of Clinical Sponsor or other appropriate attire required by Clinical Sponsor or Tri-C.

3. While participating in a Clinical, Student is subject to Clinical Sponsor’s policies and procedures, but only insofar as they do not conflict with the policies and procedures of the College (which also apply to Clinical Students), or with applicable law.

4. Student must show proof of immunizations as required by the College or Clinical Sponsor.

5. Participation in this Clinical will not make Student an employee or agent of Tri-C.

6. The Student is solely responsible for Student’s own health insurance coverage, and is not covered by the College’s or Clinical Sponsor’s health insurance policies. Each student may be required to furnish proof of health insurance.

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

I understand fully the dangers and risks that may be present in the Clinical(s) – including without limitation the risk of working with patients carrying a contagious or infectious disease. I am voluntarily participating in the Clinical(s), and I will follow all applicable laws, regulations, and the College policies and procedures while doing so. I certify that I am in good health, and my participation in the Clinical(s) is not inappropriate due to any health condition. On behalf of myself, my heirs, executor, administrator, and assignees, and to the fullest extent permitted by applicable law, I assume all risks associated with the Clinical(s) and fully release, hold harmless and indemnify the College, its trustees, officers, employees, agents, and representatives from and against any and all liabilities, actions, causes of action, losses, and expenses (including without limitation attorney’s fees and all other costs of defense) of any kind and nature which may result from or arise out of my participation in the Clinical(s), except to the extent any of the foregoing arise out of the gross negligence or willful misconduct of the College.

I understand that in the course of the Clinical(s) I will learn certain patient information and that such information may include financial data, health and treatment information, and other confidential information. All information relating to patients is confidential and may be protected by law. I agree to hold all patient information strictly and permanently confidential, and will provide all reasonable protections to prevent unauthorized disclosure of such information.

In order to facilitate the clinical experience and/or to meet the hosting health care organization’s requirements, I hereby consent to the disclosure of my education records to any health care organization that considers hosting me or does host me for one or more clinical experiences. These disclosures may include information relating to grades, attendance, classroom and clinical performance, progress towards degree(s), student conduct, clinical experience eligibility requirements of the College or the health care organization, and (notwithstanding any other communication from me to the College) “directory information” as designated by the College.

If any provision of this Release, Confidentiality, and Consent Agreement is held unenforceable, the validity of the remaining provisions shall remain in full force.

I acknowledge that signing this document impacts my legal rights and obligations. I fully understand and agree to this Release, Confidentiality, and Consent Agreement and Student Requirements Acknowledgement Form as of the ____ day of __________, 20__. Signed____________________________________

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

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

- I understand that I am responsible for complying with the HIPAA education, which was provided to me during MLT 1300 class time and/or at my clinical agency.
- I will treat all information received in the course of my education, which relates to the patients, as confidential and privileged information.
- I will not access patient information unless I have a need to know the information in order to perform my clinical duties or class assignments.
- I will not disclose information regarding patients to any person or entity, other than as necessary to perform my clinical duties.
- I will not log onto any computer system with a password other than my own.
- I will safeguard my computer password and will not post it in a public place or a place where it can be easily lost.
- I will not allow anyone, including other employees or students to use my password to log onto any computer.
- I will log off of any computer as soon as I have finished using it.
- I acknowledge that any access to, or use of, health information may be monitored by the hospital or by program faculty.
- I will not take patient identification from the hospital premises in paper or electronic form, without first removing any patient identifiers.
- I will limit conversations in patient care areas, hallways, stairwells, elevators, eating areas, and other places of public gathering in order to ensure that confidentiality is not violated.
- I will shred any paper-based health information before disposal.
- Patient identifiers will be entirely removed prior to the submission of any class assignments or presentations involving patient information (research papers, case studies, etc.)
- I agree to continue to maintain the confidentiality of any information I learned as a student after I am no longer enrolled in the Medical Laboratory Technology or Phlebotomy Program.
- Anecdotal scenarios, case studies, and personal experiences related in class are confidential.

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

Student Signature: ____________________________ Date: ______________________

Student Name: ____________________________ Program: ______________________
(Please PRINT name.) (MLT or PHLEB)

Rev. 1-27-12 ag

LPHDBK2014 5
Students who post to these sites are expected to comply with all international, federal, state, and local laws and regulations, including but not limited to libel, defamation, copyright and data protection laws, and are personally responsible for the content that they publish.

Students will follow all HIPAA laws and regulations.

**Confidential and Proprietary Information**

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

**Posting Content to Social Media Sites**

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

**Internet Use at Clinical Sites**

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

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

Print Student Name: ____________________________________________

Student Signature____________________________________         Date_________

Rev. 3-7-13
INTRODUCTION

This LABORATORY PHLEBOTOMY STUDENT HANDBOOK has been prepared to provide complete and accurate information for students who have been admitted to Cuyahoga Community College's Laboratory Phlebotomy Program. The Laboratory Phlebotomy Program is located at the Metropolitan (Downtown) Campus. Students are held responsible for ALL information contained in this handbook and must sign a form attesting to that fact that they have read and comprehend it.

JOB DESCRIPTION

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

PHLEBOTOMY PROGRAM MISSION STATEMENT

The mission of Tri-C’s Laboratory Phlebotomy Program is to enable students to become dedicated health care professionals, skilled in the entry-level competencies required of the professional Phlebotomist

PROGRAM GOALS:

1. To offer a competency-based curriculum in laboratory phlebotomy which will enable the student to function effectively in the clinical laboratory setting and will lead to successful employment as a Phlebotomist upon graduation from the program.

2. To provide knowledge which will facilitate and thus enable the student to adhere to ethical and legal standards of medical practice, to recognize and respond to emergencies, and to demonstrate professional characteristics.

3. To seek to establish, in the student, attitudes conducive to humanistic and empathetic patient relationships and to adapt to a variety of physical and emotional needs of the patients.

4. To provide an educational background that will foster the desire for continual learning in a chosen profession in order to ensure growth and adaptation to technological and societal changes
PROGRAM OUTCOMES:

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

2. Perform proper infection control techniques and safety measures to protect patient, co-workers and community.

3. Apply knowledge of the anatomy and physiology of body systems and anatomic terminology in order to relate major area of the clinical laboratory to general pathologic conditions associates with the body systems.

4. Demonstrate proper techniques using appropriate equipment to perform venipuncture and capillary puncture while maintaining quality assurance during and after specimen acquisition.

5. Meet eligibility requirements to sit for American Society for Clinical Pathology (ASCP) Board of Registry Examination or equivalent.

PHLEBOTOMY PROGRAM OBJECTIVES

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

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

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

3.00 Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.
   3.1 Describe the basic functions of each of the main body systems.
   3.2 Identify parts of the body according to their proximity to one of the body planes.
   3.3 Identify the veins of the arms, hands, legs and feet on which phlebotomy is performed.
   3.4 Explain the functions of the major constituents of blood and differentiate between serum and plasma.
   3.5 Define hemostasis and explain the basic process of coagulation and fibrinolysis.
   3.6 Discuss the properties of arterial blood versus venous blood, and describe the difference in collection methods.
4.00 Demonstrate understanding of the importance of specimen collection in the overall patient care system.

4.1 Describe the legal and ethical importance of proper patient/sample identification.

4.2 Describe the types of patient specimens that are analyzed in the clinical laboratory and the phlebotomist’s role in collecting and/or transporting these specimens to the laboratory.

4.3 List the general criteria for suitability of a specimen for analysis.

4.4 Explain the importance of timed specimens, fasting specimens and stat specimens.

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

5.1 Identify the various types of additives used in blood collection and explain the reasons for their use.

5.2 Identify the vacuum tube color codes associated with the additives.

5.3 Describe substances that can interfere in clinical analysis of blood constituents and ways in which the phlebotomist can help avoid these occurrences.

5.4 List and select the types of equipment needed to collect blood by venipuncture and capillary puncture.

5.5 Identify special precautions necessary during blood collections by venipuncture and capillary puncture.

5.6 List the supplies that should be carried on a phlebotomist’s tray.

6.00 Demonstrate proper techniques to perform venipuncture and capillary puncture.

6.1 Identify potential sites for venipuncture and capillary puncture.

6.2 Differentiate between sterile and antiseptic techniques.

6.3 Describe and demonstrate the steps in the preparation of a puncture site.

6.4 List the effect of tourniquet, hand squeezing, and heating pads on capillary puncture and venipuncture.

6.5 Recognize proper needle insertion and withdrawal techniques including direction, angle, depth, and aspiration.

6.6 Describe and perform the correct procedure for capillary collection methods on infants and adults.

6.7 List the circumstances that would lead to recollection or rejection of a patient sample.

6.8 Identify alternate venipuncture collection sites and describe the limitation and precautions of each.

6.9 Name and explain frequent causes of phlebotomy complications.

6.10 Describe signs and symptoms of physical problems that may occur during blood collection.

6.11 List the steps necessary to perform a venipuncture and/or capillary puncture in chronological order.

6.12 Perform a competent/effective venipuncture in the classroom setting and 100 unassisted VP’s in the clinical setting.

6.13 Perform a competent/effective capillary puncture in the classroom setting and 25 unassisted in the clinical setting.

7.00 Demonstrate understanding of requisitioning, specimen transport, and specimen processing.

7.1 Describe the laboratory criteria for identifying an appropriate request for specimen collection.

7.2 Relate legal responsibilities of the laboratory and phlebotomist to the physician’s requests for all specimen collection and testing.

7.3 Explain methods for transporting and processing blood specimens for routine and special testing within the hospital.

7.4 Explain methods for processing and transporting blood specimens for testing at reference laboratories.

7.5 Describe the potential clerical and technical errors that may occur during specimen processing.

7.6 In regard to processing and transporting of blood specimens, describe the general effects of time on test quality and patient care.
LABORATORY PHLEBOTOMY HANDBOOK

7.7 Describe the conditions that must be met if blood specimens and laboratory tests are to be used as legal evidence.

8.00 Demonstrate understanding of quality assurance in phlebotomy.
8.1 Describe the system for monitoring quality assurance in the collection of blood specimens.
8.2 Identify policies and procedures used in the clinical laboratory to assure quality in the obtaining of blood specimens.

9.00 Demonstrate an understanding of the basic concepts of communications, personal and patient interaction, stress management, professional behavior, and the legal implications of this work environment.
9.1 Discuss and explain the importance of maintaining patient confidentiality.
9.2 Describe the proper manner for greeting and interacting with a patient.
9.3 Explain the major points in interviewing a patient or a patient’s representative in preparation for obtaining specimens.
9.4 Describe instructions to be given to patients in preparation for routine blood collection, glucose tolerance tests, bleeding times, and other procedures normally performed by the phlebotomist.
9.5 Describe and discuss techniques for dealing with family and visitors during the blood specimen collection.
9.6 Describe and discuss the major points of the Patient’s Bill of Rights as it applies to clinical laboratory personnel.
9.7 Discuss the importance of appearance and grooming for phlebotomists.
9.8 Define the different terms used in the medico-legal aspect for phlebotomy, and discuss policies and protocol designed to avoid medico-legal problems.
9.9 List the causes of stress in the work environment, and discuss the coping skills used to deal with stress in the work environment.
9.10 Discuss and explain basic concepts of communication.

PRACTICUM OBJECTIVES

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

TECHNICAL OBJECTIVES

At the end of the clinical Practicum phase at the affiliate clinical site, the student/site will:
1. Perform routine procedures in all the major workstations of the phlebotomy department within a reasonable time period, displaying organizational skills and to a degree of accuracy and precision established by the site’s instructors.
2. Provide the student with direct patient contact.
3. Give the student the opportunity to perform entry level administrative and clinical competencies at an externship facility.
4. Give the student the opportunity to relate administrative and clinical theory to practical application in a professional setting.
5. Help the student gain insight into their role as part of the health care team.
6. Prepare the student to assume their role as a qualified, competent lab phlebotomy technician. Students should be given the following opportunities during training:
   a. Participate in the accessioning process for patient samples.
   b. Positively identify patients.
LABORATORY PHLEBOTOMY HANDBOOK

c. Approach patients in a courteous and considerate manner.
d. Select the appropriate anticoagulant (color top tube) and tube size.
e. Select the venipuncture site in accordance with site preferences.
f. Label all specimens correctly.
g. Handle specimens in accordance with any special requirements.
h. Utilize isolation techniques suitable to the patient situation.
i. Employ sterile technique for collecting blood cultures.
j. Follow prescribed techniques on nursery patients.
k. Collect adequate and appropriate blood samples by capillary puncture or venipuncture using syringe, vacuum tubes, or butterflies.
l. Evaluate patients to know when to ask for assistance.
m. Observe universal and standard precautions.
n. Demonstrate the ability to handle emergency situations arising during phlebotomy.
o. Inform the proper authorities if exposure to hepatitis or HIV is suspected, receiving proper care and follow up, file incident report
p. Collect blood specimens for timed tests such as glucose tolerance tests and blood cultures.
q. Nursery procedures if applicable.
r. Load and run a centrifuge.
s. Follow medical professional ethics and attitudes.
t. Measure 24-hour urine volume.
u. Assist in performing send-outs to reference labs if applicable.
v. Recognize the need for continuing education.

7. Maintain equipment and work areas in the manner specified in preventive maintenance protocols
8. Observe and participate in the functioning of each clinical area as a unit
9. Display familiarity with and practice all safety policies and regulations of the laboratory and hospital
10. Collect and plot control data, and recognize when tests are out of control (point of care). Have a basic understanding of quality control and quality assurance
11. Recognize pre-analytical, analytical and post-analytical sources of error, and effectively troubleshoot test results
12. Process any results to completion by utilizing the LIS, paper reports, phone calls or any other reporting means

BEHAVIORAL OBJECTIVES

1. Recognize the role of clinical laboratory professional as directly related to patient care
2. Recognize the role of the clinical laboratory professional as related to all other hospital professional, technical, administrative and supportive personnel and interact with respect for their roles in patient care
3. Maintain an orderly, clean work area
4. Maintain satisfactory attendance including punctuality in both college courses and at the affiliate site
5. Recognize the need for continuing education and participate in the same
6. Recognize the importance of passing a national examination for certification in the profession as a Phlebotomy Technician
7. Recognize the importance of achieving professional credentials
LABORATORY PHLEBOTOMY HANDBOOK

8. Become aware of all laboratory accrediting agencies, e.g. College of American Pathologists (CAP), Joint Commission of Accreditation of Hospitals Organization (JCAHO), American Association of Blood Banks (AABB) and Food and Drug Administration (FDA)

9. Demonstrate professional medical ethics and attitudes and incorporate these ethics and attitudes in daily practice and procedures

10. Maintain patient confidentiality in accordance with all rules and regulations of the Health Insurance Portability and Accountability Act (HIPAA)

11. Accept the duties and responsibilities of a student as defined in the Tri-C Student Handbook, the LP Program and the Clinical Practicum Handbook

12. Abide by the existing and future rules and regulations of the college/clinical affiliate.

13. Communicates, receives and processes verbal and written information correctly in standard business English.

14. Exhibit appropriate dress and grooming

PERFORMANCE OBJECTIVES:

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

1. Collect appropriate blood specimens for designated tests which are congruent with the patient’s considerations of age and status (80% accuracy rate).

2. Positively identify patient by identification band or by nurse verification.

3. Approach the patient in a courteous and considerate manner.

4. Select appropriate anticoagulant and tube size.

5. Select the venipuncture site in accordance with hospital preferences and standards of the profession.

6. Label all specimens correctly.

7. Handle specimens in accordance with any special requirements.

8. Utilize isolation techniques suitable to the patient’s situation.

9. Employ sterile technique for collecting blood cultures.

10. Follow prescribed approach and techniques on nursery patients.

11. Collect adequate blood samples by capillary or butterfly punctures.

12. Demonstrate proper techniques for both heel and finger punctures.

13. Evaluate whether to perform phlebotomy on certain patients and when to ask for assistance.

14. Observe all precautions for the safety of the patient and the phlebotomist.

15. Collect blood specimens by both syringe and vacuum tube methods, if materials are available.

16. Collect venipuncture specimens generally within a five minute time period excluding washing hands and gloving.

17. Demonstrate ability to handle an emergency situation when a patient becomes ill during phlebotomy.

18. Inform the proper authorities when exposure to contaminated material is suspected.

19. Observe and/or perform any other procedures, not considered routine.

20. Observe/participate in specimen processing, centrifugation, aliquotting, computer accessioning etc

21. Review the principle, technique, and interpretation with the instructor as time permits.

22. Perform preventive maintenance on automated and non-automated instruments, such as point of care devices if applicable

23. Assume responsibility for a clean and neat working area

24. Identify all equipment and procedural methods by name and principle
COMPETENCY REQUIREMENT: SUGGESTED MINIMUM SKILL TIMELINES WHEN PERFORMING ROUTINE PROCEDURES (TASK ANALYSIS):

<table>
<thead>
<tr>
<th>Task</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phlebotomy</td>
<td>5-8 minutes</td>
</tr>
</tbody>
</table>

Specific objectives and competencies are listed in individual course syllabi for MLT 1300, MLT 1850, MLT 2970 and are listed in the Practicum Handbook.

IDENTIFICATION OF ESSENTIAL COGNITIVE & PHYSICAL FUNCTIONS NECESSARY FOR COMPLETION OF COURSE OBJECTIVES

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

SPEAKING/WRITING: Possess oral and written competency in the English language necessary to both understand and communicate with instructors, other health care workers, and patients. If ESL student, the TOEFL test must be taken and passed to establish fluency in English.

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

MENTAL ABILITY: Must be able to learn new procedures and understand directions. Must be able to understand and interpret orders accurately.

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

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

READING: Must be able to read and comprehend written course materials and documentation of patient care and office policies and procedures in the English language. ESL students must pass the TOEFL test in reading.

CALCULATING: Must be able to administer correct dosage of medications. Must be able to utilize laboratory mathematics in calculations of formulas and reagent preparation

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

MOBILITY: Must be able to move freely to observe patients, perform patient emergency care.
LABORATORY PHLEBOTOMY HANDBOOK

DEXTERITY: Must be able to capably perform medical lab procedures. Capable of full manual dexterity of upper extremities, unrestricted movement of both lower extremities, neck, shoulders, back and hips to assist patients in phlebotomy procedures. Possess gross and fine manual dexterity sufficient to handle specimens or reagents, and perform analytical procedures requiring the use of small, delicate tools, equipment, and instruments.

BENDING: Must be able to bend to touch the floor to remove environmental hazards or reagents

LIFTING: Must be able to assist with moving and ambulating patients. Must be able to lift and/or support at least 75 pounds; to reposition, transfer, and ambulate patients safely.

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

PROGRAM REQUIREMENTS : PERSONAL

Program requirements mandate that the Laboratory Phlebotomist demonstrate the following personal characteristics:

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

APPROVAL:

Tri-C’s Phlebotomy Program is approved by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS), 5600 N River Rd., Suite 720, Rosemont, IL 60018; Phone: (773) 714 8880; www.naaclos.org. Upon successful completion of the program, students may be eligible to take national certification examinations such as those given by the American Society for Clinical Pathology (ASCP) and/or the American Society of Phlebotomy Technicians (ASPT). Taking a national certification exam is not a requirement for completion of the program, however, the greater Cleveland health care industry prefers that a phlebotomist be nationally certified.

PROGRAM DESCRIPTION AND COURSE OF STUDY

The Laboratory Phlebotomy Short Term Certificate Program is considered a full-time DAYTIME sixteen week program (practicum is only offered during the day). The program is only offered at the Metropolitan campus during spring semester (daytime M-Thurs offerings for lecture and lab) or fall semester web based lecture, and evening labs. The curriculum is skills-oriented and designed to educate/train persons to skillfully collect blood specimens in a variety of situations. Phase 1: After completion of prerequisites (Math 950, Eng 990, Bio 1050, MA1020), the program consists of Phase 2: A first eight-week lecture/laboratory course on campus (MLT 1300), covering blood collection skills. Phase 3: The second eight weeks is clinical experience (MLT 1850) in a N.E. Ohio clinical site (within 40 mile radius), requiring 160 daytime hours (four days a week 5 hours a day=20 hours).
hours per week), and a concurrent seminar class (MLT 2970), which meets at the Metropolitan Campus once weekly during the clinical phase only. The seminar class covers specialized phlebotomy topics, point of care testing, discussions of the clinical experience, professionalism, resume/interviewing skills, and achieving national certification by examination. NOTE: Starting times for the practicum may vary by sites but students should plan to report to the clinical site as early at 4 AM. Blood must be drawn early in order that laboratory personnel complete the tests and have the results reported early, especially in a hospital setting. Clinical site preference is not guaranteed.

Also included, in the program sequence, are courses in computer systems and an Ethics for Allied Health Course.

To progress through the program, students must earn a minimum of “C” grades in both the lecture and laboratory portions, and all final exam/practical evaluations in all courses in the curriculum. Those who are unable to meet this requirement will not progress through the curriculum nor be placed at a clinical site for clinical education. Lack of proper attendance is also grounds for dismissal from the program.

LABORATORY PHLEBOTOMY SHORT TERM CERTIFICATE PROGRAM SEMESTER SEQUENCE

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
<th>Sem. Hrs:</th>
</tr>
</thead>
<tbody>
<tr>
<td>MA 1020</td>
<td>Medical Terminology 1</td>
<td>3 (Pre-program)</td>
</tr>
<tr>
<td>BIO 1050</td>
<td>Human Biology (Lecture only)</td>
<td>3 (Pre-program)</td>
</tr>
<tr>
<td>MLT 1300</td>
<td>Introduction to Blood Collection</td>
<td>3 (completed first 8 weeks)</td>
</tr>
<tr>
<td>MLT 1850</td>
<td>Medical Laboratory Practicum I</td>
<td>3 (completed last 8 weeks)</td>
</tr>
<tr>
<td>MLT 2970</td>
<td>Advanced Phlebotomy Seminar</td>
<td>1 (last 8 weeks w/MLT1850)</td>
</tr>
<tr>
<td>PHIL 2050</td>
<td>Bioethics</td>
<td>3</td>
</tr>
<tr>
<td>IT 1010</td>
<td>Intro to Microcomputer Applications</td>
<td>3</td>
</tr>
</tbody>
</table>

TOTAL 19 hours

The Medical Terminology (MA 1020) and Human Biology (BIO 1050) must be completed before entering the program. The above mentioned courses, Mathematics and English skills and 2.5 GPA will continue to be used as pre-program screening.

COST OF THE PROGRAM
Tuition cost of the 19 semester hours required to complete the Phlebotomy program is $1922.99 based on current charges of $101.21 per credit hour for Cuyahoga County residents. The cost will be less if some courses have been completed or transferred in before entering the program. One of the required courses has laboratory fees of $30. College Health Career Liability insurance ($12.50) is automatically added at time of registration for MLT 1850. The background check ($74-subject to change) is done prior to entering the program.

ADDITIONAL EXPENSES: fees are estimated and are subject to change:

May include, but are not limited to:
1. Textbooks (Average $75 per textbook per course)
2. Footwear: shoes must be full coverage and made of a non-absorbent material
3. Protective eyewear/lab goggles, disposable lab coats and disposable gloves (bookstore)~$50
4. Background check (~$75) performed only by Tri-C-designated company
5. Drug Testing (about $30) is required for some clinical sites
6. Clinical Education Expenses: May include, but are not limited to:
LABORATORY PHLEBOTOMY HANDBOOK

- Uniforms- disposable protective clothing (scrubs), laboratory coat (the site may supply fluid impermeable coat), professional shoes
- Transportation to and from the college and the assigned clinical site and parking (some clinical sites charge for parking)
- Physical/Vision/Colorblindness Examinations, required prior to start of the program
- Hepatitis B immunizations, required prior to the start of the program laboratory
- Immunizations, including, TB or others if needed (done by your physician or clinic). University Hospitals locations require the testing of antibody levels (called “titers”) instead of some immunizations, at student’s cost
- Medical/Surgical Insurance (e.g. Kaiser, Blue Cross etc). The College may be able to suggest a student policy at lower cost. Required prior to placement at a clinical site.


9. National Certification Examination - It is recommended that all graduates take a national certification examination. The cost is currently $135.00. The cost of transcripts is extra. The exam is given in the Cleveland area. (Taking a national certification examination is strongly recommended, but not mandatory. It is not a prerequisite for completing the program.)

BACKGROUND CHECK INVESTIGATION (BCI)

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

Please note that due to the convictions and/or other information found in your criminal record report, you are limited as to which facilities you will be able to use for your mandatory clinical/practicum rotations. In the event that you are unable to secure placement in a facility for one or more of your clinical/practicum rotations, your progress through the program may be delayed and/or may not be able to be completed. The College cannot guarantee you placement at the facility(ies) that may be required for completion of the program, based upon the results of your criminal records check. Further, you are financially responsible for all costs incurred as a student and that admittance to a limited-entry and/or completion of a program in no way guarantees that you will receive licensure, be permitted to practice and/or obtain future employment. Source: AT/letter 12/12

DRUG TESTING

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

If a student fails a drug test, Cuyahoga Community College is under no obligation to place a student at another clinical site. It is the student’s responsibility to provide proper documentation to the CCC Health Careers Contract Compliance Coordinator, Healthcare Education Initiatives if they failed the test due to justifiable drug use.
A student may not be able to complete the health career program if they cannot be placed in a clinical site due to a failed drug test. Rev 6-24-09 BM

**PROFESSIONAL LIABILITY INSURANCE:**
Students are required to carry professional liability (malpractice) insurance while enrolled in MLT 1850 of the Phlebotomy Program. Insurance is automatically added to the bill once the student registers for MLT 1850. Students are required to pay for the policy on their bill whether or not financial aid pays for it. Policies purchased will be active for one year from date of purchase and will cover the student for the clinical practicum in all health career programs.

**HEALTH/MEDICAL INSURANCE:**
Beside the liability insurance, placement at a clinical site requires the students to carry some form of Health Insurance. This can include government plans such as Medicaid, or any company or private plan. The College may be able to suggest a student policy at lower cost. See program manager or assistant for details. The health insurance coverage must cover treatment for blood borne pathogen exposure in an emergency department of a hospital, or an urgent care center. Many student policies do NOT cover these sites, so carefully check with your insurer. A current medical insurance card showing your name, or a letter called a “certificate of coverage” (from the insurance company, stating your name and that you are covered under the policy) must be uploaded to (http://scholarverifiedcredentials.com/cuyahoga) prior to start of the program.

**CARDIOPULMONARY RESUSCITATION (CPR):**
Prior to placement in the clinical setting (Phase 3), the student must be certified in basic adult CPR (BLS Basic Life Support for Healthcare Provider). Compliance with this regulation can be achieved by completing The American Heart Association of Cleveland BLS course in CPR. These are short one or two session programs, which are offered at varying times during the year. Cuyahoga Community College also offers an approved one semester credit class in CPR for credit or audit either through the non-credit or the credit courses. Proof of certification in CPR must be current and a copy of the card on file prior to placement in the clinical setting. NO ONLINE courses are accepted, this must be face-to-face. A CPR card (signed by the student) or a letter verifying completion of course, must be uploaded to (http://scholarverifiedcredentials.com/cuyahoga) prior to start of the program.

**HEALTH REQUIREMENTS:**
A complete physical examination, vision screening, colorblindness test, MMR, Varicella, Tdap, flu shot, Hepatitis B series, and negative TB, are required prior to entering the MLT 1300 student lab. It is the responsibility of the student to arrange for a physical examination and hepatitis B vaccination series. The Hepatitis B vaccine is 3 shots over 6 months; shots 1 and 2 take 1 month and must be completed prior to entering the student lab). Negative (current within 1 year of start of the practicum), TB double (2 shots) Mantoux skin test, IGRA blood test, or chest x-ray results must also be received prior to the start of the program. Note: University Hospitals requires all their students to have titer lab testing done instead of immunizations. The student is responsible for the cost of the examinations and immunizations.

**Documentation:** Students must create an account at (http://scholarverifiedcredentials.com/cuyahoga) using the code: RTRYG-77939 to buy their BCI and additional requirement documents handling (same code for both). Follow the directions to upload your health records, CPR card, health insurance. Exam and immunization records must be legible and documented or signed by the physician (if student is using the official College health forms which are distributed by the MLT department). If blood titers are performed in lieu of immunizations, copies of the lab result report form must be included with immunization documents. Keep a copy of all forms /reports for yourself. Uploaded documents will be held in each student’s file on the Verified Credentials website, and will be available if needed by the student at a later date. Students are not permitted to enter the clinical phases of the program until ALL vaccination/health forms are completed.
LABORATORY PHLEBOTOMY HANDBOOK

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

The physician and student, by signing the health form, also verifies that the student possesses the “Essential Cognitive and Physical Functions Necessary for Completion of Course Objectives” which are listed as part of the health form. The student must disclose any impairment in essential functions to the physician, and these must documented.

If significant limiting health conditions are present or the student is unable to submit evidence of good health and appropriate immunizations, the student will not be able to continue in the program.

Financial constraints will not be accepted as a reason for not completing the health form requirements. If this is a problem, please inform the Program Manager for assistance. Waivers of immunizations for religious reasons are not permitted as well.

STUDENTS WITH DISABILITIES:
ACCESS Programs coordinate services to students with disabilities at CCC and help to ensure that College programs and activities are accessible to qualified individuals with disabilities, as mandated by Federal Law. ACCESS provides academic, career, personal and financial aid advising, special accommodations for students with disabilities, as well as opportunities for socialization and attendance at cultural events. Services provided by ACCESS include tutoring, test proctoring, interpreters, adaptive equipment, readers and/or scribes for exams, alternative test-taking arrangements, alternative format for printed materials, and textbooks on tape. Contact the Metro ACCESS Program at: Room 103 Liberal Arts Building, phone: 216-987-4344, TDD 216-987-4048. Students with ACCESS accommodations should inform the program manager and faculty of said accommodations so that we can ensure your success.

DIVERSITY:
In its acknowledgment of diversity, the College respects and welcomes differences among people, and will carry out its mission mindful of the differences in its community. The College, through its overall climate, will provide opportunities and reinforce understanding, appreciation and action, which have as their purpose the intent to maximize the potential of all students.

AFFIRMATIVE ACTION:
It is the policy of Tri-C that all terms of employment and educational benefits will be administered without regard to and will not discriminate against or harass any person on the basis of age, ancestry, color, disability, military status, national origin, pregnancy, race, religion, sex or veteran status.” Further, it is the College's intent to comply with appropriate federal and state laws, rules, and regulations and to give special attention to increasing the participation of minorities, women, disabled persons, and disabled Vietnam era veterans in all levels of the College. It is also the policy of the College to ensure that its environment is free from harassment or intimidation of any kind.

STUDENT RESPONSIBILITY:
It is the responsibility of the student to read, follow and understand all course materials, syllabi and verbal instructions. The student will arrive on time for all sessions, and be prepared by having pre-read material or labs. It is the student’s responsibility to adjust his/her schedules to accommodate the program, especially the clinical practicum, which is a day program. Finally, the student must abide by the Tri-C Student Conduct and Academic Honor Code Policy and Procedures, as well as all program policies and procedures.

GENERAL SAFETY GUIDELINES
The student will be instructed in lab safety protocol early in the program:
- Emergencies/disasters must be reported to Public Safety by phoning extension 4325. SPECIAL NOTE: In medical emergencies dial extension 4911.
LABORATORY PHLEBOTOMY HANDBOOK

- Students will be required to purchase and wear ANSI Z87 approved impact safety glasses with side-shields to be worn over prescription eyewear when working with bio hazardous samples or caustic/acidic chemicals. Splash shields for countertops are also available.
- Students should know the location of all exits, safety shower, eye wash stations/sinks, disinfectants, fire extinguishers, locate the evacuation route, and evacuate at the sound of any alarms at once.
- Only fully covered footwear of impermeable material are allowed (NO clogs, slides, Crocs etc).
- No application of cosmetics or contact lenses.
- Open sores must be covered, long hair tied back, no dangling jewelry of any kind.
- No food or drink in any lab classroom or stockroom.
- No students in the stockrooms; No students in lab classrooms unless instructor is present.
- All biohazard materials and chemicals must be segregated and disposed of according to applicable regulations, in the red bagged or colored biohazard containers.
- All materials left in labs and stockrooms must be labeled to identify contents, and hazards if applicable.
- Use of appropriate, approved personal protective equipment is required (lab coats and gloves).
- Disinfect all countertops after lab or if visibly contaminated with 10% bleach solution, made fresh daily.
- Notify instructor/program manager and submit incident report if blood borne pathogen exposure occurs.
- Notify instructor or lab technician immediately if a chemical spill occurs; evacuate the area.
- Horseplay, unsafe operation or handling of sharps/hazardous materials can result in program dismissal.

Violations: First violation: verbal warning; Second violation: written warning. Third: failure of course and/or dismissal from program. Students endangering the safety of themselves or others will be dealt with using the Student Conduct Code of the College.

WORKING WITH PATIENTS AND BODY FLUIDS

Students may be exposed to patients with all forms of communicable or infectious diseases including, but not limited to, HIV/AIDS and hepatitis while learning skills at the practicum site or college.

All patients/subjects must be considered as potentially infected with HIV and/or any other blood borne pathogens. Students who collect, handle and/or examine blood, urine, semen, and vaginal secretions or other body fluids or tissues must treat all such specimens as if pathogenic and use personal protective equipment and engineering controls to protect themselves and others. Students are aware of the risks and assume these risks.

BODY FLUID EXPOSURE

Although students are taught correct specimen handling techniques and practices, and use of personal protective equipment and engineering controls, an accidental exposure may occur during the practicum experience.

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

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

Reporting the incident (rev 10-9-13)

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

1. Immediately decontaminate the affected area, calling for assistance if necessary.
2. Immediately report the incident to the trainer/teacher/clinical supervisor at the clinical site and seek medical attention if necessary. The clinical site must provide access to emergency/other treatment if it is necessary (at student’s cost)
3. The clinical supervisor and the student must report the incident to the appropriate departments at the clinical site including infection control.
4. **A College Incident Report** and **Hospital/Clinical Site Incident Report form (if at a site)** must be completed and signed by the student and clinical supervisor, and submitted to the Program Manager immediately (within 24 hours). See Addendums for the Incident Report form.
5. The student must immediately contact the MLT Program Manager (or faculty) at 216-987-4438, or the associate dean’s office at 216-987-4417 to report the incident.
6. The student must submit a copy of the reports to the Program Manager immediately thereafter (within 24 hours).

**NOTE**: The clinical site must provide access to emergency/other treatment if it is necessary, but is not required to pay for treatment. Any hospital service provided to the student must be covered by the student’s health insurance or the student him/herself. The expense cannot and will not be covered as an industrial (Workmen’s Compensation) claim, as the student is not considered an employee. (note: the College liability insurance does not cover any expenses incurred by the student as a result of the student’s exposure since it is not health insurance).
Please Check One:  Injury  Illness  Near-Miss

1. Notify your course instructor by the end of the class where then injury/illness/near miss occurred.
2. Complete this form in its entirety, sign it and have your faculty advisor sign it.
3. Scan and email the signed form to leslie.jones@tri-c.edu within one day of the injury/illness/near miss.

SECTION 1 – BASIC INFORMATION

<table>
<thead>
<tr>
<th>Student’s Name:</th>
<th>Faculty Advisor’s Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student’s College I.D.:</td>
<td>Faculty Advisor’s Title:</td>
</tr>
<tr>
<td>Date of Injury/Illness/Near-Miss:</td>
<td>Faculty Advisor’s Office Address:</td>
</tr>
<tr>
<td>Address where Injury/ Illness/Near-Miss occurred:</td>
<td>Department and Campus:</td>
</tr>
<tr>
<td>Student’s Home Address:</td>
<td>Faculty Advisor’s Office Telephone Number:</td>
</tr>
<tr>
<td>Home Phone Number:</td>
<td>Faculty Advisor’s Email:</td>
</tr>
<tr>
<td>Witness Name(s):</td>
<td>Where you participating in a course or clinical experience? Yes  No</td>
</tr>
<tr>
<td>What action was taken (check all that apply): Went to Hospital  Went to private doctor  Went Home</td>
<td>If you went to a hospital or private doctor, list the name and address of the treatment facility: Retumed to class  Received first aid/self-treatment  Refused any action</td>
</tr>
</tbody>
</table>

SECTION 2 – Description of Injury/Illness/Near-Miss (use additional paper if needed)

In your own words, describe how the injury/illness/near-miss occurred:

In your own words, what object or substance directly caused the injury/illness/near miss:

SECTION 3 – Nature of Injury/Illness/Near-Miss and Body Part(s) Affected

| What body part(s) were injured? For, example, “left leg”. | What was the nature of the injury to the body part? For example, “cut” or “burn”. |

SECTION 4 – Injury/Illness/Near-Miss Prevention Information

What could be done to reduce the possibility of a similar injury/illness/near-miss occurring in the future?

SECTION 5 – Signatures

Student signature and date: Faculty advisor signature and date:

3/8/13

LPHDBK2014 21
DRESS CODE/PERSONAL GROOMING AT CAMPUS LAB OR CLINICAL SITES:

Conservative dress is suggested for all clinical classes so that you will represent the laboratory profession positively. The primary concern is that all students are clean and neat. On campus, jeans are permitted. While at the clinical site, students are to wear the dress required by the clinical site, which may vary. Scrubs are commonly allowed. The student may be dismissed from the lab for infractions thereof. The clinical site may require conformance to its own policy. When in uniform:

• Long hair must be pulled back from the face in a neat and controlled manner. Hair that is below shoulder length must be worn pinned back or up. No scarves, bows, or yarn are to be used to secure hair. If barrettes are used, use natural colors only.
• Fingernails must be short, clean and well-manicured. Nail polish, if used, must be tasteful. Nails are too long if you can see the nails above the fingertips when the fingers are at eye level. Therefore, artificial nails are not allowed.
• Cosmetic use should be limited to a natural look and appropriate for daytime.
• The only jewelry permitted during practicum is small pierced earrings (drop earrings or identifiable shapes like stars, moons, or hoops are not permitted), a small watch (preferably with a sweep second hand), or a wedding band. No bracelets, necklaces, or costume rings are worn with or without gloves.
• Jeans are not acceptable for either men or women. Low-cut tops or hip-hugger pant, see-through materials, or visible underwear for women are prohibited. Bare midriff or underwear must not be visible at any time, in any bodily position (jeans permitted in college lab)
• The facility may provide disposable lab coats to wear in the lab. If not, you must provide one. Lab coats worn in the lab may not be worn elsewhere in the hospital-follow the site’s policy regarding where to use coats
• Unless provided with scrubs, male students must wear a white or pastel shirt with a collar, no tee shirts (a tie is not required) and clean slacks and a laboratory coat
• Shoes must be clean and polished at all times with clean laces when needed. No shoes with open toes, or heels, or open mesh may be worn. It is recommended that you wear comfortable white leather shoes to protect your feet against accidental spills. Canvas sneakers and tennis shoes are not acceptable. Boots are never permitted during practicum
• Keep everything out of uniform pockets except pens and pencils
• Perfumes and colognes are not permitted (odors make patients sick)
• Name tags, if provided by the clinical site, should always be worn during practicum. Tags must be returned to facility at the end of the clinical experience
• Absolutely no gum or food is permitted in any class or during practicum.
• Maintain a neat, clean appearance at all times as this is one criteria of a professional
• Dress in all clinical sections will be supervised by the faculty/trainers. Students may be dismissed from a class or practicum if the dress code is violated.

ATTENDANCE REQUIREMENTS

Students are required to attend every class meeting of each course for which he/she is registered, including clinical sites. Specific time requirements in the classroom, college laboratory, and clinical facility must be met in order to qualify for the certificate and meet approval agency standards for certification. Regular class attendance is expected. Cuyahoga Community College is required by law to verify the enrollment of students who participate in Federal Title IV student aid programs and/or who receive educational benefits through other funding sources. The College is responsible for identifying students who have not attended class or logged into a class for which they are registered. Never Attended is reported each semester by each instructor and will result in a student being administratively withdrawn from the class section using a Never Attended review within the second week of the term. Instructors can report, after the first two weeks of a semester, whether any of their registered students have “Never Attended” a class so that any student who has failed to attend up to that point will be removed from class. After this two week period a student that attended and now is not attending class is responsible for withdrawing from class by submitting his/her own withdrawal form or will be at risk of receiving a failing grade.
Students who are unable to continue their classroom attendance should initiate a withdrawal prior to the deadline published in the schedule booklet. If illness or emergency should necessitate a brief absence from class, students should confer with instructors (after notifying the program manager) upon their return. Students having problems with class work because of a prolonged absence should confer with the program manager or a counselor.

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

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

There are **no makeup labs for missed MLT-1300 labs.** Attendance requirements are strictly enforced.

**THERE ARE NO UNEXCUSED ABSENCES!**
Students need to make appropriate accommodations for transportation, traffic, weather, childcare etc to maintain compliance. Students are expected to monitor the traffic in sufficient time, prior to embarking on their travels by checking TV or WTAM AM1100 radio, which has traffic reports every 10 minutes. Students should plan at least one alternate travel route to the college/clinical site in case of bad traffic/weather. School closings are broadcast on all local TV stations, and the Tri-C emergency notification system may notify you as well.

The decision to excuse an absence is on a case specific basis, and is made by the faculty/Program Manager. Documentation of proof for absence will be required. There is No makeup for missed laboratory sessions.

* Since MLT 1300 is a 16 week course that will be completed in 8 weeks, the lecture and laboratory portions are doubled during the 8 week session. Missing one lecture and one laboratory session would constitute missing one week of semester classes.

**ATTENDANCE POLICY**

**Absences** Include: being late/leaving early >10 minutes, no call/no show, unexcused absences
The decision to excuse an absence is on a case specific basis, and is made by the faculty/Program Manager.

**Tardiness** will not be tolerated (late by 0-10 minutes). Students are expected to be on time for every class, whether on campus or at the clinical facility. It is the responsibility of the student to be in uniform, ready to begin work at the scheduled time and will be graded on such. Excessive infractions can result in failure or involuntary withdrawal from an LP course and/or clinical practicum and dismissal from the program. Students need to make appropriate accommodations for transportation, traffic, weather, childcare etc to maintain compliance. Tardiness/leaving early are documented.

**Absence/Tardy/Left Early Procedure:** The student is to notify the **Program Manager** by no later than 8:30 am, at 216-987-4438, leaving a message, **every time** an absence/tardiness/need to leave early occurs. Do NOT call the faculty member. The student should state their name, reason for absence, and expected return time. Failure to do so will result in disciplinary action. NOTE: If the student is scheduled at the **clinical site**, the student **must** call the **Program Manager as above**, and in addition, **notify the clinical site (PRIOR to start time)** as well. Make sure you have a contact person’s phone number in the laboratory, and speak to a live individual-they are expecting you and have staffed their departments for your presence-please be courteous. DO NOT EMAIL YOUR ABSENCE NOTIFICATION TO ANYONE-this DOES NOT COUNT as notification.

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

**Disciplinary Action Steps:** for Unexcused/Unreported Absences/Tardy's/Left Early's
First occurrence: verbal warning
Second occurrence: written warning (attendance warning form must be signed)
Third occurrence: student may be recommended for course withdrawal or dismissal from the program

**MISSED WORK/MAKE UP:**
There are no makeup labs for MLT-1300.
Consult class syllabus for course assignments and policies of the instructor. Students who miss an announced homework assignment or test may be permitted to make up the work at the discretion of the instructor, on their own time. Arrangements to make up work must be made upon the student’s return to the next class. Do not expect the instructor to contact you. Ignorance of an assignment or examination does not constitute a valid excuse for missing it. Absent or tardy students are held responsible for obtaining all handouts, assignments and announcements that are presented during an absence from the fellow students -or- from the instructor, by appointment. Entrance to the classroom may be denied for late students, especially if a test is in progress.

During the clinical rotation, students must call the clinical site laboratory and the MLT office at Tri-C Metro if an absence occurs. Absences must be made up according to the policy of the individual site AND with the approval of the MLT Program Manager. All absences from the clinical setting must be made up at the convenience of the clinical site as determined by the site Educational Coordinator and/or the Program Manager.

Any other extenuating circumstances must be evaluated by the Program Manager who will judge each case on an individual basis and inform the instructor and student of the decision.

**WITHDRAWAL**
Withdrawal from a Course:
Students may withdraw from any semester course prior to the end of 80 percent of any instructional part of term. Specific withdrawal dates are available by term in the Campus Admissions and Records Offices or published in the Credit Schedule of courses, or on line.

It is the student’s responsibility to withdraw from class officially. A student’s failure to attend classes shall not constitute an official withdrawal. (source: Tri-C Student Handbook). Withdrawal from a course must be initiated by the student prior to the College’s published deadlines each semester. Students need to follow the College Procedure for withdrawal by completing forms available in the Enrollment Center at each campus or follow the approved electronic process when available. A student who officially withdraws from a course by the published deadlines within the semester will have no notation made on his/her permanent record. Withdrawal thereafter will be noted on the permanent record.

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

*Involuntary (Dismissal) Withdrawal:*
If the dismissal is involuntary, refer to the dismissal procedures in this handbook.
STUDENT CONDUCT AND JUDICIAL CODE GUIDELINES

Tri-C has adopted a statement of standards for student behavior in and out of classes. An Honor Code has been instituted to promote professional integrity in the student body. For the professional individual, a high sense of integrity and honor has always been expected. It becomes one’s duty to develop these qualities and maintain them throughout professional life. The scope of the Honor system extends through all phases of professional training including examinations, quizzes and projects, practicum experiences.

The MLT Program follows the Student Conduct Guideline and Student Judicial Code, and Student Complaints, which should be viewed at https://portal.tri-c.edu/studenthandbook/StudentHandbook.pdf (or My-Tri-C Space, Student Services Tab, College Guidelines, Student Handbook). The student is required to access these sites, read and understand all policies within. The student will be tested on this material for a grade.

STUDENT CONDUCT GUIDELINE:
The student will abide by the Tri-C Student Conduct Guideline. The student agrees to conduct him/herself honestly and appropriately in all college, clinical and laboratory proceedings. The student will display appropriate behavior on campus grounds and sponsored events. Violations include but are not limited to, threats, disruption of college operations, theft, academic dishonesty (see below), being under the influence of drugs/alcohol, illegal possession of firearms and disorderly conduct. Following The Code of Conduct and The Judicial System are essential to prevent possible involvement of innocent students and to produce conduct that is above reproach. Failure to abide by this Code will result in dismissal from the program.

ACADEMIC DISHONESTY: Academic dishonesty is intentionally misleading a professor, college, or university into believing that a student has personally completed the assigned work for a course when in fact (s)he has not done so. This includes but is not limited to, cheating (giving/receiving aid to/from another student), plagiarism, resubmitting a portion of one’s own prior work; giving, receiving, obtaining, or using a copy of an (old or new) exam or quiz; questions or materials from any such exam or quiz; or any assignments. This applies to lecture and lab. Failure to abide by this Code will result in dismissal from the program.

As future paraprofessionals, it is expected that you will conduct yourself in an ethical, responsible, and honorable manner at all times. If your conduct as a Laboratory Phlebotomy student does not meet the criteria as described above, a grade of “F” will be assigned as a final grade in the specific course(s) during which the unprofessional conduct occurred. (If a student receives a grade of “F” in a laboratory phlebotomy course, the student is dismissed from the Laboratory Phlebotomy program). These standards of conduct are to be maintained while in the classroom, clinical site, and/or while fulfilling any and all program requirements.

STUDENT CONDUCT AND COMPORTEMANT AT THE CLINICAL SITE FACILITY:
Our primary concern is the health and safety of patients, instructors and students. Besides maintaining grades, a student must demonstrate a positive, cooperative attitude with instructors, classmates, hospital personnel, and patients in order to function competently as a medical laboratory technician. Clinical practicum sites have the right to request that a student be removed from a clinical site if the student is deemed to have unprofessional comportment that is disruptive to the laboratory and/or harmful to care of patients. Documented student misconduct that will result in immediate withdrawal from the clinical facility includes, but is not limited to:

1. Failure to maintain the required 2.50 GPA. Final letter grades of “D” are not permitted.
2. Excessive/repeated absenteeism/tardiness
3. Use of abusive, obscene, inappropriate or threatening language with instructors, hospital staff, patients, visitors, or fellow students or in general.
4. Cheating on written or practical examinations.
LABORATORY PHLEBOTOMY HANDBOOK

5. Inconsiderate, discourteous, or disrespectful treatment of instructors, hospital staff, patients, visitors, or fellow students or in general.

6. Entering the hospital or college under the influence of alcohol or drugs.

7. Drinking alcoholic beverages on clinical site or college property.

8. Illegally obtaining, possessing, selling, or using narcotics, amphetamines, hallucinogenic or other substance of abuse.

9. Failure to maintain strict confidentiality, as prescribed in the HIPAA/facility policies

10. Failure to notify, in a timely manner, both the hospital and the college MLT office if you cannot report to your assigned clinical site (i.e., you are absent)

11. Accepting gratuities from patients.

12. Failing to report transcription errors/inaccurate information on any hospital form or record.


14. Uncooperative, hostile, or negative attitude towards patients, clinical instructors, hospital staff, visitors, or fellow students.

15. Dishonesty in the form of falsifying test results/QC, cheating on examinations, knowingly reporting inaccurate test results, avoiding responsibility for errors, evidence of lying.

16. Submitting work (papers) of others as your own; plagiarism

17. Failure to collect specimens and/or perform test procedures as directed

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

CONFIDENTIAL INFORMATION

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

GRADING POLICY OF THE LABORATORY PHLEBOTOMY PROGRAM:

The following grade scale % applies to the Laboratory Phlebotomy Program unless otherwise specified in an individual course syllabus:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90 - 100</td>
</tr>
<tr>
<td>B</td>
<td>80 - 89</td>
</tr>
<tr>
<td>C</td>
<td>70 - 79</td>
</tr>
<tr>
<td>F</td>
<td>69 and below</td>
</tr>
</tbody>
</table>

The student must pass each of the laboratory and the lecture portions of MLT 1300 with 70% or they will receive an “F” grade for the entire course. An “F” will result in dismissal from the program. All final exams and final practical lab exams must be passed with a 70% in order to pass the courses as well.

PASS/NO PASS OPTION:

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

- The Phlebotomy program requires traditional letter grades (A, B, C, D) for the core course requirements, therefore PASS/NO PASS is not an option.
LABORATORY PHLEBOTOMY HANDBOOK

- Once you have registered for a course and select the Pass/No Pass Grade Option you cannot convert back to a traditional grade option for that particular course after the 100% refund period. If you later learn that you need a letter grade for a course that you are registered for or completed using the Pass/No Pass Grade Option, you will need to retake the course to earn a letter grade.
- International students and Post-Secondary Enrollment Option Program (PSEOP) students are not eligible to utilize the Pass/No Pass option.

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

GRADE DISPUTES:
Grade disputes are challenges to recorded grades. Cuyahoga Community College has adopted a Grade Dispute procedure to ensure that academic evaluation is fair and professionally performed. The faculty has chief responsibility for academic evaluation. You are responsible for maintaining standards of academic performance set by the instructor for each course in which you are enrolled. Assistance with the grade dispute procedural process is available through the academic deans at each campus. Grade disputes must be filed by a student no later than sixty (60) days after the disputed grade is recorded. The Grade Dispute Procedure can be found at my Tri-C space (http://my.tri-c.edu) then go to the Student Services tab, Student Handbook

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

ESL STUDENTS:
The ability to communicate in English verbally and in writing is basic to the provision of Allied Health services in a safe and effective manner. If an instructor observes a former ESL (English as a Second Language) student experiencing English communication or comprehension problems at ANY time in the program, they may be asked to be evaluated via the TOEFL test, to determine suitability of placement or withdrawal from the program classes until remediation of English skills can be accomplished. Withholding of clinical placement can result. The student will be referred to the Program Manager.

COMPUTER TECHNOLOGY AND PROFICIENCY:
Some of the program courses may be taught with a WEB based format on the system called “Blackboard”. It is expected that the student will log into the “classroom” at least 3 times a week. If the student does not have a home personal computer, the MLT WEB based courses can be accessed through Tri-C’s Technology Learning Centers (TLC) at each campus or from any library or any other computer that has internet capabilities. Computer literacy is needed to be successful in these courses.
Blackboard Student Orientations: Distance Learning offers these during the beginning of every semester. Orientations are conducted both in-person at each and virtually via the internet. Visit http://dlc.tri-c.edu/learnbb for registration information. The basic requirements you must meet are:

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

Supplemental Course Websites: Each MLT course should have a supplemental Blackboard (distance learning) website. If there is a supplemental website for your courses, it will host all the printed material for the course. Check with the instructor as to how communications for the course will occur, whether via the course site or personal email and the frequency of postings.

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

DISMISSAL POLICIES:

Dismissal from the Medical Laboratory/LP Programs:

A student may be dismissed from the Medical Laboratory/LP Programs for the following reasons:

In MLT courses, MLT students must attain a minimum 2.50 accumulative GPA by the end of Phase One. If this accumulative average is not attained or maintained, the student may be dismissed from the program. After review by the MLT faculty and Program Manager, the student receives a dismissal letter from the MLT Program Manager which will also describe readmission procedures for the department of Medical Laboratory Technology, if applicable.

- Failure to adhere to the college procedure 3354:1-30-03.5 Student Conduct Code.
- The Student Conduct Code applies to students when in clinical sites and field experiences.
- Being under the influence of alcohol or drugs on campus, at a clinical site, or any other program related activities.
- Any form of unprofessional behavior on campus or at an off campus assignment, including, but not limited to, the use of profane or vulgar language, hostility, insubordination, demonstration of uncooperative or negative attitude toward College faculty, clinical instructor, patients, or fellow students.
- Failure to maintain confidentiality of patient records or violation of HIPAA regulations.
- Failure to maintain appropriate patient records at the health care facility to which assigned.
- Accepting gratuities from patients.
- Engaging in unethical or unsafe behavior at a clinical site, in the classroom, laboratory, or any other program related activities.
- Violation of College, Program or Clinical Site procedures.
LABORATORY PHLEBOTOMY HANDBOOK

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

Academic Dismissal

A student may also be withdrawn from the program for the following reasons:
- Excessive absenteeism: missing more than one week of a class (based on 16 weeks).
- Excessive tardiness
- Failure of a program course or a prerequisite course.
- Failure to demonstrate professional behaviors.
- Inability to communicate in English/TOEFL failure (college or clinical site)
- Failure of background or drug testing

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

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

Academic Honor Code

The student will abide by the Academic Honor Code. The student agrees not to receive or give aid during examinations. The student agrees to conduct him/herself honestly in all clinical and laboratory procedures. The student agrees to work alone on assignments unless otherwise indicated. This includes giving aid to student partner during laboratory practical examinations. Failure to abide by this Code will result in dismissal from the program.

HEALTH CAREERS PROGRAMS TEMPORARY LEAVE OF ABSENCE PROCEDURE:

Special problems and unforeseen circumstances relative to the program or graduation should be called to the attention of the Program Manager and/or a college Academic Counselor.

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

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

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

READMISSION PROCEDURES FOR LABORATORY PHLEBOTOMY:

Re-admittance is not guaranteed. Readmission must be approved by the faculty and Program Manager. A student may be readmitted only once. If approved, the student’s name will go at the end of the list of prospective phlebotomy students and will be accepted in turn along with other students. Any scholastic problem will be considered by the faculty and Program Manager and will be acted upon on an individual basis.
If a student leaves the program for any reason other than disciplinary action, he or she must do the following to be re-admitted:

1. Must meet a minimum GPA requirement for the program.

2. A written request to return to the program must be submitted to the Program Manager.

3. Written documentation from a medical authority that student is able to return; if that student left for health reasons.

4. The student must have a written educational success plan that must be approved by the Program Manager and will become a mutually agreed upon contract. Failure to abide by this contract will result in dismissal from the program.

5. A student returning to a program after a one year absence will be required to complete another BCI.

6. Students meeting re-admittance criteria may return once within two years, on a space available basis. Return to a clinical site cannot be guaranteed.

7. Students requesting re-admittance to the program after more than a two year period must repeat the program from the beginning and re-submit an application to the HCEC.

8. Due to the rapid changes in health technology, students may be required to repeat courses they have already successfully completed as determined by the program manager and instructional staff. The student may require remediation and/or demonstrate proficiency through various modes of assessment.

9. A student placed in ESL (English as a second language) courses through the college’s ESL Assessment procedure (at the college Assessment Center) -or- if problems with English communication and/or comprehension skills are identified by the program instructional staff/manager or clinical site at any time during the program, the student (before proceeding with the program) will be required to take and pass the Test of English as a Foreign Language (TOEFL) with a minimum score in Reading 21, Listening 22, Writing 23 and Speaking 24. Scores must be submitted with the program application.

**CLINICAL/PRACTICUM EXPERIENCE Phase 3:**

The student should refer to the MLT 1850 Phlebotomy Practicum Handbook, which is under separate cover to be emailed prior to the separate Mandatory Phlebotomy Practicum Orientation Meeting, TBA.

Clinical education or supervised laboratory phlebotomy experience consists of 7-8 weeks of practical experience in an area hospital/clinic. Supervision and instruction are provided by hospital/clinic staff. During the practicum, students are visited by college faculty or the Phlebotomy Program Manager. During the practicum, a required phlebotomy seminar is held on the Metropolitan campus in conjunction with clinical education. Practical examinations are given at the discretion of clinical instructors. It is possible for clinical experience to vary from one clinical site to another, however, clinical education in all affiliated hospitals meets or exceeds college program/NAACLS standards. Since specific time requirements must be met, no absences
are allowed during the practicum. Any time missed during the clinical rotation must be made up at the convenience of the clinical facility and with the advance permission of the program manager.

At least 20 clock hours (four days, 5 hours per day) are spent at a clinical facility each week for 8 weeks (160 hours). Daily hours including starting time, lunch and breaks are determined by the individual clinical facility and cannot be altered by the student, without prior approval from clinical site and final approval from program manager. Starting times, which can be as early as 4:00 AM, will vary between and within clinical sites.

The Phlebotomy Program is affiliated with an outstanding group of clinical facilities which participate in clinical training of students. The student is responsible for providing his/her own transportation to and from the clinical site. The student should be prepared to travel to any clinical facility to which he/she is assigned. Considerations such as transportation needs, distance of travel, current employment, and veteran status are taken into consideration for student placement. All arrangements and decisions regarding student clinical placement will be made by the Program Manager in conjunction with phlebotomy faculty. In all cases, the decision of the Program Manager is final. The availability of any clinical site may vary from semester to semester, therefore, placement at a clinical site is not guaranteed. Disclaimer: In the event that insufficient clinical sites slots are available for a student to perform their practicum, the selection of those entering a practicum site will be determined by the admission date into the program (time/date that application is submitted and admission criteria are met, then by GPA. Remaining students will be placed in the next available clinical site rotation. Students must accept the clinical practicum placement in the semester it is assigned, in accordance with the program sequence. Declining or forfeiting a practicum placement will remove the student from his/her original cohort and requires re-application to the program and student may be placed on a waiting list for the program.

Should any situation arise that would alter the sequence of classes, the student may be asked to sign a contract for the Program outlining the terms of continuance obligations for both the student and the program.

Students must successfully complete all course work (C or better) listed in the eight weeks of the current Laboratory Phlebotomy curriculum before enrolling in clinical practicum. A grade of “incomplete” is not considered successful completion of a course.

EVALUATION FORMS:
The student is responsible for filling out and turning in evaluation forms given by the Program Manager/faculty. These include, but are not limited to, student’s evaluations of instructors, courses, the program and clinical site. The student’s cooperation is expected in complying with the approval process in this regard. Student’s performance at the clinical site will also be evaluated via an evaluation form which will be discussed at the practicum orientation. Student is to possess the forms and assure they are completed by the clinical site instructors and all material is covered.

COMMUNICATION:

EVERYDAY COMMUNICATION/CHANGE OF NAME/ADDRESS/PHONE NUMBER
It is mandatory that the MLT Office be informed in writing of name/address, phone number change, or email account changes. The primary means of communication between students, faculty and the Program Manager will be through email. When available, the student’s personal email will be used, and the Tri-c.edu webmail (especially for large documents like the handbook) account will be used as well. Students are to check both emails on a daily basis. Any change in student information should be given to the MLT Office. The MLT Office assumes no responsibility for the student’s failure to receive information that is sent by U. S. Mail or failed attempts to reach the student by phone or via an inaccurate email address. The Office of Admission and Records must also be notified of any change in name, address, or phone number. Failure to notify the school of these changes may result in serious records problems for the student.
SUPPLEMENTAL COURSE WEBSITES: Each MLT course should have a supplemental Blackboard (distance learning) website. If there is a supplemental website for your courses, it will host all the printed material for the course. Check with the instructor as to how communications for the course will occur, whether via the course site or personal email and the frequency of postings.

CLINICAL SITE AFFILIATES:

Cuyahoga Community College has affiliation agreements with the following health care facilities.
- Healthspan Medical Center (Parma, OH)
- St. Vincent’s Hospital (Cleveland, OH)
- Louis Stokes Cleveland Department of Veterans Affairs (Cleveland, OH)
- Parma Community Hospital (Parma, OH)
- Premier Physicians, (Lakewood/Westlake, OH)
- University Hospitals of Cleveland, Case and Outpatient Centers (Cleveland OH)
- Metro Health Medical Center and Broadway Clinic, (Cleveland, OH)
- Robinson Memorial Hospital
- St John West Shore Medical Center (Westlake, OH)
- Southwest General Hospital (Middleburg Hts., OH)
- City of Cleveland Health Department (Cleveland, OH)

Cleveland Clinic Foundation:
- Main campus
- Eastern Division: Euclid, Hillcrest, South Point Hospitals
- Western Division: Fairview, Lakewood, Lutheran Hospitals
- Family Health Centers (FHC) throughout the area

Please note:
- In any given year, a clinical site may request not to host students due to institutional disruptions which may include but are not limited to: accreditation inspection, laboratory administrative personnel changes or unexpected personnel leave, building construction and/or laboratory relocation, major instrumentation installation. Therefore, placement at a specific institution is NOT guaranteed. Affiliation agreements with the clinical sites are on file in the MLT office and may be reviewed by the student upon request.
- Students must register and pay the usual fees per credit hour for clinical instruction received at the clinical site. The Practicum I course, MLT 1850, is 2 credit hours per semester. While at the clinical facility, the student is considered to be a Tri-C student, and not an employee or trainee of the hospital.
- Service work performed by the student in a clinical setting (at the clinical site) must be outside of regular academic hours, noncompulsory, paid, supervised on site, and subject to all employee regulations, and tax laws.
- Some clinical sites require parking charges. If this constitutes a hardship, please inform the Program Manager. This will limit the selection of sites at which the student will be able complete his/her practicum.
- Students will be given the opportunity to select three top choices for placement.

COURSE WAIVERS AND SUBSTITUTIONS
The student is responsible for running a DARS (Degree Audit) to view the credits they need toward their certificate. Students should meet with their counselors each semester. Course substitutions and waiver forms are to be brought to the Program Manager by the student as this is not an automatic function of the MLT Program Office. The student must indicate any problems to the Program Manager.
SPECIAL PROBLEMS
Special problems and unforeseen circumstances relative to the success in or completion of the program should be called to the attention of the Program Manager as soon as possible.

ACADEMIC ADVISING
See an academic advisor, faculty member, or the Program Manager at least once each semester for assistance and support. Problems, complaints, and concerns should be shared with the Program Manager.

PERSONAL COUNSELING
Personal counseling is handled by the College’s professional counseling staff and/or the Program Manager. All problems, and circumstances, personal and otherwise, that affect the student’s academic performance can be discussed with the Program Manager.

SUPPLEMENTAL HELP: Students requiring additional help may contact the Student Success Center (Room 332 MHCS), or the Tri-C Counseling Center (consult online resources). TUTORING:
Please notify your Phlebotomy faculty instructor or the Program Manager if you feel that you are in need of a tutor. Tutors may be available, at no cost to the student, for academic courses. Students are encouraged to form study groups to enhance learning in the Introduction to Blood Collection class.

SCHEDULING OF COURSES AND REGISTRATION
Scheduling of program courses is handled by the MLT Office. Many courses are block-scheduled and reserved for Laboratory Phlebotomy students. Routine authorizations or overrides for student registration into program courses are handled by the Program Manager/assistant and will be done only AFTER we receive a clear background check result. There is no chance of getting “closed out” of program courses for students who have been accepted into the program.

DROPPING COURSES AND CHANGING SCHEDULES
While in the Phlebotomy Program, do not change your schedule or drop any classes unless you consult with the Program Manager or faculty instructor. This may prevent future problems with scheduling and reentering the Program. If you financial payment is not received in time (check the financial aid website for schedule), you will be dropped from the course for non-payment. It is your responsibility to monitor this, make the payments, and be enrolled in the class. Students found to be in the class illegally are in violation of the Student Conduct Code, and will be removed immediately. The program is not liable for dropping for non-payment.

STUDENT RECORDS:
See Tri-C Catalog "Access to Student Records" for the College policy.

In addition to general educational records, a file is maintained for each MLT student in the MLT Office that contains transcripts, signed forms, final examinations, completed clinical evaluation tools, letters of recommendation, conference notes with faculty and/or Program Manager, performance contracts, and any other information pertinent to the student's progression through the program. Students are welcome to review their records (with permission) in the Program Manager's office during business hours (8:30 AM - 5:00 PM). Records that are in the MLT archives can be retrieved for review with a two-day notice.

CLASSROOMS AND LABORATORY:
Lecture classrooms vary by the course and are listed in the most accurate form online. The MLT laboratory/classroom is located in MHCS room 219. Check www.tri-c.edu the day before classes for room numbers.

TRANSFER STUDENTS
A student may transfer to Cuyahoga Community College from another college or university by means of the established admissions procedure. If his/her previous college work does not meet the minimum requirements of a student in good standing at Cuyahoga Community College, he/she will be admitted on probation. Transfer
credits will not be accepted for courses in which a grade of less than “C” has been earned. Cuyahoga Community College will enter transfer credits from other institutions on the student’s permanent record form, but the grades earned will not be indicated. Only the student’s grades earned at Cuyahoga Community College will be used to compute his/her grade point average, but can be used in obtaining a standing for program admission.
GRADUATION AND AFTERWARDS:

PETITION FOR CERTIFICATE:
Students should run a DARS audit prior to program entry. The student is required to meet with their academic advisor once each semester. Students should schedule a meeting early in the program to go over the DARS report (student should be running it each semester) and complete the Petition for Certificate. In order to be awarded your certificate upon completion of certificate requirements, you must submit a Petition for Certificate form (available on MyTri-C, My Info tab, under Forms) to the Registrar's Office. Advisors can help you complete, sign and submit it to the College Registrar's Office. The completed petition, signed by an advisor, must be submitted NO LATER than 30 days before the end of the term (end of the program)! DO not wait to schedule your advisor appointment, as they are often booked weeks in advance of these deadlines! Note: Once you have petitioned for the certificate, please contact the Registrar’s Office (not the Program Manager) to check on the status of your petition/certificate.

CERTIFICATE STATUS:
The Registrar’s Office is responsible for processing and awarding the certificate of completion for this program. To check on the status of your Petition for Certificate, please go to My Tri-C, My Info Tab, Records, Review or Print Unofficial Education Record. Under the demographic information in Degree/Petition section, there is a “status” column. If the Registrar’s office has not received a petition for you, the status will say “SO” for “sought”. Once they have received and are processing your petition, it changes to “TE” for “tentative” (note this does not assure you meet the certificate requirements or that you are going to be granted a certificate, merely means it is being processed). Once you have met the certificate requirements, the status changes to “AW” for “awarded”, which signifies you have officially been awarded the certificate. This is sufficient for most employers until the actual hard copy certificate is mailed. Mailing occurs roughly 6-8 weeks after the term is complete.

NATIONAL CERTIFYING EXAMINATION: Students wishing to sit for the certification exams, will need to obtain an application or submit it online and request transcripts from the College to be sent to the certification agency. If you chose ASCP, read about the process online. The application process is performed online at www.ascp.org with a credit card. Apply under Route 1 (NAACLS Approved Program) for the PBT (Phlebotomy Technician) exam. Graduation from the program is NOT contingent on passing a certification exam.

FOLLOW-UP SURVEY: In order to maintain NAACLS approval, we are required to obtain employment data from our recent grads. We request your cooperation in returning any post-graduation surveys we may send to you-this will aid us in offering an up-to-date program for the future. The program sends its own, independent of the college. It will be sent using Survey Monkey, a survey tool that is online, which will be sent to your personal email, about 6 months post-graduation.

EMPLOYMENT: Although Tri-C LP Program does not provide an employment service per se, our students are often sought after by local employers, especially their clinical sites. Contact the Program Manager if you are interested in employment. The services of Career Services at Tri-C at each campus are also available to you, at no cost.

FACULTY AND STAFF

The Medical Laboratory Technology Office is located in the Metropolitan Campus, Health Careers and Science Building (MHCS), Room 126I, phone: (216) 987-4438; fax:216-987-4386

Amy Gatautis, MBA,MT(ASCP)SC, MHCS 126I 987-4438 Mailbox MHCS 102 HC Assoc.Dean Office
Program Manager

Jack Griswold, MLT(ASCP), CPT(IAPS) 987-4438 Mailbox MHCS 118 Adjunct Services Office
Adjunct Faculty
MLT-1300 Introduction to Blood Collection
03 Semester Credits

Lecture 02 hours. Laboratory 03 hours.
Prerequisite(s): eligibility for ENG-1010 College Composition I, or departmental approval: Admission to health career/nursing program.
Additional Fees: $30.00

MLT-2970 Advanced Phlebotomy
01 Semester Credit

Review of theory and techniques for phlebotomy procedures. Presentation of basic procedures involved in point-of-care testing and unregulated laboratory test procedures. Emphasis on universal precautions, safety, communication, interpersonal skills, and ethical considerations relating to patients. Seminar discussion of practicum experience.
Lecture 00 hours. Laboratory 00 hours.
Other Required Hours: Seminar 1 hour per week

MLT-1850 Medical Laboratory Practicum I
03 Semester Credits

Supervised clinical experience. Students rotate through urinalysis or phlebotomy departments for a minimum of 10 hours per week meeting performance objectives of medical laboratory or laboratory phlebotomy personnel at the MLT level. Seminar discussion of practicum experience.
Lecture 00 hours. Laboratory 00 hours. Seminar 01 hours
Other Required Hours: Practicum: 20 hours per week.
Additional Fees: Liability Insurance, $12.50 included when registered for 1850, subject to change

BIO 1050 Human Biology
03 Semester Credits

Designed for non-science majors. Considers concept of homeostasis of human body. Basic structure and function of body systems and diseases.
Prerequisite(s): None
Additional Fees: $35.00 if lab is taken

PHIL 2050 Ethics for Health Care Professionals
03 Semester Credits

Study and analysis of moral philosophy as applied to issues in healthcare with emphasis on developing students' abilities to correctly identify moral problems and defend their moral judgments. Lecture: 03 hour.
Laboratory: 00 hours.
Prerequisite(s): Eligibility for ENG-1010 College Composition I
MA-1020: Medical Terminology I
Credit Hours: 3.0

Description: Terminology utilized by health care professionals. Emphasis on correct spelling, definition, and pronunciation. Usage of basic and complex medical terms related to the body as a whole, and to the musculoskeletal, digestive, respiratory, urinary, female reproductive, male reproductive and cardiovascular systems. Proficient use of medical dictionary emphasized.
Lecture Hours: 3.0
Lab Hours: 0.0
Prerequisites: None.

IT-1010: Intro to Microcomputer Applications
Credit Hours: 3.0

Description: [formerly CS-1020/OADM-1020] Overview and introduction to techniques and skills used on the microcomputer in a Windows environment. Introductory level instruction and hands-on training in file management, word processing, computerized spreadsheets, database management software, presentation graphics, electronic mail and Internet. Practical applications in creating, editing, saving, and printing computer generated materials.
Prerequisites: Recommend IT-1000 Keyboarding for students who have not previously taken a keyboarding/typing course.
Lecture Hours: 2.0
Lab Hours: 2.0
Additional Fees: $30.00