

COLUMBUS STATE COMMUNITY COLLEGE



PHLEBOTOMY PROGRAM STUDENT HANDBOOK SUMMER-FALL 2010

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Introduction

The Phlebotomy certificate program is part of the Multi-Competency Health Technology, within the Career and Technical Services Division at Columbus State Community College. The two-quarter program provides a course sequence with objectives and experiences which fulfill the eligibility requirements of national agencies which certify phlebotomists.

The program is comprised of a two quarter, two course sequence which includes MULT 115, Phlebotomy; and MULT 114, Phlebotomy Practicum II. In MULT 115, students are taught the theory and practice of phlebotomy. Students are placed in a clinical setting where they complete 40 hours of the total 100 hours of clinical experience that are required for program completion. During MULT 114, Phlebotomy Practicum II, students are placed in the clinical setting, again, to complete the remaining 60 hours to meet the requirements. The total number of successful blood collections that must be documented is 100: 40 during MULT 115 and 60 during MULT 114.

Mission Statement

The mission of the Phlebotomy program is to provide learning experiences that prepare students to demonstrate the skills and behaviors congruent with those of professional phlebotomists.

Program Goals

The goals of the Phlebotomy program are to:

1. Provide a base of theory and practice that is appropriate to develop entry level skills as a phlebotomist.
2. Provide a program with ongoing review so that approval guidelines are maintained.
3. Demonstrate support of the College mission and goals.
4. Support the profession by preparing graduates who are competent in the skill of phlebotomy, and as members of the health care team.
5. Prepare graduates to successfully complete a national certification exam.

Competencies

When students have successfully completed the two quarter Phlebotomy program, they should be able to:

1. Demonstrate proficiency in all areas of phlebotomy related pre-analytical processes of laboratory testing, recognizing and adhering to infection control and safety policies and procedures.

2. Demonstrate the theoretical knowledge needed to assure quality of phlebotomy processes through appropriate quality control methods, thus contributing to the accuracy of laboratory test results.
3. Exhibit the professional attitudes and behaviors that are necessary for gaining and maintaining the confidence of the health care community.
4. Meet requirements to take a national certifying examination for Phlebotomy Technicians.

Program Personnel

The faculty of the Phlebotomy program are responsible for designing the educational experiences for the students. This includes development of course descriptions, objectives, and learning activities. The guidelines followed are developed, in part, by the advice of the program’s advisory committee which is comprised of professionals in the clinical affiliates.

Program Director and Full-Time Faculty:
 Peggy Mayo, M.Ed., MLT (ASCP)
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Allied Health Professions Chairperson:
 Connie Grossman (614) 287-5645
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Dean, Career and Technical Programs:
 Dr. Polly Owen (614) 287-2639
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Advisory Committee:

Judi Bussey-Adams	Doctors Hospital
Karen Byrnes	Mt. Carmel Medical Center
JoLynn Franz.....	Mount Carmel East
Jennifer Reed	St. Ann’s Hospital
Karen Robinson.....	Mount Carmel East
Christina Cardosi	Riverside Methodist Hospital
Denora Carlisle	Quest Diagnostics
Marcea Dowe.....	Grant Medical Center
Michelle Peddicord	OSU Stoneridge Internal Medicine
Louis Rose.....	OSU Martha Morehouse Pavilion
Melissa O’Neal.....	Fairfield Medical Center

Admission Requirements

Requirements for Admission to the Program are:

1. Attend mandatory information session
2. High School graduation or GED
3. MULT 101 Medical Terminology or HIMT 121
4. Placement into ENGL 10, or credit for ENGL 100 Language Development
5. Completion of the College Health Record which includes:
 - a. Health history
 - b. Physical exam
 - c. Hepatitis B vaccination: you must begin the series of 3 shots
 - d. MMR immunization
 - e. 2 step TB test
 - f. Varicella: titer or history of immunization or history of the disease
5. Fingerprinting for background investigation. This is done at the student's expense. If a student will be placed in a facility whose clinical affiliation agreement requires this, and the background investigation returns any serious offenses (at the discretion of the clinical facility), a student may not be permitted to participate in the clinical experience, thus eliminating his/her participation in the program. It is at the discretion of the clinical facility to determine how the student's background check may impact this participation. It is impossible to identify all offenses that would cause a student to be eliminated from a clinical experience. Each case will necessarily be handled on an individual basis. There is no guarantee of any fee refund in this case.
6. Drug screening. This is also done at the student's expense and should not be completed until after the student has been registered for MULT 115. Please refer to Appendix M for this policy and procedure.
7. Meet the non-academic essential functions, listed below.

Successful completion of MULT 115 with a "C" or better is a prerequisite for the second course in the Phlebotomy Program curriculum, MULT 114. Additionally, demonstration of a current health record is required.

ESSENTIAL FUNCTIONS

In addition to the academic requirements of the program, students who are successful in the program and profession must be able to meet the following requirements, with or without reasonable accommodations.

Vision

The student must be able to:

- Read a patient's identification on an ID bracelet
- Read information found on a laboratory requisition
- Differentiate colors of conventional blood collection tubes
- Read information on a computer screen
- Read procedures and other necessary information in laboratory manuals and package inserts
- Read information on product packaging

Hearing

The student must be able to hear the following:

- Patient's speaking
- Equipment and alarms
- Telephone
- Co-workers

Tactile ability and manipulative skill

The student must be able to:

- Discriminate veins from other structures that are not veins
- Identify the location and character of veins
- Perform venipunctures and capillary punctures smoothly enough with coordinated manipulative dexterity so as not to injure the patient

Communication

The student must be able to:

- Speak standard English so as to be understood
- Understand standard English
- Provide clear verbal directions to patients and coworkers in standard English
- Follow verbal and written directions in standard English

Motor Function

The student must be able to:

- Move freely in the laboratory, patient care areas, elevator, and stairway
- Use both hands simultaneously
- Lift at least 25 pounds
- Demonstrate fine motor skills
- Reach and bend wherever necessary, up or down, to perform job tasks

Mental and Emotional

The student must be able to:

- Be flexible
- Work in stressful situations while maintaining composure
- Be adaptable to unpleasant situations common in a clinical setting
- Prioritize tasks to ensure completion of assigned work
- Provide service to and interact with patients of diverse age, gender, sexual orientation, race, religion, nationality, physical or mental condition

HEALTH AND SAFETY

Health Record

Before registration for MULT 115, a completed health record will have been required.

This needs to be current for registration in MULT 114. This includes the following:

- Health history
- Physical exam
- Hepatitis B vaccination: you must begin the series of 3 shots
- MMR immunization
- 2 step TB test

- Varicella: titer or history of immunization or history of the disease

This record must be on file in the College Health Records Office, located in Union Hall Room 134A. The phone number is (614) 287-2450.

Exposure Incident Protocol

If a needlestick injury occurs during phlebotomy procedures and the student is exposed to another person's blood, the source is not required to disclose their HIV or HBV status but according to Ohio law, the source must submit to blood testing. If there is a significant exposure, current CDC guidelines will be followed at the student's expense. The student is strongly encouraged to carry health insurance to help cover these costs.

The College Health Records office will maintain records of incidents of injury to students including, but not limited to, needle sticks. See **appendix H** for a sample of the Post-Exposure Report form. The student is also required to contact public safety and complete an incident report form. This applies to such incidents which occur on campus and in the clinical facility.

Access to Healthcare Services for Accidents and Injuries

If necessary, Public Safety will contact the emergency squad. For life threatening emergencies, contact Emergency 911 by dialing 9-911 from any campus phone. During clinical experiences, you may access the emergency room facilities closest to the clinical affiliate that you are attending, if you are not placed in a hospital setting. If any injuries do occur on campus, report this to your instructor. An Incident Report will be filed. The student is financially responsible for any costs associated with services provided. Therefore, all students are advised to carry their own health insurance.

Health Insurance

Situations which would require that students go to the emergency room (ex.: needlestick injury) can become quite costly. Therefore, students are strongly encouraged to carry health insurance, and it is the student's responsibility to obtain coverage as the college does not provide this benefit. Also, you may be required to show proof of health insurance.

Liability Insurance

Professional liability insurance is a clinical affiliate and department requirement. The college will provide this insurance as a part of the student's laboratory fees.

ADVISING, COUSELING AND PROGRESSION IN THE PROGRAM

Advising and Counseling Services

Your advisor will be Peggy Mayo, Phlebotomy Program Director. Her office is Union Hall 310. She can be reached by phone at (614) 287-2608 or email at pmayo@csc.edu.

The college's Enrollment Services Division utilizes the Advising Services to assist students with academic decisions. They are located in Aquinas 116. Personal counseling is provided through the office of Disability Services, within the division of Student Life. Disability Services are located in EB101.

Progression in the Program

Students are required to complete 40 hours of clinical experience, and a minimum of 40 successful blood collections in MULT 115. In addition, the minimum grade requirement is a 75%, which is a letter grade of C. The MULT 115 course syllabus details requirements for achievement of a C, in addition to the minimum 75%. After successful completion of MULT 115 (with a letter grade of C or better), the student may continue into MULT 114, Phlebotomy Practicum II. If a student does not complete MULT 115 with a "C" or better, s/he will be required to enroll in MULT 115 again. If a student is removed from the clinical experience in MULT 115, s/he will not be placed in another facility. This situation will require the student to sit out of the program for two years, petition with the Allied Health Professions Chairperson to reenter, and attempt enrollment into MULT 115 at that point. If the clinical requirements for MULT 115, 40 hours and 40 successful blood collections are not met, an incomplete ("I") will be awarded. In this situation, students may register for the Phlebotomy Practicum II, MULT 114, but not begin this clinical experience until the clinical requirement for MULT 115 is complete. When course requirements for MULT 115 have been completed, the "I" will be changed to the earned grade. The student can only commence the MULT 114 clinical experience after the "incomplete" is removed.

Successful completion of an additional 60 hours and 60 blood collections in the clinical facility in MULT 114, and passing of MULT 114 with a 75% or better is required to pass MULT 114. The grade assigned in MULT 114 is "S" (satisfactory) or "U" (unsatisfactory). Likewise, if the hour and collection requirements are not met in MULT 114, an "I" will be given and this must be made up within six weeks into the next quarter. At that time, the "I" will be changed to the earned grade. If a student is removed from the clinical experience in MULT 114, s/he will not be placed in another facility. This situation will require the student to sit out of the program for two years, petition with the Allied Health Professions Chairperson to reenter, and attempt enrollment into MULT 114 at that point.

Successful completion of MULT 115 and 114 fulfills the eligibility requirements for taking the national certification exam through American Society for Clinical Pathology (ASCP). However, completion of a certification exam is not required for successful program completion.

Progress Reports

The college has a midterm progress reporting system. In addition, progress reports that are customized for this particular course (MULT 115) will be distributed to students after the midterm exam by the course instructor. The student may check current grades on Blackboard at any time. It is the student's responsibility to check the grades posted to verify that these accurately reflect grades earned on assignments, quizzes, etc. This report details all assignment, quiz and the midterm scores that are current at the time the report is generated. See appendix A for a sample of the MULT 115 midterm progress

report. In MULT 114, grades are posted on Blackboard and can be viewed by students at anytime. Progress in the clinical experience is monitored weekly by the program director.

Grading Procedures

At the beginning of each of the two quarters in the Phlebotomy program, students will receive a course syllabus outlining the requirements for passing. Grades in MULT 115 are awarded as “A”, “B”, “C”, “D”, “E” or “I” (Incomplete). In MULT 114, students receive an “S” (Satisfactory), “U” (Unsatisfactory), or an “I” (Incomplete). Students have six weeks into the following quarter to remove any incompletes.

Grade Grievance: CSCC Policy 5-09(C). (See the CSCC Student Handbook for most current policy. The college handbook contains all policies and procedures for which the student is responsible. These handbooks are available through student services.)

1. If a student believes that an error in evaluation or recording of a grade has occurred, the student shall first meet with the instructor no later than the end of the second week of the quarter following the assignment of the grade. If the instructor agrees that an error in grading has occurred, he/she shall authorize the Records and Registration Office to change the grade. The instructor will inform the student of his/her decision within three calendar days of the meeting.
2. If the instructor disagrees that an error has been made, and the student remains dissatisfied with the instructor’s decision, the student shall discuss the case with the department chairperson, within seven calendar days of the instructor’s decision. After consulting with the instructor, the department chairperson will inform the student in writing of the result of the consultation within seven calendar days. The student can then submit a written request for a departmental review to the department chairperson. This request shall include the reasons the student believes the grade was in error. Within seven calendar days of receiving such a request in writing, the department chairperson shall appoint a departmental review committee comprised of two other faculty members from the department, and the dean shall appoint one faculty member from another department within the division.
 - a. In cases of instructors still affiliated with the college, the review committee shall consult both the student and the instructor and shall determine the validity of the grade grievance due to grading procedures. If the committee finds an error has occurred, it shall recommend to the instructor that a change of grade be submitted. If the instructor declines to accept the recommendation of the committee, the instructor shall confer with the committee, providing reasons for not authorizing a change of grade. After considering these reasons, the review committee shall submit a report of its findings to the department chairperson within 14 calendar days of the student’s request to the chairperson, recommending that the grade remain as assigned by the instructor or that the grade be changed. In the latter case, the department chairperson shall authorize a change of grade. In either case, the department chairperson shall inform both

the student and the instructor of the recommendation of the committee and the action to be taken as a result within seven days of receiving the committee's recommendation.

3. Problem Resolution

If a student has a problem that is not addressed by the Grade Grievance procedure above, the appropriate order of college personnel to discuss with, is in this order: Instructor, Allied Health Professions Chairperson, Dean.

EVALUATION POLICIES

Course Evaluations

In MULT 115, six quizzes, one midterm, and one final examination are administered. These are evaluations of the student's proficiency in the cognitive domain. Also in MULT 115, there is a final evaluation of the student's ability to perform a venipuncture and capillary puncture. These integrate and evaluate the student's proficiency in the cognitive and psychomotor domains. See **appendices B and C** for samples. A Professional Behaviors evaluation will also be completed in MULT 115. See **appendix G** for this sample. MULT 114 assessments include case studies, discussion board assignments and a final exam.

Clinical Evaluations

Clinical Evaluations include:

- Final Clinical Evaluations will be completed by the clinical instructor at the end of MULT 115 & 114. See **appendix D** for a sample of the clinical evaluation for MULT 115 and **appendix E** for a sample of the clinical evaluation for MULT 114. These will be returned to the program director and held in the student's permanent file. A satisfactory clinical evaluation is required to successfully complete MULT 115 with a C, and MULT 114 with an "S". An 'unsatisfactory' clinical evaluation in MULT 115 and 114 is defined in the 'summary assessment' section of the clinical evaluations.
- Clinical Log Sheet will be completed by you that indicates the hours of clinical experience and the number of phlebotomy procedures performed. This is also verified with a signature by the authorized individual in your clinical facility. See **appendix F** for a sample. This log sheet, used in both clinical experiences, is to be returned to the program director and kept in the student's file. This log sheet must be completed **legibly and in ink** before submitting to the program director. These should be turned in weekly. **Make a copy for your own records before submitting.**
- A Site Evaluation will be completed in MULT 115 and 114 at the end of the clinical experience. This is the student's opportunity to evaluate their clinical experience so that improvements can be made. See **appendix I**.

Program Evaluations

Each student will complete these program evaluations at designated points.

- Course Instructor Evaluation: MULT 115
- Potential Graduate Survey: at the end of the two quarter sequence
- Post Graduate Survey: six months following completion of the program

Professional Behaviors

A professional behaviors evaluation will also be completed for each student in MULT 115. This evaluation is intended to be used, as are all evaluation tools, as a constructive mechanism for you. A satisfactory Professional Behaviors evaluation, a minimum score of 21, is a requirement to pass MULT 115 with a “C”. This evaluation will become a part of your file once it has been reviewed. See **appendix G** for a sample.

Student Guidelines

It is your responsibility to become familiar with all college policies regarding appropriate conduct as well as your rights and responsibilities while you are a student at Columbus State Community College. This information can be found in the current College Catalog and the CSCC Student Handbook. This is available through the CSCC website or in Admissions and Advising and Counseling.

Student Rights

As a CSCC Phlebotomy student you have the right to:

- Be treated fairly and equitably without regard to race, color, religion, sex, sexual orientation, nationality, age, or disability
- Expect safe working conditions in the learning environment
- Know about policies and procedures of the Phlebotomy program and CSCC
- Expect that all records, including health information, will be kept confidential
- Receive course syllabi which contains course goals and evaluation policies
- A student who seeks justice for what he/she perceives to be any unfair treatment by an instructor should follow the college grievance procedure. A description of student rights, grievance procedure and appeals is detailed in the CSCC Student Handbook and the College Catalog.

Student Responsibilities:

As a CSCC Phlebotomy student, you have the following responsibilities. You agree to:

- Conduct yourself in a professional manner with integrity. This includes demonstrating punctuality, attentiveness, patience, respect, and cooperation with all instructors and fellow students.
- Demonstrate a responsible attitude toward your work and others by acting in the best interest of the college.
- Be knowledgeable about and abide by CSCC and Phlebotomy Program policies and procedures.
- Bring concerns to your instructor.
- Meet with your instructor or advisor regarding any academic concerns
- Not represent someone else’s work as your own.
- Practice safety precautions at all times.

- Dress appropriately and professionally for all classes. Modest clothing is required. Scrubs are acceptable. Follow all other dress guidelines detailed in the clinical experience policies

Clinical Affiliates

The following clinical affiliates are currently associated with the Phlebotomy Program. However, this listing does not provide the guarantee that each will be available to you for your clinical experience. Some facilities listed provide only outpatient experiences; some provide only and inpatient experiences. Some provide both.

- Berger Health System (Circleville)
- Doctors Hospital
- Fairfield Medical Center (Lancaster)
- Memorial Hospital of Union County (Marysville)
- Mount Carmel Medical Center
- Mount Carmel East Hospital
- Mount Carmel St. Ann's Hospital
- Mount Carmel Health System outreach facilities
- Ohio State University Outpatient Laboratories
- Riverside Methodist Hospital

Clinical Placement

During both MULT 115 and 114, you will be placed at one of the clinical facilities for your clinical experience. This phase of your training provides the opportunity to put into practice, in a genuine clinical setting, the theory and skills which have been learned in the simulated, campus environment. Because this is an authentic clinical setting, and you are working and interacting with patients and employees of the clinical facility, this component of your education must be treated with extreme care and respect. CSCC must conform to the availability of the clinical affiliate in terms of the number of students in their facilities and the days and shifts which are available for student placement. Therefore, the following will be the procedure used in placing you for this experience.

1. All students enrolled in MULT 115 will have the opportunity during the first week of class to identify the days on which he/she has available to attend the clinical facility.

This experience will take place one day per week for the last 5 weeks of the quarter, Monday through Friday, during the daytime. Priority in clinical assignment will be given based upon registration order.

The faculty will determine, after communicating with the contacts at the clinical sites, the most appropriate days and hours available.

2. Not all facilities are within Columbus, some being located in surrounding counties. Refer to the list of affiliates previously provided in this document. Every effort will be made to place students in a facility of their choice, but there is no guarantee that you will be placed at the facility of choice or even in Columbus. By signing the handbook acknowledgement form (last page of this document), **you are accepting that you may be placed outside of Columbus.** It is your responsibility to provide reliable

transportation, regardless of the location of your placement. Placement is based on order of registration.

3. It is also important for students to treat this clinical experience as a job. Absences and the lack of punctuality are not a favorable reflection on you and your work habits. These will negatively impact your ability to secure a position upon program completion.
4. For placement in MULT 114, students will be placed based upon their class ranking in MULT 115 (total points at the time that clinical assignments are made). A “C” or better is required in MULT 115 to continue. If not enough positions are available for this clinical experience, students not placed will then follow guidelines for placement following #5 and 6 below. Students who are registering for MULT 114 during the quarter immediately following completion of MULT 115, will receive higher priority in placement than students who completed MULT 115 at an earlier time. Those students contacting the program director on the earliest date will be given priority in registering. This request must be made in writing, by email or notice put in the program director’s mailbox in Union 310.
5. If you wish to complete the second clinical experience at a later time, it is your responsibility to contact the program director in advance of scheduling to ensure a clinical placement.
6. Not all students are guaranteed a clinical placement in the quarter immediately following the quarter in which MULT 115 is taken. Placement may necessarily be delayed until the next quarter due to availability of clinical sites.

Once a placement is determined, you may not request a change unless you have been told by the faculty that there is another position available. Communicating with another clinical facility, for purposes of obtaining a clinical placement will result in your removal from the program. Doing so places an unfair burden on the clinical facilities that are already extending themselves to the CSCC Phlebotomy program. Only under *extraordinary* circumstances will a request for change be considered.

Clinical Experience Policies and Procedures

While you are a student in the clinical facility, it is your responsibility to follow all applicable policies and procedures of the clinical facility in which you are placed. You are expected to perform at the expected level as determined by the clinical supervisor. Failure to do so will result in your removal. This will subsequently result in the requirement for you to withdraw from the course.

Because the clinical experience is a privilege extended to you by the clinical affiliate, there are policies that must be followed. If inappropriate behavior occurs, or if policies are not followed, the student will be removed. The facility has the right to ask for the removal of a student. The college is required, by contract, to respect this request for removal. Following is a list of these policies. See **appendix J**, Student Clinical Agreement.

1. You are responsible for your own **health insurance**. Should anything occur during your clinical experience that would require medical attention, you are financially responsible for all associated costs.
2. **Attendance:** If an emergency arises that prevents you from attending, any time missed must be made up. This will likely result in the continuation of the course into the following quarter. In this event, an Incomplete (“I”) will be awarded for that course. Under most circumstances, failure to notify the clinical supervisor and program director of an absence or lateness will result in your removal. You are also required to notify the program director whenever you need to leave the clinical facility in case of an emergency. Do so at the earliest possible time. Plan to schedule any appointments around your assigned clinical experience. There are no “vacation” days. It is your responsibility to document who you have notified in case of absence. You will need to follow the facility’s protocol for reporting off or late.
You will be scheduled for, in most cases, an 8 ½ hours shift. You are not to request to arrive earlier and leave earlier than your assigned shift. You are not to determine your schedule.
3. During **inclement weather** that would prevent safe traveling, you will follow the college policy. Refer to the college website, www.csc.edu for more information. Students who reside in areas which fall under a Level III Weather Emergency should not attempt to drive to Columbus State or your clinical facility even if the college remains open. Consult your course syllabus for information on the makeup of missed laboratories and clinical days. It is the student's responsibility to keep up with reading and other assignments when a scheduled class does not meet, whatever the reason.
4. As the primary business of the clinical facility is to care for patients, any practice by you in the clinical facility that leads to concerns by a patient or staff with whom you work will be brought to the attention of the clinical supervisor and program director for further action.
5. **Dress:** you are responsible for dressing professionally during your attendance at the clinical site and in the student classroom and laboratory. Guidelines include the following:
 - Scrubs are acceptable in most facilities, but not required. Some clinical facilities require or restrict the color and style of scrubs. You may be asked to wear a specific color or style for the clinical experience. If you do not wear scrubs, ‘business casual’ is the acceptable attire. This does not include jeans. If you plan to wear business casual attire, please verify the appropriateness of what you choose with the program director. No extreme clothing is permitted. Clothing that is more appropriate for lounging, sports or other social activities is not permitted. No slogans or ball caps are permitted.
 - A lab coat is required in some facilities. Some facilities will provide this. Otherwise, a disposable lab coat will be provided by the program, if necessary. If this is the case in your facility, it is your responsibility to ask for one in class.
 - You must be groomed so that you are free of all offensive odors. This includes body odor, cologne, and smoke, to name a few. Daily bathing is required.

- Clean shoes that cover entire foot, and must be worn with socks or stockings. (No open-toed shoes, 'croc's', or sandals). Some facilities regulate the type of tennis shoes that may be worn.
- Piercings: no facial piercing or any studs (ex: face, eyebrow, or tongue) or other facial jewelry may be worn – these must be removed.
- Jewelry: no excessive jewelry including multiple necklaces, rings or bracelets. Abide by the restrictions of the facility. Only 1 pair of small earrings is permitted.
- Fingernails: no acrylic nails or nails longer than ¼" permitted. This is for safety reasons. Do not ask your supervisor about this. Only clear nail polish is permitted.
- Clothing must be clean, pressed and smoke free. If you arrive at your clinical facility smelling of tobacco smoke or any other offensive odor, you will be asked to leave and a make up time will be arranged at the convenience of the clinical facility.
- As most health care facilities are designated smoke-free environments for health care reasons, smoking is prohibited during clinical experience hours.
- Hair: Must be clean, smoke free, neat and pulled back away from your face so as not to hang into the patient's space while collecting blood. No extreme hairstyles or unnatural hair color is permitted. Bangs must not be longer than eyebrows. No excessive accessories permitted. Males: facial hair must be clean and neatly trimmed.
- Tattoos must be covered.
- Gloves and lab coats must be worn during all phlebotomy procedures.

6. Identification badges required (worn above the waist) so that you may be identified by patients and staff as a student. Some facilities require students to purchase the facility I ID; for others, the student ID is acceptable. This may be obtained through Public Safety.

Conduct in the Clinical Experience and CSCC Student Classroom

- Professional behavior is expected at all times, including, but not limited to: punctuality, attentiveness, patience, respect and cooperation at all times.
- No head phones or other electronic devices are permitted. Please store these away and turn off!
- All clinical experience dress code requirements also apply to the student classroom and laboratory.
- When you are not collecting specimens from patients or otherwise engaged in some patient or other educational activity, be aware of what you are doing to fill your time. Acceptable activities would include reading procedure manuals for your facility; reading your text, preparing for class, etc. Ask the staff how you can assist them. If they tell you nothing, this is your cue to get busy with some appropriate reading. Always have something with you.
- Unacceptable activities include, for example, talking on the phone, idle chit –chat, writing letters, reading leisure magazines, etc. Reading of professional journals is acceptable.
- If the staff authorizes you to use the computer, it must be only for phlebotomy related activities.

- Speaking negatively about, or criticizing techniques practiced by clinical facility staff will result in a written warning which will become part of the student's record. This may also result in your removal from the facility.
- Do not give the clinical staff the perception of unprofessional attitudes or behavior. Perception is reality!
- No gum chewing
- Bring a small notebook with you, so that when you have questions, you can write the answer in a little notebook so that you do not have to repeat the question!
- **Remember:** this clinical experience should be approached as a long interview! If you show that you are a capable person with motivation and integrity, you have a greater chance of being hired by your facility if the option arises.

Termination and Removal from Clinical Experience

The following list, although not a comprehensive one, identifies situations for which you may be removed. This decision will be determined by the Program Director and/or the Clinical Supervisor. If your clinical experience is terminated, you are required to withdraw from the course. A second placement will not be made. If this occurs in MULT 115, you must sit out for a period of 2 years before petitioning and attempting to reenroll. If termination occurs in MULT 114, another placement will not be made. You will be required to drop the course and sit out for a period of 2 years before petitioning to reenroll in the course. A student may only be allowed to reenroll in the course after petitioning with the program director and chairperson.

- Non-compliance with any policies identified above
- Perception or proof of alcohol or drug consumption prior to arrival at the clinical facility
- Non-compliance with facility policies and procedures
- Unsafe practices
- Non compliance with absence notification procedures
- Non-compliance with HIPAA Privacy Standards or Code of Ethics
- Not performing up to the standards of the clinical facility*
- Uncooperative or unprofessional behavior – as perceived by clinical or CSCC faculty
- Non-attendance for 3 days without proper documentation (even though you may have contacted the clinical site and CSCC faculty)
- Overstepping the boundaries of a student

*This includes, but is not limited to the determination that you are not showing a gradual improvement in skill or understanding of the essential knowledge according to the clinical faculty.

Log Sheets

The log sheets are required to document eligibility for the national certification exams. These detail the number of hours and successful blood collections obtained while in the

clinical experience. Log sheets completed in ink and signed by authorized individuals are to be turned in weekly to the Program Director and kept on file. Authorized individuals will vary from site to site, but may include the supervisor or the mentor with whom you are working. Before turning in, be sure to make a copy for your own records. This information must be documented by the program director prior to course grade assignment at the end of the quarter. See **appendix F**.

Service Work Policy

Students are not permitted to take the place of qualified staff during their clinical experience. Students are permitted to perform procedures only when supervised by qualified staff. Service work by students in clinical settings outside of regular academic hours must be non-compulsory. If the student is an employee of the site in some other capacity, work performed during paid hours cannot be used toward meeting clinical/practicum academic objectives.

Library Services – ERC

You will have access to the Educational Resource Center at the stated hours. This is identified as Columbus Hall, “CO”, on the campus map. Additionally, there are many online resources available through the college library website. Some of the resources include the catalog system and research databases that include access to many periodicals. Additional reference materials are available in the office of the Program Director.

Disability Services

Columbus State does not discriminate on the basis of disability in admissions, access to or participation in its programs or activities. Requests for reasonable accommodations for a documented disability should be made to the course instructor and to the Office of Disability Services, located in Eibling Hall, Room 101.

CERTIFICATION EXAMS

Upon successful completion of the Phlebotomy Program, the student will be eligible to take certification exams to become a certified phlebotomist. However, passing a certification examination is not a prerequisite for being awarded a certificate of completion by CSCC. The agencies and contact information where more information can be obtained regarding eligibility, application, and procedural information are:

1. American Society for Clinical Pathology/Board of Registry
2100 West Harrison Street
Chicago, IL 60612
312-738-1336
www.ascp.org/bor/

School code for application for the certification exam (Route 1 eligibility): 034105

2. American Society of Phlebotomy Technicians
P.O. Box 1831
Hickory, NC 28603
Phone: (828) 294-0078
<http://www.aspt.org/>

ASCLS Code of Ethics

Preamble

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

I. Duty to the Patient

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

II. Duty to Colleagues and the Profession

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

III. Duty to Society

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

Pledge to the Profession

As a clinical laboratory professional, I strive to:

- Preserve the dignity and privacy of others
- Uphold and maintain the dignity and respect of our profession
- Seek to establish cooperative and respectful working relationships with other health professionals
- Contribute to the general well being of the community.

I will actively demonstrate my commitment to these responsibilities throughout my professional life.

**APPENDIX A
MIDTERM PROGRESS REPORT**

NAME _____

DATE _____

COURSE _____

To date, you have achieved _____ / _____ points, or _____%.

In your on campus assessments, you are:

- Making satisfactory progress in lecture and laboratory; continue or improve
- Doing Unsatisfactory work in lecture or lab; you need to:
 - Improve attendance
 - Practice more in class
 - Prepare for quizzes, or other exams
 - Remember that you need a minimum of 75% to pass

In your clinical experience, you are:

- Performing as expected
- Performance is less than expected; you need to:
 - Practice on campus more
 - Request extra guidance in the clinical site
 - Remember that you need a satisfactory evaluation from your clinical faculty supervisor

15	Fill the vacuum tubes. Follow the correct order of draw. Gently invert additive tubes 10 to 12 times, (not non-additive tubes), then insert the next tube into the holder and repeat the process.	8 4 (12 total possible)	
16	Release the tourniquet. Once there is evidence that blood was obtained, release the tourniquet. (This should be within 1 minute.) Pull the looped free end <u>downward</u> . Continue filling, changing and mixing (if an additive tube) until complete. Remove the last filled tube from the tube holder.	4 2 2	
17	Withdraw the needle. Immediately apply pressure with a clean gauze pad to the puncture site for the required time. Ask the client to continue applying pressure and elevate his or her arm overhead.	2 2	
18	Needle Disposal. Immediately dispose of needle and adapter or syringe in a sharps biohazard container.	2	
19	Label the tubes. REMIX THE ADDITIVE TUBES. Label with at least the client's name, ID number or social security number, date, time of collection and your initials.	1 4	
20	Follow special handling procedures, if applicable.		
21	Examine the client's arm for bleeding. Apply a pressure bandage, if needed.	1	
22	Remove all collection materials. Remove and discard gloves and other contaminated items into a biohazard container.	2	
23	Wash your hands.	3	
24	Thank the client.	2	
25	Lift any dietary restriction which might have been in effect.		
TOTAL POINTS			/100

Instructor Signature:

Date:

Instructor Comments:

**APPENDIX C
CAPILLARY PUNCTURE PRACTICAL**

NAME _____ **DATE** _____

PROCESS STEP	POINTS POSSIBLE	POINTS EARNED
1. Performs appropriate patient identification.	5	
2. Identifies self and explains the procedure to the patient.	4	
3. Positions the patient.	2	
4. Verifies patient restrictions, allergies.	4	
5. Washes hands and puts on gloves.	4	
6. Selects appropriate equipment and supplies necessary. Has everything within reach.	3	
7. Assesses possible puncture sites and chooses specific site to be punctured.	3	
8. Warms the site if necessary.	3	
9. Cleans the site and air dries.	3	
10. Opens a new sterile puncture device within site of the patient. Inspects the device for any problems.	3	
11. Notifies patient of the imminent puncture.	3	
12. Punctures the site using appropriate squeezing technique to fingertip, and in the proper orientation, if applicable.	3	
13. Immediate disposes of the puncture device into a sharps container.	3	
14. Wipes away the first drop of blood with a dry piece of gauze.	4	
15. Collects the specimen in the appropriate container using acceptable squeezing technique.	4	
16. Collects required volume (a full tube) with 1 puncture. Collects a full tube with 2 punctures. Collects ½ tube with 2 punctures. Collects less than ½ tube with 2 punctures. (Circle 1) Note: if a second puncture is necessary, this is done on another finger.	30 20 10 0	
17. Seals the container immediately and mixes thoroughly.	3	
18. Applies direct pressure to the site with the gauze. Instructs patient to elevate the hand. Verifies absence of bleeding.	3	
19. Cleans off finger and offers and applies, if necessary or desired, bandage to patient.	3	
20. Labels the specimen in direct view of the patient, using appropriate information (patient id information, date, time, phlebotomist's initials).	5	

21. Disposes of all supplies including gloves into biohazard container.	3	
22. Is professional in appearance.	2	
Total:		/100

Instructor Signature:

Date:

Instructor Comments:

**APPENDIX D
CLINICAL EVALUATION: MULT 115
COLUMBUS STATE COMMUNITY COLLEGE
Phlebotomy Student Evaluation**

Student's Name _____ Date_____

Clinical Facility _____

INSTRUCTIONS:

1. This evaluation is to be completed by the Clinical Instructor at the end of each course in the curriculum.
2. Based on the student's performance to date indicate your assessment by placing an "X" or a checkmark in the appropriate column as follows:
 - 4: The student demonstrates these behaviors all the time.
 - 3: The student demonstrates these behaviors most of the time (>50% of the time)
 - 2: The student demonstrates these behaviors some of the time (25-50% of the time)
 - 1: The student demonstrates these behaviors <25% if the time.

**An average score of 3 or 4 is required for a satisfactory clinical evaluation to continue to MULT 114.

3. Please comment on any concerns that you may have about the student's ability or performance.

CHARACTERISTIC	4	3	2	1
Phlebotomy Skills and Knowledge				
The Student:				
Follows standard operating procedure when collecting blood.				
Demonstrates knowledge of collection requirements for commonly collected laboratory tests.				
Chooses venipuncture equipment that is appropriate for the patient and collection scenario.				
Knows the correct order of draw when questioned				
Practices the correct order of draw.				
Can identify and resolve problems which may occur during blood collection.				
Follows safety guidelines of the institution.				
Uses appropriate infection control procedures.				
Adheres to HIPAA guidelines.				
Uses acceptable patient identification guidelines.				
Identifies tube additives accurately when questioned.				
Professional Behaviors				
The student:				
Is punctual.				
Is attentive to instruction and responds well to constructive criticism.				
Has organizational skill consistent with the amount of training.				
Has a level of speed that is consistent with the amount of training.				
Displays interest in the profession.				

Demonstrates professional appearance as outlined in the student handbook.				
Demonstrates initiative.				
Uses appropriate communication skills (verbal and nonverbal).				

Please comment on any of the above as you feel necessary.

Summary Assessment:

_____ *Student competency level is not satisfactory.*

_____ Student will do adequate routine work as a phlebotomist.

_____ Student will be a good phlebotomist.

_____ Student will be an excellent phlebotomist.

*** If the student does not demonstrate satisfactory performance, he or she will be required to repeat MULT 115.**

How can this student improve his/her phlebotomy skill?

Would you hire this student? Or, if you are not responsible for hiring, would you want to work with this student as a peer? Yes or no.

Please explain:

Do you believe that this student is prepared to continue in an inpatient phlebotomy experience? Please explain.

Evaluator Signature _____

Evaluator's Printed Name _____

**APPENDIX E
COLUMBUS STATE COMMUNITY COLLEGE
PHLEBOTOMY PRACTICUM II – MULT 114
STUDENT EVALUATION**

Student's Name _____ Date _____

Clinical Facility _____

INSTRUCTIONS:

1. This evaluation is to be completed by the Clinical Instructor at the end of each course in the curriculum.
2. Based on the student's performance to date indicate your assessment by placing an "X" or a checkmark in the appropriate column as follows:
 - 4: The student demonstrates these behaviors all the time.
 - 3: The student demonstrates these behaviors most of the time (>50% of the time)
 - 2: The student demonstrates these behaviors some of the time (25-50% of the time)
 - 1: The student demonstrates these behaviors <25% if the time.

**An average score of 3 or 4 is required for a satisfactory clinical evaluation.

3. Please comment on any concerns that you may have about the student's ability or performance.

CHARACTERISTIC	4	3	2	1
Phlebotomy Skills and Knowledge				
The Student:				
Follows standard operating procedure when collecting blood.				
Demonstrates knowledge of collection requirements for commonly collected laboratory tests.				
Chooses venipuncture equipment that is appropriate for the patient and collection scenario.				
Knows the correct order of draw when questioned				
Practices the correct order of draw.				
Can identify and resolve problems which may occur during blood collection.				
Follows safety guidelines of the institution.				
Uses appropriate infection control procedures.				
Adheres to HIPAA guidelines.				
Uses acceptable patient identification guidelines.				
Identifies tube additives accurately when questioned.				
Can accurately collect blood specimens using special collection procedures for: <ol style="list-style-type: none"> a. glucose tolerance tests b. blood cultures c. compatibility testing d. other special procedures required in your facility* *If applicable, identify these other special procedures.				
Demonstrates knowledge of collection requirements and sources of error for the following special procedures: <ol style="list-style-type: none"> a. glucose tolerance tests b. blood cultures c. compatibility testing 				

d. other special procedures required in your facility* *If applicable, identify these other special procedures.				
Professional Behaviors The student:				
Is punctual.				
Is attentive to instruction and responds well to constructive criticism.				
Has organizational skill consistent with the amount of training.				
Has a level of speed that is consistent with the amount of training.				
Displays interest in the profession.				
Demonstrates professional appearance as outlined in the student handbook.				
Demonstrates initiative.				
Uses appropriate communication skills (verbal and nonverbal).				

Please comment on any of the above as you feel necessary.

Summary Assessment:

- _____ *Student competency level is not satisfactory.*
- _____ Student will do adequate routine work as a phlebotomist.
- _____ Student will be a good phlebotomist.
- _____ Student will be an excellent phlebotomist.

*** If the student does not demonstrate satisfactory performance, he or she will be required to repeat MULT 114.**

How can this student improve his/her phlebotomy skill?

Would you hire this student or if you are not responsible for hiring, would you want to work with this student as a peer? Yes or no.

Please explain:

Evaluator Signature _____

Evaluator's Printed Name _____

**APPENDIX F
PHLEBOTOMY CLINICAL LOG SHEET**

STUDENT NAME _____ **MULT** _____ **QTR** _____ **YEAR** _____

DATE _____ **CLINICAL FACILITY** _____

PLEASE COMPLETE ALL INFORMATION **IN INK** ABOVE AND **TOTALS** BELOW BEFORE SUBMITTING.

PROCEDURE	NUMBER PERFORMED (TOTAL ATTEMPTED)	NEEDS PRACTICE (TOTAL MISSED)	SUCCESSFULLY OBTAINED BLOOD ('NUMBER PERFORMED' – 'NEEDS PRACTICE')	COMMENTS
VENIPUNCTURE: - By evacuated tube system & straight needle				
- By Syringe & straight needle				
- By Butterfly				
CAPILLARY Collections: - Adult				
- Pediatric				
- Heelstick – Neonatal				
OTHER: OF THE # OF PROCEDURES INDICATED ABOVE, HOW MANY WERE chain of custody, GTT, Blood Cultures, Blood Bank, TDM _____				
TOTAL Successful Collections				

CLINICAL INSTRUCTOR SIGN-OFF _____

CLINICAL FACILITY _____

INSTRUCTOR COMMENTS:

TOTAL THIS WEEK (#SUCCESSFUL) ____hours ____sticks	CUMULATIVE TOTAL (THIS IS THE TOTAL FROM LAST WEEK' CUMULATIVE TOTAL PLUS THIS WEEK'S TOTAL) ____hours ____sticks
---	--

Please call me if the student should receive a needlestick injury at (614) 287-2608. They are also to inform the College Health Records Office of any injuries and complete the exposure incident report. If you need my help or need to immediately discuss a student's performance, please call me at the same number.

**APPENDIX G
CSCC CLASSROOM AND LABORATORY
PROFESSIONAL BEHAVIORS EVALUATION**

Student Name _____

Rate the student as follows by placing a checkmark in the appropriate column below.

4 points: The student demonstrates these behaviors all the time.

3 points: The student demonstrates these behaviors most of the time (>50% of the time)

2 points: The student demonstrates these behaviors some of the time (25-50% of the time)

1: The student demonstrates these behaviors <25% if the time.

CHARACTERISTIC	4	3	2	1
Accountability				
The following are examples of accountability: <ul style="list-style-type: none"> • The student arrives on time • The student returns from break on time • Completes assignments on time • Turns in log sheets as required 				
Respect				
The following are examples of respect: <ul style="list-style-type: none"> • Doesn't talk unnecessarily • Demonstrates common courtesy • Has positive interactions with peers • Is polite in actions and conversation • Calls program director in advance of an absence • Helps others willingly • Works well with classmates 				
Appearance				
The following are examples of professional appearance: <ul style="list-style-type: none"> • Arrives for class in appropriate attire and appearance • Is free of offensive odor • Wears clean, unwrinkled clothing • Removes extra piercings • Covers tattoos • Has fingernails that are the appropriate length and has only clear polish 				

Communication: verbal and nonverbal				
<p>The following are examples of communication expectations:</p> <ul style="list-style-type: none"> • Uses legible handwriting • Submits documents in pen • Uses standard English including proper grammar • Can clearly communicate ideas 				
Self Control				
<p>The following are examples of self control:</p> <ul style="list-style-type: none"> • Leaves personal problems outside of class • Can prioritize work tasks • Asks pertinent questions at the appropriate time • Does not talk unnecessarily 				
Interest				
<p>The following are examples of display of interest:</p> <ul style="list-style-type: none"> • Actively participates when questions are asked • Completes assignments even if they are not grades • Uses non verbal communication that reflects interest 				
Honesty and Integrity				
<p>The following are examples of honesty and integrity:</p> <ul style="list-style-type: none"> • Accepts constructive criticism • Applies constructive criticism toward performance improvement • Is not argumentative • Does not make excuses for errors • Maintains a positive attitude even in adverse conditions • Honors own commitments to the requirements • Admits errors when they occur • Pays attention to detail 				

Comments: _____

Total Score: Add all points from each category. Total possible: 28 points

Excellent: 25-28 points

***Good: 21-25 points**

Fair: 14-20 points. This indicates a need for improvement.

Poor: 1-13 points. This indicates a need for improvement.

If a student earns less than 21 points, he or she will be awarded a "D".

APPENDIX H

REPORT OF NEEDLESTICK/PERCUTANEOUS INJURY OR EXPOSURE TO BLOOD OR OTHER BODY FLUIDS

NOTE: If you experienced a needlestick or other percutaneous injury or were exposed to blood or other body fluids, complete all portions of this report including brand name and type of device involved in the exposure (see Step 5).

<p>Step 1: Were you exposed to blood or other body fluids of another person? On your skin or any part of your body?.....YES or NO</p>	<p>.....If <i>Go to Step Blue</i></p> <p>NO</p> <p>.....If <i>Go to Step 2</i></p> <p>YES wash skin with soap and water. If exposure was to mucous membranes, flush them well with clear water. If you have an injury, obtain first aid.</p>
<p>Step 2: Were you exposed to blood or body fluids of another person while at a clinical facility with on-site medical evaluation?YES or NO</p>	<p>.....If <i>Go to Step 3</i></p> <p>NO</p> <p>.....If <i>Go to Step 5</i></p> <p>YES follow that facility's protocol for bloodborne pathogens post-exposure evaluation for students. (Any expenses incurred as a result of the required evaluation are the student's responsibility.) After medical evaluation</p>
<p>Step 3: Were you exposed to semen or vaginal secretions; cerebrospinal, synovial, pleural, peritoneal, pericardial or amniotic fluid; urine or feces; or tissue?YES or NO</p>	<p>.....If <i>Go to Step 5</i></p> <p>NO</p> <p>.....If <i>Go to Step Pink</i></p> <p>YES exposures to these materials must be evaluated on a case-by-case basis. In general, these body substances are considered a low risk for transmission in health care settings.</p>
<p>Step 4: Were you exposed to blood on your intact skin?YES or NO</p>	<p>.....If <i>Go to Step Pink</i></p> <p>NO</p> <p>.....If <i>Go to Step Yellow</i></p> <p>YES If <u>small</u> amount of blood or a <u>short</u> duration of exposure on <u>broken skin</u> or on <u>mucous membranes</u></p> <p>.....If <i>Go to Step Red</i></p> <p>YES If a <u>large</u> amount of blood or a <u>long</u> duration of exposure on <u>broken skin</u> or on <u>mucous membranes</u>, or <u>any exposure to blood into or through the skin</u> (needlestick, laceration, etc.), then see a physician IMMEDIATELY for evaluation. If your primary care physician cannot see you immediately, go to the nearest emergency room or urgent care facility, as some levels of exposure to bloodborne pathogens require very early evaluation and treatment. Whenever possible, get permission from the source person to have his or her blood drawn to be tested for bloodborne pathogens. (Any expenses incurred as a result of the required evaluation are the student's responsibility.) After your medical evaluation, complete #5 on this form even if you have completed a report for the clinical facility.</p>

Blue	Pink	Yellow	Red
No exposure to blood or body fluids has occurred. Go to Step 5.	Not considered to be a significant exposure; no post-exposure evaluation required but see a physician if you have concerns about the exposure. <i>Go to Step 5</i>	No medical evaluation needed unless source has bloodborne pathogens infection. <i>Go to Step 5</i>	Immediate medical evaluation required. After evaluation, <i>Go to Step 5</i>

Step 5: Complete the Bloodborne Pathogens Post-Exposure Report

Print Name _____ Date and Time of Incident _____

Program or Dept. _____ Instructor or Manager _____

Building and Room or Location of Incident; if clinical facility, specify facility and unit _____

Exact Location on body of exposure, indicating left/right, anterior/posterior, etc. _____

Detailed Description of Incident (use back of this form if needed) _____

Type and Brand of Device Involved in Injury (required information) _____

Signature of Exposed Person _____ Date _____

Signature of Instructor or Manager _____ Date _____

After you have completed all portions of this report, give it to your instructor or supervisor, who will forward a copy to your program coordinator or manager, the college's Health Records Office and Human Resources Department.

Adapted from Public Health Service guidelines for the management of healthcare worker exposures to HIV. MMWR Morbidity and Mortality Weekly Report 1998;47 (RR-7);1-33.

Draft 12/01/06

**APPENDIX I
CLINICAL SITE EVALUATION
PHLEBOTOMY PROGRAM**

STUDENT QUESTIONNAIRE FOR CLINICAL EXPERIENCE

Place an "X" in the box which most closely describes your experience in the following:

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>	<u>Not Applicable</u>
Did you clearly understand what was expected of you in the clinical site?						NA
Was supervision by the clinical site always available to you in case you needed help in the middle of a procedure?						NA
Was the clinical instructor responsive to your questions?						NA
Did you have enough opportunity to demonstrate your phlebotomy knowledge and skill?						NA
Were the expectations of the clinical site appropriate for your level of training?						NA
Was the communication by your Program Director sufficient to meet your needs?						NA
If you had situations that you wanted to discuss, did you take advantage of opportunities when the program director visited, or in class, or by phone or email?						
General comments about your experience and suggestions for future students:						

Clinical Site _____

Date _____

APPENDIX J STUDENT CLINICAL AGREEMENT

Procedure for Absence from the Clinical Facility

I recognize that due to involvement of healthcare facilities and their clients in my training, I must observe policies developed to maintain standards of service provided by those facilities.

If I am absent or tardy from a clinical facility, I will:

- a. notify the clinical facility at least one half hour prior to the scheduled time of attendance and ask that the message be given to the appropriate supervisor. I will also document with whom a message is left. This information will be given to the program director.
- b. notify the Phlebotomy Program Director at 614-287-2608 and provide the following information:
 - Name
 - Clinical facility
 - Reason for absence
 - Date of return
- c. meet with my clinical supervisor upon my return to arrange an appropriate make-up time.
- d. Notify the program director of make-up date(s)

Make-up Days

I understand that all days missed must be made up. I understand that I am responsible for contacting the Program Director and the Clinical Supervisor when an absence is necessary. The arrangement for the make-up of this time is at the convenience and discretion of the clinical site. I understand that this will require me to drop the course.

Punctuality

I understand that it is my responsibility to be in the clinical facility and prepared to begin at the assigned time. If I am late, according to the facility policy, on more than three occasions, the facility may ask for my removal and I will receive a grade of "Unsatisfactory" and not be permitted to ask for a second placement.

Behavior and Attire in the Clinical Facilities

I will not behave in the clinical facility in any way which may disrupt patient care or the orderly conduct of business within the healthcare agency. I will follow all dress code policies as outlined in this handbook and understand that in the clinical experience, as a student, I represent Columbus State Community College and the Phlebotomy Program. If I am inappropriately attired on any occasion, I will be asked to leave and return only at the next scheduled day of clinical experience. I agree to follow the guidelines set forth as outlined in "Clinical Experience Policies and Procedures".

I have read, discussed, and had the opportunity to ask questions regarding statements in this agreement and agree to abide by these policies.

APPENDIX K

REFERENCE AUTHORIZATION

I authorize the following to serve as a reference for me for the purpose of verifying my qualifications to prospective employers without requiring further consent. I understand that in order to revoke this authorization, I must do so in writing and that such revocation shall not apply to information released prior to the date of revocation.

I understand that I am not required to complete and submit this form.

Name of person(s) acting as a reference for whom I am authorizing consent.

Student Signature _____

Student Printed Name _____

Date _____

APPENDIX L

PHLEBOTOMY CONSENT

I have enrolled in the Phlebotomy program at CSCC during _____Quarter, 20____. I am aware of the importance of practice in developing quality phlebotomy skills which are performed as safely as possible.

In consideration of the educational opportunity being offered to me by Columbus Sate Community College, I hearby consent to allow students within this program to practice phlebotomy techniques, including venipunctures and capillary punctures on me in the presence of an instructor, just as I will practice these same techniques on other students in the program. I understand that there are risks, some of which are very rare, associated with phlebotomy which include, but are not limited to infection, bruising, and other potential damage to surrounding tissue. I accept these risks and agree to perform these skills as safely and professionally as possible.

I hearby agree to release and hold harmless Columbus State Community College, its officers, and staff from any and all liability arising out of or related to injuries that I may receive as a result of such phlebotomy practice. I affirm this acceptance on the page acknowledging the Phlebotomy Student Handbook, page 43.

**APPENDIX M
DRUG SCREENING
GUIDE**

Page 1 of 5

1. Rationale

Columbus State Community College (CSCC) has a campus-wide, zero-tolerance policy toward the abuse of all drugs; including alcohol. Under the scope of this guideline, successful eligibility for participation in the healthcare programs is established by a negative/normal drug screen as noted in the key definitions section.

2. Scope and Mission

It is the mission of CSCC to provide a safe environment for employees, students and visitors. A safe environment will be attained by management of situations involving drugs and alcohol regarding individuals who use or misuse any prescriptions or illegal substances.

3. Key Definitions

- a. Adulteration – The process of adding chemical substances to urine in order to change the result of the drug screens.
- b. Confirmation Test – A test that is performed after a positive result on a screening sample.
- c. Diluted Sample – A sample with a specific gravity below the acceptable level as defined by the laboratory that performs the testing.
- d. Drug Screen – A drug screen is the laboratory testing performed on urine, blood, hair, or saliva/oral fluid samples, to determine the presence or absence of specified drugs or their metabolized traces. Drug screenings must be performed at a Columbus State Community College approved site.
- e. Health Care Programs – All courses, certificate and degree programs where the student must participate as a member of the health/human services care team in an outside agency as part of the educational requirement.

DRUG SCREENING Guide

Page 2 of 5

- f. Negative/Normal – Results of a drug screen that do not include adulteration of the sample, the presence of illegal substances, alcohol, or the abuse of prescription drugs.
- g. Positive/Abnormal – Results of a drug screen that reveal use of an illegal substance, alcohol or a diluted or adulterated sample.
- h. Prescription – A valid prescription issued to the student by a licensed healthcare provider authorized to issue such prescription and used for its intended purpose as prescribed before any expiration date.
- i. Substance- Any drugs, other substances whether ingested, inhaled, injected (subcutaneously, or otherwise) that have known mind altering or function-altering effects, applicable to Schedule I through V of 21 C.F.R. Part 1308.

4. Drug Screening

All health care students will be tested to verify a negative/normal drug screen according to the timeline established in each program. Testing may occur prior to the student's admission into a healthcare program. All drug screens will be conducted at the student's expense. Drug screenings completed previously by other agencies or by the student's employer will not be accepted. The student must have a drug screening performed at one of the approved laboratories and the results must be received directly by the college from the approved laboratory. Student's drug screening results will be processed as follows:

- a. Adulterated Sample – If a drug screening result is reported as adulterated by the laboratory, the student will not be placed at a clinical site for the healthcare program. If a negative drug screen is a condition of acceptance, the student will not be accepted into the program/course with an adulterated drug screening result.

- b. Dilutes – If the drug screening result is reported as diluted, the student will be notified that he/she may be re-tested within 24 hours of notification of the diluted result. The re-testing is subject to the guide outlined in section 5b. The student is responsible for the cost of the re-test.
- c. Positive Illegal – If a student has a positive drug screen he/she will not be allowed to participate in any clinically based healthcare program for a period of 24 months. After 24 months, should a student reapply to a clinically based program and re-test positive, that individual shall be permanently barred from all clinically based healthcare programs at CSCC.
- d. Positive Prescription - Students testing positive for a prescription medication must have a valid prescription issued to the student by a licensed healthcare provider. Upon receipt of documentation of the prescription, the student's positive drug screening result will be considered on a case by case basis.
- e. Negative/Normal – Students whose drug screening result is negative/normal may be subject to re-testing if at any time there is reasonable suspicion of substance abuse. See section 5c of this guide.

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5. Re-Testing

- a. Time Frame – All students will be subject to re-testing prior to the beginning of the student's clinical experience. If a period of greater than 24 months has elapsed, all students will be subject to testing of breath, saliva, urine, blood, and/or hair in accordance with this guideline. Individuals who re-test positive will not be allowed to continue in the healthcare program of the course or will be denied acceptance into a health professions program according to this guide within a 24 month period.
- b. Drug Test Failure – If a student fails his/her initial drug test because of a diluted sample, he/she will have the option of re-testing within 24 hours of notification of the student. Students will be allowed to re-test one time.
- c. Reasonable Suspicion – Any student displaying inappropriate behavior that causes a faculty member, professional preceptor, or administrator to have a reasonable suspicion that the behavior is due to a violation of this guide, will be required to re-test at the student's expense. The professional who observed the behavior is to bring that behavior to the attention of the department chairperson and a consultation will take place with the Dean of Career and Technical Programs who will make the decision regarding re-testing. If the Dean of Career Technical program is not available, the Dean of Student Life may make that decision.

Such behavior or conduct includes but is not limited to the following:

- Observable phenomena such as direct observation of drug use or physical symptoms or manifestations of being under the influence of a drug.
- Any student exhibiting the above symptoms will be required to submit a health assessment at their expense. The results of the assessment should be reported the Department Chairperson within seven days.

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- A student's behavior has caused or contributed to an accident that resulted in injury requiring treatment by a licensed healthcare professional or substantial property damage, or
- A student is convicted by a court of an offense related to use of a drug, alcohol, or controlled substance.

6. Confidentiality

- a. All test results will be handled on a confidential basis in accordance with all state and federal requirements.
- b. All students will be required to sign an agreement as requested by the clinical affiliate authorizing the college to release information (i.e. drug screening results) to the clinical agency for the healthcare program.
- c. Drug screening results will be sent directly to the CSCC Health Records Coordinator from the approved laboratory.
- d. Release of information will be made directly to the college.

7. Tested Substances

Drug screening may include, but is not limited to testing for the following substances. This shall cover testing for the following listed substances such as:

- a. Marijuana
- b. Amphetamines
- c. Cocaine
- d. Opiates
- e. Phencyclidine
- f. Alcohol

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1. Student Procedure

The student shall:

- a. Pay the drug screening fee at the cashier's office at Columbus State Community College. At the time of payment the student will receive a requisition and list of approved laboratory sites.
- b. Take the requisition to one of the colleges approved laboratories, with a valid photo ID. If the student loses the requisition, the student will be required to pay another fee for a replacement requisition. The cost of the replacement requisition is the same as the drug screening fee. **Drug screening results will not be released over the telephone. The student may confirm the **receipt** of the drug screening results by contacting the Columbus State Community College Health Records Office.

2. Administrative Procedure

- a. The approved laboratory will forward the drug screening results to the Columbus State Community College Health Records Office., Attn: Health Records Coordinator
- b. A list of negative drug screening results will be forwarded to the program coordinator for the program for which the student is enrolled or wishing to be accepted.
- c. The Health Records Coordinator will forward all positive results to the chairperson of the program for which the student is enrolled or that was listed on the drug screening requisition.
 - The chairperson shall notify the student regarding the positive result and the re-testing guide outlined in section 5 of this guide.
 - If the student is eligible to re-test with 24 hours of notification, the re-test will be forwarded to the chairperson.

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- If a student has a positive drug screen he/she will not be allowed to participate in any clinically based healthcare program for a period of 24 months. After 24 months, should a student reapply to a clinically based program and re-test positive, that individual shall be permanently barred from all clinically based healthcare programs at CSCC.

Exhibit 1

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I understand that as a requirement for enrollment in the CSCC health program, I must submit to a drug test at a designated laboratory, which will provide the result of the test to the designated college official. I understand that if the test result is anything other than negative/normal, I will be denied participation in the healthcare program pursuant to the Drug Screening Guide.

I further understand that I may be subject to drug tests while enrolled under certain circumstances described in the Guide. A drug test that is anything other than negative/normal or my refusal to submit to drug testing will result in dismissal from the program.

By signing this document I indicate that I have read, understand, and agree to adhere to the tenants outlined in this guide. Further, I understand that a negative/normal drug test is required for admission into the healthcare program.

I consent to the release of the drug test results to the designated college official. I also acknowledge that my results may be shared with the clinical agencies where I obtain clinical practice.

Student Signature

Student's Printed Name, Cougar ID Date

Witness Signature

Witness's Printed Name Date

APPENDIX N

ACKNOWLEDGEMENT OF STUDENT HANDBOOK

I have received a copy of the **Phlebotomy Program Winter-Spring 2010 Student Handbook**. As a Phlebotomy student, I have read, understand, and had the opportunity to ask questions, and further, accept responsibility for the all content within it.

- I am aware of and accept the health and safety risks involved in this profession.
- I understand that I must comply with drug screening policies and procedures as defined and explained in the guidelines within this handbook.
- I agree to abide by all policies and Code of Ethics of the program.
- I am aware of clinical placement policies and procedures.
- I understand that neither CSCC nor the clinical affiliate will assume cost of treatment or care for injury or medical conditions occurring during my clinical or student laboratory experiences.
- I have read and can verify that I meet each of Phlebotomy Program Essential Functions, with or without reasonable accommodations.
- I understand that failure to abide by the policies and procedures contained within this handbook will be grounds for disciplinary action and possible dismissal from the Phlebotomy program.
- I understand that my social security number may be required by the clinical facility for their own purposes and the college will only release this number when necessary.

Please date, sign, and print your name below and return to your instructor by the end of the first week of class.

Signature_____

Printed Name_____

Date_____