

Nash Community College
Phlebotomy Program
Student Handbook



2018-2019

**PHLEBOTOMY PROGRAM
2018-2019 STUDENT HANDBOOK
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Nash Community College Phlebotomy Program Student Handbook

Welcome! You have made the choice of pursuing a certificate in Phlebotomy. If you have not attended Nash Community College before, welcome to this campus and to this program. This program has been designed by the Phlebotomy Advisory Committee and College faculty to enhance your ability to earn the credential of Phlebotomy Technician (ASCP) through successful certification testing, contribute as a vital team member of the health care community, and to attain personal satisfaction and growth in your chosen career.

This Student Handbook is designed to be a reference for you throughout the program by providing information about the policies and expectations of the program. Please retain this Handbook in a secure place as you will need to refer to it from time to time during your program progression.

Always feel free to come to the faculty with any additional questions you may have.

Phlebotomy Technology Program Contact Information

Nash Community College:

Department Chair for Allied Health and Program Director/ Faculty:	Nancy Worsinger, MS, MT(ASCP), RMA 252-451-8383 Office B-2114 ngworsinger102@nashcc.edu
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Vice President of Instruction and Chief Academic Officer	Tammie Clark, DPT, PT 252-451-8372 Office 2154 tclark@nashcc.edu
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Health Sciences Admissions Coordinator	Nicole Lawrence Office B-2130 252-451-8390 nlawrence@nashcc.edu
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Accreditation Organizations:

NAACLS	National Accrediting Agency for Clinical Laboratory Sciences 5600 N. River Road Suite 720 Rosemont, IL 60018 Phone: 773-714-8880 www.naacls.org
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SACS

Southern Association of Colleges and Schools
Commission on Colleges
1866 Southern Lane
Decatur, GA 30033-4097
404-679-3558
www.sacscoc.org

Nationally Recognized Phlebotomy Certification Agencies

American Certification Agency
Credential: CPT(ACA)
P.O. Box 58
Osceola, IN 46561
www.acacert.com
574-277-4538

American Medical Technologists
Credential: RPT(AMT)
10700 W. Higgins Road
Suite 150
Rosemont, IL 60018
www.americanmedtech.org
847-823-5169

*American Society for Clinical Pathology
Board of Certification
Credential: PBT(ASCP)
33 W Monroe, #1600
Chicago, IL 60603
www.ascp.org
312-541-4999

***Nash Community College phlebotomy students are required to register for the ASCP exam.**

National Center for Competency Testing
Credential: NCPT
7007 College Boulevard, Suite 705
Overland Park, KS 66211
www.ncctinc.com
913-498-1000

Nash Community College does not unlawfully discriminate in offering equal access to its educational programs and activities or with respect to employment terms and conditions on the basis of an individual's race, color, national origin, sex, sexual orientation, gender, gender expression, gender identity, genetic information, disability age, religion, or veteran status.

- Nash Community College Catalog

General Information

The Phlebotomy Profession

Phlebotomy professionals are qualified by academic and practical education to collect, transport, and process blood specimens for analysis. They select the appropriate equipment and technique based on a thorough understanding of the anatomy and physiology of the patient, as well as the psycho-social factors that may impact specimen collection. Phlebotomy professionals perform venipunctures and capillary (dermal) punctures adhering to all standards governing patient and employee safety.

The ability to relate to people, a capacity for calm and reasoned judgment, and a demonstration of commitment to the patient are essential qualities. Communication skills involve direct interaction with the patient, family members of the patient, fellow members of the laboratory team, and other members of the healthcare team. Phlebotomy professionals demonstrate ethical and moral attitudes and principles that are necessary for gaining and maintaining the confidence of patients, professional associates, and the community.

Upon graduation and initial employment, the phlebotomist will be able to demonstrate entry level competencies in the above areas of professional practice. Refer to the NAACLS Phlebotomist Competencies.

Program Information

The Nash Community College Phlebotomy program is a one-semester program that prepares the student for a career as a Phlebotomist through classroom, laboratory, and clinical education. The North Carolina Community College System (NCCCS) and State Board of Education support the NCC Phlebotomy Program. The program of instruction is governed by regulations and requirements of the NCCCS, the Institutional Policies of Nash Community College, and the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS).

The Nash Community College Phlebotomy Program has been continuously accredited by the National Accrediting Agency for Clinical Laboratory Sciences (www.naacls.org) since 1989.

Nash Community College is accredited by the Southern Association of Colleges and Schools commission on Colleges (SACS).

Students entering the Phlebotomy profession should understand they are entering a profession that operates according to established codes of conduct, both legal and ethical, and that by enrolling in this program you become bound by these guidelines. Our program is not an isolated institution, but rather part of a nationwide network of healthcare that involves individual practitioners and professional, institutional, state, and federal regulations.

Nash Community College Mission

Nash Community College's mission is to provide an educational environment that meets students where they are and prepares them for successful college transfer and rewarding careers in a global and diverse society. Through quality instruction, support, services, technology, workforce development, research, and community partnerships, Nash Community College fosters lifelong learning opportunities for individuals, communities, and organizations.

Phlebotomy Program Mission Statement

The Nash Community College (NCC) Phlebotomy Program prepares individuals with the knowledge and skills necessary related to obtaining blood and other specimens for the purpose of laboratory analysis. The NCC Phlebotomy Program mission is to provide education and training in the field of phlebotomy while maintaining high standards of instruction and service delivery. This is accomplished by providing theory and clinical experiences in a professional environment that is conducive to diverse learning needs of students.

Phlebotomy Program Goal

To provide sound education resulting in:

- a) Competent graduates who could serve as quality employees for the health care community and who have a working knowledge of phlebotomy and health care at the entry level;
- b) Graduates who have been adequately equipped with the knowledge that will allow them to successfully pass national certification exams; and,
- c) A workforce to meet the needs of a growing health care community.

Program Description

The Phlebotomy curriculum prepares individuals to obtain blood and other specimens for the purpose of laboratory analysis. Course work includes proper specimen collection and handling, communication skills, and maintaining patient date. Graduates may qualify for employment in hospitals, clinics, physician's offices, and other healthcare settings and are eligible to take the national certification examination for phlebotomy technicians.

The **Curriculum Phlebotomy program** is a certificate program that is completed in one semester. The program consists of an on-campus Phlebotomy Technology course, an off-site clinical practicum course, and one related general education course totaling 12 curriculum college credit hours. The **Continuing Education Phlebotomy program** consists of the same on-campus Phlebotomy Technology and off-site clinical experience and leads to a Continuing Education Certificate in Phlebotomy. The Curriculum and Continuing Education sections of the technology course are taught concurrently, with the same instructor, textbook, and course expectations. All courses are offered weekdays only. Course work includes proper specimen collection and handling, communication skills, and legal issues related to health care.

The Phlebotomy Technology theory course meets three mornings per week (M-W-F) during the first seven weeks of the semester and one morning a week (Fri) thereafter for the remaining nine weeks. The Phlebotomy Clinical Practicum begins on week eight and may follow a variety of schedules, depending upon the clinical facilities the student is assigned to. This enables each student to complete the majority of the theory and laboratory components of the program before the clinical component. The related general education course required for Curriculum students may be taken online or in the evening.

Criminal Background Checks and Drug Screens

Criminal background checks and drug screens are not required of admissions to the Health Sciences programs. However, students can expect to submit to criminal background checks (state and/or federal) and drug screens in order to meet regulatory criteria of facilities participating in the clinical education component of the Health Sciences program once admitted to the program. The Health Sciences faculty recognizes and is fully supportive of clinical facilities mandating criminal background checks and/or drug screens on students in the program.

If a clinical facility prohibits a Health Sciences student from participating at the facility based on the results of the criminal background check and/or drug screen, the student will be dismissed from the respective Health Sciences program for failure to progress. No alternative clinical experience will be arranged on behalf of the student, resulting in the inability of the student to meet the curriculum requirements of the program. Students are encouraged to follow the due process procedures for the respective Health Sciences program should they feel ineligibility was determined as a result of false or inaccurate information.

Students can expect to absorb all costs related to criminal background checks and/or drug screens. Specific procedures will be provided to students in the Phlebotomy program upon acceptance and enrollment.

Students should also expect to submit to a criminal background check, at their own expense, when seeking eligibility for national certification.

Clinical Facilities Utilized for Clinical Rotation Schedules

Each Curriculum student will be scheduled for 144 hours of clinical practicum experience in at least one of the clinical facilities contracted with the NCC Phlebotomy Program. Each Continuing Education student will be scheduled for 128 hours of clinical practicum experience. Every effort will be made to schedule each student in one acute care facility and one ambulatory facility. Specific clinical rotation schedules are distributed to students well in advance of the start of the clinical experiences. Contracted clinical facilities are listed below.

Ambulatory facilities:

Boice Willis Clinic

Main Laboratory
901 N. Winstead Ave.
Rocky Mount, NC 27804

Primary Care
600 Nash Medical Arts Mall,
Rocky Mount, NC 27804

Clinical Liaison:
Laboratory Manager, Kristen Harding
252-937-0233

Eastern NC Medical Group

Main Laboratory
1041 Noell Lane
Rocky Mount, NC 27804

Nashville Office
155 Nashville Commons Dr,
Nashville, NC 27856

Clinical Liaison:
Laboratory Manager, Agnes Lim
252-451-2700

Rocky Mount Family Medical Center

804 English Rd.
Rocky Mount, NC 27804
Clinical Liaison:
Laboratory Manager, Phyllis Wade
252-443-3133 x226

Hospitals:

LifeCare Hospital

1051 Noell Drive
Rocky Mount, NC 27804
Clinical Liaison:
Angie Baker
252-451-2492

Nash Health Care Systems

2460 Curtis Ellis Drive
Rocky Mount, NC 27804
Clinical Liaison:
Laboratory Manager, Rachel Sutton
252-443-8590

WakeMed

Locations:
3000 New Bern Avenue
Raleigh, NC 27610
Clinical Liaison:
Phlebotomy Supervisor, Jerry Docking
919-350-8242

Cary Campus

1900 Kildaire Farm Rd.
Cary, NC, 27518
Clinical Liaison:
Laboratory Director, Cheshire Cole
919-350-7181

Wayne Memorial Hospital

2700 Wayne Memorial Dr.
Goldsboro, NC 27533
Clinical Liaison:
Phlebotomy Supervisor, Denise Green
919-731-6577 / 919-731-6008

Essential Functions of the Phlebotomy Student

Students enrolled in the Phlebotomy Program at Nash Community College must demonstrate competence in various intellectual, physical, and social areas. The Americans with Disabilities Act (ADA) ensures qualified applicants to public institutions the ability to pursue program admissions, however, the applicant must meet essential requirements. All students admitted to the Phlebotomy Program will be held to the same standards with or without reasonable accommodations. The following functions are considered essential requirements for admission, retention and graduation in Nash Community College's Phlebotomy Program. The purpose of these functions is to ensure Phlebotomy students provide safe, competent, and timely care to patients requiring phlebotomy procedures.

Physical and Emotional Standards:

Phlebotomy students should possess and be able to demonstrate the following:

- 1. Interpersonal Skills** – Interpersonal abilities sufficient to interact with individuals, families, and health care professionals from a variety of emotional, cultural and intellectual backgrounds. For example, the phlebotomy student shall establish rapport with patients/clients and the health care team members.
- 2. Communication Skills** – Communication abilities sufficient for interaction with others in verbal and written form. For example, explain venipuncture procedure to patient/client.
- 3. Cognitive Abilities:** - Ability to be oriented to time, place, and person; organize responsibilities, and make decisions. For example, recognize and report physical problems that occur when attempting venipuncture on a given patient/client.
- 4. Mobility** – Physical abilities sufficient to move from room to room and maneuver in small spaces, stand and walk for extensive periods of time. For example, trips from laboratory to patients/clients rooms.
- 5. Motor Skills** – Gross and fine motor abilities sufficient to provide safe phlebotomy procedures. For example, demonstrate proper needle insertion and withdrawal technique when performing venipunctures.
- 6. Hearing** – Auditory ability sufficient to monitor health needs of patients/clients. For example, hear monitor alarms, emergency signals, patient/client requests.
- 7. Visual** – Visual ability sufficient to perform safe phlebotomy procedures and for observation skills necessary in phlebotomist duties. For example: observe position of needle bevel; observe changes in specimen color.
- 8. Tactile** – Tactile ability sufficient for collecting specimens. For example: identify by touch potential sites for venous and arterial punctures; distinguish between veins and other subcutaneous structures.

Phlebotomy C45600 (Curriculum)
Curriculum Sequence

Fall / Spring (1 Semester)

		Class	Lab	Clinical	Credit Hours
PBT 100	Phlebotomy Technology	5	2	0	6
PBT 101	Phlebotomy Practicum	0	0	9	3
PSY 118/PSY 150	Interpersonal or General Psychology	3	0	0	3
Curriculum Total Credit Hours					12

Phlebotomy (Continuing Education)

Fall / Spring (1 Semester)

MLA 3022	Phlebotomy Experience	240 Total Hours, classroom and clinical
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Resources

The Phlebotomy classroom and lab is room 2115 in Building B. This classroom contains medical equipment and teaching aides used for learning during coursework in the program. Most of this equipment is very expensive and some is dangerous if misused. Students are prohibited from using equipment that has not been thoroughly explained during class or lab and should handle it carefully to avoid damage. Students may use equipment only after a faculty member has observed the student using the equipment safely and effectively.

Please note that it is up to students and faculty to maintain the classrooms and equipment in proper order. Materials should never be removed from the classroom or lab area without specific permission. Students will be asked to contribute to maintaining the appearance of the facilities.

Phlebotomy faculty are available during scheduled office hours, which are posted outside their offices. Students may schedule appointments with faculty outside of their scheduled office hours.

The College library has many texts related to medical and health care subjects, computerized reference systems, and Internet access. Class materials may be left on reserve in the library. A copy machine is available for student use for a fee.

Student Services

There are several resources on campus to assist students with tutorial, advising, career planning, and counseling services. Information regarding these services is included in the current course syllabus. Please make sure to contact your advisor or Student and Enrollment Services in a timely manner if you feel you might benefit from any of their services. Student and Enrollment Services offices are located in Building A (telephone: 252/451-8219).

The Student Wellness Center provides free confidential mental health services from a dually licensed clinical including treatment for Anxiety, Depression, PTSD, Autism Spectrum Disorder,

Substance Use Disorder, Domestic Violence, Crisis Intervention and Safety Planning. We also offer support for Recovery Maintenance, Grief, Veterans, and the LGBTQAI Community. The Student Wellness Center is located in building B, Room 2112, telephone: 252-451-8319 or email: rholmes@nashcc.edu.

Single Stop services include free tax preparation; benefits screening and access to financial helping resource at the national, state, and local level; financial counseling; and legal services. The Single Stop main office is located in building B, room 2111, telephone: 252-428-7334 or email: singlestop@nashcc.edu.

Program Costs/Financial Aid

Curriculum tuition and activity fees are calculated per credit hour. The current curriculum tuition rate for in-state students is \$76.00 per credit hour and \$268.00 per credit hour for out-of-state students. The current additional costs include an activity fee of \$5.00 per credit hour (with a maximum of \$35.00), a technology fee of \$6.00 per credit hour (with a maximum of \$48.00), a Success Fee of \$3.00 per semester, a CAPS (College Access, Parking and Security) fee of \$14.00 per semester, and a Health Sciences Universal Fee of \$10.00 per semester. These figures are based on 2016-2017 tuition rates established by the NC General Assembly.

Continuing Education tuition for this course for the Fall 2016 semester is \$180.00, with additional CAPS and insurance fee of \$6.25, and the Health Sciences Universal Fee of \$10.00.

In addition, a \$135 ASCP exam fee is collected along with the tuition and other fees prior to the start of the program for both Curriculum and Continuing Education students. Registering for the national certification exam given by the American Society of Clinical Pathologists is a requirement of the program.

All students can expect to absorb all cost related to books and supplies as well as the cost of criminal background checks and drug screenings required in the Phlebotomy program. Costs of transportation and meals associated with clinical educational experiences are also the student's responsibility. ***Please note this information is intended for estimated cost only and is subject to change without notice.***

Note: Pell Grant awards cannot be used to pay for the cost of attendance for the Curriculum level of this program.

Nash Community College makes every effort to provide financial assistance, where need exists, for students whose primary goal is to acquire post-secondary education. The *College Catalog* details the Financial Aid process and types of aid available (this can also be accessed online at www.nashcc.edu). Financial Aid awards are based upon many considerations, but primarily on demonstrated financial need of the applicant. Aid is available through several funding sources: loans, work-study employment, grants and scholarships, or a combination of these sources. Some students may receive veteran's assistance for college. Please contact the Financial Aid Office (nccfinancialaid@nashcc.edu or veterans@nashcc.edu or call 252-428-7378) for more information.

Department of Education regulations dictate to colleges what criteria must be met before financial aid awards from federal and state funds can be disbursed, including proper attendance documentation.

Academic Dishonesty

Nash Community College upholds the integrity of the academic process. Academic dishonesty undermines that integrity. Academic dishonesty includes cheating and plagiarism.

Cheating is an attempt to use unethical or dishonest means to perform work for a course. These may include, but are not limited to, copying the work of others, bringing unapproved sources of information during tests or other work ("cheat sheets," the use of information stored on electronic devices, the use of others' work on out of class assignments, etc.), and any other covert means to complete work without the approval of the instructor. Cheating encompasses both those giving and receiving aid.

Plagiarism is the undocumented use of information or the work of others presented as one's own. Nash Community College recognizes two types of plagiarism - accidental plagiarism and deliberate plagiarism.

Accidental plagiarism occurs when a student attempts to cite their sources, but does so improperly or incompletely. Nash Community College treats accidental plagiarism as poor work, and it will be graded as such.

Deliberate plagiarism occurs when a student copies the work of others or purposefully uses information from sources with no attempt to document it and presents it as their own. Nash Community College treats deliberate plagiarism as academic dishonesty.

Academic dishonesty is dealt with as follows:

1. For a first offense within a course, the student will receive a zero for the work in question. The student will be counseled by the instructor. An *Academic Dishonesty Report* form will be forwarded to the Associate Vice President of Instruction and maintained on file.
2. For a second offense within a course, the student will receive an F for the course. An *Academic Dishonesty Report* form will be forwarded to the Associate Vice President of Instruction and maintained on file.
3. Repeated offenses may lead to the recommendation of additional actions and penalties, including suspension or expulsion from the College in accordance with the *Student Dismissal, Suspension, or Expulsion Authority* procedure.
4. Additional information is presented in the *Nash Community College Academic Catalog*.

Student Conduct

Students at Nash Community College are expected to conduct themselves as responsible adults in accordance with generally accepted standards of morality and decency at all times. The Conduct Code is printed in the NCC catalog and the NCC Student Calendar. A violation of any of the listed behaviors will warrant immediate disciplinary action and may result in suspension from the College.

Eating, drinking, and use of tobacco products are prohibited in the classrooms and are limited to designated areas of clinical facilities and the college. Chewing gum or use of tobacco products is not permitted while in the clinical setting.

Students are expected to leave classrooms and labs clean and in order.

Students are expected to work with all other students, regardless of personal preferences, gender, race, creed, or national origin. Students should demonstrate respect for instructors and peers during class discussions and lab exercises. Comments and contributions to class discussions should be brief and pertinent to the discussion. Lengthy descriptions of personal and family situations are not appropriate in the classroom setting.

Incomplete Grades

An “Incomplete” in a Phlebotomy course must be removed before a student can continue in the program. Failure to act promptly and responsibly results in the student being unable to enroll for subsequent (required) classes. This policy applies to all required courses identified in the plan of study, not just those with the PBT prefix.

Withdrawal

Official withdrawal from a required course may leave the student unable to continue in the program. Consult a faculty advisor about available options and potential consequences prior to withdrawing from any course identified in the plan of study.

Class Scheduling

The program faculty will assist students in dealing with matters concerning scheduling of courses. Students must not jeopardize their standing in the program by attempting schedule adjustments without consulting an advisor. The courses in the Phlebotomy program must be taken in sequence as outlined on the course curriculum.

Student Illness / Injury

If a student becomes ill or injured during class, he/she is to promptly report the problem to the instructor. If a student is at an assigned clinical facility when ill or injured, he/she is to report immediately to the Clinical Supervisor and then to the Program Director.

If ill and medical attention is required, the student is responsible for the cost of medical treatment provided by their personal provider.

If injured, a Nash CC incident report must be filled out in addition to whatever is required at the facility. If necessary, the student should report to his/her physician or an emergency care facility. All students who register for curriculum classes are insured for accidental injuries which may occur while in class, on college property, or while attending college sponsored internships.

Students will need to pay for treatment up front and then will be reimbursed by the College's insurance. This coverage does not apply to commuting time between home and class. All costs incurred for examination and treatment for illnesses, however, shall be the responsibility of the student.

Students are not to expect treatment for illness or injury in patient/client areas at assigned clinical facilities. (An exception to this may be in case of accidental needlestick – see Communicable Disease Exposure Incident Protocol).

Communicable Disease Exposure Incident Protocol

In keeping with current standards, requirements and recommendations of the Center of Disease Control (CDC), and the Occupational Safety and Health Act (OSHA), any student(s) involved in a possible exposure incident will follow these guidelines.

Any student injury or accident with a sharp instrument (needle stick, scalpels, glass, etc.) or with a splash of blood, body fluid, or body substance into a mucous membrane, lining of the eye, nose, or mouth, or open skin area must be reported to the Instructor and/or Program Director, and Department Chair. Both the student injured and the source from which the potential contamination has occurred (student or patient) will be informed and tested for HIV and HBV infections, after consent is obtained.

If either individual's consent is refused or if either individual tests positive, the student(s) will be evaluated clinically and by HIV antibody testing as soon as possible and advised to report and seek medical evaluation of any acute febrile illness that occurs within 12 weeks after exposure. HIV seronegative students shall be retested 6 weeks after exposure and on a periodic basis thereafter (12 weeks and 6 months after exposure).

Nash Community College will provide the following information to the evaluating physician:

- A. A copy of OSHA Standard #29 CFR 1910.1030
- B. A description of the affected student's role as they relate to the exposure

Nash Community College will also obtain and provide the student with a copy of the physician's written opinion within 15 days after completion of the evaluation. The opinion is to include the following:

- A. The physician's recommended limitations upon the student's ability to receive Hepatitis B vaccination.
- B. A statement that the student has been informed of the results of the medical evaluation and that the student has been told of any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment.
- C. Specific findings or diagnosis which are related to the student's ability to receive HBV vaccination. Any other findings are to be kept confidential.

Follow-up procedures will also be taken for students exposed or potentially exposed to HBV. The types of procedures depends on the immunization status of the student (whether HBV vaccine has been received and antibody response is adequate) and the HBV serologic status of the source student.

Inclement Weather Policy

When severe inclement weather interrupts the College's operating schedule, the postponements or cancellations are publicized on area television and radio stations, as well as the College's web site. Students may also contact the College for specific information at 252/443-4011. If the College schedule has not been affected by the weather, but a student lives in an area that has experienced severe weather, the student may want to contact the faculty. If a student cannot attend class or clinical rotation because of inclement weather, contact the assigned clinical facility instructor **and** the clinical coordinator at the College. Students will be expected to make up missed clinical days at the discretion of the faculty, in consultation with the Director of Phlebotomy or the Coordinator for Clinical Education.

Remember the two most important points: 1) inform the faculty, and 2) use sound judgment to not endanger anyone (the student and others).

Campus Safety

Nash Community College is committed to providing a healthy, safe, and secure environment for all members of the campus community. Faculty, staff, and students should review the campus Emergency Plan for Nash CC posted in each classroom. The Emergency Plan may also be accessed here: https://www.nashcc.edu/downloads/11-12%20Academic%20Catalog_WEB.pdf/P288. Students are encouraged to e-mail any safety and security concerns to NashCCSafety@nashcc.edu or contact the Campus Security & Safety Director at 252-451-8313.

Visitors

Family members/visitors may not accompany students to class, lab, or clinical areas due to legal implications and responsibility for the safety of persons attending state supported schools/colleges. NO personal visits by anyone are allowed in the clinical areas.

Telephone Calls / Cell Phones

Use of cell phones or other electronic devices during class is extremely distracting to instructors and students alike. Therefore, cell phones must be turned off during class or placed on vibrate. Students may leave the room to take emergency phone calls only. Texting during class is not allowed. Violations of this policy will be reflected in the student's Professional Behavior grade.

Cellular phones, smart watches and similar devices are not to be taken into clinical facilities. NO personal phone calls are allowed in clinical settings except in the event of an emergency. Significant others should be instructed to contact the assigned Clinical Supervisor if an extreme emergency arises.

Social Media Policy

Students enrolled in the program are expected to exhibit professional behaviors on- and off-campus. At no time is it acceptable for a student to verbally insult another student, college faculty, and/or associated agencies or representatives on Social Networking sites. Any student who slanders, defames, harasses, or insults another student, faculty, or any associated agency and representative will receive disciplinary action which may result in immediate dismissal from the program.

Students may post content freely to social networking sites and to those of others, so long as the content is not illegal, obscene, defamatory, threatening, infringing of intellectual property rights, invasive of privacy, or otherwise injurious or objectionable. Privacy and confidentiality laws and regulations, including federal, state, local, and institutional mandates, must be adhered to in all situations.

Students may not use the College, program, or any affiliated organization's name to endorse or promote any product, opinion, cause, or political candidate. Representation of your personal opinions as institutionally endorsed by Nash Community College or organizations associated with the Medical Assisting program is strictly prohibited.

By posting content to any social networking site, the student warrants and represents that they either own or otherwise control all of the rights to that content, including, without limitation, all the rights necessary to provide, post, upload, input, or submit the content, or that use of the content is a protected fair use. Students agree that they will not knowingly, and with intent to defraud, provide inaccurate material and misleading or false information. The student represents and warrants also that the content they supply does not violate these terms, and that the student will indemnify and hold Nash Community College and the Medical Assisting program harmless for any and all claims resulting from content they supply.

The student acknowledges that Nash Community College and the Medical Assisting program do not pre-screen or regularly review posted content, but that it shall have the right to remove, in its sole discretion, any content that it considers to violate these terms or the terms of any other campus user agreements that may govern your use of the campus networks.

Please Note: No photographic or video imaging is allowed that depicts patients or their families, clinical facilities, clinical staff or images of themselves in a clinical agency. Students must follow all policies and procedures related to the clinical facility.

Criminal Background and Drug Screen Due Process

The following procedures have been established for students who feel information contained on the criminal background check or drug screen is false or inaccurate, resulting in the inability of the student to participate in a clinical education experience, and, therefore, dismissal from the program due to failure to progress:

1. Students will notify the Director of Phlebotomy, in writing, of their intent to initiate an investigation into the information they believe to be false or inaccurate within 24 hours of being notified of the dismissal.
2. The student will provide the Director of Phlebotomy with evidence that supports the information contained was false or inaccurate within one week (7 days) and which supports dismissal is not warranted based on the new information.
3. Students will sign a Consent to Release form allowing this new information to be provided to and reviewed by the clinical agency for their determination of eligibility to complete the

- clinical learning experience. Students must understand that the timeframe for the learning experience may be adjusted to reflect the contact hours needed to complete the experience.
4. Students who fail to provide this evidence within one week can follow the College's due process as stated in the *College Catalog* and summarized below.

Due Process

The College Catalog states that "No disciplinary sanctions other than admonition, warning, and reprimand may be imposed upon any student without due process ..." This essentially guarantees the student the right of appeal in regard to grades, dismissal from the program or their policies. The College's system of appeal begins with the instructor, and then proceeds to the Program Director and Health Sciences Department Chair. Further policies concerning Disciplinary and Admissions Due Process are detailed in the College Catalog.

1. Complaints regarding the Phlebotomy curriculum or its policies and procedures should be presented to the Program Director.
2. Complaints regarding the actions of a Phlebotomy Program faculty member should be directed to the faculty member involved. If the student feels uncomfortable with this, the Program Director should be contacted. If the complaint concerns the Program Director, the student should contact the Health Sciences Department Chair.
3. Complaints regarding the actions of another student should be presented to the Program Director.
4. Complaints regarding clinical affiliations should be presented to the Program Director.
5. Complaints from individuals outside the Program should be presented to the Program Director.
6. Neither the Phlebotomy Program nor Nash Community College will review anonymous grievances or grievances sent electronically or through facsimile transmission.

Under no circumstances is it acceptable to verbalize complaints against Nash Community College, the Phlebotomy Program faculty or Director, or other Phlebotomy students while in clinical rotation facilities without first attempting to resolve the issue through due process. A student found to have engaged in this behavior may be dismissed from the program.

Academic and Clinical Policies

Grading Policy

Students receive separate grades for each of the Phlebotomy courses. The method of grade determination for each course is included in specific course syllabi.

The grading system outlined in the Nash Community College catalog will be followed. It reads:

- A = 90-100 %
- B = 80-89 %
- C = 70-79 %
- D = 60-69 %
- F = Below 60 %

Academic Regulations

In addition to the general institutional academic policies described in the College catalog, the program adheres to the following standards:

1. **A current course grade of 80% or higher must be maintained in order to participate in the clinical experience.** Students unable to participate in the clinical experience due to unacceptable grade average will be dropped from the course and will receive a grade of F in the course.
2. In order for courses to be accepted for credit for the Curriculum Certificate in Phlebotomy, the following minimum grades must be achieved:

Phlebotomy Technology (PBT 100):	80% or greater
Phlebotomy Practicum (PBT 101):	S (Satisfactory)
General ed. courses (PSY 118/PSY 150):	C or greater

In order for the Phlebotomy Experience course (MLA 3022) to be accepted toward the Continuing Education Certificate in Phlebotomy, the following minimum grades must be achieved:

Classroom portion of the course	80 % or greater
Clinical portion of the course	S (Satisfactory)

3. Students must maintain a 2.000 cumulative quality point average to maintain admission status into, as well as to remain in satisfactory academic standing for progression through, the Phlebotomy program.

Failure to achieve the above minimum grades, or failure to complete any courses required after admission into the program is grounds for dismissal. Readmission at the point of interruption is not guaranteed. Specific readmission policies are available from the program director

Course Evaluations

For on-campus coursework, students will be evaluated according to the course syllabus.

For the clinical experience, students will receive a letter grade of “S” or “U” (Satisfactory or Unsatisfactory, respectively). Students will be provided with an Evaluation Booklet that contains objectives and checklists for instructors and Clinical Liaisons. Clinical grades will be determined by the Clinical Liaison’s evaluation. Students who are unable to meet minimum performance standards, delivering care that is unsafe, or showing unprofessional conduct may be dismissed.

Criteria for successful completion of the clinical experience with a grade of “S” are as follows:

- 1) Students must achieve a score of B (3.0) or better on the following two (2) CRITICAL evaluation items:
 - Student identifies patients / labels specimens correctly
 - Student maintains patient privacy

AND

2) Students must achieve an aggregate score of 2.5 or better on the remaining six (6) items listed in the Clinical Performance Evaluation Form.

AND

3) Students must meet behavioral expectations as defined the in the Phlebotomy Student Handbook and the Nash Community College Catalog.

Failure to meet these criteria will result in the student receiving a grade of “U” for the clinical portion of the program and will not receive a certificate. A grade of “S” will earn curriculum credit for the PBT 101 course; a grade of “U” will earn no credit. Neither the “S” nor the “U” will affect the student’s QPA.

Attendance Policy

The attendance policies in health science courses are designed to help students develop behaviors that are desirable in a working environment; therefore, students are expected to conduct themselves as they would on the job. Regular and punctual attendance at all classes is expected and is an obligation of all students. Additionally, students are expected to engage and participate in class discussions. Students who are drowsy or inattentive are not engaged and may be asked to leave the classroom.

Tardiness is extremely unprofessional and will not be tolerated. Students should be seated and ready to engage in classroom activities at the start of the class session. A student arriving at or after the start time, gathering materials, or storing personal items after the instructor has begun is disruptive and will be recorded as tardy. Chronic tardiness (more than twice per month) may result in disciplinary action, leading to and including dismissal from the Phlebotomy program.

A student missing more than four lab periods of 1 hour 15 min. each (approximately 15% of the total lab time in the course) will receive a grade of F in the course, whether the absences were excused or unexcused. An excused absence occurs when the instructor is able to determine without doubt that the absence was unavoidable. The College further stipulates that an excused absence is an absence for which the student is held harmless and for which the instructor provides the student the opportunity to make up any tests, exams, assignments, or other work missed as a result of the absence. The excused absence shall still be recorded as an absence for attendance purposes. The instructor may require proof of absence such as a doctor’s note or police report. Excused absences due to deaths are limited to immediate family only. For this purpose, immediate family is defined as spouse, parents, children, brother, sister, grandparents and grandchildren. Also included are the step-, half-, and in-law relationships of the same degree of relationship as listed above.

1. Students are expected to arrive on time and stay for the duration of each class. Attendance will be recorded by the instructor at the beginning of every class.
2. Students should inform the course instructor ahead of time if class is going to be missed (an email or voice mail to the course instructor is both effective and efficient).
3. Students should arrange all routine appointments and activities so as not to conflict with classroom experiences.
4. Students with family care responsibilities should arrange for back-up care in the event of situations such as public school closings or illness of family member or care-giver.
5. Legitimate reasons for tardiness, including but not limited to transportation issues, should be brought to the attention of the instructor.
6. While the instructor will provide the opportunity to make up work missed due to an excused absence, the student is solely responsible for seeking those assignments and other missed work from the instructor.

Classroom Safety

Student safety is a very real concern in the Phlebotomy classroom as true hazards exist. Phlebotomy course content includes instruction in all appropriate safety precautions prior to exposure to hazards. Students are expected to apply all safety precautions learned in the course to situations in the classroom and clinical facilities. The following safety precautions are enforced:

1. NO food or beverages are allowed in the classroom
2. Students are required to wear closed toe shoes and all personal protective equipment (PPE) appropriate to the procedures being performed, including disposable fluid-resistant lab coats and disposable gloves. PPE must be removed prior to leaving the classroom.
3. Students are instructed in the location and use of emergency equipment such as eye wash stations, fire extinguishers, and first aid kits.
4. Current Safety Data Sheets are maintained in the classroom.
5. All sharps and biohazardous materials are disposed of according to OSHA regulations.
6. Classroom surfaces are regularly disinfected
7. The classroom contains a variety of equipment that could be dangerous if used incorrectly. Students must not attempt to use any equipment without thorough instruction in safe use.
8. All equipment is calibrated and testing for safety on an annual basis and the program maintains records of maintenance and repair. Students should report any problems or damage to the instructor immediately.

Phlebotomy Clinical Practicums

During the latter portion of the semester, students will attend an UNPAID clinical practicum at an affiliated healthcare facility in eastern North Carolina. Locations include acute care facilities, community health facilities, and private healthcare provider offices and laboratories. **Students must have successfully maintained a B or better average prior to beginning the clinical practicum.** During the Phlebotomy Practicum, curriculum students are required to attend 144 hours in clinical sites and Continuing Education students must complete 128 clinical hours.

The faculty will provide learning opportunities in the classroom and laboratory to develop phlebotomist competencies before students are placed in clinical settings. Once students are placed in clinical settings, clinical faculty (“preceptors”) will participate in clinical practicum evaluations of students. The instrument used and method of grading for student evaluations are included in this handbook. The ability of students to meet clinical objectives, demonstrate phlebotomist competencies, and maintain patient/client safety is required to receive a passing grade. When a student is unable to meet these criteria, the faculty may dismiss the student from the clinical assignment resulting in failure of the Phlebotomy program.

Clinical Placement Policy

Nash Community College admits students to the Phlebotomy program based upon the projected number of Clinical Practicum positions available at contracted clinical facilities. It is always possible that unforeseen circumstances may arise during the semester which would limit the number of positions available. If not enough clinical sites are available to accommodate all students in a given semester, selection of students for placement will be made based upon the students’ current class average at the time of assignment. Every attempt will be made to place

students left without clinical assignments into a facility during the early part of the following semester, but this cannot be guaranteed. Students would then be given preference for placement in the next available Phlebotomy program.

Student Appearance

Students are expected to dress and conduct themselves professionally both while on Nash Community College campus and at clinical sites. During class periods when street clothes are allowed in the classroom:

1. Students must avoid wearing clothing that is revealing, dirty or worn out. No holes, patches, or tears.
2. Dress must be conservative; no cleavage or midriff is to be exposed; no undergarments should be observable. Sleeveless shirts must have straps at least 2" wide for classrooms.
3. No articles of clothing that display controversial or offensive messages or symbols are allowed.
4. No hats, hoods or other headwear (except for religious reasons). Hair ties are limited to white, black, or similar to hair color and must be conservative. Any additional accessories are limited to bobby pins or small clips that must blend in with hair color.

Students dressed inappropriately may be asked to leave the classroom, in which case the absence would be considered unexcused.

The following specific guidelines apply to students while participating in on-campus procedural labs and during the clinical practicum:

1. Fingernails must not extend beyond the fingertips. They should be even in length, clean and filed smoothly and only clear polish is acceptable. Artificial nails are a health hazard and are not allowed for students in the campus laboratory setting or the clinical setting regardless of facility policy.
2. Personal hygiene must be maintained. Body or breath odor, and strong perfume are unacceptable. Personal hygiene is essential to acceptable interpersonal activities such as those engaged in by the professional phlebotomist. Particular care must be given to skin, hair, bathing, proper oral hygiene, and use of antiperspirant.
3. Tattoos must be covered.
4. Hair should not fall in the eyes or below the collar of the uniform. Long hair must be pulled back and pinned up so it does not fall loosely over shoulders and face. Hair must be kept clean and manageable. Hair must be a natural color and neatly and conservatively styled. Hair that is artificially colored should be maintained so that no obvious roots or grown-out areas are visible. Beards, mustaches, and sideburns should be groomed neatly.
5. No hats, hoods or other headwear (except for religious reasons). Hair ties are limited to white, black, teal, or similar to hair color and must be conservative. Any additional accessories are limited to bobby pins or small clips that must blend in with hair color.
6. Jewelry worn in clinical must be conservative. Large earrings are unacceptable. Jewelry worn in nose, eyebrow, tongue, or other visible pierced body part is unacceptable.
7. Scrub-type uniforms are required as described in the Required Apparel section which follows. Uniforms must be properly fitted (not too tight or too large; not touching floor), clean and neatly pressed. No cleavage or midriff is to be exposed; no undergarments other than white or skin tone should be observable.

8. Nash Community College logo patches are to be purchased through the bookstore and attached to the left shoulder of the uniform, 1 ½" below the shoulder seam.
9. A professional style, white, closed-toed shoe must be worn. Shoes must be clean and polished.
10. Clean white crew socks or hose may be worn under pants. Ankles are not to be exposed.
11. While on clinical practicums, the student nametag must be worn at all times.

While attending clinical practicums, Phlebotomy students are representatives of Nash Community College. Professional appearance is expected in order to promote patient/client confidence in student ability. Clinical faculty will dismiss students who are not appropriately dressed.

Required Apparel

Uniforms will be required for on-campus procedural labs, beginning in the fourth week, and in Clinical Practicums. The uniform will consist of:

1. white scrub-type pants
2. teal scrub-type top
3. closed-toe, solid plastic or leather white uniform shoes (no mesh or fabric)
4. Nash Community College logo patch
5. Nash CC Student picture ID

Uniforms are purchased through a local vendor to insure uniformity of style and color, and low cost. Specific information will be provided by the instructor.

Commuting and Transportation

A variety of facilities are utilized for clinical practicum experiences. Every effort will be made to match students with facilities closest to their homes, but students must understand this is not always possible and **commuting times may exceed one hour**. Students must have reliable transportation with back-up arrangements. Failure of transportation is not a valid excuse to miss clinical hours.

Confidentiality and HIPAA

HIPAA stands for the Health Insurance Portability and Accountability Act of 1996. HIPAA requires health care providers to follow certain rules to protect patient information. This information may be written, spoken, or electronically produced. Information that is protected under HIPAA includes identifiable patient information such as name, address, photos, and insurance account numbers. Students may come in contact with patient records, financial records, reports, memos, and contracts. HIPAA requires students to limit internal use of protected patient information to the minimum necessary. Students must only access patient information appropriate for patient care. Students are not to look up information or disclose information to family members, friends, or health care providers that are not involved in the patient's care. Students should not give information to outside sources or ask for information from outside sources. Students are not to make unauthorized copies of confidential information. Students should not dispose of any confidential information unless told to do so. Confidential medical documents must be shredded. Any violation of HIPAA may result in disciplinary action by the clinical facility and/or Department Chair/ Practicum Coordinator leading to dismissal from the Phlebotomy Program. There are also legal penalties, fines, and imprisonment for violating HIPAA.

Clinical Probation

Probation may result from:

1. Arriving late to clinical facilities or leaving early without cause or pre-arrangement.
2. Negative remarks to anyone regarding the practice, employees or physicians.
3. Behavior deemed unprofessional by the Clinical Liaison or Practicum Coordinator.
4. Any instance of impaired thinking due to fatigue, anxiety, sleep deprivation, or medication use.
5. Unsatisfactory progress in mastering competencies.

Should a student exhibit any of the above behaviors, the Site Coordinator will contact the Faculty Practicum Coordinator as soon as is practical and the student may be asked to leave the facility property.

The student will then meet with the Practicum Coordinator and Clinical Liaison. The student will be informed of the probationary status and be given the opportunity to discuss their status and ask questions. A plan for improvement, including an expected timeframe, will be developed collaboratively. The student must comply with the improvement plan in order to remove the probationary status. Failure to comply with the improvement plan within the stated timeframe will result in dismissal from the Practicum and Phlebotomy Program.

Dismissal: Non Academic

Phlebotomy students may be dismissed from the program for any of the following reasons:

1. Excessive unexcused absences as described in course syllabi
2. Behavior, either physical or emotional, that conflicts with patient/client safety
3. Negligent acts that could result in harm to the patient/client
4. Breach of patient/client confidentiality
5. Illegal drug use or alcohol use while at the clinical facility.
6. Failure to remove a Probationary status as described above.
7. Once Probationary status has been removed, demonstration of the same behavior later in the semester.
8. Conduct not in accord with the College catalog

Readmission Policy

The following policy describes the conditions under which a student who exits the Program without satisfying all of its requirements may return to the Program to resume progress toward the Certificate in Phlebotomy.

1. A student who fails to complete the PBT program as scheduled may reapply to the program by meeting the admissions criteria that are in effect at the time of reapplication.
2. Re-entry into the program is not guaranteed and will be considered on a case by case basis considering the point of re-entry, the number of currently enrolled students at the point of re-entry, and space availability for confirmed clinical education learning experiences.
3. The student will be required to demonstrate retention of knowledge and skills in the PBT 100 technical course by successfully completing both a written proficiency examination and laboratory competency examination, regardless of an original passing grade for the course.

4. A student dismissed from the program as a result of inappropriate internet use; misconduct or unprofessional behavior during on- and off-campus learning activities; non-adherence to laboratory safety and clinical education policies; or significant concerns in regard to clinical expectations for safety, ethical, and legal standards will not be considered for re-entry to the PBT program.

Student Service Work Policy

Students are not encouraged to work as a phlebotomist but may do so if work is performed outside of the required academic hours (144 clinical hours for Curriculum students and 128 for Continuing Education students).

Students must successfully complete one clinical evaluation before working independently as a phlebotomist to ensure all phlebotomy competencies have been demonstrated.

Service work by students must be paid, supervised and subject to the institution's employee regulations.

Students must inform their Phlebotomy Instructor or the Program Director if they are performing any service work at any time during their clinical rotation.

Phlebotomy Certification Examination

As a condition of graduation, students in the NCC Phlebotomy Program are required to register for the Phlebotomy Technician certification exam given by the American Society for Clinical Pathology (ASCP) Board of Registry. National Certification represents recognition that an individual that has met required qualifications specified by the agency or association and is increasingly required for employment.

NAACLS Entry-Level Phlebotomist Competencies
(Revised 10.2015)

- 1.00 Demonstrate knowledge of the health care delivery system and medical terminology.
 - 1.1 Identify the health care providers in hospitals and clinics and the phlebotomist's role as a member of this health care team.
 - 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.
 - 1.3 Describe the organizational structure of the clinical laboratory department.
 - 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.
 - 1.5 List the types of laboratory procedures performed in the various 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.

- 2.00 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.
 - 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.

- 3.00 Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.
 - 3.1 Describe the basic functions of each of the main body systems, 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.

4.00 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.

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

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

5.2 Identify the 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.

6.00 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.

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.

- 7.00 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.

- 8.00 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.

- 9.00 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).
 - 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.

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**Nash Community College
Phlebotomy Program**

Information Release Consent Form

I agree to allow Nash Community College to release the information that I provide below. I understand the college will release this information only to agencies or individuals who:

1. wish to contact me concerning employment opportunities;
2. wish to provide me with professionally-oriented information concerning publications or seminars; or
3. wish to provide me with information concerning clinical affiliations.

This form is separate from any that would give the College permission to use your image, photographic or video-graphic, in any manner.

Please print your responses to the following questions:

Name: _____ Telephone Number/s: _____.

Mailing Address: _____ E-mail Address: _____.

Work Experience Related to Phlebotomy:

Special Areas of Interest in Phlebotomy:

Signed: _____ Date: _____

**Note: This page should be signed, and submitted to Phlebotomy faculty.*

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**Nash Community College
Phlebotomy Program**

**CRIMINAL BACKGROUND and DRUG SCREEN
CONSENT FORM**

Students can expect to submit to a criminal background check (state and/or federal) and drug screen in order to meet regulatory criteria of facilities participating in the clinical education component of the Phlebotomy Program. The Phlebotomy Program recognizes and is fully supportive of clinical facilities mandating criminal background checks and/or drug screens on students in the program.

If a clinical facility prohibits a student in the Phlebotomy Program from participating at the facility based on the results of the criminal background check and/or drug screen, the student will be dismissed from the Phlebotomy Program. No alternative clinical experience will be arranged on behalf of the student, resulting in the inability of the student to meet the curriculum requirements of the Phlebotomy Program.

Students can expect to absorb all costs related to criminal background checks and/or drug screens. Specific procedures will be provided to students in the Phlebotomy Program at the appropriate time in the curriculum sequence.

Students should also expect to submit to a criminal background check when seeking eligibility for employment in North Carolina (and other states).

By signing below, I understand criminal background checks and/or drug screens are required of all NCC Phlebotomy Program students, in order to progress through clinical education courses.

I will follow the Program's policies and procedures regarding criminal background checks and/or drug screens.

Student Name

Telephone Number

Signature

Date

**Note: This page should be signed, and submitted to Phlebotomy Faculty*

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**Nash Community College
Phlebotomy Program
Injury Liability Release**

I, _____, understand that I am voluntarily
Student Name
 participating in the phlebotomy lab. I understand the instructor will teach and guide me and fellow students in correct techniques for use of all puncturing devices. It is my responsibility to follow instructions and learn the correct methods of use for all puncturing devices.

Lab practice components of the NCC Phlebotomy program includes students practicing on and with each other. I understand and agree that any other student may practice on veins located in my hands, arms, and fingers using various venipuncture and dermal puncture devices after appropriate instruction and practice on manikins.

I agree not to hold Nash Community College, the instructor, or any student liable for any damages or pain that may occur to me as a result of practice.

 Student Signature

 Date

 Witness Signature

 Date

 Instructor Signature

 Date

**Note: This page should be signed and submitted to Phlebotomy Faculty*

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**Nash Community College
Phlebotomy Program**

STUDENT HANDBOOK AND POLICY AGREEMENT

I have reviewed the following sections of the Nash Community College *Phlebotomy Student Handbook*, have been given the opportunity to have them explained in further detail, understand them, and agree to comply with them (please initial each item):

- _____ Welcome, General Information
- _____ Essential Functions
- _____ Academic Dishonesty (Cheating and Plagiarism)
- _____ Student Conduct Policy
- _____ Telephone/Cellular Phone Policy
- _____ Social Media Policy
- _____ Criminal Background Check and Drug Screen
- _____ Due Process and Complaints
- _____ Attendance/Grading Policies
- _____ Clinical Placement Policy
- _____ Required Apparel and Supplies
- _____ Student Appearance
- _____ Patient Confidentiality
- _____ Commuting and Transportation
- _____ Release of Liability for Injury

Print Name: _____

Signed Name: _____

Date: _____

**Note: This page should be signed, and submitted to Phlebotomy faculty.*