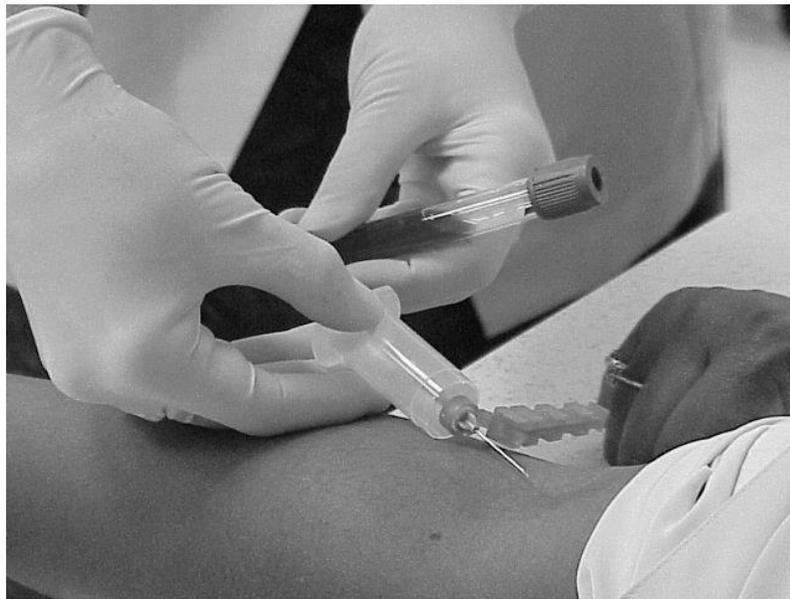


6699 Springfield Center Drive
Springfield, VA 22150

*Phlebotomy
Career Studies Certificate Program*



*Supplemental Student Handbook
Academic Guidelines
2019-2020*

Program Office: HE 239
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INTRODUCTION AND WELCOME

Welcome to the Career Studies Certificate Program in Phlebotomy (PBT) at the Medical Education Campus (MEC) of Northern Virginia Community College (NOVA). We are proud of the program and of the achievement of its graduates.

This handbook is designed to serve as your guide to general information concerning the program in those areas that directly affect your life as a student in this curriculum. The contents of the handbook represent a statement of the policies and procedures from the faculty to you and are intended to serve as a supplement to the College Catalog and the NOVA Student Handbook.

This is an intense career studies certificate program is that takes commitment and dedication. The faculty and counselors are available to assist you throughout your training. We wish you success and personal growth through your experiences in this Program.

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PROGRAM MISSION

This certificate is designed to train personnel who collect and process blood and other samples for medical laboratory analysis.

PROGRAM GOALS

The goals of the Career Studies Certificate in Phlebotomy are to:

1. Prepare technical personnel capable of performance in venipuncture and dermal puncture collection, handling, and processing.
2. Instill in students the principles of ethical conduct and a sense of concerned patient care.
3. Provide students with the ability to follow written and verbal instructions, organize work, transfer information from one situation to another, demonstrate problem-solving skills, and communicate effectively with patients and members of the health care delivery team.
4. Provide students with the skills necessary to continue professional growth through lifelong learning.
5. Provide students with the knowledge and skills necessary to pass certification examinations.

PROGRAM ADMISSION REQUIREMENTS

Prior to submitting the online Health Sciences Application, an applicant must first meet the following requirements:

1. Complete a NOVA (college) application; may be completed online or in person.
2. View the Phlebotomy online information
3. Hold a HS diploma or GED
4. Verify past academic achievement with a GPA of 2.0 or better
5. Have completed or qualify for ENG 111. May substitute ENG 112 or higher
6. **Criminal Background Check and Drug Screen**; Completed prior to the beginning of classes.

CLINICAL AFFILIATE ADMISSION REQUIREMENTS

1. Verification of good health and ability to meet Essential Functions
2. Certification in CPR by a recognized agency: the American Heart Association (AHA); Basic Life Support (BLS) for health care providers or American Red Cross for Health Care Providers. Must be a face-to-face course.
3. Documentation of Immunizations: HepB, MMR, Varicella, 2-step TST, Tdap, and annual seasonal flu shot
4. Personal health insurance

ENROLLMENT and ACCEPTANCE

When all requirements have been met, follow the instructions on the program webpage to submit the online application.

Applications will only be considered when received during the following application periods.

Application Period for fall from March 1 to March 10

Application Period for spring from September 1 to September 10

A Student Service Academic Advisor will verify the application. Verified applications are forwarded to the program office. The program office will contact the applicants via his/her college e-mail address to confirm acceptance. The first 18 applicants will make up the next upcoming class. Should multiple applications be submitted the exact same day and time, GPA will be used to break the tie. Registration information and deadlines are mailed to the applicants several weeks before the beginning of classes. *This is a restricted program with limited enrollment capacity. Priority acceptance will be given in the following order: (1) legal residents domiciled in the cities and counties supporting the College, (2) other Virginia legal residents, (3) out-of-state applicants, and (4) international students requiring Form I-20.*

Should a student have external college transcripts for transfer, he/she must request official copies be sent to the MEC Student Services department for evaluation. A transcript evaluation form should be completed and submitted with the application. International transcripts require a two-step process. First, the international transcript is evaluated by an agency recognized by the college, and then the official international transcript evaluation is submitted to the college for an additional college evaluation.

SERVICE WORK

Students are allowed to perform patient work only while being supervised. Although students are encouraged to help with the work in an assigned laboratory, they are not to take the place of a paid employee. A laboratory employee must sign results produced by students. Students may be employed by a clinical affiliate outside of class hours.

NON-DISCRIMINATORY ESSENTIAL FUNCTION REQUIRMENTS FOR ALL NOVA MEDICAL PROGRAMS

The Attorney General's office of the Commonwealth of Virginia has provided the following guidelines for health science and nursing essential program functions to avoid any future incidents concerning student participation in classrooms and clinical situations.

Essential Functions: Students must be able to demonstrate a willingness and ability to provide equal non-discriminatory treatment of all patients regardless of gender, color, race, national origin, sexual orientation, disability, and/or religion. In the classroom, students must also provide equal non-discriminatory practice of patient assessment skills upon the request of the instructor.

It is the policy of both Northern Virginia Community College (NOVA) and the Virginia Community College System (VCCS) to maintain and promote equal employment and educational opportunities without regard to race, color, sex, or age (except where sex or age is a bona fide occupational qualification), religion, disability, national origin, marital status, veteran status, political affiliation, sexual orientation, or other non-merit factors.

Northern Virginia Community College is an equal opportunity/affirmative action institution. NOVA complies with all federal and Virginia state laws, regulations, and executive orders regarding affirmative action requirements in all programs. Consistent with the College's duty to provide a work and academic environment free from unlawful harassment or discrimination, the College reserves the right to investigate any allegation of harassment or discrimination upon receipt of sufficient evidence to sustain such claims. Inquiries concerning affirmative action and equal opportunity policies should be addressed to eo@nvcc.edu.

The abilities and skills which students must possess in order to complete the training associated with the Northern Virginia Community College (NOVA) Health Science and Nursing Programs are referred to as Essential Functions or Technical Standards. These essential functions or technical standards are a group of minimal physical and cognitive abilities as well as sufficient mental and emotional stability to confirm that students are able to complete the entire course of study, participate fully in all aspects of training, and be deployable as competent Health Science and Nursing students, with or without reasonable accommodation.

The Division of Health Sciences has the ethical responsibility for the safety of patients with whom students will come in contact, and to the public to assure that its students can become fully competent health care professionals. It is important that persons admitted to our programs possess the intelligence, integrity, compassion, humanitarian concern, and physical and emotional capacity necessary to practice health sciences skills. Students must verify that they meet these essential functions or technical standards at the time of matriculation to our programs and maintain them during their training. Students are obligated to alert the Program Head of any change in their ability to fulfill the essential functions or technical standards. Students who do not meet the essential functions/technical standards are at risk of dismissal from the program.

Essential Function I: Observation

- Distinguish red, yellow, and blue colors, distinguish clear from cloudy.

Essential Function II: Communication

- Communicate effectively and sensitively with patients, their families, and members of the health team.
- Communicate effectively with patients from different social and cultural backgrounds, as well as develop effective professional rapport with patients and co-workers.
- Record examination and diagnostics results clearly, accurately and efficiently.
- Communicate effectively in English with patients, family and other health care professionals in a variety of patient settings.
- Comprehend English when spoken in person or via the telephone.

Essential Function III: Motor

- Maneuver in the laboratory, around instruments, in confined spaces, and in patient rooms. Movement includes utilizing shoulders, arms, and neck; bending; twisting the body; standing; reaching and grasping overhead, in front of the body, and down.
- Manipulate small objects and control adaptive devices with gloved hands.

Essential Function IV: Intellectual-Conceptual, Integrative and Quantitative Abilities

- Learn through a variety of modalities including, but not limited to, classroom instruction; small group, team and collaborative activities; individual study; preparation and presentation of reports; and use computer technology.
- Interpret instructions furnished in oral, written, diagrammatic, or schedule form.
- Ability to make clinical judgments about patients; equipment

Essential Function V: Behavioral and Social Attributes

- Function effectively under stress and to adapt to an environment that may change rapidly, without warning, and/or in unpredictable ways. They must accept responsibility for learning, exercising good judgment.
- Work effectively, respectfully and professionally as part of the healthcare team, and to interact with patients, their families, and health care personnel in a courteous, professional, and respectful manner.
- Contribute to collaborative, constructive learning environments; accept constructive feedback from others; and take personal responsibility for making appropriate positive changes.
- Interact with individuals and / or groups from a range of social, cultural, emotional, and intellectual backgrounds.
- Comprehend and follow instructions; perform simple and repetitive tasks; maintain a work pace appropriate to a given work load; relate to other people beyond giving and receiving instructions; perform varied tasks; make generalizations and evaluations without immediate supervision; maintain own health and safety, and present a professional appearance.

Essential Function VI: Ethical and Legal Standards

- Comprehend and comply the basis and content of both general and medical ethics.
- Possess attributes that include compassion, empathy, altruism, integrity, responsibility, and tolerance.
- Recognize limitations in their knowledge, skills and abilities.
- Seek appropriate assistance when confronted with limitations.

Other Essential Function:

- Sufficient olfactory (smell) sense to maintain patients' and environment safety.
- Ability to work indoors, be around moving machinery; fumes, gases, odors, irritating particles, possibly be exposed to toxic or caustic chemicals, blood and body fluids, noise, radiation or electrical energy, vibration; work in confined spaces, use a computer monitor; work alone, with others, and/or around others.
- Ability to wear safety glasses, face mask/shield, protective clothing, and protective gloves in the laboratory.

PROFESSIONALISM AND THE AFFECTIVE DOMAIN

AMERICAN SOCIETY FOR CLINICAL LABORATORY SCIENCE (ASCLS) CODE OF ETHICS

Preamble

The Code of Ethics of the American Society for Clinical Laboratory Science (ASCLS) sets forth the principles and standards by which Clinical Laboratory Professionals practice their profession.

Duty to the Patient

Clinical Laboratory Professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining individual competence in judgment and performance and striving to safeguard the patient from incompetent or illegal practice by others. Clinical Laboratory Professionals maintain high standards of practice. They exercise sound judgment in establishing, performing and evaluating laboratory testing. Clinical Laboratory Professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to other health care professionals about the services they provide.

Duty to Colleagues and the Profession

Clinical Laboratory Professionals uphold and maintain the dignity and respect of the profession and strive to maintain a reputation of honesty, integrity and reliability. They contribute to the advancement of the profession by improving the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession. Clinical Laboratory Professionals actively strive to establish cooperative and respectful working relationships with other health professionals with the primary objective of ensuring a high standard of care for the patients they serve.

Duty to Society

As practitioners of an autonomous profession, Clinical Laboratory Professionals have the responsibility to contribute from their sphere of professional competence to the general well-being of the community. Clinical Laboratory Professionals comply with relevant laws and regulations pertaining to the practice of clinical laboratory science and actively seek, within the dictates of their consciences, to change those which do not meet the high standards of care and practice to which the profession is committed.

Pledge to the Profession: As a clinical laboratory professional, I strive to:

- Maintain and promote standards of excellence in performing and advancing the art and science of my profession
- Preserve the dignity and privacy of others
- Uphold and maintain the dignity and respect of our profession
- Seek to establish cooperative and respectful working relationships with other health professionals
- Contribute to the general well-being of the community.
- I will actively demonstrate my commitment to these responsibilities throughout my professional life

CHARACTER AND PROFESSIONALISM

As you participate in your Phlebotomy education, you will be expected to demonstrate that you have learned what is required to become a Laboratory Professional. There are three learning domains, all important, all interrelated, into which your learning may be categorized: Cognitive; Psychomotor; Affective.

The most common discussions about education/learning usually refer to the first two domains, cognitive and psychomotor. Students learn the facts and theories (cognitive) then transfer that knowledge into practice using various skills sets to performing tasks (psychomotor).

The affective domain includes objectives that emphasize values, attitudes, and interest.

The following affective objectives will be used to evaluate the student for all student laboratories and all coordinated practice rotations:

AFFECTIVE OBJECTIVES FOR STUDENT LABORATORIES

1. Arrives in the laboratory at the expected time.
2. Cooperates with others and responds well to suggestions.
3. Recognizes abnormal techniques/skills and corrects without being prompted.
4. Organizes himself/herself so that he/she performs the skill procedure in a timely manner.
5. Utilizes open time constructively.
6. Adheres to the rules and regulations of the laboratory.
7. Follow directions verbally and in writing.
8. Shows good judgment and is self-reliant.
9. Performs skills with few isolated errors.
10. Keeps the work area neat and well supplied.

AFFECTIVE OBJECTIVES FOR COORDINATED PRACTICE ROTATIONS

1. Communicates effectively with patients by demonstrating a concerned and confident approach.
2. Communicates effectively with members of the laboratory and hospital staff.
3. Exhibits the initiative and self-confidence.
4. Demonstrates the ability to work cooperatively with the laboratory staff.
5. Follows verbal instructions.
6. Organizes work to achieve maximum efficiency.
7. Recognizes mistakes or discrepancies and takes appropriate corrective actions including asking questions when appropriate.
8. Accepts constructive criticism and attempts to make appropriate adjustments.
9. Displays professional integrity including the confidentiality of all patient information.
10. Performs work in a manner, which instills confidence and trust.
11. Responds to volume or staff pressures with organization and efficiency.

A truly balanced education requires learning in all three domains.

CLASSROOM AND LABORATORY EXPERIENCES

1. Students are expected to attend ALL scheduled lectures and labs and arrive on time. The instructor will record class attendance at the beginning of each session.
2. There are no make-up labs. If a student must be absent due to illness, or emergency, he/she must contact the instructor prior to class or risk an unexcused absence.
3. Missed assignments and tests due to absenteeism will be made up or assigned grades at the discretion of the faculty according to the published guidelines in each course syllabus
4. More than one class missed due to illness will require documentation from health care provider.
5. Points will be deducted from the final grade for multiple tardiness, and unexcused absences.

ACADEMIC RESTRICTIONS

1. The phlebotomy courses consist of an eight-week on-campus lecture and laboratory course; MDL 105, Phlebotomy, 3 credit hours followed by an eight-week on-site training course in a local hospital, clinic, HMO, and/or reference lab drawing center; MDL 106, Clinical Phlebotomy, 4 credit hours. To complete the Career Studies Certificate, students will also need to take:

| | |
|--|----------------|
| ENG 111, College Composition I | 3 credit hours |
| HLT 141, Intro to Medical Terminology | 1 credit hour |
| HIM 130, Healthcare Information Systems | 3 credit hours |
| HLT 145, Ethics for Healthcare Personnel | 2 credit hours |

1. Students are eligible to register for MDL 105, Phlebotomy after receiving their acceptance letter. Students may register for MDL 106, on-site training later in the semester but prior to the beginning of the second eight-week session. Students should also register early for the 16 week support courses: ENG 111; HLT 141; HIM 130; HLT 145.
2. Students must receive a grade of grade of "C" or better in both the lecture and the laboratory components of the MDL 105 course to progress into the clinical practice course MDL 106.
3. Students will not be assigned to a clinical site until his/her clinical portfolio has been completed.
4. Students, who receive a grade of less than C in MDL 105 or MDL 106, may not re-enroll in the Phlebotomy CSC program.
5. Cheating will never be tolerated. Evidence of cheating while on campus or in the clinical practice course will result in immediate failure of the course. Should an incident occur, students may follow the appeals procedure provided in the NOVA student handbook.
6. Students with five unexcused tardies and/or three unexcused absence will receive a failing grade in the course.
7. To receive the CSC diploma, you must have completed all required courses and submitted the online graduation application form before the semester file deadline.
8. **If you plan to graduate in May your graduation application is due by March 1st**
9. **If you plan to graduate in December your graduation application is due by October 1st**

COMPUTER BASED-LEARNING

In order to actively participate in the PBT program, students are expected to be competent using the computer and educational software.

The NOVA PBT program cannot be held responsible for connectivity problems or any other computer-related issues. It is the student's responsibility to make sure that:

1. The student knows how to work their computer
2. The student's computer is compatible with the educational software
3. All computer accessories are in working order

Students enrolled in the PBT Program **ARE REQUIRED** to own or have ready access to a computer with a high-speed internet connection

COMPUTERIZED COURSE COMPONENTS

The NOVA PBT program uses several computerized course components in our curriculum, including but are not limited to:

1. VCCS Student Email
2. Canvas Learning Management System (LMS)
<https://www.nvcc.edu/canvas/index.html>

VCCS Email Expectations and Etiquette

You have been assigned a VCCS email address for use in all courses that you take through NOVA or other colleges in the Virginia Community College System (VCCS). You are required to use this email account for any course-related email communication to insure your privacy as required by law. You can access your student email by signing in to:

myNOVA: <http://www.nvcc.edu/academic-tools/index.html>



NOVA Northern Virginia Community College

My Username
Username

My Password
Password

SIGN IN

[Forgot Password](#) | [Forgot Username](#)

myNOVA LOGIN PORTAL
Single Login Access, Encrypted and Secure

TUTORIALS

- Student Information System (SIS) for credit courses
- Blackboard
- Email
- Search for ELI (Online) Courses

RESOURCES

- Tuition Payment Methods and Deadlines
- Library Services
- Virginia Community College System (VCCS)
- SAKIS Early Alert Tool for Faculty and Staff

PROTECT YOUR PRIVACY
Please be sure to log out and close all browser windows when you are done.

NOVA Northern Virginia Community College

Please check your student email daily, so that the instructors can inform you of grades, approaching due dates, or other private, course-related information. The instructors will also reply to your emails at your VCCS account. The instructors will not accept or respond to email sent from any account other than the one provided by the VCCS. Please remember to sign all emails with your name so that the instructors will know who they are addressing. Also remember to delete any unwanted messages and empty out your trash regularly so that your inbox will remain open and able to receive messages. Any assignment or quiz missed due to a student not checking their email or having a full inbox will be considered incomplete, and the grade for that assignment will be **ZERO**.

Canvas Learning Management System (LMS)

The NVCC PBT program now uses Canvas LMS as a learning portal to provide PBT course documents, lecture notes, assignments, and other communications to students outside of traditional class hours. Students are expected to access Canvas LMS on a regular basis to download lectures, presentations, and other materials associated with the PBT courses.



e-Cheating

The *NOVA Student Handbook* statement concerning cheating and academic dishonesty also applies to the online and computerized components of all PBT courses. The PBT faculty has ZERO tolerance for academic dishonesty in any aspect of the educational process. Students caught cheating, or who are giving the *appearance* of cheating, will be subject to dismissal

Examples of e-Cheating include, but are not limited to:

1. Sharing or copying answers through the use of personal digital media or data sharing devices, such as cell phones, text messaging, instant messaging, PDAs, BlackBerrys, iPads, iPods or other personal media devices, flash drives, memory sticks, CDs, e-cheating discussion forums, email, etc.
2. Using an internet browser or search engine during an online test to find answers or any other test-related information. Online tests are currently accessed through Blackboard Learning System, and any attempt to access the internet or other resources outside of the testing screen will be considered cheating.
3. Sharing or copying admittance passwords from online tests in order to access the test from home, or to distribute to other students, is also considered cheating.
4. Sharing, borrowing, or copying answers or answer keys from assignments or tests from a previous semester/class to use during an assignment or test in the current semester.
5. Using lecture notes or other unauthorized materials to provide answers during the tests.
6. During online testing through the Testing Center, the following will NOT be allowed into the testing room:
 - a. Textbooks
 - b. Notebooks
 - c. Backpacks
 - d. Purses
 - e. Any type of personal digital media or data sharing device, mentioned in #1 above

If you have any questions about the definition of e-Cheating or any of these policies, please speak with the Program Head.

Internet piracy and plagiarism

According to the *NVCC Student Handbook*, “plagiarism is the act of appropriating passages from the work of another individual, either word for word or in substance, and representing them as one’s own work. This includes any submission of written work other than one’s own.” In short, plagiarism means using the exact words, opinions, or factual information from another person without giving that person credit. Examples include the author of a book, publication, website, article, interview, and the professor’s notes or PowerPoint presentations. Credit should be given through accepted documentation styles, such as parenthetical citation, footnotes, or endnotes; a simple listing of books and articles is not sufficient. Not only direct quotations need to be credited but also paraphrases and summaries of opinions or factual information formerly unknown to the writers or which the writers did not discover themselves need to be cited.

Information and graphics accessed electronically through the Internet must also be cited, giving credit to the sources. This material includes e-mail (don’t cite or forward someone else’s e-mail without permission); newsgroup material; and information from Web sites, including graphics. Even if you give credit, you must get permission from the original source to put any graphic that you did not create on your web page, e-mail, or document.

Good academic work must be based on honesty. Plagiarism is dishonest and cannot be tolerated in an academic setting. The consequences of plagiarizing are detailed in the *NVCC Student Handbook*. In short, when such misconduct is established as having occurred, the student faces possible disciplinary actions ranging from warning to dismissal, along with any grade penalty the instructor might impose

Policy for Use of Electronic Devices in the Classroom and Clinical Environment

Technology use in the classroom is intended to enhance the learning environment for all students, and any use of technology that degrades the learning environment, promotes academic dishonesty or illegal activities is prohibited. Failure to adhere to these policies will result in removal from the classroom, and can result in a failing grade for the course.

1. **Classroom Disruptions:** Use of electronic devices during class time is disruptive to the learning environment. According to College policy, “distractions must be kept to a minimum. Cell phones and other electronic devices are turned off in class, labs, and the library”.
2. **Laptops / Tablets / iPads:** Laptop computers in the classroom may only be used to take notes.
3. **Cell Phones / Smartphones:** Students must not abuse the use of cell phones and Smartphones in class or in clinical. Any phone turned on must be in vibrating mode. If there is a need to receive a call (i.e. emergency), the student must inform the instructor in advance that they may need to be excused from the classroom to take an important call.
4. **Text Messaging / E-mailing / Gaming / Accessing Social Media Sites** are not permitted in the classroom or in clinical.

5. **Photography** is not permitted in classroom or clinical without a written college release form, and permission of the instructor.
6. **Video / Audio Recording:** Students are not permitted to video classroom lectures, laboratory sessions or students. Students may audio record a lecture with the permission of the instructor.

CLASSROOM and CLINICAL GRADING

Phlebotomy is a profession in which less than adequate performance may result in poor patient care. Standards must be maintained which are high enough to ensure the effectiveness and competency of our graduates. Accordingly, the program grading system may be somewhat different than for other NOVA courses.

Students must obtain a grade of "C" or better in both the lecture and laboratory portions of MDL 105. Grading policies are detailed in the course outline received at the beginning of the course. All major coursework is graded as follows:

- A=90-100
- B=80-89
- C=70-79
- D=60-69
- F = <60.

Clinical course grading uses a criteria-based rubric system for final clinical evaluation grading. Students are evaluated in technical and professional areas.

STUDENT MISCONDUCT

Various forms of student misconduct on campus or in the clinical site are subject to disciplinary action as described in the NOVA Student Handbook. In addition, specific forms of misconduct and the administrative response have been identified by the Medical Laboratory Technology program.

DISMISSAL FROM CLINICAL PRACTICE

The PBT Program and its Clinical Affiliates reserve the right to dismiss students from the program and or clinical assignment. Examples of primary reasons for dismissal include, but are not limited to: Acting in a manner which endangers the safety of patients or staff

1. Failure to properly identify patients
2. Incorrectly labeling or identifying specimens
3. Insubordination
4. Falsifying information
5. Using supplies, equipment or patient information in an unethical manner
6. Substance abuse
7. Lack of motivation and / or indifference to learning
8. Unexcused absences and tardiness; non-compliance with HIPAA and OSHA regulations.

| OFFENSES | MAXIMUM PENALTY 1st OFFENSE | MAXIMUM PENALTY 2nd OFFENSE | MAXIMUM PENALTY 3rd OFFENSE |
|---|---|---|---|
| Unexcused Absence | Verbal warning | Written warning | Dismissal |
| Unexcused Tardiness | Verbal warning | Written warning | Dismissal |
| Eating/Smoking in unauthorized areas | Verbal warning | Written warning | Dismissal |
| Noncompliance with dress code/personal hygiene | Verbal warning | Written warning | Dismissal |
| Excessive fatigue | Verbal warning | Written warning | Dismissal |
| Poor attitude, lack of motivation/indifference | Verbal warning | Written warning | Dismissal |
| Use of abusive or obscene language | Dismissal | | |
| Rudeness to patients | Dismissal | | |
| Threatening or fighting with an employee, patient, or visitor | Dismissal | | |
| Falsifying Records | Dismissal | | |
| Insubordination, refusal to comply with reasonable instructions from an authorized supervisor | Dismissal | | |
| Leaks of privileged information and confidentiality; HIPAA | Dismissal | | |
| Report for being on duty while intoxicated | Dismissal | | |
| Consuming intoxicants or un-prescribed drugs on clinical affiliate premises | Dismissal | | |
| Acting in a manner that endangers patients/staff | Dismissal | | |
| Incorrect identification of patients or labeling of specimens | Dismissal | | |

Improper Conduct Program Policy

ACADEMIC DISHONESTY

The following is an Honor Code statement that each student is expected to sign.

“To prepare students for the high ethical standards of the Health Professions, the College expects absolute academic integrity both in the classroom and in clinical practice. Therefore, acts of cheating; attempted cheating; plagiarism; lying; stealing of academic work which includes secured tests or related materials; papers purchased or written by others; or the failure to report an occurrence of academic dishonesty or any violation of this honor code may subject you to the College's disciplinary procedures as defined in the NOVA Student Handbook.”

The signed code will be submitted to Certified Background. Should cheating appear to occur, including e-Cheating, the student will be reported to the Program Head of Medical Laboratory Technology and to the Dean of Health Sciences.

READMISSION REQUIREMENTS

1. Students who have been dismissed in writing from a clinical education site in consult with the Program Head, or who have been administratively withdrawn for ethical or behavioral problems are ineligible for readmission to the Phlebotomy Program.
2. Students who fail in (grade of less than “C”) MDL 105 or MDL 106 are ineligible for readmission to the Medical Laboratory Technology program.
3. Any student who has voluntarily withdrawn from a major MDL course due to personal circumstances may reapply to the program.
4. Should a student choose to delay the clinical course (MDL 106), we cannot guarantee completion of the Certificate. The PBT program is a high demand program with limited seats. Active students have priority clinical course placement over returning students.

STUDENT GRIEVANCE POLICY

The student grievance policy is clearly delineated in the NOVA Student Handbook. Procedural safeguards for students have been provided which give the student due process of justice. A student who believes he/she has received unlawful or unfair treatment should follow the student grievance policy as outlined in the NOVA Student Handbook. <http://www.nvcc.edu/students/handbook/>

INCLEMENT WEATHER POLICY

In the event of inclement weather, announcements of school closing, delayed opening or early closing of the college will be officially communicated only through the Northern Virginia Community College website: <http://www.nvcc.edu/emergency/closing/index.html>

Sign up for NOVA ALERT at: <http://www.nvcc.edu/emergency/alert.html> to find out whether class is in session during inclement weather.

If the College is closed, you are not expected to attend your regularly scheduled classes. However; to ensure Academic Continuity: Should there be an unplanned college closure, students are expected to continue with assigned course work via distance learning using the Blackboard course platform.

If there is a delayed opening and you are scheduled for a course that is partially affected by the delay, you are expected to attend the class at the time the college opens.

Example: If you have a class from 9:00am-12:00 pm and the college does not open until 10:00am, you are expected to attend class from 10:00am-12:00pm

Always check the course Blackboard site and your student e-mail for additional announcements from your instructor before leaving for a delayed college opening

COLLEGE CLOSING DURING A CLINICAL COURSE ROTATION

Students do not attend clinical when the college is closed. Extended time missed may require make-up. Make-up days are scheduled at the convenience of the affiliate. If the college is unexpectedly closed due to an emergency or inclement weather, it is the responsibility of the student to notify the affiliate prior to start time.

COUNSELING

The counseling department is available to assist the student in meeting their personal goals. The counseling center has material on study skills, personal development, and career options.

FACULTY ADVISING

Fulltime MLT faculty serve as faculty advisors. Each faculty member has posted office hours on his or her door. Please observe these office hours when you need program advisement.

FINANCIAL AID

Beginning with the fall 2018 semester, the 16 credit-hour Career Studies Certificate in Phlebotomy will meet financial aid eligibility requirements.

ON-TIME REGISTRATION

Fees related to registration and tuition are payable in full immediately upon completion of registration, and prior to the beginning of the semester. If receiving Financial Aid, it is advisable to meet with the student financial aid officer to ensure your status prior to the beginning of the semester.

Important dates are listed each semester in the printed and online schedule of classes. It is the responsibility of the student to be aware of registration dates, add/drop period, and graduation application deadlines.

TUITION RATE

Subject to change: See current College Catalog

PHYSICAL EXAM AND HEALTH FORM

A physical form properly documented on a NOVA Health History and Physical Form, including certain immunizations is required prior to beginning the first clinical course. Students who fail to comply with the Certified Background Immunization Tracker will be prohibited from attending clinical. It is a requirement of all clinical affiliates that health workers (including students) show proof they are free from communicable tuberculosis; therefore all students are required to update their TST annually. Students must complete all immunizations (except Hepatitis B) prior to the first day of clinical assignment.

BACKGROUND CHECK AND DRUG SCREEN

A 12 panel Random Urine Drugs of Abuse Screening and a Criminal Background Check is required prior to program entry

OTHER EXPENSES

1. Textbooks
2. Disposable Lab Coat
3. Non-latex gloves
4. Scrubs
5. Program patch
6. Personal health insurance
7. Transportation/Parking Fees

SELECTED AFFILIATES

The following affiliates support the CSC PBT program for the MDL 106 clinical practice course. We are always enhancing our affiliate support. The table is subject to change.

| Affiliate Name: | Address | Phone |
|----------------------------------|--|--------------|
| Fauquier Health | 500 Hospital Dr Warrenton, VA 20186 | 540-316-5000 |
| Inova Alexandria Hospital | 4320 Seminary Rd. Alexandria VA 22304 | 703-504-7413 |
| Inova Fair Oaks Hospital | 3600 Joseph Siewick Dr. Fairfax, VA22003 | 703-391-3852 |
| Inova Loudoun Hospital | 44045 Riverside Parkway, Leesburg, Virginia 20176 | 703-858-6000 |
| Kaiser Permanente Fair Oaks | 12255 Fair Lakes Parkway, Fairfax, VA 22033 | 703-934-5700 |
| Kaiser Permanente Falls Church | 201 North Washington St Falls Church VA 22046 | 703-237-4085 |
| Kaiser Permanente Fredericksburg | 1201 Hospital Drive, Fredericksburg, VA 22401-8428 | 540-368-3700 |
| Kaiser Permanente Manassas | 11730 Sudley Manor Drive Manassas, VA 20109 | 703-257-3000 |
| Kaiser Permanente Reston | 11445 Sunset Hills Rd. Reston, VA 20190 | 703-709-1500 |
| Kaiser Permanente Springfield | 6501 Loisdale Ct Springfield A 22150 | 703-922-1264 |
| Kaiser Permanente Woodbridge | 14139 Potomac Mills Rd Woodbridge VA 22192 | 703-490-7639 |
| Prince William Hospital - Novant | 8700 Sudley Rd. Manassas, VA 22110 | 703-369-8759 |
| Virginia Hospital Center | 1701 N. George Mason Dr Arlington VA 22205-3698 | 703-558-6541 |

**MEDICAL LABORATORY TECHNOLOGY
and
PHLEBOTOMY
and
MEDICAL LABORATORY ASSISTING**

**RECEIPT AND ACCEPTANCE OF RESPONSIBILITY
PROGRAM LIABILITY DISCLAIMER**

Supplemental Student Handbooks for Medical Laboratory Technology; Phlebotomy; Medical Laboratory Assisting have been developed to assist you in successful completion of the MLT AAS degree program or PBT CSC program or MLA CSC program. You are expected to become thoroughly familiar with the respective program handbook and keep it available for ready reference. If you have any difficulty understanding anything in this document, please consult the Program Head.

The Handbook is provided as a guide to ensure you understand the academic and conduct expectations the following programs have for you during your enrollment in the program: MLT AAS degree program; PBT CSC program; MLA CSC program. There is no mutuality between you and the Program concerning it, and thus your reliance upon the information contained within it when making academic decisions does not constitute, and should not be construed as, a contract with the program. The program reserves the right to make changes to this handbook at any time, unilaterally and without notice; however, students will not be held responsible for any associated conduct expectations contained in such changes until notified of them.

1. The Northern Virginia Community College and its faculty assume no responsibility for accidents involving property damage, loss or theft, or bodily injury sustained or caused by students in pursuit of the Medical Laboratory Technology or Phlebotomy Program or Medical Laboratory Assisting curriculum requirements.
2. Medical Laboratory Technology and /or Phlebotomy and/or Medical Laboratory Assisting Students have responsibility for their personal actions when in contact with patients, even though they are not yet registered. Students are legally and financially responsible if another person is injured or suffers loss as a result of their negligence.

By signing this statement, I acknowledge I have received and read the MLT and/or PBT Student Handbook and accept my responsibility to observe the policies and procedures outlined within.

SIGNATURE OF STUDENT

DATE

Upon signature, scan and submit to Certified Background Document manage

ASSUMPTION OF THE RISK FORM

Print name _____ I agree that as a participant in the **Medical Laboratory Technology AAS Degree Program or the Phlebotomy Career Studies Certificate Program** (the "Program") associated with **Northern Virginia Community College** (the "College") scheduled for (*start date*) _____ to (*end date*) _____, I am responsible for my own behavior and wellbeing. I accept this condition of participation, and I acknowledge that I have been informed of the general nature of the risks involved in this activity, including, but not limited to: Phlebotomy activity; needle stick, bruising, swelling, syncope, nerve damage. Laboratory Activity; splash, skin contact, inhalation. The following specific potential risks include, but are not limited to:

- **Nerve damage**
- **Eye damage**
- **Respiratory Tract damage**
- **Inflammation**
- **Virus**
- **Infection**

I understand that in the event of accident or injury, personal judgment may be required by the **Clinical Affiliate to which I have been assigned** or College personnel regarding what actions should be taken on my behalf. Nevertheless, I acknowledge that the College and/or personnel may not legally owe me a duty to take any action on my behalf. I also understand that it is my responsibility to secure personal health insurance in advance, if desired, and to take into account my personal health and physical condition.

I further agree to abide by any and all specific requests by the College and the **Clinical Affiliate to which I have been assigned** for my safety or the safety of others, as well as any and all of the College's and the **Clinical Affiliate to which I have been assigned** rules and policies applicable to all activities related to this program. I understand that the College reserves the right to exclude my participation in this program if my participation or behavior is deemed detrimental to the safety or welfare of others.

In consideration for being permitted to participate in this program, and because I have agreed to assume the risks involved, I hereby agree that I am responsible for any resulting personal injury, damage to or loss of my property which may occur as a result of my participation or arising out of my participation in this program, unless any such personal injury, damage to or loss of my property is directly due to the negligence of the College and the **Clinical Affiliate to which I have been assigned**. I understand that this Assumption of Risk Form will remain in effect during any of my subsequent visits and program related activities, unless a specific revocation of this document is filed in writing with the **Program Director**, at which time my visits to or participation in the program will cease.

In case an emergency situation arises, please contact _____ (*name*)
_____ at (*phone number*).

I acknowledge that I have read and fully understand this document. I further acknowledge that I am accepting these personal risks and conditions of my free will.

_____ I represent that I am 18 years of age or older and legally capable of entering this agreement.

Participant's signature

Date

Address

Approved as to form by Rita R. Woltz: System Counsel for the VCCS. 02/10/2005.
Program Specific Content adapted to form 07/ 11/2013; including update of college logo

Northern Virginia Community College
Health Sciences Division

ADDENDUM TO STUDENT ASSUMPTION OF RISK

The Medical Laboratory Technology and Phlebotomy Programs at Northern Virginia Community College exceed OSHA regulations in providing for their students enrolled in these programs:

- Personal Protective Equipment
- Medical Safety Devices
- Comprehensive Instruction on Laboratory Safety
- Comprehensive Instruction on Collection Techniques yielding a quality blood sample utilizing structured safety protocols.
- Comprehensive Instruction on Bloodborne Pathogens

However, there still exists a risk for needlestick exposure. In the event of an exposure occurrence:

1. Immediately report exposure to faculty.
2. The faculty member will initiate an NVCC 125-88 Accidental Injury Report Form.
3. The student who is the source of the exposure will be excused from class and agrees to seek immediate medical attention for testing, at their own expense, following the testing recommendations listed below.
4. Test results must be completed within a twenty- four-hour period.

Excerpted from: U.S. Public Health Service Guidelines for the Management of Occupational Exposures to HBV, HCV, and HIV and Recommendations for Post exposure Prophylaxis. Centers for Disease Control and Prevention; 07/02/2001. *The complete twenty-seven-page report is available online at: www.cdc.gov/mmwr/preview/mmwrhtml/rr5011a1.htm*

Evaluation of known occupational exposure sources:

- Test source for HbsAG, anti-HCV, and HIV antibody
Direct virus assays for routine screening of source patients are **not** recommended

Consider using a rapid HIV-antibody test

If the source person is **not** infected with a Bloodborne pathogen, baseline testing or further follow-up of the exposed person is **not** necessary.

Results will remain confidential between faculty and the parties involved. Any positive result will require additional medical attention, which may include counseling and Post exposure Prophylaxis (PEP)

MEDICAL LABORATORY TECHNOLOGY
and
PHLEBOTOMY
and
MEDICAL LABORATORY ASSISTING
HONOR CODE

To prepare students for the high ethical standards of the Health Professions, the College expects absolute academic integrity both in the classroom and in clinical practice. Therefore, acts of cheating; attempted cheating; plagiarism; lying; stealing of academic work which includes secured tests or related materials; papers purchased or written by others; or the failure to report an occurrence of academic dishonesty or any violation of this honor code may subject you to the College's disciplinary procedures as defined in the NOVA Student Handbook.

I have read the above and agree to follow the Honor Code.

SIGNATURE OF STUDENT

DATE

Upon signature, scan and submit to Certified Background Document manager



**Northern Virginia
Community College**

Medical Education Campus
Health Sciences Division

**MEDICAL LABORATORY TECHNOLOGY
and
PHLEBOTOMY
and
MEDICAL LABORATORY ASSISTING**

**RECEIPT AND ACCEPTANCE
ELECTRONIC DEVICE usage POLICY**

By signing this statement, I acknowledge receipt of the Electronic Device Usage policy and accept my responsibility to observe the policies outlined within.

SIGNATURE OF STUDENT

DATE

PRINTED NAME OF STUDENT

Upon signature, scan and submit to Certified Background Document manager

PROGRAM INFORMATION

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CERTIFICATE STRUCTURE

The CSC can be completed in one college semester, 16 weeks. Important dates are listed each semester in the printed and online schedule of classes. It is the responsibility of the student to be aware of tuition deadlines, registration dates, add/drop period, and graduation application deadlines.

CURRICULUM: OFFERED FALL AND SPRING

| | | |
|------------------------|---------------------------------|-----------|
| Total Credits/Semester | | 16 |
| ENG 111 | College Composition I | 3 |
| HLT 141 | Intro to Medical Terminology | 1 |
| HIM 130 | Healthcare Information Systems | 3 |
| HLT 145 | Ethics for Healthcare Personnel | 2 |
| MDL 105 | Phlebotomy | 3 |
| MDL 106 | Clinical Phlebotomy | 4 |

ADVANCED STANDING

Persons who have been certified by the ASCP-BOC as a phlebotomy technician and/ or who have documented extensive experience in all aspects of phlebotomy under the direction of a CAP accredited laboratory may seek advanced standing for MDL 106 (Clinical Phlebotomy).

APPEARANCE/DRESS CODE

Students must wear a disposable lab coat for on-campus MDL classes. They will remain in the lab, and be disposed of at the end of the course. At the clinical site, students must wear a nametag (college photo ID) visible at all times. A program patch is to be sewn on left sleeve of scrub top (no long sleeve shirts underneath scrub top). Patches and scrubs may be purchased in the MEC bookstore. Clean white tennis shoes or polished leather shoes (no crocs). Lab coats will be provided by the affiliate for use during training. You may choose to purchase a cloth lab coat to wear outside the laboratory. **NO:** No dangling jewelry; No visible skin piercing; No earrings on men; No multi-colored hair; No hats. **YES:** Scrubs clean and neatly pressed; One pair of stud earrings is acceptable for women; Modest make-up;

SAFETY

Students will be exposed to potentially hazardous materials in this program. Specimens with potential to spread infectious diseases and potentially toxic chemicals will be handled throughout the program. Students will be informed of these hazards and the proper method for safely handling them.

1. Most accidents can be prevented by careful adherence to the rules of laboratory safety following OSHA Guidelines is mandatory. Students are expected to become thoroughly familiar with all safety regulations presented to them and to follow these rules at the college and at the affiliates.
2. Any accident occurring while you are a student assigned to a clinical affiliate must be reported to the laboratory supervisor immediately and to college program officials. You must contact the college program office (703) 822-6557 by the end of the day.

3. Students are required to carry personal health insurance. The Student Services Center at the MEC can provide a list of companies that offer student health insurance programs. Hospitals can provide emergency treatment for any incident occurring while you are scheduled in a rotation, however, please be reminded that you will be charged for this service, as you are not an employee of the hospital.
4. In addition to documentation of your immunization records, we also highly recommend you have a baseline HIV test for your own personal records.

CLINICAL PRACTICE COURSES

THE CLINICAL EDUCATION GUIDELINES HANDBOOK CONTAINS DETAILED INFORMATION AND POLICIES FOR ALL CLINICAL PRACTICE COURSES

PLACEMENT

All students who are eligible will be guaranteed a clinical slot. The program cannot guarantee specific days or site location. Students must have a reliable means of transportation to any clinical site to which they are assigned, and accept that travel time could be an hour or more each way. There are no evening or weekend rotations.

CLINICAL PORTFOLIO

To enter clinical practice, PBT clinical affiliates require students to provide them with relevant documentation on the first day of each clinical rotation. It is the student's responsibility to gather and assemble this information in an orderly fashion. KEEP the originals in your portfolio – scan copies to send to the Certified Background document and immunization tracker. Students ***will not*** be allowed in clinical practice without a completed portfolio.

CLINICAL COURSE PACKET

Students will be given a clinical assignment project packet to be completed during their respective clinical rotation. The student maintains this packet, and it is the student's responsibility to have the clinical supervisor complete the evaluation form and sign off on any log and/or skills checklists. At the end of the clinical rotation, the assignment packet, and any additional assignments by the affiliate will be turned in to the college for grading. Detailed clinical Information is found in the Clinical Education Guidelines Handbook distributed to all students during clinical orientation prior to the beginning of his/her clinical experience.

CLINICAL SCHEDULES

During the second eight weeks of the semester, students spend two days (16 hours) at an affiliate site performing phlebotomy and other appropriate tasks as assigned for a total of 16 days and 128 contact hours. We ask that students be as flexible as possible with days available for clinical practice and if feasible, schedule the other required courses (ENG 111 or CST 110, and HLT 141) during evening hours. Clinical training schedules are arranged to provide maximum exposure, therefore, you must be prepared to arrive at the hospitals at 0600 AM or earlier. Hours vary depending on the affiliate and will not match those published in the class schedule. **Students may not alter their training schedule. Any schedule change must first, be approved by the Program Director.**

CLINICAL ATTENDANCE AND COLLEGE FACULTY SITE VISITS

Students do not attend clinical when the college is closed for a holiday, emergency, or inclement weather. Extended missed time may require make-up days. Make-up days are scheduled at the convenience of the clinical affiliate.

Should a conflict arise between the student and the clinical personnel, the college Program Head should be notified as soon as possible. Students should feel free to discuss any problems they have with the clinical assignment during the weekly visits of the college instructors.

Students are reminded the clinical personnel are volunteering their time to instruct students. The primary function of the clinical employee is to provide quality patient service. The personnel providing and supervising clinical instruction must be treated with respect at all times. Students must understand they will train with a variety of instructors and will see many different techniques. They should learn to accept constructive suggestions and utilize the varied experience to develop acceptable techniques within the OSHA & CLSI guidelines that are most successful for them.

If a student is unable to attend a scheduled clinical rotation, he/she must contact the college instructor prior to 0700. A message must also be left for the clinical supervisor prior to the start of the scheduled rotation. Failure to do this will result in an unacceptable performance grade.

Students will be visited by a college instructor at least two times during the clinical practice course. If unforeseen circumstances prevent a college instructor visit, the instructor will call the site. As technology progresses, student e-meetings with college faculty may be considered as an alternate to a site visit. Performance will be evaluated during these visits based on criteria provided at the beginning of the rotation. The clinical instructors also evaluate students during and at the end of the rotation. Evaluations are discussed weekly with the student.

PERSONAL HYGIENE

Shower/bath daily; Clean, neat hair; Long hair tied back away from face; Brush teeth for fresh breath (A caution to spicy food consumers); Nails clean and trimmed; No acrylic nails; No colored polish. No heavy cologne or perfume; Facial hair clean and trimmed.

PROFESSIONALISM

Regular attendance and on-time arrival are desirable characteristics of an employee. Attendance at all scheduled on campus and clinical assignments is required. Students must arrive on time properly attired and ready to work. The final grade for the courses will be reduced by 5% for each late arrival after the first unexcused late arrival. Unavoidable excused absences must be made up at the convenience of the laboratory staff. The penalty for a fifth late arrival and/or three unexcused absences is dismissal with a failing grade.

CAREER ENTRY-LEVEL PHLEBOTOMIST COMPETENCIES

- 1.0** 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 disciplines of the clinical laboratory department.
- 1.6** Describe how laboratory testing is used to assess body functions and disease.
- 1.7** Use common medical terminology.
- 2.0** Demonstrate knowledge of infection control and safety.
- 2.1** Identify policies and procedures for maintaining laboratory safety.
- 2.2** Demonstrate accepted practices for infection control, isolation techniques, aseptic techniques and methods for disease prevention.
 - 2.2.1** Identify and discuss the modes of transmission of infection and methods for prevention.
 - 2.2.2** Identify and properly label biohazardous specimens.
 - 2.2.3** Discuss in detail and perform proper infection control techniques, such as hand hygiene, gowning, gloving, masking, and double-bagging.
 - 2.2.4** Define and discuss the term "healthcare-acquired infection".
- 2.3** Comply with federal, state and locally mandated regulations regarding safety practices.
 - 2.3.1** Observe the OSHA Blood borne Pathogens Standard and Needle Safety Precaution Act. NAACLS Standards Compliance Guide Page 36
 - 2.3.2** Use prescribed procedures to handle electrical, radiation, biological and fire hazards.
 - 2.3.3** Use appropriate practices, as outlined in the OSHA Hazard Communications Standard, including the correct use of the Material Safety Data Sheet as directed.
- 2.4** Describe measures used to insure patient safety in various patient settings, i.e., inpatient, outpatient, pediatrics, etc.
- 3.0** 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, and demonstrate basic knowledge of the circulatory, urinary, and other body systems necessary to perform assigned specimen collection tasks.
- 3.2** Identify the veins of the arms and hands on which phlebotomy is performed. **3.3** Explain the functions of the major constituents of blood, and differentiate between whole blood, serum and plasma.
- 3.4** Define hemostasis.
- 3.5** Describe the stages of coagulation.
- 3.6** Discuss the properties of arterial blood, venous blood, and capillary blood.

- 4.0** Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
- 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.
- 4.3** Define the phlebotomist's role in collecting and/or transporting these specimens to the laboratory. **4.4** List the general criteria for suitability of a specimen for analysis, and reasons for specimen rejection or recollection.
- 4.5** Explain the importance of timed, fasting and stat specimens, as related to specimen integrity and patient care. NAACLS Standards Compliance Guide Page 37
- 5.0** 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 evacuated tube color codes associated with the additives.
- 5.3** Describe the proper order of draw for specimen collections.
- 5.4** Describe substances that can interfere in clinical analysis of blood constituents and ways in which the phlebotomist can help to avoid these occurrences.
- 5.5** List and select the types of equipment needed to collect blood by venipuncture and capillary (dermal) puncture. **5.6** Identify special precautions necessary during blood collections by venipuncture and capillary (dermal) puncture.
- 6.0** Follow standard operating procedures to collect specimens.
- 6.1** Identify potential sites for venipuncture and capillary (dermal) 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 effects of tourniquet, hand squeezing and heating pads on specimens collected by venipuncture and capillary (dermal) puncture.
- 6.5** Recognize proper needle insertion and withdrawal techniques, including direction, angle, depth and aspiration, for venipuncture.
- 6.6** Describe and perform correct procedure for capillary (dermal) collection methods.
- 6.7** Describe the limitations and precautions of alternate collection sites for venipuncture and capillary (dermal) puncture.
- 6.8** Explain the causes of phlebotomy complications.
- 6.9** Describe signs and symptoms of physical problems that may occur during blood collection. NAACLS Standards Compliance Guide Page 38
- 6.10** List the steps necessary to perform a venipuncture and a capillary (dermal) puncture in order.
- 6.11** Demonstrate a successful venipuncture following standard operating procedures.
- 6.12** Demonstrate a successful capillary (dermal) puncture following standard operating procedures.
- 7.0** Demonstrate understanding of requisitioning, specimen transport and specimen processing.
- 7.1** Describe the process by which a request for a laboratory test is generated.
- 7.2** Instruct patients in the proper collection and preservation for non-blood specimens.
- 7.3** Explain methods for transporting and processing specimens for routine and special testing.
- 7.4** Explain methods for processing and transporting specimens for testing at reference laboratories.
- 7.5** Identify and report potential pre-analytical errors that may occur during specimen collection, labeling, transporting, and processing.
- 7.6** Describe and follow the criteria for collection and processing of specimens that will be used as legal evidence, i.e. paternity testing, chain of custody, blood alcohol levels, etc.

- 8.0** Demonstrate understanding of quality assurance and quality control in phlebotomy.
- 8.1** Describe 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.
 - 8.2.1** Perform quality control procedures.
 - 8.2.2** Record quality control results.
 - 8.2.3** Identify and report control results that do not meet pre-determined criteria.
- 9.0** Communicate (verbally and nonverbally) effectively and appropriately in the workplace.
- 9.1** Maintain confidentiality of privileged information on individuals, according to federal regulations (e.g. HIPAA). NAACLS Standards Compliance Guide Page 39
- 9.2** Demonstrate respect for diversity in the workplace.
- 9.3** Interact appropriately and professionally.
- 9.4** Demonstrate an understanding of the major points of the American Hospital Associations' Patient's Bill of Rights and the Patient's Bill of Rights from the workplace.
- 9.5** Comply with the American Hospital Associations' Patient's Bill of Rights and the Patient's Bill of Rights from the workplace.
- 9.6** Model professional appearance and appropriate behavior.
- 9.7** Follow written and verbal instructions.
- 9.8** Define and use medico legal terms 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** Demonstrate basic understanding of age specific or psycho-social considerations involved in the performance of phlebotomy procedures on various age groups of patients

HEALTH INSURANCE

Students are required to carry personal health insurance.

PERSONAL LIABILITY

1. Students are covered by the college's liability policy, however; students may also choose to carry his/her individual personal liability insurance policy.
2. Liability insurance does not cover deliberately negligent acts of a student during a clinical assignment.
3. Students are allowed to perform patient work only while being supervised. Although students are encouraged to help with the work in their assigned on-site training, they are not to take the place of a paid employee. Students may be employed by a clinical affiliate outside of class hours.

EVALUATION SAMPLE

Evaluation of Student Clinical Performance in Phlebotomy

- I. Please rate the student's performance at the end of his/her rotation. This should reflect the student's terminal ability and not the normal growth in the first weeks of the rotation.

Rate each objective as follows:

| Rating score | To receive a letter grade of | Meets Objective |
|--------------|------------------------------|--------------------------------|
| 3-4 | A | 90-100% of the time |
| 2-3 | B | 80-89% of the time |
| 1-2 | C | 70-80% of the time |
| 0-1 | D/F | less than 70% of the time;fail |

If student is not exposed to a particular rating criteria and/or exposure is too limited to evaluate, please indicate N/A in the space provided.

Technical Proficiency

- ___ 1. Demonstrates the ability to interpret laboratory requisitions by selecting the appropriate type and numbers of collection tubes for all routine specimens.
- ___ 2. When confronted with a request for non-routine test, ascertains the correct specimen collection procedure prior to collecting any specimen.
- ___ 3. Demonstrates correct patient identification procedures.
- ___ 4. In accordance with laboratory policy, correctly labels all specimens collected.
- ___ 5. Communicates effectively with patients by demonstrating a concerned and confident approach.
- ___ 6. Using a vacutainer, correct technique and making no more than two attempts, performs venipunctures.
- ___ 7. Correctly performs dermal punctures, obtaining the necessary amount of specimen.
- ___ 8. When appropriate, exhibits the initiative to recognize specimens that need to be collected and volunteers to collect them.
- ___ 9. Recognizes the importance of collecting stat and timed specimens with expediency.
- ___ 10. Follows accepted laboratory policy in reporting failure to obtain specimens after two attempts.

Professional Characteristics

- ___ 1. Demonstrates the ability to work cooperatively with the laboratory staff.
- ___ 2. Demonstrates the initiative and self-confidence to perform laboratory procedures approved by the laboratory supervisor.
- ___ 3. Demonstrates the ability to follow verbal instructions and give verbal reports whenever necessary.
- ___ 4. Demonstrates the ability to organize work to achieve maximum efficiency.
- ___ 5. Exhibits professional integrity in recognizing discrepancies in test results, taking corrective measures, and/or reporting them to the supervisor.
- ___ 6. Knows and observes all safety precautions.
- ___ 7. Maintains a clean and organized work area.
- ___ 8. Constructively utilizes time.

Clinical instructor's comment on student's potential as a PBT. Please include strength and weaknesses and suggestions for improvement. Please feel free to use separate cover if needed.

Clinical instructor/s numerical grade of student's overall performance.

A = 90 to 100

B = 80 to 89

C = 70 to 79

D = below 70 (fail; must earn a grade of C or better to pass)

Student Grade _____

Instructor's signature _____

Student:

I have read the completed evaluation. Here are my comments:

Student signature _____



**Northern Virginia
Community College**

Medical Education Campus

Health Sciences Division

**Phlebotomy
Career Studies Certificate Program**

2019-2020

This program Supplemental Student Handbook Academic Guidelines & Policies has been reviewed and updated for use:

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