

DALTON STATE COLLEGE

PHLEBOTOMY PROGRAM

STUDENT HANDBOOK



2018-2019

Phlebotomy Program Goals

The Phlebotomy program is a sequence of courses that prepares students for technician positions in medical laboratories and related business and industries. Learning opportunities develop academic, technical, and professional knowledge and skills required for job acquisition, retention, and advancement. The program emphasizes a combination of didactic and clinical instruction necessary for successful employment. Program graduates receive a Mini-Certificate and are eligible for certification.

The purpose of the Phlebotomy program is to provide educational opportunities to individuals that will enable them to obtain the knowledge, skills, and attitudes necessary to succeed as a phlebotomist.

Objectives

1. Provide current curriculum, instructional materials, and equipment (in accordance with available funding) which teach knowledge, skills, and attitudes appropriate to industry needs.
2. Provide educational facilities which foster learning and provide safe, healthy environments available and accessible to all students who can benefit from the program.
3. Provide academic instruction which supports effective learning within the program and which enhances professional performance on the job.
4. Provide employability skills which foster work attitudes and work habits that will enable graduates of the program to perform as good employees.
5. Nurture the desire for learning so that graduates will pursue their own continuing education as a lifelong endeavor.
6. Provide an educational atmosphere which promotes a positive self-image and a sense of personal well-being.
7. Provide education that fosters development of good safety habits.
8. Provide admission, educational, and placement services without regard to race, color, national origin, religion, sex, age, or handicapping condition.

9. Provide information to the public regarding the program that will facilitate recruitment and enrollment of students.
10. Promote good public relations via contacts and regular communications with business, industry, and the public sector.
11. Promote faculty and student rapport and communications to enhance student success in the program.

Dalton State College Mission Statement:

Mission Statement:

Dalton State College provides a diverse student population with opportunities to acquire the knowledge and skills necessary to attain affordable baccalaureate degrees, associate degrees, and certificates and to reach their personal and professional goals. Through challenging academics and rich collegiate experiences, we promote lifelong learning, active leadership, and positive contributions in Northwest Georgia and beyond.

LABORATORY MYSTERY

While working in the laboratory,
One bright and sunny day.
We received a specimen,
That blew the doc away.

He didn't know quite what to do,
Or how to start to test.
We helped him write the orders,
And tried to do our best.

First we'll do a cell count,
And run the chemistry.
We'll do a routine culture,
And some flow cytometry.

Transudate or exudate,
Bacillus or cocci.
We'll figure out what's going on,
At least our best we'll try.

The chemistry is normal,
And the gram stain's negative.
In a fluid that's this cloudy,
Something's got to give.

The white count is ten thousand.
The red cell count is five.
Try as we did to understand,
This somehow didn't jive

We quickly did a Cytospin.

Malignant cells were found.
Hurry to find a pathologist.
There must be one around.

Flow Cytometry was done.
We gate on those big cells.
They're positive for TdT,
And CD2 and 1.

We ask for some peripheral blood.
And not to our surprise,
The white cell count was fifty thou,
And blasts were on the rise.

This patient is in great distress,
This leukemia was unknown.
Without the trusty laboratory,
The truth would not be known.

The dedication of med techs,
Histo and cytotechs, too.
Can easily be overlooked.
And often others do.

The next time one of your loved ones,
Is in need of urgent care,
Day and night and weekends, too.
The lab is always there!

-Colleen M. Urben, MT(ASCP)

PART I

INTRODUCTION:

The Phlebotomy Program at Dalton College is a two quarter program designed to train phlebotomists in this area. The program offers both didactic and practical training. After completion of the program a student receives a mini-certificate and is eligible to take the PBT Registry provided by the American Society of Clinical Pathologists. If a student decides to pursue more education, many of the courses in the program will transfer. NAACLS approved program-last approved 2013.

National Accrediting Agency for Clinical Laboratory Sciences
5600 N. River Rd.
Suite 720
Rosemont, IL 60018-5119

847.939.3597
773.714.8880
773.714.8886 (FAX)
<http://www.naacls.org>

PURPOSE:

The purpose of the Phlebotomy Program at Dalton College is to impart the fundamental knowledge and practical skills, so that the following objectives may be reached:

- 1. The student should be more fulfilled in his personal and community life.**
- 2. The student should receive personal fulfillment in his ability to perform phlebotomy skills.**
- 3. The student should have a professional attitude toward the laboratory work.**
- 4. The student should be able to perform satisfactorily in any laboratory situation.**
- 5. The student should be able to accurately judge the variability of laboratory tests.**
- 6. The student should be able to establish professional patient contact.**

TECHNICAL STANDARDS FOR PHLEBOTOMISTS:

According to employers of Phlebotomists the following tasks/abilities are necessary for performance of the tasks in the job description for a Phlebotomist.

- 1. Ability to read and write legibly in English.**
- 2. Possess mental and physical ability to respond appropriately in emergency situations. (Includes ability to restrain or hold an adult patient.)**
- 3. Possess manual dexterity sufficient to manipulate venipuncture and dermal puncture equipment.**
- 4. Ability to communicate with patients, laboratory personnel and other medical staff.**
- 5. Possess sufficient mobility to carry a phlebotomy tray.**
- 6. Ability to hear bells, buzzers warning devices and timers with or without corrective devices.**
- 7. Ability to hear and respond to patient during communication and assessments process and patient interactions.**
- 8. Ability to stand for several hours and lift up to 20-30 lbs. without assistance.**
- 9. Flexibility to kneel, bend or stretch to reach the patient during the performance of a venipuncture or skin puncture.**

Technical Standards or Essential Functions Phlebotomy students must have abilities and skills as follows:

Observation — The applicant/student should be able to characterize color, odor, clarity and viscosity of biological, reagents or chemical reaction products. Therefore, the student must possess functional use of the senses of smell, vision and somatic sensation.

- 1. Communication** — The applicant/student must be able to communicate effectively and sensitively orally and in writing with all members of the healthcare team. The student must have the ability to read and comprehend written material in order to correctly and independently perform laboratory rest procedures.
- 2. Psychomotor Skills** — The applicant/student must possess gross and fine manual dexterity sufficient to handle specimens or reagents and phlebotomy equipment and perform analytical procedures requiring the use of small, delicate tools, equipment and instruments. The applicant/student must possess vision and dexterity which allows him/her to focus and view specimens using a binocular microscope.

- 3. Intellectual/Conceptual and Cognitive Abilities** — The applicant/students must be able to measure, calculate, reason, analyze and synthesize, integrate and apply information. The applicant/student should be able to use sufficient judgment to recognize and correct performance and problem solve unexpected observations or outcomes of laboratory procedures.
- 4. Behavior and Social Attributes** — The applicant/student must possess the emotional health required for full utilization of his or her intellectual abilities, the exercise of good judgment, and the prompt completion of all responsibilities attendant to the performance of laboratory testing. Candidates must also be able to tolerate taxing workloads, function effectively under stress, adapt to a changing environment, display flexibility and function independently in the face of uncertainties or problems that might arise.
- 5. Ethical Standards** — The applicant/student must demonstrate professional demeanor or behavior and must perform in an ethical manner in dealing with peers, faculty, staff and patients.
- 6. Academic Performance** — The applicant/student must be able to obtain relevant information from lectures, seminars, laboratory sessions or exercises, clinical laboratory practicums and independent study assignments.

Reasonable accommodations for persons with documented disabilities will be considered on an individual basis, but a candidate must be able to perform in an independent manner. There will be no discrimination in the selection of program participants on race, creed, color, gender, age, marital status, national origin, or physical or mental disability, providing mandatory standards can be met.

Career Entry Competencies:

As a member of the health care delivery team, the phlebotomist generally works in a clinical laboratory under the supervision of the appropriate technologist. The phlebotomist is primarily responsible for collecting blood specimens from patients for the purpose of laboratory analysis.

Upon graduation and employment, the phlebotomist will be able to:

- 1. Demonstrate knowledge of the health care delivery system and medical terminology.**
- 2. Demonstrate knowledge of infection control and safety.**
- 3. Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.**

4. **Demonstrate understanding of the importance of specimen collection in the overall patient care system.**
5. **Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.**
6. **Demonstrate proper techniques to perform venipuncture and capillary puncture.**
7. **Demonstrate understanding of requisitioning, specimen transport and specimen processing.**
8. **Demonstrate understanding of quality assurance in phlebotomy.**
9. **Demonstrate understanding of the basic concepts of communication, personal and patient interaction, stress management, professional behavior and legal implications of the work environment.**

PART II

CODE OF ETHICS:

Being fully cognitive of responsibilities in the practice of phlebotomy. I affirm by willingness to discharge my duties with accuracy, thoughtfulness, and care.

Realizing that the knowledge obtained concerning patients in the course of my work be treated as confidential, I hold inviolate the confidence (trust) placed in me by patients and their physicians.

Recognizing that my integrity and that of my profession must be pledged to the absolute reliability of my work, I will conduct myself at all times in a manner appropriate to the dignity of my profession.

The Code of Ethics shall be consistent with the Code of Ethics of the American Medical Association.¹

PART III - GENERAL POLICIES

ADMISSION:

Admission policies, activities, services, and facilities of the College do not exclude any person on the basis of race, color, age, sex, religion, national origin or disability. Dalton State College is an Affirmative Action Program Institution. Any individual who requires assistance for admission to or participation in any program, service or activity of Dalton State College under Title II of the Americans

with Disabilities Act should contact the designated Title IX and Section 504 Coordinator, Dr. Patricia Chute, Vice President for Academic Affairs, Westcott Bldg, 706-272-4421.

The Phlebotomy program is a limited enrollment program and requires admission to the program, as well as the college. Students who wish to be considered for the Phlebotomy program must do the following:

- 1) Have high school diploma or equivalent.
- 2) Meet all Dalton College admission requirements for certificate students.
- 3) Be at least 17 years of age.
- 4) Receive career counseling from a Technical Division faculty member.
- 5) Submit application and documentation for the Phlebotomy program to the School of Technology. These requirements include:
 - a) Two (2) letters of business reference.
 - b) Proof of academic abilities (transcript, etc.)
 - c) An interview with the Phlebotomy Admissions Committee.
 - d) A completed Data Sheet.

Other program requirements, such as uniforms, medical forms, and malpractice insurance will be required after acceptance into the program.

Courses taken are good for a maximum of 5 years. If a student does not sit for the ASCP registry within 5 years after completion of the program, said student must retake all required courses to be eligible to sit for the registry.

ADVISEMENT:

Instructors in the Medical Laboratory Technician Program should advise students in the program concerning courses to be taken for the phlebotomy program. It is the responsibility of the student to make an appointment with the instructors before each quarter in order to plan the schedule for the quarter. **All advising and guidance of students through the phlebotomy program is maintained in confidentiality and impartiality through all advising processes.**

COUNSELING:

If a student wishes counseling concerning academic or personal situations, he may contact the instructors in the MLT program or the Counseling Office at Dalton College

FEES:

The fees are the same as those required by the College.

HEALTH REQUIREMENTS:

The student must have a physical prior to starting clinical courses. Proof of drug abuse is reason for dismissal from the Program. Students are subject to current guidelines stated in DSC catalog and the drug policies mandated at each clinical training facility.

STUDENT APPROVAL PROCESS FOR CLINICAL ROTATION:

There are specific practices and/or acts delineated in the Phlebotomy Program which might prevent a candidate from being granted a license to practice as a Registered Phlebotomist. Clinical facilities used by the program require students to submit to background checks and drug screenings before they are allowed in the facility. Based on the information obtained, these facilities can refuse student access. Failure to be accepted into clinical facilities may jeopardize a student's ability to complete the program. For more information, contact the Department of Medical Laboratory Technology and phlebotomy.

Drug Screen and Back ground check:

1. All students applying to the Phlebotomy Program are required to have a criminal background and drug screen assessment performed through a specified company prior to assignment of admission clinical apprenticeship/practicum. Documentation of the completed and paid background check and drug screen must be submitted to the program faculty. Both the background and drug screen assessments must be categorized as "cleared" to meet clinical assignment eligibility.
2. All costs for the assessments are the responsibility of the student.
3. Once the students have completed the background application and paid the fee, personnel from each of the clinical sites will verify a student's background for acceptability. Should a student be denied permission to rotate at a particular clinical site, the student is then denied all clinical sites and will be ineligible for program apprenticeship/practicum and/or dismissed from the program.
4. The drug screen report will be sent to program faculty directly. Should a student test positive for any illegal substance and/or non-prescribed medication, the student will not be allowed to enter the program and/or remain in the program.
5. The Mini-Certificate Program is a one semester plus 5 weeks practicum program. The number of practicum eligible students may exceed the number of practicum places at the clinical affiliates. If this happens a "waiting: list will be created and the students will be placed according to the following criteria:
 1. Date accepted by the college and declared major
 2. Interview
 3. Academic record

If the student pass all the required courses (ALHT 1130, CAPS 1110, BIOL 1100 and MLTS 1101), The student will be eligible to be placed in the 5 week practicum (MLTS 1102) the next semester it is offered. Students are required to sign a Wait list agreement distributed in the MLTS 1101 Introduction to Health Sciences/Phlebotomy Course.

LIBRARY:

The Library at Dalton College is available to all Phlebotomy students on the same basis as other students. The MLT instructors request that the students practice courtesy in using the library as is worthy of the profession.

SCHEDULE:

The phlebotomy schedule will include one semester of academic study and one semester of practicum at an associated hospital with curriculum requirements based on course requirements and syllabus. Practicum hours are generally 7:00 am-12:00 pm hospital campus and 1:30-3:30. DSC campus Monday at 1:30-3:30 only and 7:00 am-3:30 pm Tuesday thru Friday. Hours may vary from facility to facility based on hospital work flow. Students are required to report to clinical practicum for 5 weeks or a maximum of 200 hours with a minimum of 100 clinical experience and a minimum of 100 unaided collections on various patient populations based on hospital population.

PART IV - ACADEMIC POLICIES

ATTENDANCE:

Class attendance at Dalton College is established by each professor. When a student finds it absolutely necessary to be absent, it is the student's responsibility to make up the material. An appointment should be made with the instructor of the class to discuss material to review. Practicum hours are generally 7:00 am-12:00 pm hospital campus and 1:30-3:30. DSC campus Monday at 1:30-3:30 only and 7:00 am-3:30 pm Tuesday thru Friday. Hours may vary from facility to facility based on hospital work flow. Students are required to report to clinical practicum for 5 weeks or a maximum of 200 hours with a minimum of 100 clinical experience and a minimum of 100 unaided collections on various patient populations based on hospital population.

CREDENTIALS COMMITTEE:

The Credentials Committee shall consist of the following members of the Advisory Committee:

1. The Academic Dean
2. The Chairman of Health Profession
3. The Director of the MLT Program
4. The Medical Director of the MLT Program
5. The Educational Coordinator of the MLT Program
6. One bench teacher from each hospital

The Credentials Committee reviews and rules on all matters dealing with:

1. Request for dismissal
2. Serious complaints against students
3. Unacceptable academic records during clinical practicum
4. Serious violations of school or hospital policy
5. Unacceptable moral conduct

This committee shall consider any of the above matters and shall have the authority to dismiss a student from the program. The student may be present with a representative to present any related information concerning the situation. A majority vote rules and this shall be taken by secret ballot.

EXAMS, QUIZZES, AND TESTING PROCEDURES:

At the College, testing will be a responsibility of each professor. Students at Dalton College will be tested by:

1. Lecture Quizzes
2. Practical Quizzes
3. Comprehensive Exams

This is subject to change as required by individual courses and instructors.

GRADING SYSTEM:

The MLT/Phlebotomy Courses are assigned letter grades.

Grade Scale Point System Quality Points

A	90-100	4
B	80- 89	3
C	78- 79	2
D	70- 77	1
F	0- 69	0

Must complete all course requirements (including Biology 1100) with a “C”- 78 or above before entering clinical rotation. MLTS 1101 must be taken the semester immediately prior to MLTS 1102 practicum. If student fails to meet any requirement of the program, then the student must repeat MLTS 1101 before entering the MLTS 1102 practicum.

NATIONAL REGISTRY:

Students are expected to take the National Registry Examination after successful completion of the program. The mini-certificate is granted regardless of the Registry Examination. **Once certification is obtained it will be necessary to maintain continuing education units or CEU's to maintain certification and skills.**

Program Outcome:

Dalton State College Phlebotomy Program has 100% pass rate for those student taking the ASCP registry for 2016 based on ASCP Program Performance Report and program outcomes. Job placement for graduates after completion of the program is 100% job placement within 3-6 months of completion based on program and employee evaluations and surveys. Program mean score for ASCP for 2016 is 532 with the national score 533. The phlebotomy program for 2016-17 enrollment consisted of 17 students with a total of 13 graduates. Of the 13 graduates 4 elected to sit for the BOC PBT registry with 100% pass rate for the year.

WITHDRAWAL AND DISMISSAL:

Students may be asked to withdraw from the Phlebotomy Program for the following reasons:

1. Unacceptable academic record.
2. Prolonged serious health problems.
3. Unacceptable moral conduct.
4. Violation of school or hospital policy.

All cases requiring an investigation by the Credentials Committee will be open to the student and his chosen representative.

PART V - HOSPITAL POLICIES (Hospitals may require student to attend orientation prior to practicum)

APPEARANCE:

The students should take pride in the personal appearance and always dress neatly and conservatively.

The students will furnish their own uniforms and laboratory coats. Gray/Charcoal uniforms must be worn by students while on duty.

The male students uniforms will consist of:

1. A white shirt and trousers, and white shoes. OR
2. A white laboratory coat may be worn over trousers, dress shirt, tie and suitable dark shoes. Or

3. Gray/charcoal uniforms and white shoes (low-heeled, closed toe and heel). Blended materials, cotton or nylon acceptable.

The female student uniforms will consist of:

1. Gray/charcoal uniforms and white shoes (low-heeled, closed toe and heel). Blended materials, cotton or nylon acceptable.
2. Pants uniforms with tunic top and pants that fit loosely and are well tailored. (NO transparent material).

Uniforms should be clean and neat at all times. Shoes should be polished at all times. Jewelry should be confined to a watch and inconspicuous rings.
IDENTIFICATION NAME PINS MUST BE WORN ON UPPER LEFT SIDE OF THE UNIFORM AT ALL TIMES.

Hair - Hair should be neat. Unkept hair and hair of unnatural color (e.g. blue, purple) shall not be permitted. Neat beards are permitted. If long, hair must be pulled back or put up.

Nails - Should be of reasonable length. Only clear fingernail polish is permitted.

If the Director, Clinical or Educational Coordinator or any of the teaching technologists deem your appearance unworthy of your profession, you may be asked to leave until the condition is corrected.

HIPPA Regulation-must follow hospital policy and procedures for patient confidentiality and HIPPA Privacy Rule.

COFFEE BREAKS:

A fifteen minute break may be taken in the morning and/or in the afternoon if time permits and if approved by the departmental supervisor. However, breaks will remain a privilege.

COUNSELING:

The Program Director or Educational Coordinator at DSC are available to discuss any problems that the student may have, either personal or connected with the internship. All conversations between the student and the Director or Educational Coordinator are privileged and will be treated as confidential.

DUTY SCHEDULE/SERVICE WORK

Students will have a 32 hour work week. These hours will be devoted to didactic lectures, study and practical experience. Students must not be expected to perform an employee's share of the workload as a phlebotomist during the practical hours. Practical hours must be dedicated to practical training.

Generally, hours will be from 7:00a.m. to 3:30p.m. with 30 minutes for lunch. (Be on time always - tardiness will be a reflection on the student's willingness to accept responsibility.) A phone call must be placed to the lab before 7:00a.m. if absence is forthcoming. The student may be employed by the hospital for not more than 16 hours per week (unless special permission is obtained from the Program Director or Educational Coordinator at DSC.) The student will be eligible to work only if he is in good standing in the program. If working extra interferes with the student's internship, employment by the hospital or business will be discontinued. Service work by students is noncompulsory outside of class hours and should never be used as staff replacement during clinical hours.

FOOD AND BEVERAGES:

Eating and drinking is prohibited in the Clinical Laboratory. Alcoholic beverages must not be consumed by the student immediately before or while on duty. Disregarding this regulation will result in dismissal of the student from the MLT Program.

GIFTS:

It is not ethical for students to accept gifts from a patient or visitor.

GRIEVANCES:

All grievances should be brought to the Program Director or Educational Coordinator for consultation. - See Credentials Committee, pg 4.

GRADING:

During clinical assignment, the students grade will be determined as follows:

80% Hospital Evaluation
10% Project
10% Affective Dom

HOLIDAYS:

Holidays will be observed according to the Dalton College holiday schedule and the hospital facility.

Religious Holidays Attendance Policy (revised)

Please consult a resource such as <http://www.interfaithcalendar.org/> for a relatively comprehensive list of religious observances as well as for specific dates of each holiday.

It is the responsibility of those constructing the academic calendar each year To avoid scheduling registration periods or the first day of class on religious holidays. *The student is responsible for providing official documentation, in timely manner, of the need for the absence. The instructor will determine the conditions under which work will be made up in consultation with the student* when a student misses class or other academic obligations because of a religious holiday.

INCIDENT REPORT FORM:

The student is required to obtain an incident report form from the Chief Technologist for any of the following incidents:

1. Accidents concerning patients
2. Accidents concerning students
3. An error made by the student that affects the patient

Failure to comply with this regulation may result in dismissal from the program. Any questions regarding incidents should be referred to the pathologist immediately.

LABORATORY SUPERVISORS:

The laboratory supervisors (departmental supervisors) are responsible for the student's training while in each individual department but it must be remembered that their first responsibility is to the patient.

LIABILITY INSURANCE:

Students are required to have liability insurance during the first quarter they are enrolled in the phlebotomy program. It will be the responsibility of the student to obtain the proper forms from the program director and/or educational coordinator. Students are encouraged to get the Hepatitis vaccine for their protection while enrolled in the program.

* Safety rules must be followed at all times.

* These are explained in each course.

LUNCH TIME:

Students are allowed 30 minutes for lunch while on duty. The time shall correspond with cafeteria hours.

PARKING:

Students with automobiles shall not park in restricted spaces. Students park in the hospital parking lot.

POLICY INTERPRETATION:

Students will observe and adhere to the policies set forth in this handbook. Situations not covered in this handbook should be referred to the Program Director and/or Educational Coordinator for clarification.

STUDENT SUPERVISION:

The student is at no time to be without supervision. This supervision is the responsibility of the departmental supervisor. If the departmental supervisor is not available, the supervision is to be carried out by a designer of the supervisor.

SUGGESTIONS:

Students are encouraged to offer suggestions concerning the internship period to the Program Director and/or Educational Coordinator.

INSTRUCTOR:

The Educational Coordinator is Doris M. Shoemaker, MT (ASCP), ED.S.

PROGRAM DIRECTOR:

The Program Director is Tyra Stalling, BSMT (ASCP)

The Phlebotomy Program of Dalton State College is an Approved program by:
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I have read and understand the contents and stipulations set forth in this student manual. I believe I am capable of meeting the technical standards required of a Phlebotomist.

STUDENT'S SIGNATURE

DATE

WITNESS'S SIGNATURE

DATE

Clinical Sites Used by Phlebotomy Program

Floyd Medical Center
PO Box 233
Rome, Ga 30162

Gordon Hospital
1035 Red Bud Road NE
Calhoun, Ga. 30701

Hamilton Medical Center
1200 Memorial Drive
Dalton, Ga 30720

UPDATED
May 2017