

PHLEBOTOMY TRAINING PROGRAM

Policy Manual

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**San Diego Mesa College
7250 Mesa College Drive
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Policies and procedures are subject to change. It is the responsibility of the student to be aware of any changes that may affect completion of the Phlebotomy Training Program and requirements for achieving Certified Phlebotomy Technician 1 (CPT 1) status.

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INTRODUCTION

Welcome to the San Diego Mesa College Phlebotomy Training Program. This policy manual is available to assist you in understanding what you can expect as students in the program. Please feel free to ask for clarification of any of the issues raised.

Our program has an excellent reputation with the local medical community. In order to uphold our reputation there are many requirements throughout the program. We believe these requirements contribute to your success as a medical assistant.

Every attempt is made to assure that all information in this manual is current. However, policies and procedures are subject to periodic change. It is the responsibility of the student to be aware of changes that may affect their educational goals. Please refer to appropriate sections of Mesa College Catalog for the most current information.

All information presented in this policy manual specifically pertains to the **Phlebotomy Training Program**. For general policies and procedures specific to Allied Health students, please refer to the **Allied Health Department Policy Manual**.

PHLEBOTOMY TRAINING PROGRAM ACCREDITATION

San Diego Mesa College is fully accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, an institutional accrediting body recognized by the Council on Post-secondary Accreditation and the U.S. Department of Education. The last on site accreditation was in 2017 and full reaccreditation was granted for duration of seven years (until 2024).

PHLEBOTOMY TRAINING PROGRAM DESCRIPTION

All students who successfully complete the Phlebotomy Training program will be awarded a Certificate of Performance and may apply for State of California Certification as a Certified Phlebotomy Technician 1 (CPT1) and sit for several state and national exams. A grade of “C” (70%) or better must be maintained in all phlebotomy training program courses to continue in the program and receive a Certificate of Performance. Course repetition in this program is not permitted.

PROGRAM OBJECTIVES

The goals and objectives of the Phlebotomy Training Program at San Diego Mesa College are to provide specialized training as phlebotomy technicians in accordance with the entry level competencies determined by AMT.

CODE OF PROFESSIONALISM

The Code of Professionalism has been established in accordance with generally accepted standards of the medical profession. This code is defined as:

- Dress code/grooming
- Student conduct
- Confidentiality protocol

- Program safety
- Infection control standards

Phlebotomy Training Program Uniform and Dress Code

The Phlebotomy Training Program has set the following standards for uniforms to be worn during the clinical classes and Directed Clinical Practice. These dress code standards include, but are not limited to:

1. No visible tattoos.
2. One piercing per earlobe. One stud per ear.
3. No dangling jewelry. This includes earrings, bracelets and necklaces. Please keep jewelry small and to a minimum.
4. No artificial nails or long nails that extend beyond the finger pad.
5. No heavy perfumes or deodorants.
6. Hair must be pulled back, out of the face and off of the shoulders.
7. Closed toed shoes must be worn at all times during lab courses and at clinical sites. Shoes must be clean and impermeable to fluids.
8. **Dark gray or black** scrubs must be worn at all times during lab courses and at clinical sites.
9. Name badges must be worn at all times while at clinical sites.

Students who do not comply with uniform and dress regulations will not be allowed to participate in clinical classes, and, therefore, will be dismissed until the issue is resolved.

Hands

When in uniform, the hands and fingernails must be clean and neatly manicured. Fingernails should not extend beyond the fingertips.

Long nails or acrylic nails are in violation of OSHA and Standards Precaution regulations in a clinical setting and are not allowed.

Piercings and Facial Tattoos

While facial piercings and tattoos are currently popular, medicine is a predominately conservative industry. Therefore, facial piercing jewelry for the eyebrow, chin, nose, lip or any area that is visible will not be allowed when in uniform. In regards to tattoos, since these may be pre-existing, we realize that you are unable to change the situation. However, do not acquire new, visible piercings or tattoos during the program. All visible tattoos must be covered when possible.

Personal Hygiene

Attention to personal hygiene is essential for all persons in the health care field. A daily shower, deodorants, and fresh lingerie or underwear are absolutely essential. It is expected that each student will have on hand sanitary items to maintain good personal hygiene. Odors such as tobacco, alcohol, perfume or perfumed lotions, food odors or breath odors are not acceptable.

STUDENT CONDUCT

All students are expected to respect and obey standards of student conduct while in class and on campus. The student Code of Conduct, disciplinary procedure, and student due process (Policy 3100, 3100.1 and 3100.2) can be found in the college catalog, and at the office of the Dean of Student Affairs. Charges of misconduct and disciplinary sanctions may be imposed upon students who violate these standards of conduct or provisions of college regulations.

Phlebotomy Training Program students are expected to exhibit mutual respect and consideration for others. Upon arriving at class or other program events, students should display a positive attitude and a collaborative interest.

In the classroom setting there is no eating, drinking, gum chewing or sleeping. Students should also abstain from side-talking or reading other materials while in class. Any disruptive behavior will be reported to the program director and be dealt with in accordance to the student Code of Conduct.

HONEST ACADEMIC CONDUCT SAN DIEGO COMMUNITY COLLEGE DISTRICT PROCEDURE 3100.3

Honesty and integrity are integral components of the academic process. Students are expected to be honest and ethical at all times in their pursuit of academic goals.

1.0 DEFINITIONS:

1. **Cheating:** The act of obtaining or attempting to obtain credit for academic work by the use of any dishonest, deceptive, or fraudulent means. Examples of cheating include, but are not limited to:
 1. Copying, in part or in whole, from another's test or other examination;
 2. Discussing answers or ideas relating to the answers on a test or other examination without the permission of the instructor;
 3. Obtaining copies of a test, an examination, or other course material without the permission of the instructor.
 4. Using notes, "cheat sheet" or other devices considered inappropriate under the prescribed testing condition;
 5. Collaborating with another or others in work to be presented without the permission of the instructor;
 6. Falsifying records, laboratory work, or other course data;
 7. Submitting work previously presented in another course, if contrary to the rules of the course;
 8. Altering or interfering with grading procedures;
 9. Plagiarizing, as defined herein;
 10. Knowingly and intentionally assisting another student in any of the above.

2. **Plagiarism:** The act of incorporating ideas, words, or specific substance of another, whether purchased, borrowed, or otherwise obtained, and submitting the same as one's own work to fulfill academic requirements without giving credit to the appropriate source. Examples of plagiarism include, but are not limited, to the following:

1. Submitting work, either in part or in whole, completed by another;
2. Omitting footnotes for ideas, statements, facts or conclusions which belong to another;
3. Omitting quotation marks when quoting directly from another, whether it be a paragraph, sentence, or part thereof;
4. Close and lengthy paraphrasing of the writing or work of another, with or without acknowledgment;
5. Submitting artistic works, such as musical compositions, photographs, paintings, drawings, and sculpting, of another;
6. And submitting papers purchased from research companies (or downloaded from electronic source) as one's own work.

2.0 ACADEMIC AND ADMINISTRATIVE SANCTIONS:

Cheating and plagiarism may warrant two separate and distinct courses of disciplinary action which may be applied concurrently in response to a violation of this policy.

Academic Sanctions, such as grade modifications, are concerned with the student's grades and are the sole responsibility of the faculty member involved.

Administrative Sanctions, includes any disciplinary action up to and including expulsion, and are the responsibility of the College president or designated representative.

2.1 ACADEMIC SANCTIONS:

When a student is accused of cheating or plagiarism, it is recommended that the faculty member arrange an informal office conference with the student and the department chair, or designee, to advise the student of the allegation as well as the evidence which supports it. The purpose of the informal conference is to bring together the persons involved so that the situation might be discussed informally and an appropriate solution might be decided upon. If more than one student is involved in the incident, the faculty member may call the students together to confer as a group at the discretion of the faculty member. All notes and discussion between the student and faculty member are confidential, in accordance with the Family Rights and Privacy Act, and may be used as evidence in subsequent campus disciplinary proceedings or any subsequent legal action.

Guidelines:

It is the faculty member's responsibility to determine the type of academic sanction, if any. In reaching the decision, the faculty member may use the following guidelines:

1. The faculty member should advise the student of the alleged violation and should have reasonable evidence to sustain that allegation. Reasonable evidence, such as documentary evidence or personal observation or both, is necessary if the allegation is to be upheld.
2. The usual sanction is “grade modification.” This sanction is to be used only if the faculty member is satisfied that cheating or plagiarism did, in fact, occur.
3. The “grade modification” is left to the discretion of the instructor and may include a zero or F on the paper, project or examination, a reduction in one letter grade (e.g., C to D in the course), or an F in the course.
4. In addition to grade modification, certain instructional departments/programs may have policies which state that cheating can show unsuitability for continuation in the program and/or profession.
5. In all cases, faculty should make the student aware of the penalties for cheating or plagiarism and of their appeal rights. It is recommended that a statement be included in the course syllabus. (See District Procedure **3100.1** and **2.**)

If an academic sanction is imposed, the incident must be reported in writing within ten instructional days to the School Dean who shall send a copy of the report to the Disciplinary Officer. Notice to the Disciplinary Officer will ensure that there is documentation of the incident with the college of a challenge or legal action.

2.2 ADMINISTRATIVE SANCTIONS:

The School Dean will consult with the Disciplinary Officer as to whether the matter warrants administrative sanction in accordance with **3100.2**. All actions related to discipline under Policy 3100.2 are the responsibility of the Disciplinary Officer.

1. In the memorandum to the School Dean, the faculty member should state what the nature of the offense was, the evidence, and the academic sanction imposed.
2. The memorandum will be retained on file with the Disciplinary Officer.
3. The Disciplinary Officer will notify the faculty member if an administrative sanction will be pursued.

ATTENDANCE POLICY

In accordance with the established policies of the San Diego Community College District and as outlined in the college catalog and course schedules, the attendance policy of the Allied Health Department is as follows:

- Disqualification from a course and a student’s program will automatically apply to those students failing to meet the attendance policy as described in the College Catalog, Course Schedules and Student Handbook.
- Every student is expected to attend each meeting of all Program classes, arrive on time, return from breaks on time, and stay for the full class period. “On time” is defined as seated in the classroom or present in lab ready for the class activity. Tardiness and leaving early may be treated in the same manner as absences.
- Students will not receive a San Diego Mesa College Certificate of Performance for any didactic tardy of one minute or more, any absence or any early departure

of one minute or more. Work can only be made up in another session on the same topic. There is no makeup by home or book study. Certificate will not be final dated until all didactic work and practical training are completed.

College policy dictates that students MAY be administratively dropped from class whenever they:

1. Fail to attend the first class meeting
2. Fail to pay all mandatory fees in accordance with the fee payment schedule
3. Accumulate absences that exceed the allowed absences as outlined in the course syllabus
4. Process an ADD code issued to another

STANDARDS FOR RETENTION

See Allied Health Department Policy Manual for information. A “C” or better in the Phlebotomy Training Program is defined as 70% or better.

CONFIDENTIALITY PROTOCOL

During the program students may encounter situations that require confidentiality. Confidentiality in the medical setting refers to keeping information or situations private amongst the medical staff. Situations may include but are not limited to: communications, clinical procedures, and patient records. Confidentiality extends to both directed clinical practice, including the staff of the laboratory, medical office, and the classroom. Situations which may occur as a result of working with classmates, or patients (visitors or faculty) may result in the need for confidentiality. This should not prevent students from consulting with instructors regarding directed clinical practice experiences or working in the classroom. Students are required to disclose all information during the classroom setting to ensure safety for the student and the patient.

PROGRAM SAFETY POLICIES

In the workplace, as in a medical office, orderliness, cleanliness, and safety must be the guiding rules. A laboratory or clinic area where these cardinal rules are absent results in a hazardous area in which to work.

Standard Precautions for Infection Control Training and OSHA Regulations:

All students will be instructed in and required to adhere to all guidelines regarding standard Precautions for Infection control and OSHA regulations. These topics will be presented as part of the PHLB 070 Phlebotomy course and applied where appropriate throughout training in the Phlebotomy Training Program.

The Phlebotomy Training Program Laboratory Safety Rules:

Participation in the Phlebotomy Training Program lab activities requires strict adherence to principles of infection control and safety. Safety rules include but are not limited to:

1. Comply with the uniform regulations.
2. Powder free, non-latex gloves and other personal protective equipment are to be worn for each procedure when contact with blood or bodily fluids is involved.

- Gloves are to be changed and discarded after each procedure and the hands washed. Students are responsible for providing their own disposable gloves throughout the program.
3. Spills must be wiped up immediately. If the spill is blood or bodily fluids, gloves must be worn. All items contaminated with blood must be disposed of according to Standard Precautions and OSHA regulations (i.e., in the proper biohazard receptacle).
 4. Do not recap used needles. All contaminated needles and syringes must be immediately placed in a **red sharps** container.
 5. All work surfaces must be wiped down with a disinfecting wipe before and after each procedure. Each student is responsible for cleaning up after him/herself.
 6. All electrical appliances are to be unplugged at the end of each lab session.
 - a. Electrical plugs should be removed from outlets with dry hands.
 - b. Grip the plug, not the cord.
 - c. Report any faulty equipment to the instructor immediately.
 - d. Equipment may not be used without prior instruction from the instructor.
 - e. Do not leave operating equipment unattended.
 7. All injuries must be reported to the instructor and Program Director immediately. The necessary College risk management paperwork must be filed with the San Diego Community College Risk Management Office within 24 hours from the time of injury (see appropriate section in Allied Health Department Policy Manual for a complete description of reporting procedure).
 8. Keep the counter tops, aisles and floors free of unnecessary items.
 9. Students will clean up after themselves. This includes proper storage of equipment and instruments, clearing working areas and utilizing proper infection control protocol.
 10. Hair must be pulled back off the face and shoulders and protected from engine belts.
 11. Noise must be kept at a minimum.

It is the policy of the program to maintain a safe level of practice for the protection of the students, patients, and faculty from possible exposure to potentially infectious materials during clinical procedures in the classroom setting or at directed clinical practice.

Each student involved with direct patient care shall have formal training in infection control protocol as described in the exposure control manual. Students are informed of specific information during program courses. The instructor of record shall be responsible for enforcing infection control policies. Students should consult the instructor for information or clarification.

PHYSICAL CONTACT

Students can expect physical contact (touching), by the instructors, in laboratory and clinical classes. Physical contact may include, but is not limited to, touching of the shoulders, back, legs, arms and hands for correct postures during procedures. If a student is uncomfortable with any physical contact, they should immediately and privately speak to the instructor, program director, department chair or dean.

FAILURE TO COMPLY

Should the student be found deficient in any area of the **Code of Professionalism**, the student will be asked to leave the classroom, clinic area or directed clinical practice until corrections have been made. Non-compliance affects participation therefore the final course grade may be affected.

DIRECTED CLINICAL PRACTICE (DCP): See Allied Health Department Manual.

Students accepted into this program will be required to successfully complete DCP which is a clinically-based course held in selected health care facilities. The purpose of this course is to provide hands-on learning opportunities through non-paid, supervised experience in a medical facility with the goal of demonstrated entry-level competencies. Phlebotomy Training Program student will complete 10 to 25 capillary punctures, 50 to 100 venipunctures and observe 2 arterial punctures while completing their DCP hours.

These facilities require background checks, including fingerprinting, as a condition of placement at the clinic. Refusal to submit to a background check, or failure to meet clearance criteria established by the health care facility, may prevent placement in the DCP course and thus, it may not be possible to successfully complete the program. Health care facilities also require adherence to strict standards of conduct. Facilities may refuse educational access to any person who does not adhere to the facility's standards of safety, health and ethical behavior; and will result in a grade less than "C" and is cause for removal from the program.

A list of clinical sites the program is affiliated with will be provided to students before their assignment to clinical sites. **Students are responsible for their own transportation to and from the medical facility.**

MEDICAL EXAMINATIONS/IMMUNIZATION FOR DCP

Students are required to obtain a medical examination and show proof of immunization prior to assignment in directed clinical practice. All verification will be placed in the student's file.

1. Physical examination
2. Hepatitis B Immunization or Declination form – Clinical sites/affiliates will not accept students without completion of the Hepatitis B Immunization series.
3. Tetanus/Diphtheria (Tdap) within past 10 yrs.
4. Negative TB test within past year that must be kept current throughout the length of the DCP course (see Allied Health Dept. Manual regarding TB clearance).
5. MMR & Varicella – Proof of vaccine or titer showing immunity.

We highly recommend an annual influenza vaccination. Some DCP sites will not allow students to work without an annual influenza vaccination. Students may utilize their own physician or consult the campus health facility for assistance. The Phlebotomy Training Program will provide the appropriate forms for documentation.

EXAMINATION AND GRADING POLICY

The Phlebotomy Training Program will assess students to determine mastery of the program material. Assessment may be determined through, but is not limited to, quizzes, examinations (written, practical and clinical), writing assignments, oral presentations, and performance evaluations (practical and clinical), and competency check of guides. Final examinations are administered in all classes. Participation may affect the final course grade.

The following general grading system has been established in compliance with campus policy.

- A = 90-100%
- B = 80-89.9%
- C = 70-79.9%
- * D = 60-69.9%
- * F = below 60%

Students must maintain a “C” or better in each phlebotomy course.* Students earning a grade of D or less will not be allowed to enroll in further Phlebotomy Training Program classes.

Students should refer to the syllabus for each class to determine the specific examination and grading policy for that class. Faculty is granted, by the college district, academic freedom to determine assessment for their assigned class.

STUDENT CONFERENCES

The purpose of student conference is to assist the student in achieving success in the Phlebotomy Training Program. The program director will hold individual student conferences approximately at the midterm of each semester. Documentation will be made regarding the conference and placed in the student’s file.

TRANSCRIPTS AND GRADUATION

It is the student’s responsibility to petition for graduation. Transcripts, verification of completion of a program and official college transcripts must be requested from the evaluation office. Grades are available on line within one week after they are submitted by the instructor.

Students who need immediate verification of completion of the program may obtain a letter stating that they have completed the requirements for the Phlebotomy Training Program from the college evaluation office. The normal turn-around time is usually no more than 72 hours. An official college transcript can be issued within two weeks after graduation, provided all instructors have submitted their grades. However, the official wall plaque certificate may take up to four months to reach the student.

STUDENT PROGRAM FILES:

A program file will be maintained for each student enrolled in the Phlebotomy Training Program. In addition to documents listed in the Allied Health Department Policy Manual, student files for the Phlebotomy Training Program must also contain:

General:

1. Phlebotomy Training Program Release Form
2. **Documentation required before clinical site placement**
 - i. Health requirements:
 - a. Completed physical examination report
 - b. TB skin test, chest X-ray or QuantiFERON test
 - c. Verification of completion of Hepatitis B Vaccination
 - d. Verification of completion other vaccinations/acceptable antibody titers as requested by clinical sites such as: measles (rubeolla), mumps and German measles (rubella).
 - ii. Current training verification:
 - a. Healthcare Provider CPR certification (infant, child and adult) with AED
 - b. First aid training certification
3. **Documentation required for successful completion Certificate of Performance**
 - i. Directed Clinical Practice paperwork and forms:
 - a. clinical site supervisor evaluations of student
 - b. weekly reports
 - c. a cumulative time record verifying completion of required DCP hours
 - ii. Completion of all entry level competencies

Note: It is the student's responsibility to keep the Phlebotomy Training Program Director notified of any changes in their information.

Official transcripts are available through Mesa's Admissions and Records offices.

ENTRANCE REQUIREMENTS

The ability to communicate with patients and fellow employees in the medical/hospital environment is very important. In addition, successful completion of the phlebotomy training courses and the ability to pass the State or National Certification exams is a requirement for success in the phlebotomy technician field. Therefore, the following classes or their equivalent are **strongly recommended** before the student enrolls in the Phlebotomy Training Program.

- English 047A Integrated Reading, Writing, and Reasoning
- English 048 College Reading and Study Skills II

- English 049 Basic Composition
- Math 038 Pre-Algebra and Study Skills

Applicants interested in entering the accredited Phlebotomy Training Program should:

1. Complete all requirements for admission to Mesa College.
2. View the program information session and complete the quiz
3. Apply to the Phlebotomy Training Program and attend a program orientation.
4. Upon acceptance to the program, enroll in the courses: See Phlebotomy Training Program course sequence.

ALLH 048 Basic Skills for Health Careers is strongly recommended for students entering the Phlebotomy Training Program.

Continuation in the program requires that the student maintain a grade of "C" or better in all courses.

RETURNING STUDENTS: Students who have experienced difficulty in a previous academic setting or are re-entering the educational system may enhance their ability to succeed by completing the following courses:

- Communication Studies 135 Interpersonal Communication or equivalent
- Psychology 112 Interpersonal Relations or equivalent
- Personal Growth 120 College Success and Lifelong Learning

Consult the Mesa College Catalog or the Allied Health counselor for more information.

PROBATION POLICY

A student will be placed on probation if he/she is failing to meet academic and professional criteria for retention in any medical assisting course. The student will be informed of the probationary status via a conference with the program director and instructor and a learning contract will be developed.

The learning contract will be specific to the reasons for probation, and recommendations will be made to the student. The instructor will document what conditions are necessary to remove the student from probationary status, and what circumstances may lead to disqualification.

The original learning contract will be maintained in the student's file in the Phlebotomy Training Program Director's Office. A copy will be sent to the Allied Health Department Chair and the School Dean, and the Dean of Student Affairs. The student may also be referred to the Allied Health Counselor.

Please refer to Policy 3100 in the College Catalog for student rights.

Students needing assistance with academic needs should consult with the instructor of record. If further assistance is warranted students should consult with the program director.

Students may also seek tutoring services on campus from the Bridging Lab, Tutoring Center or Writing center.

Please refer to Allied Health Department Policy Manual for information on retention, probation and disqualification.

STUDENT SERVICES

PHLEBOTOMY TRAINING PROGRAM

Solving Problems

Students needing assistance during the phlebotomy training program should handle their concerns in the following manner:

1. Discuss concern with the instructor, if no resolution
2. Meet with the program director, Danielle Lauria, dlauria@sdccd.edu, if no resolution
3. Meet with the department chair, Danielle Lauria, dlauria@sdccd.edu, or Christine Balderas, cbaldera@sdccd.edu, if no resolution
4. Meet with the school dean, Tina Recalde, (619) 388-2789.

Students should feel free to discuss any concerns at any time with the faculty and the program director. We encourage students to seek assistance as soon as the need arises. Do not wait until the end of the semester.

See Allied Health Student Manual for more information.

ACADEMIC SERVICES

Mesa College offers a variety of academic services. See college catalogue.

HEALTH SERVICES

The student health center offers a variety of services. Students should refer to the College Catalog or directly visit the center for specific information.

DISABILITY SUPPORT PROGRAMS AND SERVICES (DSPS)

Students with disabilities who may need academic accommodations are encouraged to discuss their authorized accommodations from Disability Support Programs and Services (DSPS) with their professors early in the semester so that accommodations may be implemented as soon as possible.

- a) The faculty member will work with the DSPS Office to ensure that proper accommodations are made for each student. By law, it is up to the DSPS Office, through the interactive process with the student, to determine which accommodations are appropriate, not the instructor. This includes accommodations in a clinical setting.
- b) Students that need evacuation assistance during campus emergencies should also meet with the instructor as soon as possible to assure the health and safety of all students.
- c) Instructors may contact DSPS if they have any questions related to authorize accommodations in their classroom.
- d) ANY request for academic accommodations or auxiliary aids must be first evaluated and approved by the Disabled Students Programs and Services (DSPS) Department or the Campus 504 Officer.
- e) Students requesting accommodation must be able to present documentation of their identification of need to the DSPS office.
- f) Students must complete the DSPS intake appointment before accommodations can be given, which the student should complete well before classes begin.
- g) Once students have met with a DSPS Counselor, they may present their Authorized Academic Accommodations letter to the instructor of a course at any time during the course. However, it is recommended that the student communicate these needs early in the course to promote maximum success.
- h) All accommodations are subject to maintaining the integrity of the didactic, laboratory and clinical skills. Where there are concerns, a joint effort and dialogue by the student, DSPS counselor, instructor, Program Director and Department Chair may be necessary to identify the accommodations that can be made, while maintaining instructional integrity and clinical safety.
- i) Students who may benefit from utilizing accommodation measures, but have not been previously identified, are encouraged to contact the campus DSPS Department prior to or early in the semester to participate in the DSPS processes.

In accordance with Title IX, absences due to pregnancy or related conditions, including recovery from childbirth, shall be excused for as long as the student's doctor deems the absences to be medically necessary. Students must notify the instructor in a timely manner and shall be afforded the opportunity to establish make up work or other alternative arrangements. If a student elects to withdraw from the course on or after census, a "W" shall be assigned and the district will work with the student to ensure that the "W" is not considered in progress probation and dismissal calculations.

Students should consult with the College Catalog for current information and other student services and activities.

PHLEBOTOMY TRAINING COURSE OUTLINE/SEQUENCE

The following are the courses to complete the requirements for a Certificate of Performance in Phlebotomy Training at Mesa College.

COURSE	HOURS		UNITS
	Lecture	Lab	
PHLB 070 Phlebotomy	1.5	3	2.5
PHLB 080 Phlebotomy (Directed Clinical Practice)		15	1.5
Total			4

COURSE DESCRIPTIONS/CURRICULUM

PHLB 070

Phlebotomy

UNITS: 2.5

This course provides basic and advanced training in capillary puncture and venipuncture through didactic and clinical instruction as required by the State of California, Department of Health Services-Laboratory Field Services. The basic lecture portion of this course includes Anatomy and Physiology of the body systems with emphasis on the Circulatory System, Medical Terminology and Infection Control. The advanced lecture portion of this course includes advanced Infection Control and biohazards, risk factors and appropriate responses to complications, anatomical site selection, quality assurance, pre-analytical source of error and ethical and legal issues related to phlebotomy. The clinical component of this course provides students with hands-on training in capillary puncture and venipuncture. Students apply knowledge of theory to the clinical setting. This course is intended for students in the Phlebotomy Training Program.

Limitation on Enrollment: Special Admission - must be admitted to program.

PHLB 080

Phlebotomy Directed Clinical Practice

UNITS: 1.5

This course is an unpaid clinical experience designed for students to gain additional experience in phlebotomy. Students complete 50-100 venipunctures, 10 to 25 capillary punctures and observe 2 arterial punctures at an appropriate clinical site. Students apply knowledge of theory to the clinical setting. This course is intended for students in the Phlebotomy Training Program.

Prerequisite:

PHLB 070 with a grade of "C" or better

Limitation on Enrollment: Special Admission - must be admitted to program.

PHLB 080/Phlebotomy Directed Clinical Practice

- Will meet in an accelerated format in the last half of the semester. Students will complete the required hours of supervised experience in a laboratory setting.
- **Students will not be paid for this position.**
- Students will not be placed at a clinical site for PHLB 080, at which they have worked or volunteered within five years prior to starting the Phlebotomy Training Program. This is to provide the student a broader clinical experience. A form verifying the student's awareness and conformation to DCP regulations will be completed by each student before placement is assigned. (See form in Appendix)

NOTE:

Some courses involve the performance of invasive procedures such as capillary puncture and venipuncture. These will be performed by students **on** students during these classes. Any student who feels uncomfortable about receiving or giving invasive procedures in the classroom and lab has both the right and responsibility to discuss their concerns with their instructor and the program director before the onset of the activities. Measures can and will be taken to ease the person into full participation. A Phlebotomy Training release form must be completed by the student before participating in any of the invasive procedures required for completion of this course.

*It should be noted that total nonparticipation in these procedures will not be tolerated and will lead to disqualification of the student from the program.

**All courses required for the Certificate of Performance in Phlebotomy Training must be completed with a grade "C" or better or must be in progress before students will be assigned to clinical site training required to fulfill the requirements of PHLB 080 Phlebotomy Directed Clinical Practice.

DIRECTED CLINICAL PRACTICE (EXTERNSHIP)

Students enrolled in the Phlebotomy Training Program are required to complete the required hours of Directed Clinical Practice also known as externship.

As much as possible, students will be assigned to a clinic or private medical office within a 30 mile radius of Mesa College.

Assignments will be arranged and coordinated by the program director. Supervision of the student will be shared by the staff of the facility (supervisor) and instructor (college faculty).

Students are required to write a weekly log of activities, which will be verified by the clinical supervisor, and will be submitted to the instructor on a weekly basis. Instructor and student will participate in weekly feedback sessions.

Grading is dependent upon:

1. Student's self-evaluation.
2. Supervisor/instructor evaluation-attainment of objectives.
3. Weekly log of activities-student.
4. Supervisor Clinical Progress Reports.
5. Verified hours of attendance.

APPENDIX A
AMERICAN MEDICAL TECHNOLOGISTS (AMT) REGISTERED
PHLEBOTOMY TECHNICIAN (RPT) ENTRY-LEVEL COMPETENCIES

The course content that will be covered in the Phlebotomy Training Program at Mesa College and in accordance with the *Standards* set by AMT and the state of California LFS includes but is not limited to:

- A. Terminology, Anatomy, and Physiology**
 - 1) Employ basic terminology including suffixes, prefixes, and root words
 - 2) Know basic anatomy
 - 3) Know basic physiological systems

- B. Legal, Ethical, and Professional Considerations**
 - 1) Know principles of liability regarding the practice of phlebotomy
 - 2) Perform duties professionally, ethically, and legally, adhering to criminal justice and civil rights acts
 - 3) Employ professional conduct and appearance in the performance of duties

- C. Safety Standards and Procedures**
 - 1) Identify appropriate regulatory and standard-setting agencies
 - 2) Know the use of material safety data sheets
 - 3) Employ Universal/Standard precautions
 - 4) Employ infection control and isolation techniques
 - 5) Recognize patient problems related to syncope, nausea, and other complications

- D. Professional Communications**
 - 1) Develop and use proper and professional communication skills with staff, patients, and families
 - 2) Use proper technique and etiquette for answering the telephone
 - 3) Inform patients of special test requirements

- E. Clerical Skills and Duties**
 - 1) Chart or file laboratory-generated reports properly
 - 2) Enter, retrieve, and verify patient collection data and special notations using appropriate sources
 - 3) Maintain inventory levels, order and restock supplies
 - 4) Employ computer skills

- F. Time Management and Assignment Organization**
 - 1) Read physician orders and requisitions
 - 2) Set priorities for specimen collection
 - 3) Schedule time intervals for tolerance tests
 - 4) Schedule time intervals for drug-dependent tests

- 5) Refer problems to supervisor appropriately
- 6) Cooperate with co-workers in the completion of assignments

G. Obtaining Blood Samples

- 1) Identify correct patient properly
- 2) Select appropriate containers for specimens and know requirements for container identification
- 3) Know physiological aspects of blood collection
- 4) Prepare patient for various tests
- 5) Select proper venipuncture site
- 6) Perform venipunctures
- 7) Collect specimen in proper tube-draw sequence
- 8) Perform skin punctures
- 9) Perform heel punctures on infants
- 10) Provide proper post care of venous, arterial, & skin puncture sites
- 11) Handle blood samples to maintain specimen integrity
- 12) Label transfusion services (blood bank) specimens according to proper protocol

H. Specimen Collection and Processing

- 1) Properly handle non-blood specimens to maintain their integrity
- 2) Properly collect and handle specimens with time/temperature requirements
- 3) Properly collect and handle specimens for blood cultures
- 4) Select proper station for specimen delivery
- 5) Process specimens for shipping
- 6) Instruct patient in the collection of urine specimens
- 7) Instruct patient in the collection of other specimens
- 8) Collect and process point-of-care testing (POCT) specimens

**SAN DIEGO MESA COLLEGE
PHLEBOTOMY TRAINING PROGRAM
POLICY MANUAL, 2020-2021**

DIRECTIONS: Read, sign and detach this page from the manual. Return the signed page to the program director for inclusion in your student file.

This is to verify that I have received, read and agree to adhere to the terms and conditions outlined in the 20 page 2020-2021 Phlebotomy Training Program Policy Manual for San Diego Mesa College. I understand that these policies govern my attendance in the program and they are written in accordance with published college policies.

I also understand that this manual is testable information.

Date _____

Student's name _____

Student's signature _____

**SAN DIEGO MESA COLLEGE
PHLEBOTOMY TRAINING PROGRAM
POLICY MANUAL, 2020-2021**

PHLEBOTOMY TRAINING PROGRAM RELEASE FORM

I fully understand that phlebotomy is a profession where some degree of risk is inherent. By signing this statement, I acknowledge and I understand that during the training required to complete this program that I will be exposed to blood, body fluids and have clinical procedures performed on me. These procedures may include but are not limited to, invasive procedures, such as capillary punctures and venipunctures.

I accept these exposures and any of the risk factors that they may involve.

Date _____

Student's name _____

Student's signature _____