



Community Hospital
School of Medical Laboratory
Science

Student Handbook
2025

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Description of MLS Career

Medical Laboratory Scientists are highly trained, highly skilled professionals whose contribution to diagnosis and treatment of disease is invaluable. A career in Medical Laboratory Science involves testing of blood and body fluid specimens using complex chemistry analyzers to diagnose heart, liver disease, or cancer, microscopic examination of blood cells for anemia or leukemia; identification of pathogenic organisms causing infection, immunological evaluations and preparation of blood products for life-saving transfusions.

About Us

Community Hospital (CH)

Munster Medical Research Foundation, Inc., d/b/a/ Community Hospital - This 501(c)(3) not-for-profit company oversees the operation of an 427-bed acute care hospital in Munster, Indiana, offering a broad range of healthcare services. It is part of Powers Health, Northwest Indiana's largest integrated healthcare system.

Mission Statement

Powers Health is committed to delivering high quality patient-centered care through advanced technology and expertise while serving the needs of all people with dignity and respect.

CH Laboratory: Supports the Mission of Powers Health through communication, performance, and by self-example to patients, other employees, and the community.

1. Serves as a role model in all actions and dealings with employees.
2. Recognizes the importance of the contribution of each individual's work in the Hospital.
3. Interacts courteously and compassionately with patients, family/significant others, and other employees.
4. Maintains a professional appearance in all Hospital activities.
5. Projects a positive image in the community.

CH School of MLS: The School supports the mission of Powers Health and CH Laboratory. We will strive to provide our students with meaningful, quality education and experiences so that they may be exemplary Medical Laboratory Scientists, prepared to provide highest quality service to healthcare providers.

CH Administration

Randy A. Neiswonger Administrator, Community Hospital
Elizabeth Yee, Vice President, Clinical Ancillary Services

Laboratory Medical Director, Northwest Indiana Pathology Consultants

Dr. Heidi Nordbrock MD, Community Hospital, Munster IN

CH School of MLS Faculty/Administration

Tina S. Ngo, MPA, MT(ASCP) SM	Dean/Administrator/Sponsor
Rusty Allport, MBA, MT(ASCP)	Assistant Dean/Administrator
Diana Dingman, MS, MT(ASCP)SM	Program Director
Kristina McKim, MHA, MT(ASCP)	Clinical Instructor
Monica J. Mendoza, MBA, MLS(ASCP) ^{CM}	Clinical Instructor

School of MLS Overview

Non-Discrimination Disclaimer/Disclosure MLS.149.00

Community Hospital School of Medical Laboratory Science (CHMLS) is dedicated to principle of non-discrimination and equal opportunity in every aspect of the program, including but not limited to application, applicant review, selection process, classroom, laboratory, and clinical training, evaluation and potential employment placement.

CHMLS is committed to providing a fair and equitable school/learning environment without regard to race, color, national origin, religion, age, sex, sexual orientation, gender identity, pregnancy, marital status, genetic information, military or veteran status, handicap or disability (within the ability to perform essential functions of the position with or without reasonable accommodation). A person's status as defined by these criteria is protected by law and discrimination based upon or related to any of these criteria is strictly prohibited

Program Goals

1. Provide a comprehensive education plan, didactic, and practical to provide a certificate of completion of the program for Bachelor of Science graduates or fulfill the requirements of the affiliated academic program to obtain a Bachelor of Science degree in Medical Laboratory Science.
2. Select excellent motivated candidates with interest and aptitude in a career in the clinical laboratory.
3. Cultivate individual ability to use critical thinking, reasoning, and judgement
4. Provide skilled, well prepared, and professional entry level scientists into the profession.
5. Maintain highest professional standards, current information/knowledge of clinical sciences instruction for our students to provide them the quality educational experience and preparation necessary for success in the professional clinical laboratory.
6. Promote awareness of the necessity and value of the Medical Laboratory Science profession.
7. Prepare students to qualify for and achieve (optional) National Certification, e.g., ASCP.

Graduate competencies

1. Hematology automated, semi-automated and manual procedures, blood cell identification, differentials, and morphology assessment, appropriate corrective action,

- assistance with bone marrow procedures and specimen preparation, clinical correlation of results with disease conditions, associated instrument quality control and maintenance documentation.
2. Coagulation automated and manual testing, screening for abnormalities, anticoagulant monitoring, clinical correlation of results with disease conditions, associated instrument quality control and maintenance documentation.
 3. Urinalysis and Body Fluids, automated and manual urinalysis, automated and manual body fluid analysis for cells and crystals, clinical correlation of results with disease conditions, associated instrument quality control and maintenance documentation.
 4. Clinical Chemistry, variety of automated, semi-automated and manual, batched, continuous access and stat testing of serum, blood, urine and body fluids, emphasis on stat turn-around time for cardiac and stroke evaluation, clinical correlation of results with disease conditions, associated instrument quality control, calibration and maintenance documentation.
 5. Blood Banking and Transfusion Practice: manual and basic automated procedures using tubes and microtube gel system, screening and identification techniques for unexpected antibodies, cord blood evaluation, component selection, clinical correlation of results with disease conditions, associated instrument quality control and maintenance documentation.
 6. Immunology including rapid immunological testing, for infectious mononucleosis, RPR, strep, influenza and RSV, rapid parasitology testing, fecal occult blood.
 7. Phlebotomy and other specimen collection and specimen receipt, processing and handling, storage and retrieval, appropriate and professional patient/customer interaction using AIDET communication skills, age and culturally appropriate communication. Evaluation of preanalytical factors in determining acceptability of specimens for valid testing and analysis.
 8. With the Topics instruction as part of Laboratory Operations, the graduate should be mindful of Management and Supervisory roles in laboratory operations, scheduled departmental review activities, quality monitors, compliance, accreditation, inspection readiness, competency assessment and documentation, financial management, human resources and personnel processes, and outreach services, aspects of education, continuing education and personal development.
 9. Understanding of pre-analytical, analytical and post-analytical considerations including specimen quality, handling, storage, and retrieval, instrument and LIS flagging requiring analytical evaluation for specimen, instrument or patient condition issues, post analytical

documentation of result reporting with required documentation of actions pertaining to the specimen, test or critical result notification.

NAACLS Accreditation

Community Hospital School of Medical Laboratory Science has been awarded a five year accreditation, valid through 2026. Reaccreditation process will occur at that time.

Students are eligible and encouraged to take a national certification examination, such as ASCP, upon successful completion of this program.

Graduation is not contingent upon taking or passing national certification or licensure examination.

National certification is a requirement for Powers Health Laboratories.

National Accrediting Agency for Clinical Laboratory Sciences
5600 N. River Rd.
Suite 720
Rosemont, IL 60018-5119
P: 773.714.8880
F: 773.714.8886
info@naaccls.org
<http://www.naaccls.org>

Program Overview

<https://www.powershealth.org/about-us/careers/school-of-medical-laboratory-science>

Description

The School of Medical laboratory Science is an 11-month, full time Monday through Friday program. There are breaks at national and seasonal holidays, as well as a spring vacation similar to college semesters. The program incorporates student laboratory activities, plus concurrent classroom and clinical practicum.

Didactic Instruction

Primary classroom is located at 800 MacArthur Boulevard, Munster IN, Suite 15.

Each clinical course has a syllabus and required textbook(s). Presentation formats vary and may include PowerPoint or other outlines, charts, diagrams, and other resources.

Classroom presentations covering management and administrative topics is intended to provide a broader, more complete experience of clinical laboratory operations, with 'shadowing' in several areas of administrative and non-clinical aspects of the profession.

Student Laboratory

Student laboratory is located at 800 MacArthur Boulevard, Munster IN, Suite 15.

Student laboratory activities in the early portion of the program provide practical, hands-on experience, with manual and semi-automated testing as a prerequisite to beginning clinical department rotations.

Clinical Sites

The clinical training is conducted in the:

- Community Hospital Core Laboratory, 901 MacArthur Blvd. Munster, IN
- St. Catherine Hospital, 4321 Fir Str., East Chicago, IN
- St. Mary Medical Center, 1500 S. Lake Park Ave., Hobart, IN
- Community Hospital Outpatient Center, St. John, IN

Clinical training includes approximately one week each in areas including Phlebotomy, Urinalysis, Central (Specimen) Processing, shadowing directors and managers, and POC experience, visiting our various off-site facilities and laboratories, and case study investigation, with more extensive clinical training periods in the major departments: Clinical Chemistry, Hematology and Coagulation, Microbiology, and Blood Bank. The student will be assigned to work with designated clinical trainers in each area, following the day to day operations of the laboratory.

The goal for the student is to learn processes, instrumentation, and perform laboratory testing. During the clinical practicum, as the student displays acceptable or appropriate skill, instrument operation, or technique to the designated trainer, the student may perform testing under direct guidance of the trainer. **The student is not expected to perform as a substitute for the trainer in the capacity of an employee.**

Teach-out Policy MLS.149.02

If a catastrophic event should occur, rendering our core laboratory clinical site unavailable, our clinical training rotations may be completed at either or both of the other hospital clinical laboratories, St. Catherine Hospital, East Chicago, Indiana, or St. Mary Medical Center, Hobart, Indiana. Alternate Clinical Facility Fact Sheets would be submitted to NAACLS, with explanation of the situation within 30 days of the changes, as specified in Standard V.D. However if all three clinical laboratory sites are unavailable, we could not guarantee clinical training placement.

Community Hospital Administration (in alphabetical order)

Diana Dingman, MS, MT(ASCP)SM, Program Director
Dianna Downham MT(ASCP), Supervisor Blood Bank
Kristina McKim MHA, MT(ASCP), Clinical Instructor
Monica J. Mendoza MBA, MLS(ASCP)^{CM} Clinical Instructor
Mary S. Rudzinski MT(ASCP), Supervisor Chemistry
Arist Sgouroudis MT(ASCP)SBB, Laboratory Site Director, Community Hospital
Damie Guinday MLS(ASCP)^{CM}, Laboratory Manager, Supervisor Hematology
Christine Wartman MT(ASCP)SM, Supervisor Microbiology

Anna Weber MS, MLS(ASCP)^{CM}, Laboratory Manager, Community Hospital
Demetrius Williams, RMA Supervisor Phlebotomy

Tuition and Expenses

Tuition for the 11 month program is \$5000.

Required textbooks are approximately \$650.

Tuition payment is due in full one month prior to the beginning date of the program year, (Cashier's check or money order only).

Partial (50%) refund of tuition may be made if withdrawal/dismissal from the program occurs within thirty working days of the start date. No refunds will be made beyond this deadline for any reason.

Courses

Laboratory Operations

Begins with an introduction to the laboratory including safety, chemical hygiene, and security awareness. Course also includes measuring, pipetting, and dilution techniques, associated laboratory mathematics, principles of instrumentation, quality control, and overview of the clinical laboratory departments. Quality management topics including hiring and budget concerns, regulatory/accrediting organizations, corporate compliance, education and training methods. Instruction for clinical study and design includes various types of research, experimental designs, choosing a research question or hypothesis, literature review, design and methods, variables, data collection, validity, evaluation, conclusions, and writing/summarizing the research for presentation.

Immunology

Overview of the human immune system and responses. Principles of antibody-antigen reactions utilized in clinical testing methods, detection of antigen or antibody as indication of disease in rapid immunological testing and fluorescent methods in evaluation of diseases and autoimmune conditions. Principles of antigen-antibody reactions used in automation such as in chemistry analyzers. Prerequisite information applicable to immunohematology (Blood Banking). Current and historical methodologies are discussed.

Phlebotomy for the Medical Laboratory Scientist

Blood and specimen collection techniques, including venipuncture, capillary collection, nasal and throat swabs, urine collection methods, patient instruction and preparation, with a philosophy of customer service. Specimen and testing requirements, specimen processing, handling, transport, and storage. Discussion of appropriate ordering and associated documentation requirements (diagnosis coding, frequency, AMA terminology etc.). Customer-focused AIDET communication, cultural diversity awareness, age appropriate communication, consideration of compassion and empathy.

Urinalysis and Body Fluids

Renal anatomy and function, acceptable specimen requirements for testing orders, manual and automated biochemical testing of urine, microscopic examination and disease correlation. Formation of various body fluids, clinical significance and disease processes, analysis for cells, crystals and biochemistries, semen analysis. Automated and manual cell counting and calculation methods are used.

Hematology and Coagulation

Examination of blood formation, circulatory system function, cell types and cell functions, description of normal and disease states, clinical correlation, manual and automated measurement of hematological parameters, and cell identification/differentials. Study of hemostasis, mechanisms, components, sequences, with manual and automated principles and methods screening for coagulopathies, platelet function, therapeutic anticoagulation, platelet inhibitor drug testing.

Microbiology in the Clinical Laboratory (Bacteriology, Parasitology, Medical Mycology, Molecular Applications)

Clinical application of microbiological identification of normal flora vs. clinically significant organisms vs. opportunistic infections in disease processes. Selection of appropriate culture media for specimen type/acceptability. Morphological and biochemical identification by manual and automated methods, susceptibility testing. Visual, biochemical and immunological identification of human parasites and mycoses. Application of molecular/PCR/NAT in identification of fastidious organisms and viruses.

Clinical Chemistry

Biochemical measurement of organ-/system-specific analytes to identify normal metabolic functions and/or differentiate disease states, including diabetes, renal, hepatic, and pancreatic disease, blood gases, electrolyte and acid-base balance, cardiac disease, hormone regulation, vitamin deficiencies, therapeutic drug monitoring, toxicology, and special considerations in geriatrics, pediatrics and pregnancy. Explore various methodologies in automated systems.

Blood Banking and Transfusion Practice

Genetics of red blood cell antigen groups, inheritance and frequencies, pretransfusion screening for unexpected antibodies to red cell antigens, antibody identification phases and methods manual and automated, detection of antibody-sensitized cells. Donor blood collection methods, donor screening and history, therapeutic phlebotomy, component preparation and storage, appropriate component selection, component therapies. Cord blood evaluation for HDFN, screening and quantitation of feto-maternal hemorrhage, prophylactic administration of Anti-D immunoglobulin. Monitoring and regulation of storage and usage. Judicious use and handling of limited and perishable resources.

Clinical Laboratory Practicum (concurrently with didactic instruction)

Real-time daily laboratory experience alongside designated clinical trainers in all areas of clinical laboratory including Blood Bank, Chemistry, Hematology, Coagulation, Microbiology, Parasitology, Mycology, Immunology, Urinalysis, Body Fluids, Phlebotomy, and Specimen Processing and Handling. Specimen acceptability, pre-analytical handling, manual and automated testing, evaluation and interpretation of analytic validity of results in the context of specimen, instrument function and patient disease/condition, post-analytical considerations such as reporting and documentation of results including any actions, investigation, follow-up and required notifications. Routine instrument maintenance, calibrations, quality control, observation of troubleshooting and repair as necessary. Review and participation in basic departmental supervisory activities. A brief research/review topic, continuing education activity or case study may be assigned for presentation to the department staff, supervisors and administration during the final week of the clinical rotation.

The goal for the student is to learn processes, instrumentation, and perform laboratory testing. During the clinical practicum, as the student displays acceptable or appropriate skill, instrument operation, or technique to the designated trainer, the student may perform testing under direct guidance/supervision of the trainer. The student is not expected to perform as a substitute for the trainer in the capacity of an employee.

Clinical training rotations are concurrent with classroom lectures; however, clinical rotations/departments *may not coincide* with lecture/classroom subjects.

Textbooks

The following texts are adopted for use in the School program. Student is expected to purchase/acquire textbooks on their own.

Clinical Chemistry; Principles, Techniques and Correlations, 8th ed. Bishop, Fody
ISBN-13: 978-1496335586 Wolters Kluwer | Lippincott Williams & Wilkins

Hematology Clinical Principles and Applications 6th Ed. Walenga, Keohane, and Smith
ISBN-978-0323530453 Evolve Elsevier

Urinalysis and Body Fluids 7th ed. Strasinger and Di Lorenzo
ISBN-13: 978-0-8036-7582-7 FA Davis

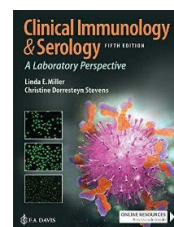
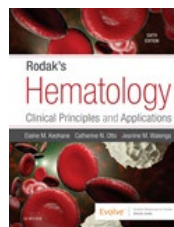
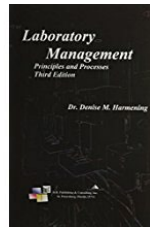
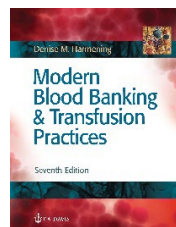
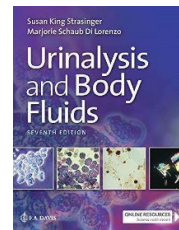
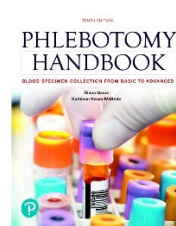
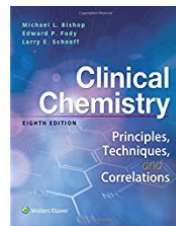
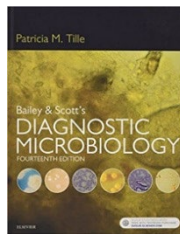
Modern Blood Banking & Transfusion Practices 7th ed. Denise Harmening
ISBN-13: 978-0803668881 FA Davis

Bailey & Scott's Diagnostic Microbiology 14th ed. Patricia Tille
ISBN13: 978-0323354820 Elsevier

Clinical Immunology and Serology; A Laboratory Perspective 5th ed. Dorrestyn-Stevens
ISBN-13: 978-0-8036-9440-8 FA Davis

Phlebotomy Handbook: Blood Specimen Collection Basic to Advanced. 10th ed. Garza, McBride
ISBN-13: 978-0134709321 Pearson

Laboratory Management: Principles and Processes 3rd ed. Denise Harmening
ISBN-13: 978-0943903125 D.H. Publishing & Consulting



Academic information

Minimum Grade Point Average for admission into the program is 2.7

Also evaluated are the **GPA in sciences**, the number of courses that are **dropped, failed or repeated**, and the **number and variety of science courses**.

Grading scale

Program grading terminology is based on the following scale and percentages:

Letter Grade	Percent	Minimum overall GPA acceptable for application	Minimum GPA <u>in science courses</u>	Minimum passing grade in program
A	93			
B	85-92			
		2.7	2.7	
C	75-84			75%
D	<75			
F				

Course grade consists of combined lecture, student lab and clinical performance grades.

Overall grade of 75% in each course is necessary to receive certificate of completion in this Program. Academic probation or failing grades; See Dismissal-Academic on page 18.

Overall grade is calculated as follows:

Lecture Grade 40% of overall grade (35% Exams/Classroom grades and 5% Affective Performance Evaluation).

Student Laboratory Grade 20% of overall grade (evaluated on participation, specimen handling/dexterity, equipment handling and care, results and calculations, following direction/procedures, neatness and organization).

Clinical Rotation Training 40% of overall grade (30% Activities, checklists and quizzes and 10% Affective Performance Evaluation).

Attendance MLS.149.07

It is the responsibility of the student to make necessary arrangements to be in the classroom, student laboratory, and clinical training at the scheduled start time.

Consistent attendance and punctuality is expected. Dependability is a valuable attribute to employers in providing outstanding clinical laboratory services.

Absence and tardiness will be recorded, based on the following criteria and are subject to the stated consequences.

Student is allowed 9 attendance point for the year. Points will be assessed as follows:

Attendance Violation	Points
Each Absence/Occurrence	2 points (2 consecutive days for the same reason counts as one occurrence. Three or more days requires documentation from Health Care Provider)
Tardy 1-29 minutes	½ point
Tardy 30+ minutes	1 point
Leave early*	½ point
Late call off (after the clinical/class day is over)	1 additional point

Absence: Notification of absence must be made to program director or clinical department supervisor at least 1-hour prior to scheduled start time.

Absence due to weather-related emergencies may be covered under system policy. Code White (SMMC -SAFE 1.14), Weather Emergency (HR 395)

Tardy: Arrival after assigned starting time of class, lab or clinical training day. Repeated tardies are disruptive to the class and presenter. Tardiness will be documented in performance evaluation.

Leave Early: Arrangement must be made in advance for legitimate early dismissal from class/lab or clinical training day. Documentation may be required. *Leaving early due to illness or injury should be documented through facility health service.

Excused Absence: Requires >24 hour notice with appropriate and acceptable documentation of reason, ex. funeral of immediate family, required court appearance, or other situation *discussed in advance* with program director. No points are assessed for this excused absence.

Routine doctor appointments, family events, vacations and such should be scheduled for times outside of program days/hours.

Accumulation	Consequence
>6 points with 1 st 4 months	1% reduction in grade of current course(s)
6 points (>4 months)	Written notification of attendance status
9 points	Written notification of attendance status
>9 points	1% reduction in grade of current course(s) and for each additional incident of absence, tardy, leave early

****1% reduction in course grade during lecture section includes both concurrent courses -1% in Hematology and -1% in Microbiology (ex. current Hemo grade 88% reduced to 87%, and Micro 90% reduced to 89%, if additional absence, then reduced to 86% and 88%)**
1% reduction in a clinical rotation involves the grade in that rotation only (ex. Clinical rotation Chemistry current grade 94% reduced to 93%, additional absence in same clinical rotation, grade reduced to 92%).

Make-up work

Student is responsible for any and all material missed due to absence or tardies. Student laboratory exercises requiring significant preparation time and/or limited reagent usage are not to subject to make up. (Spectrophotometer, micro plating and growth, specialized instrumentation use: *e.g.* osmometer). A quiz over the missed laboratory material will make up for missing laboratory.

Student laboratory exercises such as microscopy (urinalysis and blood cell differentials, gram stains) may be performed within subsequent laboratory time, provided current lab activity is satisfactorily completed prior to the make-up work.

Tardy to student laboratory results in loss of time for completion of the exercise.

Lecture examination dates are scheduled. In the event of unavoidable excused absence on an exam day, the student must take the exam on the *preceding* day.

Absence on exam day will result in 5% deduction on the grade and the exam must be made up on the day of return during lunch period or after class day is over.

Tardy to the start of an exam results in loss of that allotted time for taking the examination.

Tardy to the extent of missing an exam; exam must be taken the same day during lunch period or after class day is over.

Note: Exam given on the day before or after the scheduled date may be a different yet equivalent examination.

Absence due to weather-related emergencies may be covered under system policy. Weather Emergency (HR 395).

Weather-related emergency, declaration of code white, blizzard, ice or code black *may* not be assessed as absence but may require makeup work. Student is responsible for classroom material. Necessity of make-up days for clinical rotation may be determined by progress made in and content of department, by the department supervisor.

Academic Integrity MLS.149.10

The School of MLS expects commitment to academic integrity in this program. Academic dishonesty will not be tolerated. Forms of academic dishonesty include, but are not limited to, cheating on assignments or examinations, copying other student's work or allowing others to copy from you, falsifying experimental results and data, and plagiarism.

Consequences of dishonest actions may result in zero grade, disciplinary action, and/or dismissal from the program.

Withdrawal-Incompletion MLS.149.08

In the event of student's personal life changes, health, family situation, or indication of desire to withdraw from the program, counseling may be offered to resolve issues related to the program, to facilitate the student's continuation in the program. For guidance or counseling for personal or other issues, not directly related to participation in the program, student may access the following assistance resource ComPsych (1-800-344-9754) or www.guidanceresources.com, follow up with the student's own healthcare provider, or resources from city, county or state agencies.

However upon decision to withdraw:

- a. Student will submit letter of withdrawal from the program and effective date, to the Program Director.
- b. Program Director, faculty member, and/or objective member of the advisory committee will conduct an exit interview, and collect the student Identification Badge.
- c. Student will be asked to submit written student evaluation of the program portion that was completed.
- d. Program Director will complete a Documentation of Withdrawal/Dismissal form to maintain in the student file.
- e. No refund of tuition is made for withdrawal beyond the initial 30-day, 50% refund period.

Withdrawal from the program may not preclude the student from re-entering the program upon reapplication and selection process. Reapplication does not guarantee readmission to the program. Applications are evaluated in the context of the current applicant pool.

Dismissal-Academic MLS.149.08

A goal of our program is to instruct and educate motivated students. The student is expected to strive to be successful, learn and participate in all activities. In the event of poor student performance, failing grades, inability to comprehend basic laboratory and safety principles and processes, or inability to perform laboratory tests/follow procedures a student may be placed on academic probation.

A student must maintain passing scores in their courses.

On the first instance of a student receiving a score <75% on a major course* examination, the student will receive a written warning. Academic counseling may be offered to remedy the circumstances. *Major courses are Blood Bank, Chemistry, Hematology, and Microbiology.

On a *second* instance of student receiving a score < 75% (failing score) on a major course examination, the student is placed on academic probation. Probation period extends for the remainder of that course. A written notification will be given to the student advising of probationary status. Student must improve performance in order to remain in the program.

The student may not be scheduled for work hours (if applicable, employed by our system laboratories as student fellow-support services) while on academic probation.

If the student receives another score of <75% on a major course examination, the student may be subject to dismissal.

Failure or inability to achieve passing scores may lead to dismissal from the program. A committee comprised of the Program Director, faculty, and member(s) of the Advisory Committee will convene to assess and evaluate the circumstances and documentation, and determine the outcome.

Program Director, faculty member, and/or objective member of the Advisory Committee will conduct an exit interview, request written student evaluation of the program and complete a Documentation of Withdrawal/Dismissal form.

No refund of tuition is made for dismissal beyond the initial 30-day, 50% refund period.

Dismissal-Personnel/Professional MLS.149.08

Dismissal from the program may result from uncorrected poor performance or any infraction or repeated infractions of personnel/professional/safety policy. Written documentation including applicable policy, description of and acknowledgement of infraction, counseling and corrective action plan, and follow up will be maintained by the Program Director.

A committee comprised of the Program Director, faculty, member(s) of the Advisory Committee, and a representative from Human Resources will convene to assess and evaluate the circumstances and documentation, and determine the outcome.

Program Director, faculty member, and/or objective member of the Advisory Committee will conduct an exit interview, request written student evaluation of the program. Complete a Documentation of Withdrawal/Dismissal form.

No refund of tuition is made for dismissal beyond the initial 30-day, 50% refund period.

Student information

Non-Discrimination Disclaimer/Disclosure MLS.149.00

Community Hospital School of Medical Laboratory Science is dedicated to principle of equal opportunity in every aspect of the program, including but not limited to application,

applicant review, selection process, classroom, laboratory, and clinical training, evaluation and potential employment placement.

CHMLS is committed to providing a fair and equitable school/learning environment without regard to race, color, national origin, religion, age, sex, sexual orientation, gender identity, pregnancy, marital status, genetic information, military or veteran status, handicap or disability (within the ability to perform essential functions of the position with or without reasonable accommodation). A person's status as defined by these criteria is protected by law and discrimination based upon or related to any of these criteria is strictly prohibited

School of Medical Laboratory Science Policy Manual

The School of Medical Laboratory Science maintains policies and documents on the Laboratory Document Management Service, (DMS), an electronic library. All other Community Hospital and general hospital departmental policies (other than Laboratory and School of MLS), are maintained on the Hospital HIS Intranet. Students will receive instruction on accessing the electronic policies for the complete and current revisions. Paper copies may be printed for temporary use, however, the electronic version is considered the reference as policies and procedures may be updated periodically.

School of MLS Policy and Procedures are numbered as such: MLS.149.##

The following is a summary of excerpts of School, Laboratory and general Hospital policies as they apply to our students. Refer to DMS or Intranet for complete and current policy.

Guidance/Counseling MLS.149.08

Students may request guidance regarding aspects of courses, labs or clinical experiences from the Program Director, faculty member or Dean.

For concerns regarding career path or placement, the student may request discussion with the laboratory site director. Completion of this program and/or passing a certification examination does not imply or guarantee employment with Powers Health.

For guidance or counseling for personal or other issues, not directly related to participation in the program, student may access the following assistance resource [ComPsych \(1-800-344-9754\)](tel:1-800-344-9754) or www.guidanceresources.com, follow up with the student's own healthcare provider, or resources from city, county or state agencies.

Cell Phones Electronic Devices HR 155 and AD 100.16

In addition to CHS policy regarding cell phone usage and electronics, cell phones must be turned OFF and stored away, not carried on person, during classroom, lecture, laboratory and clinical training periods. Cell phone/device handing in the laboratory setting violates hygiene guidelines and presents a contamination hazard outside of the laboratory. Cell phones may be used during breaks and lunch periods as per stated policies.

Laptop computer or iPad-type tablet may be used in the classroom for note-taking in class and for access to PowerPoint presentations or outlines for the day's class. No headphones or earpieces may be used during class time. No other programs such as personal email,

Facebook, or games, may be open on the device during class time. Volume must be muted/silenced so that no signals or sounds play during class time. Screen may be monitored by faculty or program director. iWatches may not be worn during student laboratory periods and classroom examinations.

Violations of personal computer/tablet policy will result in disciplinary action, and or loss of privileges using such devices.

Dress Code LA.7.22 and HR 150

Student's personal appearance is of utmost importance since they are presenting themselves to the public and the patients. The public gains impressions of the Program/Hospital from contact with its students/employees. Your interest in grooming may reflect your attitude toward the program, profession and the Hospital.

Particular attention must be given to how you appear to others. In addition, it is of concern to the management both from the standpoint of safety and professionalism.

The following is a **partial list of guidelines** regarding appearance and dress code in the Laboratory:

All Technical and Phlebotomy students MUST wear fluid resistant laboratory coats (provided by the facility).

Olive green-colored scrubs must be worn by all laboratory MLS students while enrolled and participating in program activities. Sleeveless T-shirts, crop-tops, or T-shirts with advertisements are not acceptable. Neither undergarments nor abdomen should be visible.

Athletic shoes may be worn in certain areas, at the discretion of management. Where permissible, athletic shoes must be white with only slight color. Leather (black or white leather) athletic shoes are acceptable. Tennis shoes must be short or $\frac{3}{4}$ cut. High top and cloth tennis shoes are not permissible. At all times, appropriate socks and hosiery must be worn. In the technical/clinical areas, cloth, open-toed shoes or clogs are NOT permissible.

Long hair must be worn away from the face as a safety precaution. Students in technical as well as patient care areas who have their hair below shoulder length must have their hair pulled back or pinned as to not interfere with patient care or instrument operation. Out of the ordinary hair colors (green, blue, purple, etc.) are not considered appropriate in the hospital environment.

Picture I.D badges must be worn above the chest and facing forward. Every student must wear his or her Hospital identification badge VISIBLY on his or her laboratory coat or clothing at all times while on premises.

Jewelry (nothing dangling), cosmetics (make-up), or exposed tattoos must be kept to a minimum.

Fingernails, polished or unpolished, should be maintained at a “conservative” length. Artificial nails are *not* to be worn for employees that have, or have the potential to have, patient contact. (“Contact” defined: The actual touching of a patient as in Phlebotomy).

Heavy scented colognes, perfumes, lotions, etc. are not permitted.

Personal hygiene is of the utmost importance in addition to dress. All students must maintain and present a clean hygiene state.

Student Service Work MLS 149.02

Students of the School of Medical Laboratory Science, while enrolled and participating in the program, are not required to work in clinical settings, outside of academic hours. This applies to, but is not limited to, performing phlebotomy duties for health fairs or screening events, presentations for career days or demonstrations, or attending continuing education. Any activity of this nature, evenings, weekends or holidays from the program, is voluntary, and is not compensated. Non-participation in any event of this nature is not used in consideration of grading or evaluation of the student’s performance within the program. Students participating in such events will be identified/presented as students of our program to the participants or audience.

Conduct and Professionalism HR 280 and Standards of Behavior

Orientation process includes System policies regarding Standards of Behavior, Professionalism, video presentation of Rights and Responsibilities. Behavior must reflect the policies defined and outlined in the above information. Conduct by students is a reflection on Community Hospital.

Confidentiality and Privacy of Protected Information HIP 1.06 and LA.7.63

In the course of our student program we will encounter and have incidental access to patient’s personal and health information. Strict guidelines are defined for access and use of this ‘protected information’. Privacy and confidentiality must be safeguarded from access by unauthorized entities. Access to protected information is limited to ‘need to know’. Briefly, students may not access their own, coworkers’, other students’, friends, or family members’ demographic, financial or medical information, outside of the context of performing authorized laboratory tests. Information and results must not be shared, disclosed or provided to any party listed above.

Additional lab tests may not be added without specific physician order, per protocol.

Care must be taken not to allow unauthorized access to information, or transmission of information, either intentionally or accidentally.

Refrain from discussion of patient names, information, situation, condition or laboratory results in any area where others may hear, i.e. in elevators, cafeteria, public areas.

Confidentiality and Privacy of Student Information MLS.149.08

Student advising, counseling, grievance, disciplinary action, must be impartial. These and all student personal information will be held confidentially by the program administration and

may only be disclosed or discussed with involved faculty or party(ies), or advisory committee on a need-to-know basis, and only to the extent of the specific incident or concern.

Disciplinary Policy-Corrective Action MLS 149.08

Students who fail to comply with stated academic, professional and personnel policies are subject to disciplinary action. Impartial and confidential investigation and documentation of incident(s) will be referred to a committee consisting of program director, faculty member(s), Advisory Committee and/or Human resources representative for review. Disclosure or discussion of the action will be restricted to involved party(ies)/review committee to maintain confidentiality.

Student will meet with the committee to discuss incident(s) and potential outcomes, recommendations and corrective action plan.

Grievance and Appeal MLS149.08

A grievance is a complaint or dissatisfaction concerning interpretation, application or claim of violation of rules, regulations, policy or disciplinary action.

Student concerns may be brought to the attention of the Program Director or faculty member **in writing**, within one week of the complaint or occurrence. Resolution may be achieved through informal discussion between the involved parties. Anecdotal record should be made for future reference.

When resolution is not achieved, the student may submit concerns in writing within one week of the complaint or occurrence, to the Program Director or impartial, uninvolved faculty member. Program Director or designee will meet with the student to discuss the grievance within one week. Documentation of the discussion and written concern will be maintained in the student file.

Program Director, faculty member or designee will meet with the named party(ies) (e.g. faculty, supervisor, clinical trainer etc.) within one week to discuss the grievance. All parties may meet within that week, discuss and arrive at a resolution to the issue. Documentation of the meeting and discussion will be maintained in the student file.

Records, sequential notes, pertinent documents and meeting minutes will be maintained and used for committee review. A committee, consisting of Program Director, uninvolved faculty member(s), Advisory Committee, representative from Human Resources and/or Laboratory Medical Director or designee, will be convened for review and evaluation of the situation. This meeting should occur within one month of the original written grievance. As deemed necessary and appropriate, all involved parties will meet and work toward satisfactory resolution. The committee will make a final decision.

If the student feels the grievance has not been satisfactorily resolved, the student may appeal the decision. Request for appeal must be made in writing to the Program Director within 5 business days of the decision. All involved parties, different committee members

with additional non-laboratory manager or administrator as a neutral third party, will reconvene. All previous documentation will be made available to all parties. Potential actions of this committee may include: upholding the original decision, mutually agreed upon solution, dismissal from the program, or legal resolution.

Essential Functions

PHYSICAL DEMANDS/MENTAL DEMANDS/WORKING CONDITIONS:

1. Physical Activities:

PHYSICAL ACTIVITIES: <i>(one check mark for each action)</i>	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Use hands to finger, handle or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

2. Weight and Force Demands: Please indicate L=Lift, M=Move or B=Both in the appropriate column. If none, mark with an "X".

WEIGHT and FORCE DEMANDS: <i>(L=Lift; M=Move; B=Both)</i>	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	<input type="checkbox"/>	select	B	select
Up to 25 pounds	<input type="checkbox"/>	select	B	select
Up to 50 pounds	<input checked="" type="checkbox"/>	select	select	select
Up to 100 pounds	<input checked="" type="checkbox"/>	select	select	select
More than 100 pounds	<input checked="" type="checkbox"/>	select	select	select

3. Mental Functions:

MENTAL FUNCTIONS: <i>(one check mark for each task)</i>	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
<u>Compare</u> - Judging the readily observable functional, structural, or compositional characteristics (whether	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

similar to or divergent from obvious standards) of date, people, or things.				
Analyze – Examining and evaluating data. Presenting alternative actions in relation to the evaluation is frequently involved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MENTAL FUNCTIONS: continued <i>(one check mark for each task)</i>	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Coordinate – Determining time, place, and sequence of operations or action to be taken on the basis of analysis of data. May include prioritizing multiple responsibilities and/or accomplishing them simultaneously.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Copy – Transcribing, entering, or posting data.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Instruct – Teaching subject matter to others, or training others through explanation, demonstration, and supervised practice; or making recommendations on the basis of technical disciplines.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Compute – Performing arithmetic operations and reporting on and/or carrying out a prescribed action in relation to them.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interpersonal Skills – Dealing with individuals with a range of moods and behaviors in a tactful, congenial, personal manner so as not to alienate or antagonize them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negotiate – Exchanging ideas, information, and opinions with others to formulate policies and programs and/or jointly arrive at decisions, conclusions, solutions, or solve disputes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

4. Work Environment:

WORK ENVIRONMENT: <i>(one check mark for each task)</i>	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Toxic or caustic chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK ENVIRONMENT: (one check mark for each task)	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Vision Demands:

6. Noise Level

VISION DEMANDS: (check all that apply)	Required	NOISE LEVEL: (check one only)	Exposure Level
No special vision requirements	<input type="checkbox"/>	Very quiet	<input type="checkbox"/>
Close vision (clear vision at 20 inches or less)	<input checked="" type="checkbox"/>	Quiet	<input type="checkbox"/>
Distance vision (clear vision at 20 feet or more)	<input type="checkbox"/>	Moderate	<input checked="" type="checkbox"/>
Color vision (ability to identify and distinguish colors)	<input checked="" type="checkbox"/>	Loud	<input type="checkbox"/>
Peripheral vision	<input type="checkbox"/>	Very Loud	<input type="checkbox"/>
Depth perception	<input checked="" type="checkbox"/>		
Ability to adjust focus	<input checked="" type="checkbox"/>		

These functions may be evaluated by physical examination, employee health service, colorblindness test, health questionnaire/self-evaluation by the student, interview with program administrators and/or faculty, observations and evaluations from classroom/lab instructors and clinical trainers.

Addendum

POLICY STATEMENT/PURPOSE: MLS.149.12 Repeat Examinations for Educational Reinforcement and Improvement

This policy defines criteria for which a student will be provided an opportunity to improve an individual exam score and in an effort to identify areas of weakness, minimal comprehension or lack of understanding and enhance the student's comprehension of the material covered/presented. This allowance is also used in consideration of a period of academic adjustment in the program, due to the nature of the course material and examination formats, and in the event of a random poor grade.

Student learning, comprehension and assimilation of material presented in lectures and clinical practicum is a goal of our program. By repeating an examination, additional effort and study is encouraged/expected, focusing on concepts or information that were shown deficient in the first attempt, whatever the situation.

Minimum passing score on any individual item, and a cumulative course grade is 75%.

OSHA CATEGORY: I

POLICY:

1. In the event of a failing score (<75%) on any exam, an equivalent exam over the same material will be offered to the student. A passing grade ($\geq 75\%$) will be recorded as 75% *regardless of the actual score on the repeat examination*. Both the original and current scores will be recorded, and a score of 75% will be used in calculation of the course grade.
2. In the event of a second failing score on the repeat exam, both scores will be recorded and the higher of the two scores will be used in calculation of the course grade. Cumulative/Overall course grade may still average to a passing score. *A failure on the initial and repeat exam will count as one failure in the context of academic probation policy.**
3. This (opportunity/requirement) will be presented each time a student score is below 75% on a written exam up to **33%** of the exams scheduled for that course. Ex. 9 Exams for a course, then 3 opportunities for repeating an exam.
4. Subsequent failures (<75%), after the allowed opportunities for retakes, result in application of the academic probation procedure as defined in **MLS.149.08 Counseling Grievance Dismissal Withdrawal**.

*Excerpts from **MLS.149.08 Counseling Grievance Dismissal Withdrawal**

A student must maintain passing scores ($\geq 75\%$) in their courses.

On the *first* instance of a student receiving a score <75% on a major course* examination, the student will receive a written warning. Academic counseling may be offered to remedy the circumstances. *Major courses are Blood Bank, Chemistry, Hematology, and Microbiology.

On a *second* instance of student receiving a score < 75% (failing score) on a major course examination, the student is placed on academic probation. Probation period extends for the remainder of that course. A written notification will be given to the student advising of probationary status. Student must improve performance in order to remain in the program.

The student may not be scheduled for work hours (if employed by our system laboratories, ex. student-fellow) while on academic probation.

If the student receives another score of <75% on a major course examination, the student may be subject to dismissal.

Failure or inability to achieve passing scores may lead to dismissal from the program. A committee comprised of the Program Director, faculty, and member(s) of the Advisory Committee will convene to assess and evaluate the circumstances and documentation, and determine the outcome.

Effective Date 1-2-2017

POLICY STATEMENT/PURPOSE: MLS.149.13 National Certification Exam Application – Group Policy

Data shows that graduates who take a national certification exam promptly within the first quarter after completion of their program had significantly higher passing rates than those who delayed taking the exam 6 months to one year after graduation. The program will cover examination fee under this policy when the initial application is completed and submitted *prior to* graduation from the program.*

* Excerpt from **MLS.149.02 Compliance with Std. V**

NAACLS Standard V.C states the granting of degree or certificate must not be contingent upon the student passing any type of external certification or licensure examination.

Graduates of this program are strongly encouraged to complete a national certification examination (e.g. ASCP) within the first year of successful completion of the program. Statistics show exam passing rate is higher when the examination is completed within 90 days of program graduation, and decreases significantly at six and nine months, and even more at one year beyond program completion. National Certification or eligibility is a requisite for employment in Powers Health and for many employers. However, graduation from this program is not contingent upon passing an external certification or licensure examination.

OSHA CATEGORY: I

POLICY:

1. For our students to have significantly better opportunity of first time passing of a national certification examination such as ASCP-BOC, we will encourage application for the exam at the earliest possible date. For our program, typically the graduation date is in the first week of June. Therefore the earliest suggested application date is May 1.¹
2. All applications must be submitted online [to ASCP-BOC] by the student individually. Student must request their official college/university transcript(s) to be sent directly to ASCP. The transcript must include the date of and the degree granted, as well as indicating Biology and Chemistry courses taken.²
3. Student should print their application and the invoice for payment for the examination fee and bring them to the program director. The program will submit copies of application(s) with payment for the examination(s) directly to ASCP. Once processed by ASCP, the program will verify the applicant's eligibility via online documentation.

4. Student will be notified of eligibility by email and is responsible for scheduling the examination appointment as instructed, ex. as at a Pearson Professional Center, within a three month period after notification of eligibility.²
5. Once the student has graduated from this program, examination application and fees are the responsibility of the graduate*.

NOTES:

1. ROUTE OF ELIGIBILITY documentation is REQUIRED on the application. Your eligibility is via Route 1²
2. Your NAME on the application MUST match the name on your Driver's License or Official ID.
3. Transcript from your university must be submitted upon application, ***not prior to application***.
4. Graduation is not contingent upon taking or passing a national certification examination.*
5. For complete and up-to-date information on eligibility, instructions, and exam content guidelines please refer to the ASCP-BOC website.
<https://www.ascp.org/content/board-of-certification/getcertified#tabs-documentation>

REFERENCES:

- ¹ Impact of Time Lapse on ASCP Board of Certification Medical Laboratory Scientist (MLS) and Medical Laboratory Technician (MLT) Examination Scores, Lab Med Summer 2015;46:e53-e58
- ² ASCP Board of Certification, U.S. (only) Procedures for Examination & Certification, July 2016

Effective Date 1-2-2017

BOC Web Address Shortcuts

Board of Certification Home Page www.ascp.org/BOC

Documentation Forms www.ascp.org/docforms

Exam Content Guidelines www.ascp.org/ContentGuidelines

Exam Reading Lists www.ascp.org/readinglists

Exam Preparation www.ascp.org/examprep

Exam Statistics www.ascp.org/examstats

Get Certified www.ascp.org/certification

Online Practice Tests www.ascp-practice.com

Pearson Vue Scheduling www.pearsonvue.com/ascp