

Harper College®



Harper College
Phlebotomy Certificate Program
Student Handbook
2024-2025



Phlebotomy Program

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WELCOME

Welcome to the Phlebotomy Program at Harper College! For many of you this is the first step in achieving your dream of becoming a phlebotomist or advancing your health care professional skills. We are pleased that this course is a credit course articulated with Harper's certificate program. For others, this course will provide you with immediate skills to obtain employment in a variety of laboratory settings. Phlebotomy is no longer something that occurs only in a hospital. Home health agencies, clinics, independent labs, and many other settings are hiring Phlebotomist. The increase in the number of people requiring your care is phenomenal.

The Phlebotomy Program at Harper College is designed to prepare you to perform phlebotomy procedures in the health care/lavatory setting. Training will include the development of phlebotomy skills through class work, laboratory demonstration, student practice and clinical experience.

We are here to help you. If you have questions about the course material or procedures, please email or talk with your instructor. If you have problems which interfere with your attendance or course work, please talk with your instructor.

Delivering health care is an incredibly special career; you can take pride in being part of a dedicated group of individuals who help people and make our community a better place in which to live.

Congratulations for taking the first step to becoming a certified phlebotomist.

Donna Oswald

Donna Oswald BS, PBT (ASCP)^{cm}
Phlebotomy Program Coordinator
doswald@harpercollege.edu
Phone: 847-925-6922
Office: X246



Overview and Organizing Framework of the Phlebotomy Program

Section 1: Harper College's Mission, Vision, Philosophy and Core Values

Mission

Harper College enriches its diverse communities by providing quality, affordable, and accessible education. Harper College, in collaboration with its partners, inspires the transformation of individual lives, the workforce, and society.

Vision

We will be an innovative and inclusive institution, the community's first choice, and a national leader for student success.

Philosophy Statement

We, at Harper College, believe that our charge is to facilitate active learning and foster the knowledge, critical thinking and life/work skills required for participation in our global society. We work with our community partners to enrich the intellectual, cultural, and economic fabric of our district. We believe that excellence in education must occur in an ethical climate of integrity and respect. We hold that the strength of our society is rooted in our [diversity](#) and that it is through synergy that we achieve excellence.

Core Values

- **INTEGRITY**
Result: An environment where relationships and practices are based on trust. Key Action: Be responsible and accountable for your own actions.
- **RESPECT**
Result: Interactions which add dignity to ourselves, our relationships with others and our organization. Key Action: Value and celebrate the uniqueness of individuals.
- **EXCELLENCE**
Result: Student, employee, and organizational success through a creative and responsive work environment by exceeding the needs and expectations of all. Key Action: Effectively anticipate, identify, and respond to learner, employee, and organizational needs.
- **COLLABORATION**
Result: Accomplishment of better results by working together than otherwise likely to occur by working alone. Key Action: Address issues as they arise and take necessary actions to productively resolve them.

A. Phlebotomy Program Mission Statement

The Phlebotomy Program's mission is to educate and train entry-level competent and diverse phlebotomists with the mental, physical, and ethical knowledge and skills for career entry in the laboratory profession. It is also the department's mission to produce lifelong learners and to support the Harper College mission by offering quality phlebotomy courses and faculty designed to facilitate active learning and foster the knowledge, critical thinking and life/work skills required for participation in the classroom and clinical settings. We believe that excellence in education must occur in an ethical climate of integrity and respect.

B. Phlebotomy program curriculum outline

First Semester

HSC112: Medical Terminology 2 credit hours

PHB101: Principles and Practice of Phlebotomy 4 credit hours

Prerequisite: Prior or concurrent enrollment in HSC 112 with a grade of C or better.

Second Semester

PHB102: Phlebotomy Internship 2 credit hours

Prerequisite: HSC 112 and PHB 101 with grades of C or better.

Elective for students not in the medical industry not seeking phlebotomy certificate:

PHB 103: Phlebotomy for Health Care Professionals 2 credit hours

Prerequisite: Coordinator approval needed to register for this course. Students must be 18 years of age and have a minimum of 1 year of health care field experience and/or be registered in a health career program.

C. Functional Abilities: Health Sciences Programs

General Functional Abilities

These are essential functions for admission and continuance in health career programs. Participants in health programs must possess the following functional abilities to provide safe and effective patient care. Some health programs have additional [unique functional](#) requirements.

Motor Capability

1. Move from room to room and maneuver in small spaces.
2. Squat, crawl, bend/stoop, reach above shoulder level, use standing balance, and climb stairs.
3. Lift and carry up to 50 lbs. and exert up to 100 lbs. force or push/pull.
4. Use hands repetitively; use manual dexterity; sufficient fine motor function.

5. Must be able to walk and stand for extended periods of time.
6. Perform CPR.
7. Travel to and from academic and clinical sites.

Sensory Capability

1. Coordinate verbal and manual instruction.
2. Auditory ability sufficient to hear verbal communication from clients and members of the health team; includes ability to respond to emergency signals.
3. Discern soft sounds, such as those associated with taking a blood pressure.
4. Visual acuity to acquire information from documents such as charts.
5. Comfortable working in close physical proximity to patient.

Communication Ability

1. Communicate effectively in English with patients, families, and other health care providers, both verbally and in writing.
2. Effectively adapt communication for intended audience.
3. Interact; establish rapport with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds.
4. Assume the role of a health care team member.
5. Function effectively under supervision.
6. Sufficient command of the English language in order to retrieve information from lectures, textbooks, as well as understand medical terminology.
7. Skills include computer literacy.

Problem Solving Ability

1. Function effectively under stress.
2. Respond appropriately to emergencies.
3. Adhere to infection control procedures.
4. Demonstrate problem-solving skills in patient care. (Measure, calculate, reason, prioritize, and synthesize data.)
5. Use sound judgment and safety precautions.
6. Address problems or questions to the appropriate person at the appropriate time.
7. Organize and prioritize job tasks.

Behavioral Skills and Professionalism

1. Follow policies and procedures required by academic and clinical settings.
2. Adheres to Harper College Academic Honesty Policy (per college catalog).
3. Adheres to Harper College Code of Conduct (per college catalog).
4. Abides by the guidelines set forth in the Health Information Portability and Accountability Act (i.e., the national privacy act).

D. Unique Phlebotomy Essential Functional Abilities

Motor Skills and Mobility

1. Dexterity and fine motor skills to perform blood collection and specimen manipulation.
2. Good eye hand coordination and a steady hand.
3. Physical ability to maneuver within patient collection areas to collect specimens

4. Select appropriate site for venipuncture, assemble equipment and collect specimen(s) using correct order of draw and according to policy and procedure.

Sensory/Observation

1. Visual ability to read printed words on paper or a computer monitor.
2. Visual ability to distinguish gradients of colors Note: Color blindness does not necessarily preclude admission to the program.
3. Tactile perception (also called touch perception, is the brain's ability to understand (perceive) information coming from the skin, particularly the skin on the hands) to perform blood venipunctures using assorted devices.
4. Sensory functions to perform precise palpation assessments to discern through touch veins, arteries and tendons in patients' arms and hands when performing venipunctures.

Behavioral/Emotional

1. Perform phlebotomy procedures with speed and accuracy in changing, distracting, and/or stressful environment.
2. Ability to work effectively independently and/or with supervision.

E. Phlebotomy 101: Principles and Practice Course Description and Objectives

Course Description: Includes the role of the phlebotomist, infection control and safety in the workplace, venipuncture-collection equipment and supplies, skin puncture collection procedures, specimen handling, basic laboratory tests, quality assurance, communication skills and professionalism. Includes micro and macro blood draw in class. Students who wish to become certified as phlebotomy technicians must complete this course and complete PHB 102 with a grade "C" or better.

Course Objectives:

1. Demonstrate knowledge of the healthcare delivery system.
2. Understand basic anatomy of body systems and anatomy terminology in order to relate major areas of the clinical laboratory to general pathological conditions.
3. Understand the importance of specimen collection in overall patient care.
4. Demonstrate knowledge of collection equipment, types of anticoagulants used, special precautions necessary and substances that can interfere in the clinical analysis of blood constituents.
5. Demonstrate proper techniques to perform venipuncture and capillary punctures.
6. Demonstrate knowledge of infection control and safety.
7. Understand requisitioning, specimen transport and specimen processing.
8. Understand established policies and procedures to assure quality specimens and safety.
9. Understand the basic concepts of communication, personal and patient interaction, stress management, professional behavior, and legal implications of this work environment.

F. Phlebotomy 102: Clinical Externship Course Description and Objectives

COURSE DESCRIPTION: Consists of 120 clinical hours of supervised phlebotomy practice at a local health care facility. The internship rotation schedule is arranged on an individual basis.

Special registration permits for registering for the internship are required. NOTE: Possession of a current Cardiopulmonary Resuscitation (CPR) for the Healthcare provider certification card and completion of the program's health requirements prior to placement in the internship.

The granting of the degree or certificate is not contingent upon passing an external certification or licensure exam. Successful completion of HSC 112, PHB 101 and PHB 102 will qualify the student to apply for Harper College degree and certificate.

Course Objectives includes the following:

- 1.) Demonstrate knowledge of the healthcare delivery system and medical terminology
- 2.) Demonstrate basic understanding of anatomy and physiology as it related to body systems and the venipuncture procedure
- 3.) Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
- 4.) Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary, and instances that can interfere in clinical analysis of blood constituents.
- 5.) Follow standard operating procedures to collect specimens.
- 6.) Demonstrate understanding of requisitioning, specimen transport, and specimen processing.
- 7.) Demonstrate understanding of quality assurances and quality control in phlebotomy.
- 8.) Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

Didactic Content includes the following:

- I. Orientation to the clinical setting; Selection of clinical sites; Discussion of the evaluation mechanism and process.
- II. Discussion of "How to Conduct a Job Search," Review of ASCP Board of Certification Phlebotomy Examination information, Discussion of planning process to study for the Mock Certification Examination.
- III. Discussion of Student Clinical experiences; Presentation of skills for the workplace; Taking the Mock Certification Examination
- IV. Review of the Mock Certification Examination results; Clinical Evaluations; Assignment of grades

Clinical Objectives: Upon completion of this course, the student will be able to:

1. Describe the basic concepts of communication, personal and patient interactions, diversity, stress management, professional behavior, and legal implications of this work environment.
2. Demonstrate appropriate patient / client identification procedures
3. Demonstrate appropriate procedures to show when performing a vacuum collection device, syringe, capillary skin-puncture, or winged infusion apparatus, and state the advantages and disadvantages of each procedure.

4. Demonstrate knowledge of collection equipment, various types of additives used, necessary special precautions and substances that can interfere in clinical analysis of blood constituents.
5. Perform a minimum of **120** hours of clinical experience in varied clinical settings, including health fairs, donor and apheresis centers, nursing homes, ambulatory clinical as well as in in-patient hospital settings.
6. Correctly perform a minimum of **100** successful, unaided blood collections.
7. Demonstrate proper technique when performing Point-of-Care procedures.
8. Demonstrate an understanding of the appropriate requisitioning, specimen transport, and specimen processing procedures.
9. Understand quality assurance in phlebotomy by correctly using the policies and procedures in the affiliate setting to assure quality in obtaining the blood specimen.
10. Demonstrate knowledge of infection control and laboratory safety by following universal precautions as outlined by the Centers for Disease Control (CDC).

Note: The Program Coordinator will maintain regular contact with the student and site manager to monitor progress in meeting these objectives.

******Please be aware there is a separate course fees applied to PHB 102 due upon registration***.***

G. Student Records

Harper College Phlebotomy Student Records i.e., signature pages, tests, quizzes, clinical evaluation forms, coach and counseling session notes, and grades on student course work are kept in the office of the Phlebotomy Program Coordinator or division office for 3 years after student completion date of each course. Student grade information is posted on the course Blackboard site with no disposal date as this information is archived on the Blackboard site.

H. Student Permanent Academic Record Storage

Harper College storage of permanent records is retained for 60 years and disposed of. The student permanent records are described as: Academic Records, Grades, Transfer of Credit, Grade appeal and changes, proficiency test results and transcripts, student emails, portfolio workshops, student test preparation records and student exam voucher documents.

I. Advance Placement Policy

No advance placement, transfer of credits or credits for experiential learning are accepted in this curriculum.

J. Service Work Policy

Per NAACLS (National Accrediting Agency for Clinical Laboratory Sciences) accreditation standard “Service work by students in clinical settings outside of academic hours must be noncompulsory.” A student’s progress in PHB-102 is NOT dependent upon service work performed by the student. Students may NOT be substituted for regular staff during their student experiences.

K. Admission, Tuition and Fees:

Students will need to complete the [Harper College Application](#) to enroll in the College. Please review the [Harper College Tuition and Fees](#) .The phlebotomy program is not designated program with a higher rate.

Harper College Phlebotomy Program is open enrollment with the verification of pre-requisites being met prior class start:

First Semester

PHB101: Principles and Practice of Phlebotomy

HSC 112: Medical Terminology

Prerequisite: Prior or concurrent enrollment in HSC 112 with a grade of C or better.

Second Semester

PHB102: Phlebotomy Internship

Prerequisite: HSC 112 and PHB 101 with grades of C or better.

Section 2: Phlebotomy Health Clearance Requirements for the Phlebotomy Program

Requirement Statement

The health requirements are mandated by clinical agencies. The Phlebotomy Program abides by affiliating clinical agencies’ regulations for health requirements. Documentation of completion of health requirements must be on record in the Health Careers Division office **as directed in the phlebotomy orientation**. Students who have not completed their health requirements by the deadline date clinical placement will be deferred.

A. Health requirements summary

1. Annual Physical Exam (Submit required form presented by program coordinator)
2. Mumps, Rubella, Rubeola, Varicella IgG, and Hep B titers

- If results are negative or equivocal start appropriate vaccination series
 - The vaccination series could take months to complete so please plan to complete blood titers early.
 - A titer is a laboratory test that measures the presence and number of antibodies in blood. A titer may be used to prove immunity to disease.
3. Two-step Tuberculin Skin Testing (TST) or TB QuantiFERON Gold Blood Test (6 months prior to clinical start)
 4. Yearly flu vaccination
 5. TDAP vaccination valid for 10 years
 6. COVID 19 Vaccination
 7. Complete a Criminal Background Check/ Health Care Exclusion Check (90 days prior to clinical start)
 8. American Heart Association CPR certification for Basic Life Support provider (only)
 9. Health Insurance Verification (Students are responsible for maintaining continuous health insurance while in the Phlebotomy Program.)
 10. 9 Media Lab Modules
 9. Complete Urine Drug Screen once given authorization to complete
 10. Submission and upload of documentation must be presented to in the required tracking system for student health clearance
 11. Complete any new clinical agency health requirements as directed.

B. Media Lab Healthcare Courses

Complete required courses and quizzes 1 - 9. A grade of 80% on each quiz is required, you may repeat as many times as necessary for that grade.

Media Lab Module Titles:

1. Diversity, Equity, and Inclusion in the Healthcare Workplace
2. Ethics and Code of Conduct in Healthcare
3. HIPAA Privacy and Security Rules for All Healthcare Personnel
4. Infection Prevention and Control for Healthcare Personnel
5. OSHA (Occupational Safety and Health Administration) Bloodborne Pathogens for Healthcare Personnel
6. OSHA Electrical Safety for Healthcare Personnel
7. OSHA Fire Safety for Healthcare Personnel

8. OSHA Hazard Communication and Chemical Hygiene for Healthcare
9. Tuberculosis Awareness for Healthcare Workers
10. When all 9 courses are complete click on **Completed courses/transcripts** and print list for your instructor or provide a print screen to upload to the required health requirement tracking system used by the individual program.

C. Physical exam

1. A physical exam must be signed and dated by a health care provider within the current year. Student's first and last name need to be present.

D. Mumps, Rubella, Rubeola, Varicella IgG, Hep B blood titers

1. Proof of immunity must be documented with a laboratory report with current-up-date MMRV and Hep B blood titers.
2. Documentation of vaccination administration does not take the place of proof of an acceptable titer.
3. If not immune to Varicella, Mumps, Rubella or Rubeola or Hep B the student must start the immunization series before beginning clinical and complete immunizations as scheduled. Therefore, vaccinations must be initiated, at minimum, a month before classes begin.
4. Students should not have Mumps, Rubella, Rubeola, or Varicella vaccinations administered until the two-step Tuberculin Skin Test (TST) has been completed.

E. Hepatitis B

1. Hepatitis B immunizations are required for those who never had the vaccine or those with a negative titer. The IgG titer is required 30 days after the completion of immunization series (there are 3 doses in the series). If the titer does not indicate immunity, the series will need to be repeated.
2. A Hepatitis B booster will be required for titer results report low or equivocal.
3. Hepatitis B Doses: Dose 1, Dose 2 one month after dose one and dose 3 is 6 months after dose 1.

F. Tuberculin Skin Testing (TST)

1. TST must be completed no more than 6 months prior to clinical experience.
2. A two-step TST must be done according to CDC December 30, 2005 guidelines.
3. Also acceptable is the QuantiFERON TB gold blood test (this test is also recommended for those that ever had a Positive result with PPD under the skin test).

G. Health Insurance Verification

1. Proof of insurance coverage must be submitted to the required tracking system for student health clearance
2. Proof of insurance consists of a letter of verification of coverage from an employer. It must be on the company letterhead with the current date, student's name, statement that the student has health insurance, name of the insurer, and signature of the company officer.
3. If the student has a personal health insurance plan, a letter from the local insurance agent will provide proof.
4. Students without health insurance coverage please discuss with the Program Coordinator
6. Any changes in insurance coverage must be presented to in the required tracking system for student health clearance

H. Tdap vaccine

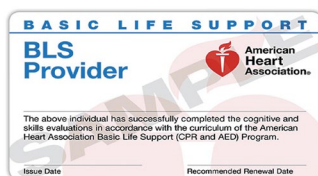
- Students must obtain a TDAP vaccine in the last 10 years. TD not acceptable.

I. Flu Shot

- Students attending clinical must provide documents of yearly flu shot.

J. Cardio-pulmonary Resuscitation (CPR) Certification

All students must complete a Health Care Provider CPR course through the **American Heart Association (only)** prior to admission into PHB 102. No student will be allowed to participate in clinical practice without verification of a current CPR certification. The student will be ineligible for clinical placement.



Procedure:

1. Validation of CPR certification must be presented and verified prior to clinical placement.
2. Students must always carry an active BLS (Basic Life Support) CPR card.

3. When CPR certification is renewed, the certification must be presented to in the required tracking system for student health clearance
4. Only CPR certification from **American Heart Association** will be accepted for BLS (Basic Life Support) provider
5. If the student completes their CPR with another organization than American Heart Association it will be the student's responsibility both scheduling and monetary to complete the required training as requested above.

L. Drug Screening: As health care professionals, phlebotomy faculty and phlebotomy students are expected to demonstrate healthy lifestyle choices to peers, professional colleagues, and patients. Use of alcohol or illegal drugs, or misuse of prescription drugs, are prohibited in the classroom, clinical or laboratory setting.

1. Students must complete the drug screen 90 days prior to clinical start once approval is provided by the program coordinator.
2. Students need authorization to complete the urine drug screen completing prior to authorization could subject the student to paying for the urine drug screen more than once.
3. The drug screen is not included in the fees for the PHB 101 course. Private health insurance will not pay for this testing. The drug screen will be purchased through the health tracking system used by the college.
4. Students should not take prescription medications to the lab at the time of testing. Students may be required to provide a list of prescription medications that they are taking.
5. Results of the screening will be given to the Phlebotomy Program Coordinator, Health Careers Division. If a student provides a sample that is inconclusive, an additional test must be performed on that sample at an additional cost to the student.
6. Only students receiving negative drug screens may remain enrolled in phlebotomy courses.
7. A student, who tests positive in a Drug Screening conducted under this procedure for drugs that are illegal substances or are non-prescribed substances that require a prescription for lawful use, or are deemed unsafe for the clinical setting, will be removed from phlebotomy courses, and may be dismissed from the Phlebotomy Program. Such removal or dismissal is subject to additional testing of the original sample at the student's request and expense, and to academic appeal as set forth in Harper College's Student Code of Conduct and Dispute Resolution Procedures.
8. If a student challenges the results of the screening, only the original sample will be tested. The student is responsible for the cost of the retests.
9. Students failing to complete the drug screening during the date and time required in the initial notification will be withdrawn from phlebotomy courses due to failure to meet the drug screening requirement.
10. Students with unacceptable (urine drug screening) results will not participate at clinical sites where students with such results are forbidden by policy.

11. The student is only allowed **one attempt** to complete the urine drug screen (**No Exceptions!!**) and those test results are final. There is not another opportunity to repeat the urine drug test later.

M “For Cause” Drug Screening

1. If faculty observes a student behaving in a manner that is consistent with the use or misuse of alcohol, illegal drugs, or drugs which impair judgment, affecting either the classroom, clinical or laboratory setting, the student will be removed from the educational setting and required to submit to drug screen.
2. If the behavior is noted in the clinical setting, the student will be removed from patient care.
3. If the results of the urine drug screening are negative, the student shall meet with the Phlebotomy Coordinator within 24 hours of the test results to discuss the impaired behavior. Based on the information provided and further medical evaluation if warranted, the Phlebotomy Coordinator will decide regarding return to the clinical, classroom and laboratory setting.
4. If the drug screen is positive, the Phlebotomy Coordinator will withdraw the student from all phlebotomy courses. The student will pay the costs associated with the “for cause” drug screening. Phlebotomy Program personnel may, if they deem it appropriate to do so under the circumstances, file a complaint alleging that the student has violated “*Student Code of Conduct*,” as provided in the [Harper College Catalog and Student Handbook](#).
5. If a student refuses a “for cause” testing, the instructor will remove the student from the clinical, classroom or laboratory setting pending an investigation. Phlebotomy Program personnel may, if they deem it appropriate to do so under the circumstances, file a complaint alleging that the student has violated “*Student Code of Conduct*,” as provided in the [Harper College Catalog and Student Handbook](#).
6. A student’s failure to comply with any aspect of the “For Cause” Drug Screening Requirement will result in the student’s withdrawal from the Phlebotomy Program without option for readmission.

N.Criminal Background Investigation: All students seeking to enroll in the Phlebotomy 102 must authorize an investigation to determine if they have been convicted of criminal or drug offenses. The student may be asked to further authorize another Criminal Background Investigation from an approved agency.

Procedure:

1. The student will be given detailed instructions by the Program Coordinator on how to complete the required background checks prior to clinical start.
2. Students that do not have a Social Security number please contact the program coordinator for alternate routes.

3. If a student is disqualified for reasons of a conviction, the student will not be allowed to enroll in course work. The Phlebotomy Program is not obligated to place a student in the program or a clinical rotation.
4. Students with unacceptable (criminal background) results will not participate at clinical sites where students with such results are forbidden by policy.

O. Failure to Submit Health Requirements:

1. Students newly admitted or returning students must submit the required document prior to PHB 102 clinical placement by the due date established.
2. Failure to meet the required health requirements by the established due date set in Phlebotomy 101 will result in an administrative withdrawal from PHB 102.
3. If the required health requirements are not completed by the due date established or if more than one to two semesters have passed since PHB 101, the student will need to repeat PHB 101 to be eligible for PHB 102 clinical placement.

Section 3: Academic Requirements

A. Student Code of Conduct

Requirement Statement: As members of the College community, phlebotomy students have the rights and responsibilities described in the [Harper College Catalog and Student Handbook](#), including the '*Student Code of Conduct and Dispute Resolution Procedures on page 46 of the Harper College Student Handbook*,' and should familiarize themselves with these materials.

Procedure:

1. Students are expected to read and review the [Harper College Catalog and Student Handbook](#) and the *Student Code of Conduct and Dispute Resolution Procedures on page 46 of the Harper College Student Handbook*". This information is found on the Harper College website.
2. The "Student Code of Conduct" describes possible misconduct that is inconsistent with the essential values of Harper College. It explains the procedures used to resolve allegations that a student has violated the *Code of Conduct*, and possible sanctions for violations.
3. Any violation of the "Student Code of Conduct" is subject to disciplinary action and may lead to dismissal from the Phlebotomy Program.

B. Incomplete Grades: A student may be assigned a grade of X (incomplete) for unfinished work in a course provided the work was incomplete because of circumstances deemed to be unavoidable or uncontrollable (to be determined by the instructor). The work to be completed will be assigned by the instructor. The unfinished work must be satisfactorily completed by the midterm of the following 16-week semester. Failure to do so will result in a grade of F. In certain cases, students may be required to meet the instructor deadline specified in the contract for that

class. This will be determined and approved by the Phlebotomy Program Coordinator.
[Incomplete grading policy](#)

Procedure:

1. Refer to the “Incomplete Grades” policy in the [Harper College Catalog and Student Handbook](#). This information is found on the Harper College website.

C.Phlebotomy Course Repetition and Re-admission Requests: All students enrolled in the Phlebotomy Program are required to maintain a satisfactory grade of 75% or better in all phlebotomy courses and required cognates for completion of the Phlebotomy Certificate. Failure to achieve a grade of 75% in all course work will require either course repetition and/or dismissal from the Phlebotomy Program.

Procedure:

1. A student who receives a grade below a “75%” in Phlebotomy 101: Principles and Practice didactic and/or psychomotor objective categories must repeat the entire course. A student must meet the minimum grade of “75% or better” in each objective category to advance in the Curriculum.
2. A student who receives a grade below “75% in Phlebotomy 102: Internship course in the didactic and/or clinical objectives categories must repeat the entire course and clinical. A student must meet the minimum grade of “75% or better” in each objective category to advance in the Curriculum.
3. A student is eligible for ***one clinical placement***. If a student withdraws from their clinical placement, they must also withdraw from PHB102 and consult with the program coordinator before re-registering for PHB102 the following semester. The clinical placement may not be repeated or made-up unless the PHB Program Coordinator determines it is necessary due to extraordinary circumstances beyond the student’s control.
4. A student who received a grade below a “75%” in PHB 102: Internship Course in either the course and/or the clinical portion is only allowed one repetition. A second failure of PHB 102 will result in dismissal from the PHB program. The student will be notified of dismissal from the phlebotomy program.
5. All students must complete the Phlebotomy 102 Internship experience course in one no more than 2 semesters after completion of Phlebotomy 101.
6. Therefore, if a student is beyond the two-semester limit for clinical placement. The student to be eligible for PHB 102 placement a student would need to:
 1. If beyond one semester: Discuss options with the Phlebotomy Program Coordinator
 2. Take PHB 103: Phlebotomy for Health Care Providers within 2 years of completion of PHB 101
 3. If beyond 2 years PHB 101: Principle and Practice course will need to be repeated.
 4. In addition to being eligible for PHB 102 placement this includes completion of all health requirements and Media Lab modules.
7. Students need to pass all phlebotomy related draw procedures with 75% or better to advance in the curriculum.

- a. Students must pass the artificial midterm draw with 75% or better to progress onto live procedures. If this is not achieved a remediation plan will be completed to progress onto live venipuncture procedures.
 - b. Students must show positive and consistent progression during venipuncture procedures while meeting the standards of the program.
 - c. Misidentification or not establishing proper patient identification during Midterm or Final practical draw assessment will be grounds for an automatic zero for that practical draw grade. Mis-ID or not identifying a patient is a zero tolerance in the field and therefore applied in PHB 101 course.
7. Students can repeat any course in the phlebotomy program however only two admissions maximum is permitted for both PHB 101: Principle and Practice course and PHB 102: Internship Course.

D.Re-admission Request Requirements

A student previously enrolled in the Phlebotomy Program will require departmental permission for re-admission. Approval for re-admission will be evaluated by the Phlebotomy faculty on a case-by-case basis. Evidence of course work and validation of clinical practice will be considered. Once a student is dismissed from the program for academic failure, there is no guarantee of re-admission into the phlebotomy program.

If a student fails any didactic or lab course throughout the program, they will be required to complete the following prior to re-admit:

- Complete a comprehensive written examination and practical examination assessing retained knowledge from all lecture/lab combined courses they had previously successfully completed prior to the failure with a 76% or higher and no missed critical safety elements.
- Re-enroll in the course that the student had previously failed and successfully pass the course with a 76% or higher.
- Students dismissed from the program for safety concerns or violation of the phlebotomy student handbook will not be permitted to repeat courses in the phlebotomy program.
- A student at the two-semester limit for clinical placement can qualify for clinical placement by taking a comprehensive exam and venipuncture evaluation performance must be above 76% and no missed critical safety elements. This opportunity is only for students at the two-semester limit for clinical placement only. Beyond 1 year from completing PHB 101 or PHB 103 course repetition will be required.

E:Academic Honesty

The phlebotomy faculty and administration always expect that students enrolled in courses at Harper College comply with the ethical standards of academic honesty.

Procedure:

1. Students are expected to do their own original work, except when the phlebotomy faculty directs collaboration on assignments.

2. Students who commit any form of academic dishonesty are subject to disciplinary measures including failure of the assignment, project, or test, failure of the course and/or dismissal from the Phlebotomy Program.

3. Refer to the “Student Code of Conduct and Dispute Resolution Procedures” in the [*Harper College Catalog and Student Handbook*](#).

F. Sexual Harassment and /or Discrimination Complaints

Phlebotomy Student has a complaint regarding Sexual Harassment and/or Discrimination, and then the student should refer to the **Harper College Catalog & Student Handbook**. A copy of the handbook is available in the Program Director’s office, Career Programs Division Office, and downloaded from the Harper College Website:

<http://goforward.harpercollege.edu/uploaded/catalog/0708/04-pp39-56-Policies.pdf>

G. Student Code of Conduct and Dispute Resolution Procedures

- Student Rights
- Student Academic Complaints (Grade Disputes)
- Student Non-Academic Complaints
- Incidents involving a serious ethics violation outside of the educational or clinical setting can also result in disciplinary action and may lead to dismissal from the program. Examples include inappropriate or false portrayals of the program/program staff/classmates on social media, posting class recordings or lab demonstrations on social media without permission.
- Incidents in the educational or clinical setting involving a serious ethics violation will result in immediate dismissal from the program; examples include but are not limited to HIPAA violations, incidents that put the patient or others at risk, substance use, dishonesty, disregarding explicit instructions, stealing, and fighting.

If a Phlebotomy Student has a complaint regarding any of the above, then the student should refer to the [*Harper College Catalog and Student Handbook*](#). A copy of the handbook is available in the Program Director’s office, Career Programs Division Office, and downloaded from the Harper College Website:

<http://goforward.harpercollege.edu/uploaded/catalog/0708/04-pp39-56-Policies.pdf>

H. Dismissal from the Phlebotomy Program

Admission to the Harper College Phlebotomy Program does not guarantee progression to certificate completion. Graduation from the Phlebotomy Program requires that the student achieve the competencies necessary for safe patient care. Evaluation of the student’s performance is an ongoing process throughout the Phlebotomy Program. The college has established procedures for appeal of decisions related to academic achievement.

Procedure:

1. Dismissal from the Phlebotomy Program is based on any of the established performance criteria as follows:

a. Any student who reaches out to a clinical site on their own behalf will automatically be **dismissed** from the Phlebotomy Program. **NO EXCEPTIONS!!**

b. *Every* Live venipuncture patient procedure performed in class *must* be witnessed by one of your instructors - ***NO EXCEPTIONS!!*** Students who are not in compliance with this directive will be immediately dismissed from the program.

c. Any student suspected to be under the influence of drugs or alcohol while in the classroom may be asked to submit to a drug and/or alcohol test. If the instructor requests that a student submit to a drug and/or alcohol test, the student must comply. Failure to comply with a request for a specimen for drug and/or alcohol screen will result in immediate dismissal from the program.

d. Students must always adhere to the directives of the instructor. Failure to do so may result minimally in a grade of zero for the lab assigned and maximally immediate dismissal from the program.

e. Clinical or classroom performance that does not meet professional standards of conduct. Unprofessional conduct is defined as **any** phlebotomy action inconsistent with the Requirements of the Phlebotomy Program, or the policies of the clinical agencies.

Clinical or classroom performance constitutes unsafe practice endangering the patient's safety or well-being. Unsafe practice is defined as any phlebotomy action inconsistent with the Requirements of the Phlebotomy Program, or policies of the clinical agencies.

Non-compliance with Phlebotomy Program requirements as provided for in the Phlebotomy Handbook.

h. Academic dishonesty, unethical behavior, and/or violation of confidentiality.

i. Failure to show up to clinical or as deemed a “no call no show” or walking off the clinical site without proper notification to the clinical site manager or Phlebotomy Program Coordinator may result in course dismissal and a failing grade. The decision is left to the discretion of the PHB Program Coordinator.

j. A confirmed positive drug test and failure to provide documentation from a healthcare provider.

k. A confirmed blood alcohol level of any amount.

l. Students dismissed from the program for safety concerns or violation of the phlebotomy student handbook will not be permitted to repeat courses in the phlebotomy program.

m. Final course grade of “D,” “F” or “Failure” in any course in the phlebotomy curriculum will result in dismissal from the program after the second attempt.

2. Upon dismissal from the Phlebotomy Program:

a. The phlebotomy faculty will notify the student of unprofessional conduct or unsafe practice. The student will not be permitted to continue in a clinical or classroom setting.

b. The instructor will notify the student of the grade.

c. The student may follow the Student Academic Complaint policy located in the [Harper College Catalog and Student Handbook](#)

I. Standardized Sanctions: The Harper College Student Handbook Warning, Disciplinary Probation and Suspension Policy

“Standard sanctions pertain to a student's relationship with the College and provide a form of consistency for the College in responding to acts of misconduct. One or more of these is usually issued when a student has been found responsible for violating the Code:

Warning – written notice to the student that the behavior is not acceptable at Harper College and that additional incidents may result in more severe sanctions. This notice exists in the student conduct file and is not reflected on an academic transcript.

Disciplinary Probation – a period of time (which may be indefinite) during which a student is under warning that any other violation of college policy may result in suspension. Disciplinary probation may also prohibit a student from participating in certain college activities or programs, as it is considered notice that the student is not in good standing due to behavior. This sanction is not reflected on the academic transcript.

Suspension – a defined period of time during which a student is not permitted to engage in any of the privileges, courses, organizations, events, or activities associated with being a student at Harper College. During the period of suspension, a hold designating such will be placed on the student's account and transcript prohibiting registration, enrollment, attendance, or ability to earn credit for any credit or non-credit courses offered by Harper College. This also prohibits receipt of a degree or certificate from Harper College during this time. This suspension does not prevent a student from attending another college or university, transferring any otherwise qualifying credits back to Harper at a later date, or receiving copies of Harper College transcripts reflecting academic credits previously earned. Once the period of suspension has been completed, the hold will be lifted from the student account, provided the student has completed any other requirements required prior to return. During the period of suspension, the student is also banned from Harper College property unless otherwise stated”

(Excerpted and adapted from [Harper College Catalog and Student Handbook](#) & Student Code of Conduct and Resolution Procedures.)

J. In class volunteers/ Live Patient venipuncture Procedure Policy

Phlebotomy classrooms and laboratories are areas where students need to be attentive and focus on the learning process. Confidential information is often discussed during these times. Unnecessary distractions need to be avoided.

Procedure:

1. Only students registered for PHB 101 are permitted in the classroom/laboratory areas. Therefore, the exception is volunteers serving for student phlebotomy training during live draws only.
2. **Every live** venipuncture patient procedure performed in Phlebotomy 101: Principles and Practice course **must** be witnessed by Harper College Phlebotomy faculty - Students who are not in compliance with this directive will be immediately dismissed from the program. **NO EXCEPTIONS!!**

H. Contacting Faculty

Faculty will post information on how to be contacted, and the expected response time. This will be available on the course syllabus. Faculty members are aware that students may need to contact them outside regular classroom and clinical hours, and faculty is willing to accommodate those requests. However, faculty responsibilities outside the college may not allow for an immediate response to students' questions.

Section 4: Academic Progress

A. Academic Progress, Grading, Retention, Failures and Withdrawals

Grading Policies:

- a. Courses in the phlebotomy program are sequenced. It is necessary to complete each course in a sequence before advancing to the next level.
- b. In PHB 101: Principle and Practice course. Didactic (lecture) and Psychomotor (Lab) grades EACH must be passed with 75% or higher to pass the course even though the combined average is 75% or higher to continue in the program sequence.
- c. In PHB 102: Internship course must be completed with a performance level of "75%" or better to continue in the program sequence, e.g., to advance through the curriculum. Grades lower than "75%" constitute failure in both didactic and clinic/lab courses.
- d. Students who fail PHB 101: Principle and Practice course and PHB 102: Internship course will need to repeat the course. Two attempts maximum are

permitted.

- e. Achieve a grade of “C” (75%) or higher in BOTH lecture and laboratory components of PHB 101 to be eligible for the clinical practicum PHB 102.
- f. Failure of either component of the course (grade below 75%) will result in a “D” as the grade of record on the transcript.
- g. If the student has earned less than a “D,” Then the grade of record on the transcript will be an “F.”
- h. A student who fails either the lecture or laboratory component of the PHB 101 Principle and Practice course, or who has a course average below “C” (grade below 75%) will be recommended to withdraw from the PHB 101 course prior to the last day to withdrawal in course syllabus.
- i. Students need to pass all phlebotomy related draw procedures with 75% or better to advance in the curriculum.
 - a. Students must pass the artificial midterm draw with 75% or better to progress onto live procedures. If this is not achieved a remediation plan will be completed to progress onto live venipuncture procedures.
 - b. Students must show positive and consistent progression during venipuncture procedures while meeting the standards of the program.

Upon receiving notification from the instructor of concerns regarding academic progress students are expected to arrange a meeting with the instructor and discuss an improvement plan.

Students should withdraw from the phlebotomy program courses and/or the program only when the probability of attaining a passing grade of “C” is doubtful. The final day for withdrawal is posted on the Harper College website and in each course syllabus distributed to students at the beginning of each semester. *Students should discuss the possibility of withdrawal with their course instructor and then with the program coordinator before making a final decision.*

Those on financial assistance should also consult with the Office of Student Financial Assistance to determine the effect of withdrawal on that aid *before* withdrawal. Failure to consult with the Financial Aid office could be very costly to the student.

B. Student’s Responsibilities for Academic Progress Assignments, Activities and Schedule

Due to this program's complex nature, the course schedule is provided as comprehensively as possible during the initial week of classes. It is imperative that students check their course schedules closely and organize yourself so that all necessary materials (handouts, evaluation forms, written materials, instruments, etc.) are available when needed.

Activities for each learning module are expected to be completed prior to the assignment module. Activities are provided in the course schedules and may be updated on Blackboard.

Reading assignments and class/lab modules are expected to be completed prior to scheduled class activities or topic area discussions.

Due dates for class assignments are specified in each class schedule. Assignments and/or activities will need to be completed to receive passing course grades.

Homework assignments/activities are due as defined by the instructor. If an assignment is not submitted on time a grade of zero will be assigned.

In addition to the purchased textbooks, media, and Blackboard postings, additional handouts may be distributed in class, and should you be absent, it is the learner's responsibility to ask a peer to pick up any materials distributed in class.

The student is responsible for preparing for all evaluation activities—quiz, examination, clinical skill demonstration or practical, and noting the grade when the evaluation feedback is returned to the student.

C. Payment of Tuition, Fees & Purchasing of Required Books & Supplies

It is important that students are registered in all classes and have purchased the necessary instructional materials—books, equipment & supplies –no later than the first day of each semester to avoid a negative impact to academic progress.

Harper College Tuition and Fees Link:

<https://www.harpercollege.edu/registration/tuition/fees.php>

D. Performance Below Academic Standards

If grades earned in any clinical, lab or classroom activity are below “75%” or a rating of “unsatisfactory,” the student needs to contact the course instructor as soon as possible for help. Instructors have provided their office hours and/or availability in the course syllabus. They may also recommend other campus services.

E. Procedure for Meeting with Instructor(s) Regarding Academic Progress

Completing all requirements and achievement of competency is the responsibility of the learner, not the instructors. If you are experiencing difficulty with your academic progress and/or completing the requirements, *please arrange an appointment with your instructor*. Prior to the arranged appointment time provide an e-mail statement including:

1. Problem encountered and perceived reason for difficulty and,

2. A specific plan, which will result in you— the learner— achieving satisfactory completion of the requirements.

The student is responsible for following through with any instructor requests (“see instructor”) and/or recommendations because of feedback and/or conferences.

F. Faculty’s Responsibilities for Students’ Academic Progress

The course instructor is responsible for notifying the student of progress or lack of progress in the course.

The instructor may request a conference with the student to discuss progress and offer recommendations for remediation.

The instructor will inform the program coordinator regularly if a student is not achieving passing scores on assessment activities and not passing a course.

G. Standards for Academic Progression

Final course grade of “D,” “F” or “Failure” in any course in the phlebotomy curriculum will result in dismissal from the program.

H. Program/Course Grading Scale:

All phlebotomy program classes (PHB prefix) utilize the following grading scale:

A	=	92 - 100
B	=	83 - 91
C	=	75 - 82
D	=	66 - 74
F	=	65 and below

Please note: Specific criteria for evaluation of student performance are stated in each course syllabus.

I. Determination of Final Course Grade(s)

Evaluation guidelines are given to the student at the beginning of a course. Your final course grade will be based on:

- a. achievement and completion of laboratory skills & course competencies, course requirements and compliance with due dates.
- b. Evaluation and assessment activities.
- c. compliance with all institutional, departmental, clinical, and professionalism policies.

- d. achievement of didactic, psychomotor, and affective objectives.
- e. professional growth-progressive improvement in critical thinking and decision-making skills
- f. professional behavior is to be maintained 100% of the time in all courses.

J. Assignment of Grades/Academic Complaints/Grade Change Appeal

The instructor teaching the course (course director) shall assign grades. The instructor shall provide information to the students at the beginning of the semester regarding the course, including the guidelines for grading. If the student has questions about a grading policy and/or a specific grade, the student must raise the question while enrolled in the course. If the student is unable to resolve the questions or objections with the instructor, the student has to make an appointment with the program coordinator to discuss the matter. Refer to [Student Academic Dishonesty Procedures](#).

K. Midterm & Final Grades

Although Harper College does not formally issue midterm grades, each instructor will maintain mid-term status of students. It is the student's responsibility to check with the instructor to verify this data. In courses online or blended courses, grades may be posted on a website for student access. Students without access to a computer at home can use computer labs on campus.

Final grades are based upon achievement of course objectives and competencies.

L. Remediation

Overview

Remediation may be offered when a student has not fulfilled the requirements set forth in a course syllabus such that the lack of meeting the requirements results in a failing or unsuccessful grade for the skill assessment, evaluation activity or the course. A student should communicate with their course faculty to request remediation.

The offer of remediation for the purpose of developing psychomotor skill competence or content mastery will be determined in terms of the deficiency and the student's documented academic history.

Remediation components: An agreement with the student that includes a:

1. Description of the skill deficiency,
2. Description of the remediation,
3. Calendar detailing the:
4. Remedial session(s),
5. Expected session outcomes and,
6. Scheduled re-evaluation if indicated.

M. Laboratory/Clinical Skills Competency:

The students will have 2 attempts to pass a laboratory skills competency. **STUDENTS MUST PASS THE SKILLS' COMPETENCIES to progress on in the PHB 101 course.** If after 2 attempts on any laboratory skill competency a student fails to complete it remediation will be necessary. If the student fails to complete a competency after remediation, they will not be allowed to move on to PHB 102 which will result in a dismissal from the program. Students must pass the laboratory competency in order as presented in the laboratory skills book to progress on to the next laboratory competency.

- Laboratory skills competency sign offs must be completed by the due date established in the syllabus and blackboard to progress on to other skill competencies in the laboratory course.
- If a student does not complete a laboratory competency and the deadline due date has passed a grade of zero will be assigned and recommendation of course withdrawal will be reviewed.
- Once a competency has been completed and graded. Your lab instructor still reserves the right to retest if that specific skill falls below meets standards.
- If you pass a laboratory competency but continue to have issues with the skill this will affect the new skills you are learning. It is important to continue to practice skills you may still have issues with.
- An instructor has the right to suggest remediation for a skill if we see the competency starting to fall below meets standards. If the student is still unable to obtain the skill after 2 attempts, they will not continue with PHB 101 laboratory course.
- Students that fail the midterm or final practical venipuncture due to critical procedural essentials such as ex. patient misidentification or failure to obtain consent will receive a grade of zero and will not be able to continue on to live draw procedures and be recommended for course repeat.
- Students must pass the artificial midterm draw practical with 75% or better to progress onto live procedures. If this is not achieved the students will be recommended to repeat the course as their laboratory grade will fall below the required 75% or better to pass the course.

Clinical Skill Proficiency: Patient, student, and laboratory team safety is of the utmost importance therefore it is essential that students are adequately prepared before attending clinical rotations. Students learn the necessary clinical skills and are signed off on skills competencies in the laboratory before starting a clinical rotation. If a student has successfully completed the skills competencies but cannot put the laboratory skills into practice at a clinical rotation, this can result in a failure for the class and ultimately dismissal from the Phlebotomy Program. Examples include but are not limited to: improper patient identification, unsafe handling of sharps, mishandling of specimens or if a clinical site deems a student unsafe or reports any unacceptable behaviors or breaks in their policies and procedures. At that time the student will be removed from the clinical rotation and brought back to lab for remediation. When the student returns to the clinical site after remediation, if the student can still not perform

clinical skills or continues unacceptable behaviors the student will be removed from their clinical rotation which will result in a failing grade. Infractions will be judged on a case-to-case basis. Students should progress in skills from week to week. If a student's skills are compromised due to excessive absences the Program Coordinator can relegate the student to an "observation only" role at clinical, which can result in a failing grade. If excessive unexcused absences have adversely affected the student's clinical skills, said student will be removed from clinical and will need to remediate in the lab however if the absences have jeopardized the students' ability to progress or results in unsafe practices the student may be removed from clinical, which will result in a failing grade and withdrawal from the Phlebotomy Program.

Section 5: BLOODBORNE PATHOGEN and Exposure Policy

A. General-Professional Risks

Interactions with patients in the health care system carry inherent risks to the patient and caregiver, including communicable diseases. In the phlebotomy curriculum, students will be given information regarding known risks for various diseases and measures to decrease these risks.

B. Exposure to Bloodborne Pathogens

The phlebotomy program students, faculty, and staff are obliged to maintain standards of health care and professionalism consistent with the public's expectations of the health professions.

We are committed to addressing issues related to bloodborne pathogens, such as Human Immunodeficiency Virus (HIV), Hepatitis B Virus (HBV) and Hepatitis C Virus (HCV) in a spirit of compassion and sensitivity to individual needs as well as to community welfare. This policy minimizes the risk of transmission of a bloodborne pathogen from an infected health care worker or student to a patient.

Health care workers or students who are exposed to a bloodborne pathogen in the course of their work in the phlebotomy program at Harper College are expected to follow the procedures set forth in the Harper College's Bloodborne Pathogen Exposure Control program and the Phlebotomy Program's Infection and Exposure Control program.

The Phlebotomy program recognizes that knowledge and information about bloodborne pathogens continues to change and therefore this policy will be reviewed annually, and changes will be recommended as appropriate.

C. Infection Control

All students, faculty, and staff are required to follow "Standard Precautions" which is the basis of the practices and procedures set forth in the Phlebotomy Program Infection and Exposure Control program.

The phlebotomy program faculty has established and enforced written preclinical,

clinical, and laboratory protocols to ensure adequate asepsis, infection and hazard control, and biohazardous waste disposal. These protocols are consistent with current federal, state and/local guidelines and have been provided to all students, faculty, and support staff. The protocol includes the use of gloves, masks, and protective eyewear (as needed) by students and faculty. The protocols are reviewed annually by faculty to ensure accuracy and compliance.

D. Immunizations

The program coordinator requires students, faculty, and staff to abide by immunization standards.

E. Hepatitis B Vaccination

All health care providers should be immunized against the hepatitis B virus and childhood diseases. Hepatitis is an inflammation of the liver. There are several types but the greatest risk to health care workers is Hepatitis B C HBV. Available since 1982, the Hepatitis B vaccine is considered safe and effective and is recommended for the prevention of HBV infection by The Centers for Disease Control and Prevention (CDC).

Immunization for HBV is available and is required for all phlebotomy students. In accordance with the Centers for Disease Control and Prevention (CDC) guidelines, all students in Phlebotomy Program 1) demonstrate proof of immunity to Hepatitis B, or 2) be immunized against the Hepatitis B virus as part of their preparation for clinical training.

F. TB Testing

Harper College requires annual tuberculosis testing of all health profession students.

G. Sharps Disposal: Needles, lancets, test tubes and syringes are not to be discarded in the trash containers. Sharps containers are available for proper disposal.

H. Needle Stick Incident/Injury Reporting: Students who are accidentally stuck with a non-sterile needle or have their skin exposed to contaminated material must wash the affected area immediately and notify the lab personnel or phlebotomy program facility. Students may be required to seek treatment from the Northwest Community Hospital Outpatient Care Center located on the Harper College Campus. A student incident or injury report will be completed and submitted to Environmental Health & Safety.

<https://www.harpercollege.edu/about/directory/ehs/injury.php>

Section 6: Clinical Placement and Polices

The [Harper College Phlebotomy Clinical Handbook](#) covers the detailed policies and evaluation of the PHB 102 clinical course and clinical expectations.

A. Clinical Site Placement Availability

In the event a clinical site is not available for student clinical placement. The student who must wait for a clinical placement will be given first choice on the first available clinical sites selection in either the second 8-week clinical rotation or be provided another clinical placement based on availability.

B. Service Work Policy

Per NAACLS accreditation standard “Service work by students in clinical settings outside of academic hours must be noncompulsory.” A student’s progress in PHB-102 is NOT dependent upon service work performed by the student. Students may NOT be substituted for regular staff during their student experiences.

C. Phlebotomy Student Uniform Requirements

The phlebotomy student must present professionally in the clinical setting. The Phlebotomy Program and students adopt uniform requirements and are expected to adhere to them reference the [Harper College Phlebotomy Clinical Handbook](#)

D. Reporting of Clinical Incidents

The report of the clinical incident documents events that are breaches of professional practice. A clinical incident occurs when there is a violation of professional standards or requirements, or if there is unsafe patient care or medication administration procedures; and the clinical agencies require an institutional specific “Incident Report.” Safety practices at the clinical agencies and at Harper College are the phlebotomy faculty and students' responsibility. All incidents must be reported immediately to the appropriate persons.

Procedure:

A. Clinical incident involving a phlebotomy student:

1. The student will notify phlebotomy faculty at once.
2. Student will, under the clinical site supervisor or mentor's supervision, notify the department/unit manager/coordinator.
3. The student and mentor, under the direction of the manager/coordinator, will follow the procedure at the clinical agency at which the incident occurs and complete appropriate “Incident Report” forms.

4. The student, under the direction of the phlebotomy faculty will make out a Harper College Incident Investigation Report form and submit to the Phlebotomy Coordinator who will submit it to the Manager of Environmental Health and Safety and Human Resources if appropriate. (Use the back of the form to record additional information, as necessary.)

5. Financial obligations incurred because of the incident will be the responsibility of the student.

B. Clinical incidents involving a patient:

1. The student will notify phlebotomy faculty at once.

2. Students will, under the supervision of a supervisor or mentor, notify the manager/coordinator of the department/unit.

3. The student and the phlebotomy faculty, under the direction of the manager/coordinator, will follow the procedure at clinical agency at which the incident occurs and complete appropriate "Incident Report" forms.

4. The student, under the direction of the phlebotomy faculty, will make out a Harper College Incident Investigation Report form and submit to the Phlebotomy Coordinator who will submit it to the Manager of Environmental Health and Safety and Human Resources if appropriate. (Use the back of the form to record additional information, as necessary.)

E. Recording of Clinical/Classroom Occurrences in Which There is a Breach of Standards of Phlebotomy Practice

A record of a clinical/classroom occurrence is a communication and educational tool used to enhance the phlebotomy student's ability to improve phlebotomy practice. An occurrence, which breaches standards of phlebotomy practice, is when there is unsafe care or violation of established policies and procedures at the college or clinical agency. The record documents observations of critical behaviors that reflect professional behaviors and phlebotomy care. This includes patient safety, ethical behavior, and policy and procedural requirements.

Procedure:

1. When there is an occurrence that breaches standards of phlebotomy practice, the phlebotomy faculty or staff observing the occurrence will complete an "Occurrence Report."

2. A phlebotomy faculty member or the phlebotomy coordinator will meet with the student to discuss the occurrence and review the written report.

3. The student must submit a written statement about the occurrence, including corrective or preventive action.
4. Following the completion of the Occurrence Report:
 - a. A copy of the report will be given to the student.
 - b. A copy of the report will be placed in the student file.
 - c. The student will be referred to the phlebotomy laboratory, college counselor, the phlebotomy coordinator, or other appropriate resources.
 - d. The student must supply verification of action taken in response to the report. This is returned to the faculty or staff member initiating the report by the date designated by the faculty.
5. The report of the occurrence may be used for remedial action or dismissal of the student from the Phlebotomy Program at the time of the incident or at a future date.

F. Reporting Professional Dishonesty in the Clinical/Classroom Setting

The public interest demands honest and ethical professionals in the health care setting. Phlebotomy students who obtain passing grades through dishonest means may develop habits of unsafe and unethical practice and may present risks to other individuals and the profession's reputation.

During study in the Phlebotomy Program, a student may observe behavior by others that appear to violate standards of academic and/or professional integrity, or actions that have the potential to harm another individual. Phlebotomy students who find themselves in this situation must carefully consider their personal and professional reasonability to report an incident involving suspected dishonesty, as well as any applicable workplace rules in clinic settings, which mandate such reporting. See Requirement "*Reporting of Clinical Incidents*" and Requirement "*Recording of Clinical Occurrences in Which There is a Breach of Standards of Phlebotomy Practice*" Appendix D.

Procedure:

1. A student who observes dishonest or otherwise unethical behavior on the part of another student or health care worker should express concern to the person engaging in the questionable practice, calling attention to its potential detrimental effect upon patient well-being. The student should also report the incident to the clinical faculty member.
2. Examples of dishonest/unethical clinical behaviors include but are not limited to:
 - Falsifying documentation
 - Lying about performance

- Practicing outside the phlebotomy scope of practice (ex. Giving patient medical advice or diagnosis, transferring a patient, or administering medication).
 - Failure to acknowledge a lack of understanding or ability to competently perform a task.
 - Failure to follow procedures according to policy (such as taking unauthorized shortcuts)
 - Failure to report clinical care mistakes to clinical faculty members.
 - Covering up for the unsafe behavior of another student or health care worker
 - Practicing as a phlebotomy student when under the influence of drugs or alcohol
- Violations of the Health Insurance Portability and Accountability Act (HIPAA) (See Requirement #3B and www.hhs.gov/ocr/hipaa)

3. Students are encouraged to discuss questions and concerns, which may arise regarding their responsibilities under this Requirement with clinical faculty or other phlebotomy faculty members.

G. HIPAA

Requirement Statement:

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a broad law dealing with various issues. The aspect of this law that affects a healthcare student is that patients have a right to privacy and confidentiality. This is to be respected throughout the Phlebotomy Program. It is illegal to release health information to inappropriate parties or to fail to adequately protect health information from release. Protected Health Information includes the patient's name, address, phone number, email and fax addresses, social security number, driver's license number and other identifying information, in addition to information about the patient's diagnosis and condition.

- **Because this is a law, there are civil and criminal consequences if privacy laws are breached. Violation of HIPAA can be grounds for immediate dismissal from the Phlebotomy Program.**
- **Therefore, under no circumstances should a phlebotomy student release or remove confidential patient information outside the hospital or discuss it with anyone unless needed for the patient's treatment.**

Procedure:

1. In the role of a health career student and a patient advocate, there is access to patient information.

2. Students **are not to make copies, take pictures, or scan** any part of the patient records. Students can make copies of studies for instructional purposes if the facility gives consent and the patient's identity is masked.
3. When it is necessary to share confidential information, do so only in a conference room, nurse's station, imaging lab and only with the persons involved in the patient care.
4. Do not discuss patients or patient-related information in corridors, patient rooms, elevators, the cafeteria, waiting rooms, lounges, or any other area where conversations may be overheard.
5. Never pass on patient information to anyone who does not need it in the performance of his or her specific duties to the patient.
6. Any information learned during activities at the hospital is not to be repeated to anyone. This includes friends, relatives, and/or relatives of patients or employees. Information is not communicated from one institution to another without the consent of the patient.
7. Students are not to look up any information on patients other than those for whom they are assigned.
8. If a student learns of the hospitalization of a friend or relative, this information cannot be discussed. If a student acquires information about a friend or relative during clinical practice, that information is also considered confidential. This also applies to individuals known to a student who may be seen in corridors, elevators, or other areas of the healthcare setting.
9. All displayed student assignments should have only patient initials, not full names, and not room numbers or the hospital's name.
10. Any identifying patient information you receive during clinical is to be shredded at the clinical setting after use.
11. When viewing computer or written charting, be sure that others are unable to read it.

H. NO SMOKING POLICY

Requirement Statement:

Smoking is **not** permitted prior to or during a patient care assignment or imaging session as they can be detrimental to one's health. Also, it is highly desirable that healthcare professionals demonstrate healthy lifestyle choices to peers, professional colleagues, and patients.

Procedure:

1. Evidence of the odor of smoke or smoking prior to or during clinical or imaging lab will result in dismissal from clinical or lab for the day. This will be considered an unexcused absence and a professional skills violation which can result in a lower grade or failure of the clinical or lab course.
2. While on campus, students are expected to follow Harper's No Smoking Policy. Failure to do so will be considered a professional skills violation which can result in a lower grade or failure of a lab course.

I. SOCIAL MEDIA

6.11 Program Policy: Adopted from Farris, Timimi, MD, Mayo Clinic

- Don't Lie, Don't Pry
- Don't Cheat, Can't Delete
- Don't Steal, Don't Reveal

Don't lie: a good rule in general, it is particularly important online, where nothing is transient, and everything is searchable.

Don't pry: Do not seek out personal health care data or potential protected health information as a part of a social platform conversation.

Don't cheat: We've all heard the old proverb that "Cheaters never prosper," but some harbor lingering doubts about whether it's true. In social media, cutting corners is much more likely to be discovered and exposed, and when the truth is revealed it won't be pretty. Everyone makes mistakes; confess yours immediately. Intentionally "gaming" the system, however, will not reflect well on you or your organization.

Can't delete: this is an important rule: if it's still in Google's cache, you can't put it in the trash. The most effective tool to address this is a strategic pause before you post. Count to 3 and think:

- 1- To whom are you posting/who is your audience?
- 2-Is this post appropriate for all ages?
- 3-Does my post add value to the ongoing conversation?

Don't steal, don't reveal: Give credit where it's due, and acknowledge those who inspired you or provided information you're passing along. In Twitter it's as simple as a retweet or a mention, while in a blog you can share link love. And if information is proprietary or confidential, don't

disclose it on social platforms.

Here is the critical message. The same general rules that apply to offline behavior apply to online behavior. The difference is the platform online can leverage a mistake to a much wider audience.

Adopted from Farris Timimi, M.D., is medical director for the Mayo Clinic Center for Social Media.

Appendix A: Harper College Phlebotomy Program Student/Faculty/Agency Supervisor Conference Form

Student Name: _____

Agency: _____ **Date(s):** _____

Clinical/Lab location: _____

Description of student action/skill technique that does not meet the Phlebotomy Program objectives/outcome criteria:

Plan for improvement:

Student Status:

Faculty Signature: _____ **Date:** _____

Student Signature: _____ **Date:** _____

I understand that my signature does not imply agreement but is required as evidence that my instructor or agency supervisor has discussed the identified deficiencies with me and my status in the program.

Student Comments:

Appendix B: Applying for the PBT (ASCP) Certification Examination

The student if desired can apply for the PBT (ASCP) Certification examination to become a certified phlebotomy technician after successful completion of PHB 101 and PHB 102 with a satisfactory grade of “C” or better and completion of 120 clinical hours and minimum 100 successful unaided blood draws. The student will be issued a Harper College Certificate upon completing the PHB 101 and 102 course. Students can download the information booklet and apply online at the following Web site:

<https://www.ascp.org/content/board-of-certification/u.s.-cmp-booklet#>

Students are encouraged to sit for the ASCP certification exam upon completion of the phlebotomy program or within five years of completion. Please note there are other Phlebotomy certification exams offered by NHA and AMT.

A student who completes the Harper College Phlebotomy Program is eligible to apply under Route 1. On the certification application under Step 6: Clinical Laboratory Program Information, check the box:

Structured Phlebotomy (Route 1)

**School Program was completed at: Harper College 1200 W. Algonquin Road
Palatine IL 60067**

Application Deadlines, Dates of Examination Administration, and Application Fees are provided on the ASCP Board of Registry Web Site.

<https://www.ascp.org/content/board-of-certification/get-credentialed#>

Appendix C: Signature Form Following a Failure of a Phlebotomy Course

I understand that since I have received either a D or an F in Phlebotomy 101, I will need to retake the course to be eligible for PHB 102. Documentation of having completed or being currently enrolled in HSC 112 Medical Terminology, to continue in the phlebotomy program.

I understand that since I received either a D or an F in Phlebotomy 102. To receive a course passing grade, the student must receive a satisfaction grade for the assignments and the site manager evaluation. A grade of 75% or better must be earned to meet the requirements for phlebotomy certificate completion and therefore eligibility to challenge the ASCP BOC (Board of Cert) Phlebotomy Examination.

Printed Name _____

Signature _____

Date _____

Faculty or Phlebotomy Coordinator Signature _____

Appendix D: Report of Student Clinical/Classroom Occurrence

THIS DOCUMENT CAN BE UTILIZED FOR BOTH PHB 101 AND CLINICAL COURSES

Student Name: _____ **Date of Occurrence:** _____

A report of a student clinical/classroom occurrence is both a communication and educational tool to provide corrective feedback and promote competent care.

VIOLATION OF PROFESSIONAL STANDARDS OR UNETHICAL BEHAVIOR

Disrespectful or judgmental behavior to peers, faculty, patient, staff, visitor, etc.

Dishonest behavior/Lying

- Withheld the truth/Error of omission
- Demonstrated irresponsible behavior/Does not assume responsibility for own actions
- Lack of professionalism in conduct, appearance, punctuality, etc.
- Demonstrated irresponsible behavior and performed procedures or actions beyond the specific scope of practice for phlebotomy (i.e., giving the patient medical advice or diagnosis, transporting patients, administering medication, or giving the patient food or drink without speaking to medical staff first, drawing blood from IV or PICC (Peripherally Inserted Central Catheter) line etc.)

UNSAFE OCCURRENCE (PATIENT CARE)

- Failure to gather data from laboratory requisition before giving care
- Failure to assess all patients completely and in a timely manner
- Failure to arrive prepared to give patient care
- Failure to intervene in a potentially life-threatening situation (i.e., obstructed airway, syncope, choking, cardiac arrest, vomiting with potential for aspiration)
- Failure to create a safe environment
- Failure to remedy an unsafe condition, i.e., side rails down or patient in appropriate position prior to draw, lab chair arm support not used.
- Unsafe handling of sharps
- Violation of standard precautions

POLICY VIOLATION (PROGRAM, COLLEGE, HOSPITAL)

Procedure performed without prior instructor approval or observation

Failure to verify physician's orders on patient's chart prior to doing a procedure

- Equipment operated in a manner that could have harmed patient/staff/visitor
- Violation of patient confidentiality

UNSAFE Patient Identification

Violation of Proper Patient Identification

- Wrong Patient
- Wrong Date of Birth
- Wrong Route
- Wrong Documentation or Specimen Labeling
- Wrong Time

- Failure to check patient ID band or verify with 2 patient identification procedure
- Failure to check for patient allergies
- Improper identification of venipuncture sites
- Failure to perform venipuncture properly and within standards of the phlebotomy program
- Failure to properly identify phlebotomy complications and take appropriate action (drawing from a restricted arm, drawing above an IV site, fainting, excessive bleeding, or bruising)
- Failure to make critical assessments before or after venipuncture procedure is performed

OTHER

This form will be placed in the student phlebotomy file. This report is intended as an educational tool but may be used for remedial action or dismissal of the student from the Phlebotomy Program should either be deemed necessary at a future date.

The student is encouraged to attach a written statement to this form regarding the occurrence.

See Attached: Student account of the occurrence _

Instructor notes _

Other (specify) _

Action Taken: Referred:

Lab __

Counseling __

Phlebotomy Coordinator __

Other (specify) _

Verification that above action was taken: ____ Yes ____ No

Signature and Verification: I have read the above statements and have received a copy.

Student's Signature _____ Date: _____

Phlebotomy Faculty's Signature _____

Received and Reviewed by Phlebotomy Coordinator _____ Date: _____

Appendix E: Teachout Plan for Program Temporary Closure

NAACLS requires the program to have a closure plan in case the program unexpectedly closes due to natural and unnatural disasters or permanent closure. Intentional closure of the program, either temporary or permanent, will be communicated to all students immediately. In case of disaster the university will inform students of a plan for continuation of their education as soon as that information is available.

Prospective students:

- In the case of permanent program closure students will be informed that the program will not take a new cohort due to program closure.
- In the case of a natural or unnatural disaster the program will work with other laboratory science programs to continue education and training until training can resume at the college.
- Students will be counseled in applying to other local programs.
- Program closure information will be posted on the program website.

Current students:

- Students will be informed of program closure.
- In the case of a natural or unnatural disaster the program will work with other laboratory science programs to continue education and training until training can resume at the college.
- In the event of a mandated permanent closure currently enrolled students will be allowed to complete the program.
- The Program Director will be designated to clear students applying for the certification exam.

