



Community Hospital
Phlebotomy Training Program

Student Handbook
2025

Established 2020

4 Phlebotomy Description

About Us

4 CFNI-Powers Health

4-5 Mission Statements

5 Administration

Phlebotomy Program Overview

5 Non-Discrimination Disclaimer/Disclosure

6 Program Goals

6-7 Graduate Competencies

7 NAACLS Accreditation Information

7 Program Website

8 Program Description

8 Didactic Instruction

8 Textbook

8 Student Laboratory

8-9 Clinical Practicum

9 Teach-Out Policy

9 Faculty

9-10 Tuition and Expenses

10 Courses

Academic Information

10-11 Grading Scale

11-12 Attendance

12-13 Makeup Work

13 Academic Integrity

13 Withdrawal-Incompletion

14 Dismissal-Academic

14 Dismissal-Personnel/Professional

Student Information

15 Non-Discrimination Disclaimer/Disclosure

15 Phlebotomy Policy Manual

15 Guidance and Counseling

16 Cell Phones -Electronic Devices

16-17 Dress Code

17 Student Service Work

17 Conduct and Professionalism

17-18 Confidentiality and Privacy of Protected Information

- 18 Confidentiality and Privacy of Student Information**
- 18 Disciplinary Policy-Corrective Action**
- 18-19 Grievance and Appeal**
- 19-21 Essential Functions**

Appendix

- 22 Example Orientation Syllabus**
- 23 Sample of Academic Calendar**
- 24 BOC Web Address Shortcuts**

Phlebotomy Description

A phlebotomist functions as a vital member of the health care delivery team in the collection, processing, and transport of blood samples for laboratory analysis. A phlebotomist collects blood specimens by venipuncture and dermal puncture while adhering to all safety standards. The professional phlebotomist is committed to providing quality patient care.

About Us

CFNI-Powers Health

Munster Medical Research Foundation, Inc., d/b/a/ Community Hospital - This 501(c)(3) not-for-profit company oversees the operation of an 458-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 health system.

St. Catherine Hospital, Inc. - This 501(c)(3) not-for-profit company oversees the operation of a 211-bed acute care hospital in East Chicago, Indiana, offering a broad range of healthcare services.

St. Mary Medical Center, Inc. - This 501(c)(3) not-for-profit company oversees the operation of a 203-bed acute care hospital in Hobart, Indiana, offering a broad range of healthcare services.

Powers Health Rehabilitation Center - This 501(c)(3) not-for-profit company oversees the operation of a 40-bed multispecialty hospital in Crown Point, Indiana, offering inpatient rehabilitation treatment for stroke, neurological and orthopedic conditions as well as a wide range of outpatient therapies and services.

Mission Statements

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.

Community Hospital Laboratory: Supports the Mission and Values of the 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.

Community Hospital Phlebotomy Training Program: Supports the mission and values of Powers Health and system laboratories. We will strive to provide our students with meaningful, quality education and experiences so that they may be exemplary phlebotomy technicians, prepared to provide highest quality service to healthcare providers.

Administration

Community Hospital Administration

Randy 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

Phlebotomy Training Program

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 Mendoza, MBA, MLS (ASCP) ^{CM}	Clinical Instructor
Carren Guevarra MT, (AMT)	Phlebotomy Supervisor
Marika Smith, MT(ASCP)	Phlebotomy Supervisor
Demetrius Williams BBA, RMA	Phlebotomy Supervisor

Phlebotomy Program Overview

Non-Discrimination Disclaimer/Disclosure LEP.159.00

The Community Hospital Phlebotomy Training Program (CHPTP) is dedicated to the 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.

CHPTP 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 for program graduates.
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 phlebotomists into the healthcare 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 healthcare profession.
6. Promote awareness of the necessity and value of the phlebotomy profession.
7. Prepare students to qualify for and achieve National Certification, e.g., ASCP. (National certification is not a requirement for completion of the program.)

Graduate Competencies

Competencies are derived from the Standards and Guidelines instituted by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)

Upon completion of this program graduates will:

- A. Identify components of the health care delivery system and the services each provides.
- B. Identify each department within the laboratory, list tests, and corresponding pathologic conditions associated with each department.
- C. Apply knowledge of infection control and safety in the workplace
- D. Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology;
- E. Utilize computers, information systems and other technology as related to job duties and responsibilities;
- F. Demonstrate basic understanding of age specific or psycho-social considerations involved in the performance of phlebotomy procedures on various age groups of patients;
- G. Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care;

- H. Identify and report potential pre-analytical errors that may occur during specimen collection, labeling, transporting and processing.
- I. Demonstrate knowledge of phlebotomy collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents;
- J. Perform standard operating procedures to collect specimens via venipuncture and capillary (dermal) puncture;
- K. Explain the collection of non-blood specimens, such as urine, stool, sputum, throat or other in order to instruct patients, process and handle non-blood specimens.
- L. Perform specimen requisitioning and processing;
- M. Transport specimens following safety regulations, predetermined criteria, and standard protocol;
- N. Explain quality assurance and quality control in phlebotomy;
- O. Communicate professionally (verbally and nonverbally) in the workplace;
- P. Perform waived and POCT procedures as established using standard protocol and predetermined criteria for testing and quality assurance.

NAACLS Accreditation Information

Community Hospital Phlebotomy Training Program is accredited by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS). As a NAACLS accredited program, students are eligible to take a national certification examination, such as the ASCP PBT, upon successful completion of program.

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

National certification is a requirement for employment in 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 Website

<https://www.powershealth.org/about-us/careers/phlebotomy-training-program>

Program Description

The Community Hospital Phlebotomy Training Program is a 7-week course consisting of didactic instruction, student laboratory, and clinical practicum designed to prepare students for entry level positions in clinical laboratory setting including medical centers, physician offices, and blood donation centers. Students are trained in phlebotomy, specimen processing and transport, quality assurance and safety.

Didactic Instruction

Primary classroom is located within the laboratory at St. Catherine Hospital, 4321 Fir Street, East Chicago, IN 46312

This course has a syllabus plan and a required textbook.

Presentation formats vary and may include PowerPoint or other outlines, charts, diagrams, and other resources.

The following textbook is adopted for use in the program.

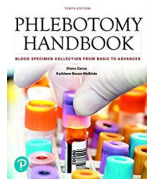
The student is expected to purchase/acquire the textbook on their own.

Phlebotomy Handbook: Blood Specimen Collection Basic to Advanced. 10thed. Garza, McBride

ISBN-10: 0134709322

ISBN-13: 978-0134709321

Pearson



Student Laboratory

Primary classroom is located within the laboratory at St. Catherine Hospital, 4321 Fir Street, East Chicago, IN 46312. Student laboratory activities provide initial practical, hands-on experience as a prerequisite to clinical training.

Clinical Practicum

The clinical rotation is designed to connect the theory and learning from the classroom to the clinical laboratory as well as allowing for hands on experience in areas not reproducible in the didactic and student laboratory.

Clinical training may conducted at the following system laboratories:

- Community Hospital Laboratory 901 MacArthur Blvd. Munster, IN 46321

- Community Hospital Outpatient Center, 10020 Donald S. Powers Dr., Munster, IN 46321
- Community Hospital Outpatient Center Laboratory, 9660 Wicker Ave., St. John, IN 46373
- Community Hospital Outpatient Center Laboratory, 7651 Harvest Dr., Schererville, IN 46375
- St. Catherine Hospital Fir Street, East Chicago, IN, 46312
- St. Mary Medical Center, 1500 S. Lake Park Ave., Hobart, IN 46342
 - St. Mary Medical Center Outpatient Center Laboratory, 3800 St. Mary Drive, Valparaiso, IN, 46383
 - St. Mary Medical Center Outpatient Center Laboratory, 3545 Arbors Blvd., Portage, IN 46368
- Powers Health Rehabilitation Center, 10215 Broadway, Crown Point, IN 46307

Students may be trained at all clinical sites within the system in order to gain experience in different settings as well as experience how different laboratories operate based on their patient population, location, and services offered. Clinical training consists of both outpatient and inpatient phlebotomy where the student is exposed to all types of patients (geriatric, pediatric, and disabled).

The student will be assigned to work with designated clinical preceptor in each area listed above. The goal of the student is to learn all aspects of phlebotomy, and designated laboratory operations. During clinical practicum, as student displays acceptable or appropriate skill, or technique to the designated trainer, the student may perform these operations 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 LEP.160.10

If a catastrophic event should occur, rendering our core laboratory clinical site unavailable, our clinical training rotations may be completed at any of the limited services draw sites, or the other hospital clinical laboratories, Community Hospital, Munster, Indiana, St. Catherine Hospital, East Chicago, Indiana, or St. Mary Medical Center, Hobart, Indiana, or Powers Health Rehabilitation Center, Crown Point, 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.

Faculty (in alphabetical order)

Diana Dingman, MS, MT (ASCP) SM Program Director
 Kris McKim, MHA, MT(ASCP), Clinical Instructor
 Monica Mendoza, MBA, MLS (ASCP & AMT)^{CM}, Clinical Instructor

Tuition and Expenses

Tuition for the 7 week program is \$1000.

The hospital will incur the tuition cost of \$1000 for students who commit to work as a phlebotomist after program graduation for a period of two years. Students who choose to commit will be hired as a student healthcare worker prior to the start of the program.

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

Courses

Phlebotomy Principles and Techniques

Comprehensive introduction to phlebotomy, providing a knowledge base of the roles and functions of a phlebotomist in the healthcare industry, equipment and procedures.

Phlebotomy Clinical Practicum

This course will provide the student with hands-on experience in blood specimen collection from a variety of patients in multiple settings.

Academic information

Minimum Grade Point Average for admission into the program is 2.50 on 4.0 scale.

Grading scale

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

Letter Grade	Percent	Minimum overall GPA acceptable for application	Minimum GPA in science courses	Minimum passing grade in program
A	93			
B	85-92			
		2.50	2.50	
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 for 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 15% 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 45% of overall grade (40% Activities, checklists and quizzes and 5% Affective Performance Evaluation).

Attendance HR.100.00

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.

An applicant hired as a Student Healthcare Worker prior to the start of the phlebotomy training program is an employee of Powers Health; and as such are subject to HR.100 policy for attendance and tardiness. Attendance points accrued as a Student Healthcare Worker during program hours will be included in the rolling 12 month period.

Student is allowed 4 attendance points for program duration. Points 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
No Clock In/Out	½ 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 tardiness is 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. *Make up day for the class, laboratory activity, or clinical day may be required.

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

Accumulation	Consequence
2 points	Written notification of attendance status. Make up missed assignment if applicable.
2.5 points	Written notification of attendance status and risk of consequences. Make up missed assignment if applicable.
3 points	Written notification of attendance status and risk of consequences. Make up missed assignment if applicable.
4 points	Written notification of attendance status and risk of consequences. Make up missed assignment if applicable.
>4 points	Make day required for material missed. **2% reduction of subject grades at the time of the absence.
3 occurrences of absence of one or more day each	Dismissal from program.

Make-up work

Student is responsible for any and all material missed due to absence or tardiness. Student laboratory exercises requiring significant preparation time and/or limited reagent usage are not to subject to make up. A quiz over the missed laboratory material will make up for missing laboratory.

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.

Code White (SMMC -SAFE 1.14), 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 LEP.158.10

The Phlebotomy Training Program 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 LEP.158.30

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 first week of the program.

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 LEP.158.30

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 phlebotomy or follow procedures a student may be placed on academic probation.

On the *first* instance of a student receiving a score <75% on an examination or clinical activity, where the student has exhausted the number of allowable retakes per the Repeat Examination Policy LEP.159.90, the student is placed on academic probation. Probation period extends for the remainder of the program.

A written notification will be given to the student advising of probationary status. Student must improve performance in order to remain in the program.

If the student receives another score of <75% on an examination, or clinical activity, 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 first week of the program.

Dismissal-Personnel/Professional LEP.158.30

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.

Student information

Non-Discrimination Disclaimer/Disclosure LEP.159.00

The Community Hospital Phlebotomy Training Program 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.

CHPTP 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

Phlebotomy Policy Manual

The Community Hospital Phlebotomy Training Program maintains policies and documents on the Laboratory Document Management Service, (DMS), an electronic library. All other Powers Health and general hospital departmental policies 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.

Community Hospital Phlebotomy Training Program Policies and Procedures are numbered as such: LEP.XXX.XX.

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

Guidance/Counseling LEP.158.30

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 CompPsych (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 the Powers Health system 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 Phlebotomy students MUST wear fluid resistant laboratory coats (provided by the facility).

White scrub tops and burgundy scrub pants must be worn by all phlebotomy 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 ¾ 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 LEP.160.10

Students of The Community Hospital Phlebotomy Training Program, 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 and Powers Health.

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 LEP.158.30

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 LEP.158.30

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 LEP.158.30

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 three days 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 three days 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 three days. 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 three days 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 week 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: (one check mark for each action)	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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: (L=Lift; M=Move; B=Both)	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: (one check mark for each task)	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare - Judging the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of date, people, or things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Analyze – Examining and evaluating data. Presenting alternative actions in relation to the evaluation is frequently involved.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicate -Talking with and/or listening to and/or signaling people to convey or exchange information; includes giving/receiving assignments and/or directions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MENTAL FUNCTIONS: continued (one check mark for each task)	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 checked="" type="checkbox"/>	<input 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: (one check mark for each task)	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 checked="" type="checkbox"/>	<input 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"/>
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:

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"/>		

6. Noise Level

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.

Example of Orientation (subject to revision)

<u>Item</u>	<u>Format</u>
Welcome Introduction	Speaker
Mission & Values/Pastoral Care	Speaker
Operational Excellence	Speaker
Human Resources/Benefits	Speaker
Welcome Orientation	Online: Course 34074
Annual Safety Requirements	Online: Course 2020-46
General Orientation	Online: Course 33418

Phlebotomy Training Program Calendar

Week	Activity
1	Lecture & Student Lab
2	Lecture & Student Lab
3	Lecture & Student Lab
4 Partial	Lecture & Student Lab
4 Partial	Clinical- outpatient
5	Clinical- outpatient
6	Clinical- outpatient
7	Clinical- inpatient

****Please note that this schedule is subject to change due to unforeseen circumstances and student placement variations. Any changes will be communicated promptly.*

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

Pearson Vue Scheduling www.pearsonvue.com/ascp