



**COMMUNITY  
HEALTHCARE SYSTEM®**

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**Phlebotomy Program**

# **Student Handbook**

**2024**

Established 2020

## Student Handbook and Policy 2024

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## **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-CHS**

#### **Community Foundation of Northwest Indiana, Inc. (CFNI)**

Community Foundation of Northwest Indiana, Inc. (CFNI) is a not-for-profit 501 (C) (3) organization that provides leadership and resources for the enhancement of health and the quality of life in Northwest Indiana. At the heart of CFNI's charitable endeavors is the operation of Community Healthcare System, comprised of not-for-profit hospitals: Community Hospital in Munster; St. Catherine Hospital in East Chicago, St. Mary Medical Center in Hobart, specialty hospital Community Stroke & Rehabilitation Center in Crown Point and Hartsfield Village, a continuing care retirement community in Munster. Other community projects include the operation of The Center for the Visual and Performing Arts, Theatre at the Center (professional theatre) and various joint-venture health services.

#### **Community Foundation is a parent company to the following entities:**

##### **Community Healthcare System (CHS)**

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.

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.

Community Stroke & Rehabilitation Center, Inc. - 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**

**CHS:** Community Healthcare System is committed to provide the highest quality care in the most cost-efficient manner, respecting the dignity of the individual, providing for the well-being of the community and serving the needs of all people, including the poor and disadvantaged.

**CHS Laboratory:** Supports the Mission and Values of the Community Healthcare System, Inc., 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.

**Phlebotomy Program:** The Program supports the mission and values of Community Healthcare System and CHS 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**

### **CFNI/CHS Administration**

Donald Fesko, President and Chief Executive Officer, CFNI  
Randy Neiswonger, Administrator, Community Hospital  
Janice Ryba, Administrator, St. Mary Medical Center  
Leo Correa, Administrator, St. Catherine Hospital  
Craig Bolda, Administrator, Community Stroke and Rehabilitation Center  
Elizabeth Yee, Vice President, Clinical Ancillary Services

### **Laboratory Medical Directors, Northwest Indiana Pathology Consultants**

Dr. Zhuowen Zeng MD, Community Hospital, Munster IN  
Dr. Yiquing Chi MD, St. Catherine Hospital, East Chicago, IN  
Dr. Heidi Nordbrock MD, St. Mary Medical Center, Hobart IN  
Dr. Yiquing Chi MD, Community Stroke and Rehabilitation Center, Crown Point, IN

## **Phlebotomy Training Program**

Tina S. Ngo MPA, MT(ASCP) SM	Dean/Administrator/Sponsor
Rusty Allport MBA, MT(ASCP)	Assistant Dean/Administrator
Nicole J. Griffin MA, MLS(ASCP) <sup>CM</sup> SM <sup>CM</sup>	Program Director
Kristina McKim MHA, MT(ASCP)	Clinical Instructor
Monica Mendoza MLS (ASCP) <sup>CM</sup>	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** PHL. XXX.XX

The Community Healthcare System Phlebotomy Program (CHSPP) is dedicated to the 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.

CHSPP 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:

1. Demonstrate knowledge of the healthcare delivery system and medical terminology;
2. Demonstrate knowledge of infection control and safety;
3. Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body system;
4. Demonstrate basic understanding of age specific or psycho-social considerations involved in the performance of phlebotomy procedures on various age groups of patients;
5. Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care;
6. Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents;
7. Follow standard operating procedures to collect specimens via venipuncture and capillary puncture;
8. Demonstrate understanding of requisitioning, specimen transport and specimen processing;
9. Demonstrate understanding of quality assurance and quality control in phlebotomy;
10. Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

### **NAACLS Accreditation**

Community Healthcare System Phlebotomy 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 Community Healthcare System Laboratories.

National Accrediting Agency for Clinical Laboratory Sciences  
5600 N. River Rd.  
Suite 720  
Rosemont, IL 60018-5119

847.939.3597  
773.714.8880  
773.714.8886 (FAX) [info@naaccls.org](mailto:info@naaccls.org)  
<http://www.naaccls.org>

## **Program Overview**

<https://www.comhs.org/careers/professional-development/phlebotomy-training-program>

## **Description**

The 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.

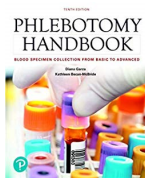
The following textbook is adopted for use in the program.

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

**Phlebotomy Handbook: Blood Specimen Collection Basic to Advanced. 10<sup>th</sup>ed. 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 Core Laboratory 901 MacArthur Blvd. Munster, IN 46321
- St. Catherine Hospital Fir Street, East Chicago, IN, 46312
- St. Mary Medical Center, 1500 S. Lake Park Ave., Hobart, IN 46342
- Community Stroke and 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 the following:

- Outpatient phlebotomy
- Inpatient phlebotomy

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** PHL.XXX.XX

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 Community Stroke and 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.

### **Phlebotomy Didactic Faculty** (in alphabetical order)

Nicole Griffin, MA, MLS(ASCP)<sup>CM</sup>SM<sup>CM</sup>, Program Director

Kris McKim, MHA, MT(ASCP), Clinical Instructor

Monica Mendoza MLS (ASCP)<sup>CM</sup>, 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 <b>science</b> courses	Minimum passing grade in program
A	93			
B	85-92			
		<b>2.50</b>	<b>2.50</b>	
C	75-84			<b>75%</b>
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** PHL.XXX.XX

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 CHS; 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:

<b>Attendance Violation</b>	<b>Points</b>
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.

<b>Accumulation</b>	<b>Consequence</b>
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** PHL.XXX.XX

The Phlebotomy 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** PHL.XXX.XX

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](http://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** PHL.XXX.XX

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.

A student must maintain passing scores in their courses.

On the first instance of a student receiving a score <75% on course examination, the student will receive a written warning. Academic counseling may be offered to remedy the circumstances.

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.

#### **Dismissal-Personnel/Professional** PHL.XXX.XX

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** PHL.XXX.XX

Community Healthcare System's Phlebotomy 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.

CHSPP 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 Phlebotomy Program maintains policies and documents on the Laboratory Document Management Service, (DMS), an electronic library. All other Community Healthcare System 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. Phlebotomy Program Policies and Procedures are numbered as such: PHL.###.##

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** PHL.XXX.XX

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 Community Healthcare System.

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](http://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 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** PHL.XXX.XX

Students of the Phlebotomy 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 Healthcare System.

**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** PHL.XXX.XX

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** PHL.XXX.XX

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** PHL.XXX.XX

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: <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 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"/>

PHYSICAL ACTIVITIES: (one check mark for each action)	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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>B</b>	select
Up to 25 pounds	<input type="checkbox"/>	select	<b>B</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
<b>Compare</b> - 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"/>
<b>Analyze</b> – 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"/>
<b>Communicate</b> -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
<b>Coordinate</b> – 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"/>
<b>Copy</b> – Transcribing, entering, or posting data.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Instruct</b> – 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"/>

<b>Compute</b> – 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"/>
<b>Interpersonal Skills</b> – 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"/>
<b>Negotiate</b> – 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
No special vision requirements	<input type="checkbox"/>
Close vision (clear vision at 20 inches or less)	<input checked="" type="checkbox"/>
Distance vision (clear vision at 20 feet or more)	<input type="checkbox"/>
Color vision (ability to identify and distinguish colors)	<input checked="" type="checkbox"/>
Peripheral vision	<input type="checkbox"/>
Depth perception	<input checked="" type="checkbox"/>

6. Noise Level

NOISE LEVEL: (check one only)	Exposure Level
Very quiet	<input type="checkbox"/>
Quiet	<input type="checkbox"/>
<b>Moderate</b>	<input checked="" type="checkbox"/>
Loud	<input type="checkbox"/>
Very Loud	<input type="checkbox"/>

Ability to adjust focus	✘			
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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

**BOC Web Address Shortcuts**

**Board of Certification Home Page** [www.ascp.org/BOC](http://www.ascp.org/BOC)

**Documentation Forms** [www.ascp.org/docforms](http://www.ascp.org/docforms)

**Exam Content Guidelines** [www.ascp.org/ContentGuidelines](http://www.ascp.org/ContentGuidelines)

**Exam Reading Lists** [www.ascp.org/readinglists](http://www.ascp.org/readinglists)

**Exam Preparation** [www.ascp.org/examprep](http://www.ascp.org/examprep)

**Exam Statistics** [www.ascp.org/examstats](http://www.ascp.org/examstats)

**Get Certified** [www.ascp.org/certification](http://www.ascp.org/certification)

**Pearson Vue Scheduling** [www.pearsonvue.com/ascp](http://www.pearsonvue.com/ascp)