

Harper College®



Harper College

Phlebotomy Certification Program

Student Handbook

2020-2021



Phlebotomy Program

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WELCOME

Welcome to the Phlebotomy Program at Harper College! For many of you this is the first step in achieving your dream of becoming phlebotomist or advancing your health care professional skills. We are pleased that this course is a credit course that is articulated with Harper's certification program. For others, this course will provide you with immediate skills to obtain employment in a variety of laboratory setting. No longer is phlebotomy something that occurs only in a hospital. Home health agencies, clinics, independent labs and many other settings are hiring Phlebotomist. The increase in the number of people requiring your care is phenomenal.

The Phlebotomy Program at Harper College is designed to prepare you to perform phlebotomy procedures in the health care/lavatory setting. Training will include the development of phlebotomy skills through class work, laboratory demonstration, student practice and clinical experience.

We are here to help you. If you have questions about the course material or procedures, please email or talk with your instructor. If you have problems which interfere with your attendance or course work, please talk with your instructor.

Delivering health care is a very special career; you can take pride in being part of a dedicated group of individuals who help people and make our community a better place in which to live.

Congratulations for taking the first step to becoming a certified phlebotomist.

Donna Oswald

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Harper College's Mission, Vision, Philosophy and Core Values

Mission

Harper College enriches its diverse communities by providing quality, affordable, and accessible education. Harper College, in collaboration with its partners, inspires the transformation of individual lives, the workforce, and society.

Vision

We will be an innovative and inclusive institution, the community's first choice, and a national leader for student success.

Philosophy Statement

We, at Harper College, believe that our charge is to facilitate active learning and foster the knowledge, critical thinking and life/work skills required for participation in our global society. We work with our community partners to enrich the intellectual, cultural and economic fabric of our district. We believe that excellence in education must occur in an ethical climate of integrity and respect. We hold that the strength of our society is rooted in our [diversity](#) and that it is through synergy that we achieve excellence.

Core Values

- **INTEGRITY**
Result: An environment where relationships and practices are based on trust.
Key Action: Be responsible and accountable for your own actions.
- **RESPECT**
Result: Interactions which add dignity to ourselves, our relationships with others and our organization. Key Action: Value and celebrate the uniqueness of individuals.
- **EXCELLENCE**
Result: Student, employee and organizational success through a creative and responsive work environment by exceeding the needs and expectations of all.
Key Action: Effectively anticipate, identify and respond to learner, employee and organizational needs.
- **COLLABORATION**
Result: Accomplishment of better results by working together than otherwise

likely to occur by working alone. Key Action: Address issues as they arise and take necessary actions to productively resolve them.

Phlebotomy Program Mission Statement

The Phlebotomy Program's mission is to educate and train entry-level competent and diverse phlebotomists with the mental, physical and ethical knowledge and skills for career entry in the laboratory profession. It is also the department's mission to produce lifelong learners and to support the Harper College mission by offering quality phlebotomy courses and faculty designed to facilitate active learning and foster the knowledge, critical thinking and life/work skills required for participation in the classroom and clinical settings. We believe that excellence in education must occur in an ethical climate of integrity and respect.

PHLEBOTOMY PROGRAM CURRICULUM OUTLINE

First Semester:

HSC112: Medical Terminology 2 credit hours

PHB101: Principles and Practice of Phlebotomy 4 credit hours

Prerequisite: Prior or concurrent enrollment in HSC 112 with a grade of C or better.

Second Semester:

PHB102: Phlebotomy Internship 2 credit hours

Prerequisite: HSC 112 and PHB 101 with grades of C or better.

Students Please Note: You must complete a roster of pre-clinical requirements during PHB 101 as a condition of clinical placement (PHB 102). Donna Oswald, Phlebotomy Program Coordinator, will contact soon after the start of the semester to provide an in class orientation to pre-clinical requirements and resources available to you to assist you with completion of the requirements.

Functional Abilities: Health Sciences Programs

General Functional Abilities

These are essential functions for admission and continuance in health career programs. Participants in health programs must possess the following functional abilities in order to provide safe and effective patient care. Some health programs have additional [unique functional](#) requirements.

Motor Capability

1. Move from room to room and maneuver in small spaces.
2. Squat, crawl, bend/stoop, reach above shoulder level, use standing balance, and climb stairs.
3. Lift and carry up to 50 lbs. and exert up to 100 lbs. force or push/pull.
4. Use hands repetitively; use manual dexterity; sufficient fine motor function.
5. Must be able to walk and stand for extended periods of time.
6. Perform CPR.
7. Travel to and from academic and clinical sites.

Sensory Capability

1. Coordinate verbal and manual instruction.
2. Auditory ability sufficient to hear verbal communication from clients and members of the health team; includes ability to respond to emergency signals.
3. Discern soft sounds, such as those associated with taking a blood pressure.

4. Visual acuity to acquire information from documents such as charts.
5. Comfortable working in close physical proximity to patient.

Communication Ability

1. Communicate effectively in English with patients, families, and other health care providers, both verbally and in writing.
2. Effectively adapt communication for intended audience.
3. Interact; establish rapport with individuals, families, and groups from a variety of social, emotional, cultural and intellectual backgrounds.
4. Assume the role of a health care team member.
5. Function effectively under supervision.
6. Sufficient command of the English language in order to retrieve information from lectures, textbooks, as well as understand medical terminology.
7. Skills include computer literacy.

Problem Solving Ability

1. Function effectively under stress.
2. Respond appropriately to emergencies.
3. Adhere to infection control procedures.
4. Demonstrate problem-solving skills in patient care. (Measure, calculate, reason, prioritize, and synthesize data.)
5. Use sound judgment and safety precautions.
6. Address problems or questions to the appropriate persons at the appropriate time.
7. Organize and prioritize job tasks.

Behavioral Skills and Professionalism

1. Follow policies and procedures required by academic and clinical settings.
2. Adheres to Harper College Academic Honesty Policy (per College catalog).
3. Adheres to Harper College Code of Conduct (per College catalog).
4. Abides by the guidelines set forth in the Health Information Portability and Accountability Act (i.e., the national privacy act).

STUDENT ADVISING COUNSELOR

The Phlebotomy Program student-advising counselor can be found in, Room I-117 and at 847-925-6000 x3127. Please feel free to make an appointment with Phlebotomy Program student advising counselor.

Phlebotomy 101: Principles and Practice

Course Description and Objectives

Course Description: Includes the role of the phlebotomist, infection control and safety in the workplace, venipuncture-collection equipment and supplies, skin puncture collection procedures, specimen handling, basic laboratory tests, quality assurance, communication skills and professionalism. Includes micro and macro blood draws in class. Students who wish to become certified as phlebotomy technicians must complete this course and also complete PHB 102 with a grade “C” or better.

Course Objectives:

1. Demonstrate knowledge of the healthcare delivery system.
 2. Understand basic anatomy of body systems and anatomy terminology in order to relate major areas of the clinical laboratory to general pathological conditions.
 3. Understand the importance of specimen collection in overall patient care.
 4. Demonstrate knowledge of collection equipment, types of anticoagulants used, special precautions necessary and substances that can interfere in the clinical analysis of blood constituents.
 5. Demonstrate proper techniques to perform venipuncture and capillary punctures.
 6. Demonstrate knowledge of infection control and safety.
 7. Understand requisitioning, specimen transport and specimen processing.
 8. Understand established policies and procedures to assure quality specimens and safety.
 9. Understand the basic concepts of communication, personal and patient interaction, stress management, professional behavior and legal implications of this work environment
- **Didactic and Psychomotor objectives of PHB 101 please reference Didactic and Psychomotor Guidebook by request from the Phlebotomy Program Coordinator.**

*******Please be aware the course fees for PHB 101 are just for this course only not a combination of PHB 101 and PHB 102*******

Phlebotomy 102: Professional Practice Experience (PPE)
Course Description and Objectives

COURSE DESCRIPTION: Consists of 120 clinical hours of supervised phlebotomy practice at a local health care facility. The internship rotation schedule is arranged on an individual basis. Special registration permits for registering for the internship is required. NOTE: Possession of a current Cardiopulmonary Resuscitation (CPR) for the Healthcare provider certification card and completion of the program's health requirements prior to placement in the internship.

The granting of the degree or certificate is not contingent upon passing an external certification or licensure exam. Successful completion of HSC 112, PHB 101 and PHB 102 will qualify the student to apply for Harper College degree and certification.

COURSE OBJECTIVES

Course Objectives includes the following:

- 1.) Demonstrate knowledge of the healthcare delivery system and medical terminology
- 2.) Demonstrate basic understanding of anatomy and physiology as it related to body systems and the venipuncture procedure
- 3.) Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
- 4.) Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary, and instances that can interfere in clinical analysis of blood constituents.
- 5.) Follow standard operating procedures to collect specimens.
- 6.) Demonstrate understanding of requisitioning, specimen transport, and specimen processing.
- 7.) Demonstrate understanding of quality assurances and quality control in phlebotomy.
- 8.) Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

Didactic Content includes the following:

- I. Orientation to the clinical setting; Selection of clinical sites; Discussion of the evaluation mechanism and process.

- II. Discussion of “How to Conduct a Job Search”, Review of ASCP Board of Certification Phlebotomy Examination information, Discussion of planning process to study for the Mock Certification Examination.
- III. Discussion of Student Clinical experiences; Presentation of skills for the workplace; Taking the Mock Certification Examination
- IV. Review of the Mock Certification Examination results; Clinical Evaluations; Assignment of grades

Clinical Objectives: Upon completion of this course, the student will be able to:

1. Describe the basic concepts of communication, personal and patient interactions, diversity, stress management, professional behavior and legal implications of this work environment.
2. Demonstrate appropriate patient / client identification procedures
3. Demonstrate appropriate procedures to show when performing a vacuum collection device, syringe, capillary skin-puncture or winged infusion apparatus, and state the advantages and disadvantages of each procedure.
4. Demonstrate knowledge of collection equipment, various types of additives used, necessary special precautions and substances that can interfere in clinical analysis of blood constituents.
5. Perform a minimum of 120 hours of clinical experience in varied clinical settings, including health fairs, donor and apheresis centers, nursing homes, ambulatory clinical as well as in in-patient hospital settings.
6. Perform correctly a minimum of 100 successful, unaided blood collections.
7. Demonstrate proper technique when performing Point-of-Care procedures.
8. Demonstrate an understanding of the appropriate requisitioning, specimen transport, and specimen processing procedures.
9. Understand quality assurance in phlebotomy by correctly using the policies and procedures in the affiliate setting to assure quality in obtaining the blood specimen.
10. Demonstrate knowledge of infection control and laboratory safety by following universal precautions as outlined by the Centers for Disease Control (CDC).

Note: The PPE Coordinator will maintain regular contact with the student and site manager to monitor progress in meeting these objectives.

******Please be aware there is a separate course fees applied to PHB 102 due upon registration***.***

Student Records and Advance Placement Policy

Student Records: Maintained by the Phlebotomy Department

Harper College Phlebotomy Student Records i.e., signature pages, tests, quizzes, clinical evaluation forms, coach and counseling session notes, and grades on student course work are kept in the office of the Phlebotomy Program Coordinator or division office for 3 years after student completion date of each course. Student grade information is posted on the course Blackboard site with no disposal date as this information is archived on the Blackboard site.

Advance Placement Policy

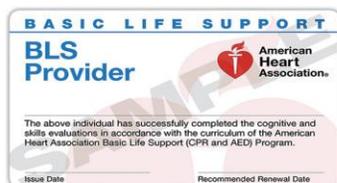
No advance placement, transfer of credits or credits for experiential learning are accepted in this curriculum.

Section 1: Phlebotomy Health Clearance Requirements

Health Clearance for the Phlebotomy Program

Important tips and steps to follow for a successful health clearance

1. Keep in mind that you only have designated due date to complete all necessary health requirements. In order to be cleared in time, you must stay on schedule. May 1st for Summer Placement, August 1st for Fall placement and December 1st for Spring placement.
2. Follow the order of testing carefully. **Do NOT GET Vaccinations before completing your TB testing.** Administering certain vaccines will cause your TB test to be delayed for 30 days, and you will delay your clinical start.
3. Sign up for a Complio account and “order” the Tracking and Immunization package. You will need to pay for this before you can proceed. It is 39.00 for a 4-year subscription. You may transfer your Complio account to other colleges without paying again.
4. All your results must get uploaded to Complio and you are responsible for checking regularly to make sure your information is acceptable. When submitting results your full name needs to be present on the document.
5. **Only AFTER you have completed step 3.** The phlebotomy program coordinator will provide you a specific date to purchase the urine drug screen do not purchase ahead of time. You will also need to pay for this. **Please be aware that once you order the urine drug screen, you will need to go to the testing facility WITHIN 48 hours, or your order is void.**
6. When you upload results to Complio, make sure you are putting them in the correct category. Enter the results of the test to complete the submission. You should name your uploaded files something that will remind you what they are, as you will end up with lots of files there eventually.
7. When completing the CPR course, it needs to be by the American Heart Association’s BLS no other CPR certificates will be accepted. An image is provided below for reference.



If you are having titers, TB testing or immunizations at your private physician’s offices, please share with your doctors the following important information on how to record your results:

1. TB tests must be administered at least 7 days apart.

2. The TB test results must be recorded as “Level of induration = ____ mm” AND state whether the test result is Positive or Negative.
3. TB test administration and read must include date and time, and read must be within 48-72 hours of administration.
4. When drawing Titrers, students will need the IgG for Measles, Mumps, Rubella, Varicella and a Hepatitis B surface antibody and the result MUST include interpretation of result (immune, not-immune).
5. Get your blood drawn before receiving *any vaccinations* as Complio needs a current up to date immunity record.

3-6 Months Prior to clinical start – Prepare

- Complete the following items and submit to Complio:
 - Blood Titrers: MMR, Varicella and Hep B. If not immune obtain vaccinations.**
 - TDAP and Flu Shot**
 - Physical Exam**
 - Criminal Background check (included in fees of the course) and Health Care Exclusion Check (\$ 10 cost)**
 - Urine drug screen (\$35 cost)**
 - CPR Training for BLS Provider**
 - 11 Medcom Modules**
 - 2 step PPD or TB Quant blood test**
 - Health Insurance**

If you get stuck, call Complio’s student help line at 1-800-200-0853

It is your responsibility to find out why if you are not compliant in Complio!!!!

It is recommended to complete the requirements in the following order:

1. Physical Exam
2. Blood drawn for titers to show current immunity (if not immune start vaccination series)
 - a. If you need vaccinations get the 2 Step TB first before starting series
3. TDAP and flu shot
4. Medcom modules
5. CPR training
6. Health insurance
7. Criminal background check and health care exclusion plan on 2-week turnaround time
8. 2 step TB or TB Quant blood test
9. Urine drug screen do not purchase until given authorization to do so

- If you have interest in St. Alexius or St. Josephs in Elgin certain items have different deadline requirements.
- Placement for clinical is first come first serve by completing your health requirements by due dates provided. You have 2 semesters to be placed for clinical placement.

Medcom Healthcare Courses

1. Copy and paste the link in Firefox <http://www.medcomrn.com/harpercollege>
2. Click the **Create a New Account** link on the right of the sign-in page
3. Next **select** your group from the options (PHB)
4. Then enter your Harper Student ID# as your user ID and the password of your choice. Enter password twice to verify. Click Submit
5. Complete items with the red asterisk (email, first name, last name). Click **Save**
6. Click on **Courses** click on **1. Mandatory Training Courses**
7. Complete required courses and quizzes 1 - 11. A grade of 80% on each quiz is required, you may repeat as many times as necessary for that grade.

Medcom Module Titles:

1. Chemical Hazards in the Healthcare Environment (0.5 hours Non-CE)
 2. Current Issues in Tuberculosis: Infection Control Procedures (Captioned) (0.5 hr)
 3. Current Issues in Tuberculosis: The American Epidemic (Captioned) (0.5 hr)
 4. HIPAA for Healthcare Workers: An Overview (Captioned) (0.5 hours CE)
 5. HIPAA for Healthcare Workers: The Privacy Rule (Captioned) (0.5 hr CE)
 6. HIPAA for Healthcare Workers: The Security Rule (Captioned) (0.5 hr CE)
 7. Infection Control and Standard Precautions: Guidelines for Professionals (1 hr CE)
 8. Preventing Bloodborne Infections: Bloodborne Viruses (Captioned) (0.5 hr CE)
 9. Preventing Bloodborne Infections: Engineering Controls and Workplace Practice Controls (Captioned) (0.5 hr CE)
 10. Preventing Bloodborne Infections: Preventing Transmission, Protecting Yourself (Captioned) (0.5 hr CE)
 11. Professionalism in Healthcare, Part 2: Patient Interactions, Communication, and Personal Development (Captioned) (0.5 hours Non-CE)
7. When all 11 courses are complete click on **Completed courses** and print list for your instructor or turn in to complio.
 8. For technical support click on link at the bottom of the web page.

Procedure 1A: Phlebotomy 101 Students prior to PHB 102 placement

Physical exam:

1. A physical exam must be signed and dated by a health care provider within the current year.

Mumps, Rubella, Rubeola, Varicella IgG, HepB titers:

1. Proof of immunity must be documented with a laboratory report with current-up-date MMRV and Hep B titers.
2. Documentation of vaccination administration does not take the place of proof of an acceptable titer.
3. If not immune to Varicella, Mumps, Rubella or Rubeola or HepB the student must start the immunization series before beginning clinical and complete immunizations as scheduled. Therefore, vaccinations must be initiated, at minimum, a month before classes begin.
4. Students should not have Mumps, Rubella, Rubeola, or Varicella vaccinations administered until the two-step Tuberculin Skin Test (TST) has been completed.

Hepatitis B:

1. Hepatitis B immunizations are required for those who never had the vaccine or those with a negative titer. The IgG titer is required 30 days after the completion of immunization series. If titer does not indicate immunity, the series will be repeated.

Tuberculin Skin Testing (TST):

1. TST must be completed no more than 90 days prior to clinical experience.
2. A two-step TST must be done according to CDC December 30, 2005 guidelines.
3. Also acceptable is the Quantiferon TB gold blood test

Health Insurance Verification:

1. Proof of insurance coverage must be submitted to Complio.
2. Proof of insurance consists of a letter of verification of coverage from an employer. It must be on company letterhead with the current date, student's name, statement that the student has health insurance, name of the insurer, and signature of the company officer.

3. If the student has a personal health insurance plan, a letter from the local insurance agent will provide proof.
4. Students without health insurance coverage may enroll in the “Student Injury and Sickness Insurance Plan.”
5. Students on Public Aid must present their “Green Card.”
6. Any changes in insurance coverage must be presented to Complio.
7. Students must have the “Acknowledgement of Required Medical Insurance Coverage” form on file in the Health Careers Division office.

Tdap vaccine

Students must obtain a Tdap vaccine in the last 10 years

Flu Shot

Students attending clinical must provide document of yearly flu shot

Failure to Submit Health Requirements:

1. Students newly admitted or returning students must submit required document prior to PHB 102 clinical placement.
2. Failure to meet the required health requirements prior to the first day of clinical will result in an administrative withdraw from PHB 102.

Requirement 1A: Cardio-pulmonary Resuscitation (CPR) Certification

Requirement Statement:

All students must complete a Health Care Provider CPR course through the **American Heart Association** prior to admission into PHB 102. Failure to produce documentation of CPR certification by **August 1** for a student starting in the fall, **December 1** for a student starting in the spring or **May 1** for student starting in summer, will require the student to be ineligible for clinical placement. No student will be allowed to participate in clinical practice without verification of a current CPR certification.

Procedure:

1. Validation of CPR certification must be given to complio no later than August 1 for a student starting Phlebotomy 102 course in the fall, December 1 for a Phlebotomy students starting in the spring and May 1 for a Phlebotomy students starting in the summer.

2. Students must carry an active CPR card at all times.
3. When CPR certification is renewed, the certification must be uploaded to complio.

Requirement Statement:

As health care professionals, phlebotomy faculty and phlebotomy students are expected to demonstrate healthy life style choices to peers, professional colleagues, and patients. Use of alcohol or illegal drugs, or misuse of prescription drugs, are strictly prohibited in the classroom, clinical or laboratory setting.

Procedure 1B:

A. Drug Screening

1. Students are notified of the drug screening requirement during PHB 101 prior to enrollment into PHB 102. The screening time will be randomly scheduled by complio and needs to be completed in a 48-hour time frame.
2. Students must complete the drug screen 90 days prior to clinical start
3. The drug screen is not included in the fees for the PHB 101 course. Private health insurance will not pay for this testing. Complio will provide the student with a receipt upon payment.
4. Students should not take prescription medications to the lab at the time of testing. Students may be required to provide a list of prescription medications that they are taking.
5. Results of the screening will be given to the Phlebotomy Program Coordinator, Health Careers Division. If a student provides a sample that is inconclusive, an additional test must be performed on that sample at an additional cost to the student.
6. Only students receiving negative drug screens may remain enrolled in phlebotomy courses.
7. A student, who tests positive in a Drug Screening conducted under this procedure for drugs that are illegal substances, or are non-prescribed substances that require a prescription for lawful use, or are deemed unsafe for the clinical setting, will be removed from phlebotomy courses and may be dismissed from the Phlebotomy Program. Such removal or dismissal is subject to additional testing of the original sample at the student's request and expense, and to academic appeal as set forth in Harper College's Student Code of Conduct and Dispute Resolution Procedures.
8. If a student challenges the results of the screening, only the original sample will be tested. The student is responsible for the cost of the retests.

9. Students failing to complete the drug screening during the date and time required in the initial notification will be withdrawn from phlebotomy courses due to failure to meet the drug screening requirement.
10. Students with unacceptable (urine drug screening) results will not participate at clinical sites where students with such results are forbidden by policy.
11. The student is only allowed **one attempt** to complete the urine drug screen (**No Exceptions!!**) and those test results are final. There is not another opportunity to repeat the urine drug test later.

B. “For Cause” Drug Screening

1. If faculty observes a student behaving in a manner that is consistent with the use or misuse of alcohol, illegal drugs, or drugs which impair judgment, affecting either the classroom, clinical or laboratory setting, the student will be removed from the educational setting and required to submit to drug screen.
2. If the behavior is noted in the clinical setting, the student will be removed from patient care. Harper College Police Department will be notified and will transport the student to the agency or laboratory with which the College has contracted to perform drug testing required by the Phlebotomy Program, or to the agency or laboratory specified by the clinical placement agency if its workplace rules so require.
3. If the behavior is noted on campus in either the classroom or laboratory setting Harper College Police Department, will be notified and will transport the student to the contracted agency for drug testing.
4. If the results of the urine drug screening are negative the student shall meet with the Phlebotomy Coordinator within 24 hours of the test results to discuss the circumstances surrounding the impaired behavior. Based on the information provided and further medical evaluation if warranted, the Phlebotomy Coordinator will make a decision regarding return to the clinical, classroom and laboratory setting.
5. If the drug screen is positive, the Phlebotomy Coordinator will withdraw the student from all phlebotomy courses. The student will pay the costs associated with the “for cause” drug screening. Phlebotomy Program personnel may, if they deem it appropriate to do so under the circumstances, file a complaint alleging that the student has violated “*Student Code of Conduct*”, as provided in the Harper College Catalog and Student Handbook.
6. If a student refuses a “for cause” testing, the instructor will remove the student from the clinical, classroom or laboratory setting pending an investigation. Phlebotomy Program personnel may, if they deem it appropriate to do so under the circumstances, file a complaint alleging that the student has

violated “*Student Code of Conduct*”, as provided in the *Harper College Catalog and Student Handbook*.

7. A student’s failure to comply with any aspect of the “For Cause” Drug Screening Requirement will result in the student’s withdrawal from the Phlebotomy Program without option for readmission.

Requirement Statement 1C: Criminal Background Investigation

All students seeking to enroll in the Phlebotomy 102 are required to authorize an investigation to determine if the student has been convicted of any criminal or drug offenses. The student may be asked to further authorize another Criminal Background Investigation from an approved agency.

Procedure:

1. The student will be responsible to pay the required fee to the approved agency for the criminal background investigation.
2. Student will submit required background check form to Harper College Police station 90 days prior to clinical start
3. If a student is disqualified for reasons of a conviction, the student will not be allowed to enroll in course work. The Phlebotomy Program is not obligated to place a student in the program or a clinical rotation.
4. Students with unacceptable (criminal background) results will not participate at clinical sites where students with such results are forbidden by policy.
5. All students must submit to Health Care exclusion background check via complio 90 days prior to clinical start

Clinical Practice Setting Prerequisite Requirements

Requirement 1D: Health Requirements for Entry into Clinical Experience

Requirement Statement

The health requirements are mandated by clinical agencies. The Phlebotomy Program abides by affiliating clinical agencies' regulations for health requirements. Documentation of completion of health requirements must be on record in the Health Careers Division office **as directed in the phlebotomy orientation**. Students who have not completed their health requirements by the deadline date clinical placement will be deferred.

Health requirements include:

1. Physical Exam
2. Mumps, Rubella, Rubeola, Varicella IgG, and Hep B titers
3. Two-step Tuberculin Skin Testing (TST)
4. Yearly flu vaccination for all semesters
5. TDAP vaccination valid for 10 years
5. Complete a Criminal Background Check/ Health Care Exclusion Check
6. Health Insurance Verification (Students are responsible for maintaining continuous health insurance while in the Phlebotomy Program.)
7. Complete any new clinical agency health requirements as directed.
8. Submission and upload of Documentation to complio.

**PHB 102 Professional Practice Experience
Clinical Placement Form**

Name _____ Harper ID _____

Phone Number/cell phone# _____

Email _____

Home address _____

Semester completed PHB 101 _____

I understand that I will need to complete all regulatory modules, health requirements and a criminal background check before receiving a clinical assignment and permission to enroll in PHB 102. If my preclinical requirements are not completed by **August 1st (Fall clinical rotation), December 1st (Spring clinical rotation) and May 1st (Summer clinical rotation)**. I will be required to wait until the next available semester to complete a clinical assessment.

Once the following items have been completed & documentation & verified by the PHB program coordinator you will be invited to select a clinical site. Please submit this form to X250 once all requirements are complete. The complio site will verify and confirm with the program coordinator when all health requirements are met. Clinical placements will be assigned in order of pre-clinical requirement completion!

- Health requirements complete (including Tdap) and a copy of documentation of Health requirement verification by Complio. (\$35 phlebotomy tracking package/ \$39 for urine drug screen)**
- CPR card (Copy submitted Complio)**
- Flu shot (Fall and Spring Clinical Rotation Only)**
- Completion of Medcom**
- Completed Criminal Background Check and Health Care exclusion check**

I understand that I will **receive one (1) PPE placement**. I understand that PHB 102 PPE placement is for 3 weeks (*Full time Monday through Friday day schedule*) of which a total of 120 clock hours (a half an hour break is deducted) and at least 100 successful blood collection procedures must be completed.

I understand that I will need to complete all regulatory modules and a criminal background check before registering for PHB 102, and if my health requirements and CPR are not complete by the 4th week of the semester, I will receive an administrative withdraw from PHB 102. It is my responsibility to provide the PHB program coordinator with my health clearance from comploio.

I understand that PPE placement is a tentative schedule and subject to change at the discretion or availability of the clinical site.

Summer clinical placement is very limited and once all spots have been filled no overrides will be provided.

Please check the appropriate box below:

I would like to be placed in PHB 102 for:

Summer semester Fall semester Spring semester

Reminder from Student Handbook:

5. Please note if pre-clinical requirements are not completed on or before the due date established above your clinical assignment will be deferred no exceptions. **Remember, you must complete your clinical assignment within two semesters of completing PHB 101 and clinical placements in the summer are very limited!!!**

If you completed PHB 101 in Fall: Complete PHB 102 in Spring or last admission Summer Semester

Completed PHB 101 in Spring: Complete PHB 102 in Summer or last admission Fall Semester

Completed PHB 101 in Summer: Complete PHB 102 in Fall or last admission Spring Semester.

If clinical assignment in not completed within two semesters (including summer) of taking PHB 101 than the Phlebotomy Continuing Education refresher class is required prior to PHB 102 placement. Students must complete PHB 102 the next clinical rotation after completion of the refresher class (this includes summer semester). If over one year has passed since the completion of PHB 101 the student will need to repeat PHB 101 to be eligible for PHB 102 clinical placement.

*****Clinical Placement is a first come first serve basis once all your health requirements and required coursework is met you can request PPE placement!!!*****

Signed (student) _____ Date _____

Section 2: Academic Requirements

Requirement 2A: Student Code of Conduct

Requirement Statement:

As members of the College community, phlebotomy students have the rights and responsibilities described in the *Harper College Catalog and Student Handbook*, including the 'Student Code of Conduct and Dispute Resolution Procedures,' and should familiarize themselves with these materials.

Procedure:

1. Students are expected to read and review the *Harper College Catalog and Student Handbook* and the "Student Code of Conduct and Dispute Resolution Procedures". This information is located on the Harper College website.
2. The "Student Code of Conduct" describes possible misconduct that is inconsistent with the essential values of Harper College. It explains the procedures used to resolve allegations that a student has violated the *Code of Conduct*, and possible sanctions for violations.
3. Any violation of the "Student Code of Conduct" is subject to disciplinary action and may lead to dismissal from the Phlebotomy Program.

Requirement 2B: Incomplete Grades

Requirement Statement:

A student may be granted a temporary grade of "Incomplete" for unfinished phlebotomy course requirements in the time allotted because of circumstances beyond the student's control.

Procedure:

1. Refer to the "Incomplete Grades" policy in the *Harper College Catalog and Student Handbook*. This information is located on the Harper College website

Requirement 2C: Phlebotomy Course Repetition

Requirement Statement:

All students enrolled in the Phlebotomy Program are required to maintain a satisfactory grade of "C" in all phlebotomy and required cognates for completion of the Phlebotomy Certificate. Failure to achieve a grade of "C" in all course work will require either course repetition or dismissal from the Phlebotomy Program.

Procedure:

1. A student who receives a grade below a “75%” in any phlebotomy course (theory or clinical) must repeat the entire course. A student must meet the minimum grade of “75% or better” in each course to advance in the Curriculum.
2. All students must complete the Phlebotomy 102 clinical externship experience in two semesters.
 - a. Completion of PHB 101 in Fall semester: Complete PHB 102 in Spring or Summer Semester.
 - b. Completion of PHB 101 in Spring semester: Complete PHB 102 in Summer or Fall semester.
 - c. Completion of PHB 101 in Summer semester: Complete PHB 102 in Fall or Spring semester.
3. Therefore, if a student is beyond the two semester limit as outlined above. In order for the student to be eligible for PHB 102 placement a student would need to re-take PHB 101 principles and practice or complete a refresher course offered by the continuing education department with a “C” or better. In addition to be eligible for PHB 102 placement this includes completion of all health requirements and Medcom modules.
4. The student may appeal the decision by following “Academic Complaint” as outlined in the “Student Code of Conduct”, in the Harper College Handbook/Catalog.
5. Students that do not pass the final written lecture and final lab practical exam with a combined grade of 75% or better will not be able to progress to clinical placement without repeating PHB 101.

<http://goforward.harpercollege.edu/services/conduct/students/complaint.php>

Requirement 2D: Academic Honesty

Requirement Statement:

The phlebotomy faculty and administration expect that students enrolled in courses at Harper College comply with the ethical standards of academic honesty at all times.

Procedure:

1. Students are expected to do their own original work, except when the phlebotomy faculty directs collaboration on assignments.
2. Students who commit any form of academic dishonesty are subject to disciplinary measures including failure of the assignment, project, or test, failure of the course and/or dismissal from the Phlebotomy Program.
3. Refer to the “Student Code of Conduct and Dispute Resolution Procedures” in the Harper College Catalog and Student Handbook.

Requirement 2E: Sexual Harassment and /or Discrimination Complaints

Phlebotomy Student has a complaint regarding Sexual Harassment and/or Discrimination, and then the student should refer to the **Harper College Catalog & Student Handbook**. A copy of the handbook is available in the Program Director's office, Career Programs Division Office, and downloaded from the Harper College Website: <http://goforward.harpercollege.edu/uploaded/catalog/0708/04-pp39-56-Policies.pdf>

Requirement 2F: Student Code of Conduct and Dispute Resolution Procedures

- Student Rights
- Student Academic Complaints (Grade Disputes)
- Student Non-Academic Complaints

If a Phlebotomy Student has a complaint regarding any of the above, then the student should refer to the **Harper College Catalog & Student Handbook**. A copy of the handbook is available in the Program Director's office, Career Programs Division Office, and downloaded from the Harper College Website: <http://goforward.harpercollege.edu/uploaded/catalog/0708/04-pp39-56-Policies.pdf>

Requirement 2G: Dismissal from the Phlebotomy Program

Requirement Statement:

Admission to the Harper College Phlebotomy Program does not guarantee progression to certification completion. Graduation from the Phlebotomy Program requires that the student achieve the competencies necessary for safe patient care. Evaluation of the student's performance is an ongoing process throughout the Phlebotomy Program. The college has established procedures for appeal of decisions related to academic achievement.

Procedure:

1. Dismissal from the Phlebotomy Program is based on any of the established performance criteria as follows:
 - a. Any student who reaches out to a clinical site on their own behalf will automatically be **dismissed** from the Phlebotomy Program. **NO EXCEPTIONS!!**
 - b. *Every* invasive procedure performed in class *must* be witnessed by one of your instructors - ***NO EXCEPTIONS!!*** Students who are not in

compliance with this directive will be immediately dismissed from the program.

c. Any student suspected to be under the influence of drugs or alcohol while in the classroom may be asked to submit to a drug and/or alcohol test. If the instructor requests that a student submit to a drug and/or alcohol test, the student must comply. Failure to comply with a request for a specimen for drug and/or alcohol screen will result in immediate dismissal from the program.

d. Students must adhere to the directives of the instructor at all times. Failure to do so may result minimally in a grade of zero for the lab assigned and maximally immediate dismissal from the program.

e. Clinical performance that does not meet professional standards of conduct. Unprofessional conduct is defined as **any** phlebotomy action inconsistent with the Requirements of the Phlebotomy Program, or the policies of the clinical agencies.

f. Clinical performance that constitutes unsafe practice that endangers the safety or well-being of the patient. Unsafe practice is defined as any phlebotomy action inconsistent with the Requirements of the Phlebotomy Program, or policies of the clinical agencies.

g. Non-compliance with requirements of the Phlebotomy Program as provided for in the Phlebotomy Handbook.

h. Academic dishonesty, unethical behavior, and/or violation of confidentiality.

i. Failure to show up to clinical or as deemed a “no call no show” or walking off the clinical site without proper notification to the clinical site manager or Phlebotomy Program Coordinator may result in course dismissal and a failing grade. The decision is left to the discretion of the PHB Program Coordinator.

j. A confirmed positive drug test and failure to provide documentation from a healthcare provider.

k. A confirmed blood alcohol level of any amount.

2. Upon dismissal from the Phlebotomy Program:

a. The clinical instructor will notify the student of unprofessional conduct or unsafe practice. The student will not be permitted to continue in clinical.

- b. The instructor will notify the student of the grade.
- c. The student may follow the Student Academic Complaint policy located in the Harper College Catalog Student Handbook.

Requirement 2G1: Standardized Sanctions: The Harper College Student Handbook Warning, Disciplinary Probation and Suspension Policy

“Standard sanctions pertain to a student's relationship with the College and provide a form of consistency for the College in responding to acts of misconduct. One or more of these is usually issued when a student has been found responsible for violating the Code:

Warning – written notice to the student that the behavior is not acceptable at Harper College and that additional incidents may result in more severe sanctions. This notice exists in the student conduct file and is not reflected on an academic transcript.

Disciplinary Probation – a period of time (which may be indefinite) during which a student is under warning that any other violation of college policy may result in suspension. Disciplinary probation may also prohibit a student from participating in certain college activities or programs, as it is considered notice that the student is not in good standing due to behavior. This sanction is not reflected on the academic transcript.

Suspension – a defined period of time during which a student is not permitted to engage in any of the privileges, courses, organizations, events, or activities associated with being a student at Harper College. During the period of suspension, a hold designating such will be placed on the student's account and transcript prohibiting registration, enrollment, attendance, or ability to earn credit for any credit or non-credit courses offered by Harper College. This also prohibits receipt of a degree or certificate from Harper College during this time. This suspension does not prevent a student from attending another college or university, transferring any otherwise qualifying credits back to Harper at a later date, or receiving copies of Harper College transcripts reflecting academic credits previously earned. Once the period of suspension has been completed, the hold will be lifted from the student account, provided the student has completed any other requirements required prior to return. During the period of suspension, the student is also banned from Harper College property unless otherwise stated” (Excerpted *and adapted from Harper College Catalog and Student Handbook Student Code of Conduct and Resolution Procedures.*)

Requirement 2H: In class volunteers/ Invasive Procedure Policy

Requirement Statement:

Phlebotomy classrooms and laboratory are areas where students need to be attentive and focus on the learning process. Confidential information is often discussed during these times. Unnecessary distractions need to be avoided.

Procedure:

1. Only students registered for PHB 101 are permitted in the classroom/laboratory areas. Therefore, the exception is volunteers serving for student phlebotomy training during live draws only. Students must notify faculty prior and approval and written consent needs to be provided to the faculty for every volunteer.
2. **Every** invasive procedure performed in Phlebotomy 101: Principles and Practice course **must** be witnessed by Harper College Phlebotomy faculty - Students who are not in compliance with this directive will be immediately dismissed from the program. **NO EXCEPTIONS!!**

Requirement 2I: Contacting Faculty

Procedure:

Faculty will post information on how to be contacted, and the expected response time. This will be available on the course syllabus.

Requirement Statement:

Faculty members are aware that students may need to contact them outside regular classroom and clinical hours, and faculty is willing to accommodate those requests. However, faculty responsibilities outside the college may not allow for an immediate response to student's questions.

Section 3: Clinical Placement, Requirements, Policies, Evaluations and Procedures

Requirement 3A: Clinical Placement & Clinical Clearance

1. A student is eligible for **one** PPE placement. If a student withdraws from their PPE placement for any reason, they must also withdraw from PHB102 and consult with the program coordinator prior to re-registering for PHB102 the following semester.
 - a. The PPE may not be repeated or made-up unless the PHB Program Coordinator determines it is necessary due to extraordinary circumstances beyond the student's control.
2. Once Health Requirements, Medcom and criminal background checks are documented on **complio website**, a student can request a site placement

appointment with the program coordinator. Donna Oswald at doswald@harpercollege.edu or by phone 847-925-6922. Once all requirements are met and a clinical placement has been assigned, you will be authorized to register for PHB 102. Your clinical placement will be a first come first serve basis based on completion of all above mentioned requirements and contingent on successful completion of obtaining a "C" or better in both PHB 101 and HSC 112.

3. PHB 102 PPE placement is for 3 weeks (*Full time Monday through Friday day schedule*) of which a total of 120 clock hours (a half an hour break is deducted) and at least 100 successful blood collection procedures must be completed.
4. Students will need to complete all regulatory modules and a criminal background check before registering for PHB 102, and if my health requirements and CPR are not complete by the 4th week of the semester, I will receive an administrative withdraw from PHB 102.
5. It is my responsibility to provide the PHB program coordinator with proof of health clearance.
6. I understand that PPE placement is a tentative schedule and subject to change at the discretion or availability of the clinical site.
7. Please note if pre-clinical requirements are not completed on or before the due date established in class your clinical assignment will be deferred. **Remember, you must complete your clinical assignment within two semesters of completing PHB 101 and clinical placements in the summer are very limited!!!**
 - a. **If you completed PHB 101 in Fall:** Complete PHB 102 in Spring or last admission Summer Semester
Completed PHB 101 in Spring: Complete PHB 102 in Summer or last admission Fall Semester
Completed PHB 101 in Summer: Complete PHB 102 in Fall or last admission Spring Semester.
 - b. *If clinical assignment in not completed within **two semesters** (including summer semester) of taking PHB 101 than the Phlebotomy Continuing Education refresher class is required prior to PHB 102 placement. Students must complete PHB 102 the next clinical rotation after completion of the refresher class (this includes summer semester). If over one year has passed since the completion of PHB 101 the student will need to repeat PHB 101 to be eligible for PHB 102 clinical placement.*
8. **Clinical Clearance** needs to be established prior to clinical placement the items below are required to successfully progress to PHB 102 PPE placement:
 - a. Pass PHB 101 with a 75% or better
 - b. Pass PHB 101 Final lecture and lab exam with a 75% or better
 - c. Complete all required health requirements and medcom
 - d. Pass HSC 112 Medical Terminology with a C or better

Clinical Site Placement Availability

In the event there are too many students for the number of available clinical sites, students who must wait for a clinical placement will be given first choice on the first available clinical sites selection

Service Work Policy:

Per NAACLS accreditation standard “Service work by students in clinical settings outside of academic hours must be noncompulsory.” A student’s progress in PHB-102 is NOT dependent upon service work performed by the student. Students may NOT be substituted for regular staff during their student experiences.

Requirement 3B: Clinical Attendance and expectation during Clinical Assignment

During clinical assignment:

Student will:

- 1) Demonstrate professional conduct, attitude and appearance. Arrive on-time as scheduled.
- 2) Exhibit good communication skills by use of appropriate language/grammar and accurate medical terminology and titles.
- 3) Adhere to the facility/department dress code. As listed in Requirement 3C: Phlebotomy Student Uniform Requirements in the Phlebotomy Student Handbook.
- 4) Comply with attendance and participation policy:
 - a.) The Professional Practice Experience is a 120 contact hour course with mandatory attendance for those hours, and also requires attendance at the orientation session and discussion board participation during the semester.
 - b.) Attendance and active participation is required for all course activities.
 - c.) Students will spend at least 120 hours at the designated PPE site. A specific day and time will be assigned. If the student is unable to attend as scheduled, it is the student’s responsibility to notify the PPE site manager and the PPE coordinator *prior to* the scheduled visit.

- d.) **All missed hours must be made up.** Make-up dates and times are at the discretion of the PPE site manager. It is the student's responsibility to arrange to make up the missed time with the PPE site manager and to notify the PPE coordinator of all schedule changes.
- e.) Students are allowed to make-up/reschedule a maximum of **two site visits** per semester. Additional schedule changes require the written consent of the PPE site manager *and* PPE coordinator and may result in a decrease in the final course grade or course dismissal and a failing grade. The decision is left to the discretion of the PHB Program Coordinator based on the underlying circumstances.
- f.) If it is necessary for a student to arrive late for a PPE site visit, the student must contact the site manager *prior to* the scheduled arrival time. Failure to comply with this procedure or three late arrivals may result in a decrease in the final course grade or course dismissal and a failing grade. The decision is left to the discretion of the PHB Program Coordinator.
- g.) Failure to show up to clinical or as deemed a "no call no show" or walking off the clinical site without proper notification to the clinical site manager or Phlebotomy Program Coordinator may result in course dismissal and a failing grade. The decision is left to the discretion of the PHB Program Coordinator.
- h.) Employment experience (prior or current) may not be substituted for the PPE requirements.
- i.) Successful completion of a PPE is required for registration for the ASCP certification exam. NOTE: A student is eligible for **one** PPE placement. If a student withdraws from their PPE placement for any reason, they must also withdraw from PHB102 and consult with the program coordinator prior to re-registering for PHB102 the following semester.
- j.) The PPE may not be repeated or made-up unless the PHB Program Coordinator determines it is necessary due to extraordinary circumstances beyond the student's control.
- k.) If a student is unable to complete the requirements of the PPE, they must withdraw from the course by the deadline stated in the course syllabus

NOTE: If the student fails to withdraw by the deadline or is deemed ineligible for a grade of incomplete, the student will receive a failing grade for the course.

NOTE: Even if the student withdraws or does not complete the course, there is no guarantee the student will receive a second PPE placement. (See i.)

- 5) Exhibit good time management skills.
 - a.) Absenteeism, tardiness and taking unscheduled breaks are unprofessional traits and will be considered by the site manager in evaluating student performance.
 - b.) Use of cell phones and other personal electronic devices is not permitted in the PPE setting. Facility computers are not for personal use.**
 - c.) Complete PPE activities/projects as scheduled. If deadlines cannot be met, discuss with site manager or mentor as soon as possible.
 - d.) Show initiative by using “downtime” to assist or observe others as suggested by the site manager or mentor.
- 6) Display sound ethical-decision making skills.
 - a.) Ask questions and seek assistance as warranted.
 - b.) Acknowledge mistakes/errors immediately.
 - c.) Perform activities only within the scope of practice for the PPE.
- 7) Respect the privacy and confidentiality of patient, facility and staff information. Student will sign a confidentiality agreement, if required by the facility.
- 8) Comply with all procedures, policies, rules and regulations of the facility, unless contrary to law. If a facility policy/procedure differs from a college policy/procedure discuss with the PHB Program Coordinator or PPE coordinator.
- 9) Post weekly progress, challenges, and successes in the discussion board in Blackboard.
- 10) Prior to leaving the externship experience it is the student’s responsibility to verify that all draws, hours and clinical evaluation sheets are completed and signed by the designated mentor. The student will not be allowed to go back to the clinical site once the PPE experience is over to obtain missing signatures or clinical evaluation forms. **No Exceptions!!!**

- 11) Week 4 of clinical rotations is designated for students that need to make-up hours due to absences or who's clinical rotation was preapproved and scheduled to go beyond 3 weeks as approved by the clinical site and program coordinator prior. This fourth week is not designated to make up draws, hours or evaluations after the initial clinical rotation is completed.

Requirement 3C: Phlebotomy Student Uniform Requirements

Requirement Statement:

The phlebotomy student is required to present in a professional manner in the clinical setting. Uniform requirements are adopted by the Phlebotomy Program and students are expected to adhere to them.

Procedure:

1. The official school uniform is to be worn only in the clinical area and when the student participates in laboratory procedures during class. Uniforms are to be freshly laundered for each clinical day.
2. A phlebotomy student who does not adhere to the uniform requirements will be dismissed from the clinical setting.
3. Professional Appearance
 - a. Appropriate hygiene should be adhered to, as well as clean and pressed clothing. No scented body products are to be used.
 - b. Hair is expected to be clean, neat, away from the face, and colored and styled in a professional manner. A neat hairstyle and proper grooming is to be expected. Individuals with long hair are asked to style it so that it remains above shoulders at all times.
 - c. Fingernails must be no longer than the end of the finger, well-manicured, clean, and **without nail polish**. Artificial nails are not allowed in direct patient care.
 - d. Jewelry is limited to a wedding and/or engagement ring, and one pair of stud earrings. Necklaces, hoop or dangling earrings, and/or facial or tongue piercing are **not** permitted. Visible body jewelry other than noted above is not allowed while on clinical assignment. This includes, but is not limited to, nose, eyebrow, lip, tongue, and chin jewelry. If ears are pierced,

only small stud (post) earrings may be worn. No hoop or dangle-style earrings.

e. Visible tattoos must be covered.

f. Moderate make-up may be worn.

g. Footwear must be non-mesh, professional shoes, neat, clean, polished, and proper fitting. Any footwear with an open, exposed heel, opened back or visible holes (i.e. clogs or “Crocs” shoes) are not permitted.

h. Beards and mustaches must be clean and neatly trimmed.

4. A digital watch or a watch with a second hand, black/blue ballpoint pen, and Phlebotomy Notes pocket handbook are required for clinical practice.

5. The Harper College issued photo ID badge or clinical agency issued photo ID badge is an essential component of the uniform. Phlebotomy faculty will inform the phlebotomy student during clinical orientation regarding required photo ID for the clinical setting.

6. Sweaters or sweat jackets are not permitted while providing direct patient care.

9. Phlebotomy students are to wear the specified Harper College wine scrub top, wine scrub pants and plain white socks. Students are not to wear long sleeve shirts beneath the scrub top. A disposable lab coat (provided by clinical site) or scrub warmer jacket/or lab coat could be worn but it is the discretion of the clinical site what is deemed as acceptable. Appropriate under-garments must be worn.

10. Students may not attend clinical if the appropriate scrub attire is not maintained at all times.

Requirement 3D: Transportation

Requirement Statement:

Transportation to and from Harper College and cooperating clinical agencies is the individual phlebotomy student’s responsibility.

Requirement 3E: Clinical Site Lunch Policy

Each student shall be allowed 30-minute lunch break during an 8-hour clinical day. If a student exceeds that time allotment, the student must make-up the additional Time.

Some advice to the new PHB student regarding your clinical experience...

1. Be early and ready to start on time. Be there **every** day. You will need every minute of your clinical experience.
2. Wear the appropriate uniform. You will be dismissed from clinical if you do not.
3. Stay with the mentor, or in the room to which you are assigned. If you need to leave the area for any reason, tell someone so they will not be searching for you.
4. Coffee breaks are not mandatory. (Lunch is.) Do not take advantage of your breaks. You will get the reputation as being lazy and undependable. You may want to work there when you graduate. Look at this as a 3-week job interview.
5. You must be assertive (but not aggressive). You will not learn by osmosis. Do not expect anyone to take you by the hand and drag you along. Volunteer for and look for something to do if your assigned area is not busy. If you are immersed in a text book, you will probably miss a lot of what is going on around you. Class supports clinical, not vice versa.
6. Cleaning and stocking **are** part of what phlebotomists do every day during down time.
7. Do not be afraid to make a mistake or fail. If you don't make the attempt, you will never learn how to perform the procedure. Jump in; do not be afraid or intimidated by a procedure. Participate in the procedure even if it is new to you.
8. Ask many questions, but do it **respectfully**, and make sure you listen to the answer so you will not have to ask the same question again.
9. In the real world, there are many different methods to accomplish the same goal. If a technician does not do each procedure as it is laid out in Phlebotomy textbook, for goodness sake, don't tell them they did it wrong! Ask them to show you what they did, and why they like to do it that way. (In a nutshell, keep your eyes open and your mouth closed, you will learn more that way.)
11. Don't complain. You will quickly become someone no one wants to work with.
12. You will work with techs who like you and techs that dislike you. This will happen at most jobs too. Learn to deal with it; you can still learn something from either type.

13. Be professional in everything you do (appearance, communication, attendance etc.). Communication with patient and staff must be appropriate and professional at all times.

Requirement 3F: Reporting of Clinical Incidents

Requirement Statement:

The report of the clinical incident documents events that are breaches of professional practice. A clinical incident occurs when there is a violation of professional standards or requirements, or if there is unsafe patient care or medication administration procedures; and the clinical agencies require an institutional specific "Incident Report." Safety practices at the clinical agencies and at Harper College are the responsibility of phlebotomy faculty and students. All incidents must be reported immediately to the appropriate persons.

Procedure:

A. Clinical incident involving a phlebotomy student:

1. The student will notify phlebotomy faculty at once.
2. Student will, under the supervision of the clinical site supervisor or mentor, notify the manager/coordinator of the department/unit.
3. The student and mentor, under the direction of the manager/coordinator, will follow the procedure at the clinical agency at which the incident occurs and complete appropriate "Incident Report" forms.
4. The student, under the direction of the phlebotomy faculty will make out a Harper College Incident Investigation Report form and submit to the Phlebotomy Coordinator who will submit it to the Manager of Environmental Health and Safety and Human Resources if appropriate. (Use back of the form to record additional information as necessary.)
5. Financial obligations incurred as a result of the incident will be the responsibility of the student.

B. Clinical incidents involving a patient:

1. The student will notify phlebotomy faculty at once.
2. Student will, under the supervision supervisor or mentor, notify the manager/coordinator of the department/unit.
3. The student and the phlebotomy faculty, under the direction of the manager/coordinator, will follow the procedure at clinical agency at which the incident occurs and complete appropriate "Incident Report" forms.
4. The student, under the direction of the phlebotomy faculty, will make out a Harper College Incident Investigation Report form and submit to the Phlebotomy Coordinator who will submit it to the Manager of Environmental Health and Safety and Human Resources if appropriate. (Use back of the form to record additional information as necessary.)

Requirement 3G: Recording of Clinical/Classroom Occurrences in Which There is a Breach of Standards of Phlebotomy Practice

Requirement Statement:

A record of a clinical/classroom occurrence is a communication and educational tool used to enhance the phlebotomy student's ability to improve phlebotomy practice. An occurrence, which breaches standards of phlebotomy practice, is when there is unsafe care or violation of established policies and procedures at the college or clinical agency. The record documents observations of critical behaviors that reflect professional behaviors and phlebotomy care. This includes patient safety; ethical behavior; and policy and procedural requirements.

Procedure:

1. When there is an occurrence that breaches standards of phlebotomy practice, the phlebotomy faculty or staff observing the occurrence will complete an "Occurrence Report."
2. A phlebotomy faculty member or the phlebotomy coordinator will meet with the student to discuss the occurrence and review the written report.
3. The student will be required to submit a written statement regarding the occurrence including corrective or preventive action.

4. Following the completion of the Occurrence Report:
 - a. A copy of the report will be given to the student.
 - b. A copy of the report will be placed in the student's file.
 - c. The student will be referred to the phlebotomy laboratory, college counselor, the phlebotomy coordinator or other appropriate resources.
 - d. The student must supply verification of action taken in response to the report. This is returned to the faculty or staff member initiating the report by the date designated by the faculty.
5. The report of the occurrence may be used for remedial action or dismissal of the student from the Phlebotomy Program at the time of the incident or at a future date.

Requirement 3H: Reporting Professional Dishonesty in the Clinical Setting

Requirement Statement:

The public interest demands honest and ethical professionals in the health care setting. Phlebotomy students who obtain passing grades through dishonest means may develop habits of unsafe and unethical practice, and may present risks to other individuals and to the reputation of the profession.

During the course of study in the Phlebotomy Program, a student may observe behavior by others that appear to violate standards of academic and/or professional integrity, or actions that have the potential to harm another individual. Phlebotomy students who find themselves in this situation must carefully consider their personal and professional reasonability to report an incident involving suspected dishonesty, as well as any applicable workplace rules in clinic settings, which mandate such reporting. See Requirement "*Reporting of Clinical Incidents*" and Requirement "*Recording of Clinical Occurrences in Which There is a Breach of Standards of Phlebotomy Practice*".

Procedure:

1. A student who observes dishonest or otherwise unethical behavior on the part of another student or health care worker should express concern to the person engaging in the questionable practice, calling attention to its potential detrimental effect upon patient well-being. The student should also report the incident to the clinical faculty member.
2. Examples of dishonest/unethical clinical behaviors include but are not limited to:

- Falsifying documentation
- Lying about performance
- Practicing outside the phlebotomy scope of practice (ex. Giving patient medical advice or diagnosis, transferring a patient or administering medication).
- Failure to acknowledge a lack of understanding or ability to competently perform a task
- Failure to follow procedures according to policy (such as taking unauthorized shortcuts)
- Failure to report clinical care mistakes to clinical faculty member
- Covering up for the unsafe behavior of another student or health care worker
- Practicing as a phlebotomy student when under the influence of drugs or alcohol
- Violations of the Health Insurance Portability and Accountability Act (HIPAA) (See Requirement #3B and www.hhs.gov/ocr/hipaa)

3. Students are encouraged to discuss questions and concerns, which may arise regarding their responsibilities under this Requirement with clinical faculty or other phlebotomy faculty members.

Requirement 3I: Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Confidentiality

Requirement Statement:

Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a broad law dealing with a variety of issues. The aspect of this law that affects a phlebotomy student is that patients have a right to privacy and confidentiality. This is to be respected throughout the Phlebotomy Program. It is illegal to release health information to inappropriate parties or to fail to adequately protect health information from release. Protected Health Information includes the patient's name, address, phone number, email and fax addresses, social security number, driver's license number and other identifying information, in addition to information about the patient's diagnosis and condition.

• **Because this is a law, there are civil and criminal consequences if privacy laws are breached. Violation of HIPAA can be grounds for immediate dismissal from the Phlebotomy Program.**

- **Therefore, under no circumstances should a phlebotomy student ever release or remove confidential patient information outside of the hospital or discuss it with anyone unless it is needed for the treatment of the patient.**

Procedure:

1. In the role of a phlebotomy student and a patient advocate, there is access to patient information.
2. Students **are not allowed to make photocopies** of any part of the patient records.
3. When it is necessary to share confidential information, do so only in a conference room or nurses' station and only with the persons involved in the patient care.
4. Do not discuss patients or patient-related information in corridors, patient rooms, elevators, the cafeteria, waiting rooms, lounges, or any other area where conversations may be overheard.
5. Never pass on patient information to anyone who does not need it in the performance of his or her specific duties to the patient.
6. Any information learned through the course of activities at the hospital is not to be repeated to anyone. This includes friends, relatives, and/or relatives of patients or employees. Information is not communicated from one institution to another without consent of the patient.
7. **Students are not to look up any information on patients other than those for whom they are assigned.**
8. If a student learns of the hospitalization of a friend or relative, this information cannot be discussed, unless it came from an outside source or with permission of the patient in the hospital.
9. If a student acquires information about a friend or relative in the course of clinical practice, that information is also considered confidential. This also applies to individuals known to a student who may be seen in corridors, elevators, or other areas of the healthcare setting.
10. All student assignments should have only patient initials, not full names, and should not include room numbers or the name of the hospital.
11. Any identifying patient information you receive during clinical is to be shredded at the clinical setting after use.

12. When viewing computer or written charting, be sure that others are unable to read it. **Students must log off the computer prior to leaving the area.**

13. **TAPING:** Confidentiality also applies in the classroom setting. No taping is allowed in the classroom except under the direction of student services or with the permission of the phlebotomy faculty.

14. Only handwritten notes with no identifying information will be allowed to be removed from the facility.

Requirement #3J: Non-Smoking Clinical Requirement

Requirement Statement:

Smoking is **not** permitted prior to or during a patient care assignment. With the possible health risks of allergy, smoke odors may pose a risk to some patient's safety. Also, it is highly desirable that healthcare professionals demonstrate healthy life style choices to peers, professional colleagues, and patients.

Procedure:

1. Students are required to take action to eliminate smoking odors prior to clinical. It is recommended that students not smoke within one hour prior to, or during the patient care assignment. This includes breaks and/or lunch breaks. Other methods for reducing the odor of smoke should be identified by the student to address this requirement.
2. Evidence of the odor of smoke or smoking prior to or during clinical will result in dismissal from clinical for the assignment day.
3. Refer to "Smoking Policy" in the *Harper College Catalog and Student Handbook*. Harper College is a no smoking campus.

Clinical Observation/ Assessment Sheets

Clinical Site Observable Venipuncture Checklist: Please check one (To be completed by clinical site mentor)

Step	Action	Satisfactory (2.0)	Needs Improvement (1.0)	Unsatisfactory (0)	Comments
1	Properly identify patient by asking patient to state first and last name and date of birth. Double checking against wristband, labels and requisition.				
2	Washes hands with soap and water or hand sanitizer. Applies gloves.				
3	Selects equipment and assembles supplies				
4	Position the patient's arm in a straight (or slightly bent) downward manner, apply the tourniquet in the correct location.				
5	Prepare specific supplies, including attaching a needle on the appropriate holder.				
6	Apply the tourniquet and check for potential sites by palpating the vein.				
7	Select the site and cleanse the patient's skin with an alcohol pad. Allow the site to air dry.				
8	Remove the needle cap				
9	Hold the needle assembly in one hand				

	while the thumb of the other hand anchors the vein 1 to 2 inches below the puncture site.				
10	Position the needle so that it is oriented in the same direction as the vein and is at a slight angle with the skin surface.				
11	Center the first collection tube in the holder and gently push it onto the holder.				
12	If blood does not flow, palpate gently above the puncture to feel for the vein and possibly reorient the needle <i>slightly</i> .				
13	As the blood begins to flow, instruct the patient to open the fist, and release the tourniquet.				
14	Allow the blood to flow into each collection tube until it stops.				
15	When all tubes have been filled and removed from the holder. Inverts all test tubes, removes the tourniquet and withdraw the needle.				
16	Applies pressure with a gauze pad over puncture site.				
17	Activate the safety device and discard the needle device in an appropriate container.				

18	Apply pressure and confirm bleeding has stopped completely. Then applies a bandage.				
19	In the patient's presence, label specimens. If applicable have patient visually verify labels.				
	Post Care				
20	Dispose of contaminated supplies and equipment				
21	Thank the patient for cooperating and bring specimens to the lab.				

Comments: _____

Signed (mentor) _____ Date _____

Total points possible: /42

Clinical Skills Evaluation Checklist: Check one/ To be completed by clinical site mentor Total: /50 points	Satisfactory (2.0)	Needs Improvement (1.0)	Unsatisfactory (0)	Comments or NA
Technical:				
Demonstrates knowledge of laboratory procedures				
Uses Medical Terminology correctly				
Follows policies and procedures for maintain laboratory safety				
Demonstrates acceptable practices for infection control, hand hygiene and asepsis				
Observes OSHA blood borne pathogen standards and needle safety				
Job Knowledge/Technical:				
Correctly identifies patient and follows facility policy on patient ID				
Selects proper test tubes and other collection supplies based on requisition and patient assessment				
Correctly identifies veins on hand, arm, or alternate sites if needed				
Correctly applies tourniquet				
Demonstrates a successful venipuncture in an organized step by step approach				
Uses correct order of draw				
Correctly labels and handles specimens				
Explains the cause of phlebotomy complications				
Follows policies to ensure specimen integrity				
Demonstrates and applies centrifugation skills				
Instructs and directs patient in proper collection method of blood and non-blood specimens				
Explains methods for transporting and processing specimens for routine and special tests				

Maintains patient confidentiality according to federal regulations (e.g. HIPAA)				
Professionalism:				
Demonstrates respect for diversity in the workplace				
Models professional appearance and behavior				
Follows written and verbal instructions				
Team worker-collaborates with others to affect quality of performance				
Promptly corrects errors, uses sound decision making skills				
Applies suggestions/comments to performance with a positive attitude				
Communication-displays self-confidence and professional poise				
Completed minimum of 120 contact hours and 100 successful unaided venipuncture's				
Circle one Yes or No				

It is possible that time limitations may prohibit the student from accomplishing each skill or activity on the list. If this occurs, indicate N/A or Not Accomplished.

Comments: _____

Site Preceptor/Mentor Signature: _____ Date: _____

Student clinical externship packet or evaluations can be faxed: Attn: Donna Oswald PHB Coordinator at Fax: 847-925-6047 if desired at the end of the student's clinical rotation

The Harper College course instructor's is responsible for determining the student's final grade.

Harper College Faculty Evaluation Sheets

To be completed by Harper PHB 102 faculty

STUDENT NAME: _____

PPE SITE: _____ EVALUATOR: _____

PROFESSIONAL PRACTICE EXPERIENCE STUDENT EVALUATION FORM <i>Total: /30</i>	Satisfactory (5)	Good (4)	Satisfactory (2)	Needs Improvement (1)	Unacceptable (0)
Displays professionalism in appearance, attendance, safety, communication and time management during clinical internship					
Harper Faculty Comments/Feedback					
Effectively demonstrates oral and written communication skills and sound decision-making skills during clinical internship					
Harper Faculty Comments/Feedback					
Observation and mentor evaluation of venipuncture procedure meets the expectations and standards of the PHB program					
Harper Faculty Comments/Feedback					

Signature of Harper College Faculty: _____ *Date* _____

Signature of Student: _____ *Date:* _____

Harper College PHB 102 Phlebotomy Externship Performance Evaluation

Clinical Site: _____ Student Name: _____

<i>Professional Behavior and Clinical skills</i> <i>Total: /50</i>	Satisfactory (5)	Needs Improvement (2.5)	Unsatisfactory (0)	Did not perform or attend
Regular Attendance/Punctuality				
Harper Faculty Comments/Feedback				
Displays flexibility/motivation/professionalism				
Harper Faculty Comments/Feedback				
Accepts constructive criticism and applies it to skill set				
Harper Faculty Comments/Feedback				
Appearance clean/neat and clinical ID badge visible				
Harper Faculty Comments/Feedback				
Effectively and appropriately communicates with patient's /team members and instructors				
Harper Faculty Comments/Feedback				
Follows instructions and good follow through w/responsibilities and time management				
Harper Faculty Comments/Feedback				
Ability to make sound decisions independently or asks				

for help when necessary				
Harper Faculty Comments/Feedback				
Accurate specimen documentation, labeling and transport noted on all specimens				
Harper Faculty Comments/Feedback				
Adheres to safety procedures and universal precautions while performing clinical duties				
Harper Faculty Comments/Feedback				
Assembles blood collection equipment and Phlebotomy techniques/skills meets the expectations and standards of the PHB program				
Harper Faculty Comments/Feedback				

Harper College Faculty Signature: _____ Date: _____

Student Signature: _____ Date: _____

Harper College
Phlebotomy Program
Student/Faculty/Agency Supervisor Conference Form

Student Name: _____

Agency: _____ **Date(s):** _____

Clinical/Lab location: _____

Description of student action/skill technique that does not meet the Phlebotomy Program objectives/outcome criteria:

Plan for improvement:

Student Status:

Faculty Signature: _____ **Date:** _____

Student Signature: _____ **Date:** _____

I understand that my signature does not imply agreement, but is required as evidence that my instructor or agency supervisor has discussed the identified deficiencies with me as well as my current status in the program.

Student Comments:

Applying for the PBT (ASCP) Certification Examination

The student if desired can apply for the PBT (ASCP) Certification examination to become a certified phlebotomy technician after successful completion of PHB 101 and PHB 102 with a satisfactory grade of “C” or better and completion of 120 clinical hours and 100 successful unaided blood draws. The student will be issued a Harper College Certification completing upon completing the PHB 101 and 102 course. Students can download the information booklet and apply online at the following Web site:

<https://www.ascp.org/content/docs/pdf/boc-pdfs/procedures/examinationprocedures.pdf?sfvrsn=8>

Students are encouraged to challenge the ASCP certification exam upon completion of the phlebotomy program or within a year of completion. Please note there are other Phlebotomy certification exams offered by NHA and AMT.

There are 2 routes that a student may apply for the ASCP exam.

- **Route 2:** High school graduation (or equivalent), AND completion of an acceptable two-part formal structured phlebotomy program in the U.S., Canada or an accredited laboratory within the last five years. This two-part program, to be arranged by the program director, must consist of: 40 clock hours of classroom training, including anatomy and physiology of the circulatory system, specimen collection, specimen processing and handling, and laboratory operations (e.g. safety, quality control, etc.), AND 100 clock hours of clinical training and orientation in an accredited laboratory** with a minimum performance of 100 successful unaided blood collections including venipuncture's and skin punctures.

A student who completes the Harper College Phlebotomy Program are eligible to apply under Route 1. On the certification application under Step 6: Clinical Laboratory Program Information, check the box:

Structured Phlebotomy (Route 1)

School Program was completed at: Harper College 1200 W. Algonquin Road Palatine IL 60067

Second qualifying route:

- **Route 3:** High school graduation (or equivalent), AND completion of one-year full time acceptable work experience as a phlebotomy technician in an accredited laboratory** within the last five years. This experience must include venipuncture's and skin punctures. (Full time experience is considered thirty-five hours per week).

For this route, you do not need the venipuncture verification form or official transcript from Harper College. On the application under Step 8: Employment Information, you will need to document total employment experience in the clinical laboratory.

Application Deadlines, Dates of Examination Administration, and Application Fees are provided on the ASCP Board of Registry Web Site.

<https://www.ascp.org/content/board-of-certification/getcertified#tabs-introduction>

Appendix A

Signature Form Following a Failure of a Phlebotomy Course

I understand that since I have received either a D or an F in Phlebotomy 101 I will need to retake the course in order to be eligible for PHB 102. Documentation of having completed or being currently enrolled in HSC 112 Medical Terminology, to continue in the phlebotomy program.

I understand that since I received either a D or an F in Phlebotomy 102. To receive a passing grade for the course the student must receive a grade of satisfactory for both the assignments and the site manager evaluation. A grade of 75% or better must be earned to meet the requirements for phlebotomy certificate completion and therefore eligibility to challenge the ASCP BOC Phlebotomy Examination.

Printed Name _____

Signature _____

Date _____

Faculty or Phlebotomy Coordinator Signature _____

Appendix B

REPORT OF STUDENT CLINICAL/CLASSROOM OCCURRENCE

Student Name: _____ Date of Occurrence: _____

A report of a student clinical/classroom occurrence is both a communication and educational tool to provide corrective feedback and promote competent care.

VIOLATION OF PROFESSIONAL STANDARDS OR UNETHICAL BEHAVIOR

- Disrespectful or judgmental behavior to peers, faculty, patient, staff, visitor, etc.

- Dishonest behavior/Lying

- Withheld the truth/Error of omission

- Demonstrated irresponsible behavior/Does not assume responsibility for own actions

- Lack of professionalism in conduct, appearance, punctuality, etc.

- Demonstrated irresponsible behavior and performed procedures or actions beyond the specific scope of practice for phlebotomy (i.e., giving the patient medical advice or diagnosis, transporting patients, administering medication or giving the patient food or drink without speaking to medical staff first, drawing blood from IV or PICC line etc.)

UNSAFE OCCURRENCE (PATIENT CARE)

- Failure to gather data from laboratory requisition before giving care

- Failure to assess all patients completely and in a timely manner

- Failure to arrive prepared to give patient care

- Failure to intervene in a potentially life-threatening situation (i.e., obstructed airway, syncope, choking, cardiac arrest, vomiting with potential for aspiration)

- Failure to create a safe environment

- Failure to remedy an unsafe condition, i.e. side rails down or patient in appropriate position prior to draw, lab chair arm support not used.
- Unsafe handling of sharps
- Violation of standard precautions

POLICY VIOLATION (PROGRAM, COLLEGE, HOSPITAL)

Procedure performed without prior instructor approval or observation

Failure to verify physician's orders on patient's chart prior to doing a procedure

- Equipment operated in a manner that could have harmed patient/staff/visitor
- Violation of patient confidentiality

UNSAFE Patient Identification

Violation of Proper Patient Identification

- Wrong Patient
- Wrong Date of Birth
- Wrong Route
- Wrong Documentation or Specimen Labeling
- Wrong Time
- Failure to check patient ID band or verify with 2 patient identification procedure
- Failure to check for patient allergies
- Improper identification of venipuncture sites
- Failure to perform venipuncture properly and within standards of the phlebotomy program

- Failure to properly identify phlebotomy complications and take appropriate action (drawing from a restricted arm, drawing above an IV site, fainting, excessive bleeding or bruising)
- Failure to make critical assessments before or after venipuncture procedure is performed

OTHER

This form will be placed in the student phlebotomy's file. This report is intended as an educational tool but may be used for remedial action or dismissal of the student from the Phlebotomy Program should either be deemed necessary at a future date.

The student is encouraged to attach a written statement to this form regarding the occurrence.

See Attached: Student account of the occurrence _

Instructor notes _

Other (specify) _

Action Taken: Referred:

Lab _

Counseling __

Phlebotomy Coordinator __

Other (specify) _

Verification that above action was taken: ____ Yes ____ No

Signature and Verification: I have read the above statements and have received a copy.

Student's Signature _____ Date: _____

Phlebotomy Faculty's Signature _____

Received and Reviewed by Phlebotomy Coordinator _____ Date: _____