

2023-
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Harper College Phlebotomy Program Clinical Handbook



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1.0 Prepare for PHB 102: Course Description and Student Outcomes

COURSE DESCRIPTION: Consists of 120 Clinical hours of supervised phlebotomy practice at a local health care facility and a minimum of 100 unaided venipunctures. The externship rotation schedule is arranged on an individual basis. A special registration permit for registering for the internship is required. **Clinical experiences will include experience collecting a variety of specimens from a variety of patient types.** 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.

1.1 PHB 102 Student Outcomes

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.*

1.2 PHB 102 Student Clinical Objectives: Upon completion of this course, the student will be able to:

1. *Orientation to the Clinical setting; Selection of Clinical sites; Discussion of the evaluation mechanism and process.*
2. *Describe the basic concepts of communication, personal and patient interactions, diversity, stress management, professional behavior, and legal implications of this work environment.*
3. *Demonstrate appropriate patient / client identification procedures.*
4. *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.*
5. *Demonstrate knowledge of collection equipment, various types of additives used, necessary special precautions and substances that can interfere in Clinical analysis of blood constituents.*
6. *Perform a **minimum of 120 hours of Clinical** experience in varied Clinical settings, including health fairs, donor and pheresis centers, nursing homes, ambulatory Clinical as well as in in-patient hospital settings.*
7. *Correctly perform a **minimum of 100 successful**, unaided blood collections.*
8. *Demonstrate proper technique when performing Point-of-Care procedures.*
9. *Demonstrate an understanding of the appropriate requisitioning, specimen transport, and specimen processing procedures.*
10. *Understand quality assurance in phlebotomy by correctly using the policies and procedures in the affiliate setting to assure quality in obtaining the blood specimen.*

11. *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.*

2.0 PROGRAM POLICY REGARDING CLINICALS

2.1 Essential Functions

- Essential functions are those abilities needed to perform fundamental job duties.
- Phlebotomy students must possess and maintain the ability to perform the essential functions listed here on their own or with reasonable accommodations and inability to do so can jeopardize program completion.
- General Functional Abilities are listed for reference in the Phlebotomy Student Handbook

2.2 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 venipunctures using assorted devices.
4. Sensory functions to perform precise palpation assessments to discern though 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.

2.3 Attendance Policy Clinical

- The Clinical course requires that the student complete a minimum number of Clinical hours to pass the Clinical course (see syllabus)
- The combined total didactic/Clinical involvement of the student on any given day must not exceed 12 hours.
- Students working \geq an 8-hour day must take one 20-minute break and one 30-minute lunch by hour 4.5 (break and lunch can be combined these do not count toward the total Clinical hours)
- The student needs to follow these absence procedures:
 - Inform Clinical site and college Clinical coordinator at least one hour prior to the start of Clinical each day absent
 - Inform the college Clinical coordinator immediately of any circumstance that prevented you from providing at least one-hour notice.
 - Provide the college Clinical coordinator documentation supporting the reason for the absence.

- Provide the college Clinical coordinator physician clearance to return to Clinical after a three or more consecutive day medical absence.
- Failure to follow the above procedures or to provide documentation of a substantive reason for an absence is considered an unexcused absence.
- A student dismissed from Clinical because they are not appropriately prepared for work is considered an unexcused absence.
- Three incidents of being ten or more minutes late to begin work or ending work ten or more minutes early are considered an unexcused absence.
- A no call no show will result in failure of a Clinical and dismissal from the program.
- Absences can jeopardize the student's ability to meet course requirements and pass coursework.
- Student are allowed two excused absences, and the makeup of those hours must be coordinated and approved by the Clinical site manager and Harper College Phlebotomy Program Coordinator

2.4 Grading Policy

Grading Scale:

Final Grade	Percentage
A	92% – 100%
B	83%– 91%
C	75% – 82%
D	66% – 74%
F	0 – 65%

2.5 Clinical Policy

- Clinicals are assigned as they become available therefore, the start may be delayed.
- Clinical placement is available year-round in Fall, Spring and Summer semesters.
- **There are no weekends and evening availability. There are limited part time options.** Much of the Clinical experience is done during the early morning and afternoon to provide the student with volume of required venipunctures to complete the program.
- Schedules are determined by the site 3-week full time days is the availability provided to complete the required 120 hours of Clinical experience.
- 8 months is an approximate length for program completion. Clinical may extend program completion past 8 months.
- Clinical is assigned and may involve significant travel; no accommodation will be made for those unable to drive.
- All Clinical requirements must be completed prior to beginning Clinical. There will be no refund of money paid for completion of Clinical requirements.

2.6 Clinical Communication Policy

- All communication should take place during normal business hours 6 am to 5pm in less reporting an absence.
- All communication to Clinical sites should be professional and relevant to the Clinical experience (ex. Clinical schedule, Clinical expectations).

- Student concerns personal in nature should be directed to Harper College Phlebotomy Coordinator promptly.
- Harper College Faculty will be provided an introduction email to the Clinical site supervisor one week prior to Clinical start by Harper Faculty and cc the student on that communication.

2.7 Clinical Participation Policy

- It is imperative that the student on Clinical notify both the college and the hospital coordinator of any changes in health status that have an impact on patient or student safety or on the student's ability to perform the essential functions. Failure to do so is unsafe behavior and will result in dismissal from the program. See the Clinical participation policy in this manual.
- The PHB student is required to present in a professional manner in the Clinical setting by following the uniform policy found in this manual. A student who does not adhere to the uniform requirements will be dismissed from the Clinical setting, which can impact successful completion of Clinical course requirements.
- The PHB student recognizes the risk of contracting communicable disease including the coronavirus/COVID-19 in the Clinical setting and holds harmless the college and affiliated hospitals and agrees to sign a waiver.
- College position as of 1/13/2021: Students should not scan COVID positive or suspect cases.

Note: Obligations requiring time outside of the educational hours can jeopardize the student's ability to complete their coursework and successfully complete the program.

2.8 Service Work Policy

- Students on Clinical may not take either the responsibility or the place of qualified staff. However, after demonstrating competency, students may be permitted to undertake certain defined activities under appropriate supervision and direction.
- Students cannot be paid for Clinical hours.
- Students may be employed outside regular educational hours. However, the work must be non-compulsory, paid, and subject to standard employee policies.

3.0 Student Code of Conduct

- Failure to meet the behavioral expectations of the college and the program can lead to disciplinary action including program dismissal. Behavioral expectations set forth by the college can be found in the Harper College Catalogue and Student Handbook/Institutional Policies and Procedures beginning on page 45.
<https://www.harpercollege.edu/catalog/current/index.php>
- *Any violation of the Phlebotomy student handbook is subject to disciplinary action and may lead to dismissal from the Program.*
- 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 at risk such as substance use, incidents of unprofessional behavior in the Clinical setting such as dishonesty, disregarding explicit instructions, stealing, and fighting.
- Failure to meet behavioral expectations outlined above portrayed on social media is subject to disciplinary action and may lead to dismissal from the program.
- Students dismissed on these grounds will not be allowed re-admittance to any phlebotomy program courses.
- See the PHB Code of Ethics, HIPAA, and PHB Academic Honesty policy in this student handbook.

3.1 Dismissal Policy: *Any of the following will result in dismissal from the program and non-readmittance.*

- A student is involved in an incident in the educational or Clinical setting involving a serious breach of safety or ethics. See Phlebotomy Student Handbook Policy. Grade in related course will be an F.
- Student tests positive on drug/alcohol testing or student fails to complete drug/alcohol testing by deadline provided or student refuses to complete random drug screen when requested. See Random Drug Screen Policy in student handbook. Grade in related course will be an F.
- Student is dismissed by Clinical site due to performance related issues (Clinical sites reserve the right to dismiss a student due to unsatisfactory performance as documented on interim progress reports). Grade in related course will be an F.
- Students are dismissed from Clinical sites due to unexcused absences. See attendance policy above and in course syllabus. Grade in related course will be an F.
- A student withdraws himself or herself from a Clinical course.
- Students allowed to repeat a course fails for the second time.
- Attending Clinicals without being registered for the course or without the preClinical requirements complete is considered unethical and unsafe behavior and will result in dismissal from the program.
- 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.

3.2 Drug Screening

- Students are subject to random drug screening at their own expense.
- Students are subject to Drug Screening Policy found in the Phlebotomy Student Handbook.

4.0 PreClinical Requirements

- Students will need to complete certain preClinical requirements and upload proof/documentation that these requirements in required tracking system.
- Please note Northwest Community Healthcare Outpatient Center at Harper has reasonable fees and their hours of operation can be found here: <https://www.nch.org/location-contact-info/nch-outpatient-care-center-at-harper-college>
- Begin completing these preClinical requirements and uploading proof/documentation to required tracking system:
 - Annual Physical Exam (Submit required form presented by program coordinator)
 - 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.*
 - Hep B is 3 doses series that could take several months to complete.
 - MMR and Varicella vaccines could take up to 2 months to complete.
 - Two-step Tuberculin Skin Testing (TST) or TB QuantiFERON Gold Blood Test (6 months prior to Clinical start)
 - Yearly flu vaccination
 - COVID 19 vaccination
 - TDAP vaccination valid for 10 years
 - Complete a Criminal Background Check/ Health Care Exclusion Check (90 days prior to Clinical start)
 - American Heart Association CPR certification for BLS provider (only no others will be accepted)
 - Health Insurance Verification (Students are responsible for maintaining continuous health insurance while in the Phlebotomy Program.)
 - 9 Media Lab Modules
 - Complete Urine Drug Screen once given authorization to complete.
 - Submission and upload of documentation must be presented to in the required tracking system for student health clearance.
 - Complete any new Clinical agency health requirements or orientations as directed.
 - Failure to successfully complete the above requirements by the deadlines assigned may jeopardize Clinical placement and program completion. Students are required to wear program name badges in all Clinical facilities.

It is recommended to complete the requirements in the following order:

1. Physical Exam
2. Blood drawn for titers to establish current immunity: **MMR, Varicella and Hep B. If not immune obtain vaccinations.** (if not immune start vaccination series)
3. If you need vaccinations get the 2 Step TB first before starting series
4. TDAP and flu shot.

5. Media Lab modules
6. CPR BLS (American Heart Association only)
7. Current Health insurance
8. Criminal background check (fee associated) and health care exclusion checklist (fee associated) (2-week turnaround time)
9. 2 step TB or TB Quant blood test
10. COVID 19 vaccination
11. Urine drug screen do not purchase until given authorization to do so (fee associated)

4.1 Registering for PHB 102 Policy

- Once all pre-Clinical health requirements are complete students will submit the Clinical placement/intent to enroll form to the PHB program coordinator
- Upon review the PHB program coordinator will assign a student a Clinical site via email
- The PHB program coordinator will provide the student with an override into the corresponding PHB 102 course and any authorization to finish the required health requirements.
- The student will be responsible for paying the fees for the course promptly upon registration.
- It is the responsibility to make sure all health requirements are up to date and expired items are addressed promptly as this could delay Clinical start.

4.1 PHB 102 Clinical Placement/ Intent to Enroll Form

Name _____ Harper ID _____

Phone Number/cell phone# _____ Email _____

Home address _____

Semester completed PHB 101 _____

I understand that I will need to complete all regulatory modules, health requirements and a criminal background check before receiving a Clinical assignment and permission to enroll in PHB 102. If my preClinical requirements are not completed by the specified deadline I will be required to wait until the next available semester to complete a Clinical assessment. Deadlines are established in PHB 101.

Once the following items have been completed & documentation & verified by the PHB program coordinator you will be assigned a Clinical site via email and provided an override into PHB 102. Please submit an email once all requirements are complete to the program coordinator. The required health tracking package will verify and confirm with the program coordinator when all health requirements are met. Clinical placements will be assigned in order of pre-Clinical requirement completion!

- Health requirements complete (including Tdap/ urine drug screen) and a copy of documentation of Health requirement verification required tracking package (Student fees may apply)**
- CPR card AHA BLS provider/ Flu shot (For Fall semester will be available after Sept 1st)**
- Completion of Media Lab Modules**
- Complete Criminal Background Check/ Health Care Exclusion Check (Fees may apply)**

I understand that I will **receive one (1) Clinical assignment placement**. I understand that PHB 102 Clinical placement is for 3 weeks (*Full time Monday through Friday day schedule*) of which a total of 120 clock hours (a half an hour break is deducted) and at least 100 successful blood collection procedures must be completed.

I understand that I will need to complete all regulatory modules and a criminal background check before registering for PHB 102, and if my health requirements and CPR are not complete by the 1st week of the semester, I will receive an administrative withdraw from PHB 102. It is my responsibility to provide the PHB program coordinator with my health clearance prior to Clinical placement.

I understand that Clinical placement is a tentative schedule and subject to change at the discretion or availability of the Clinical site.

Please note there is significant travel involved with Clinical placement you will be placed no more than one hour from Harper Main campus in Palatine not your home. Please plan accordingly.

Please check the appropriate box below:

1. Indicate which semester you plan to attend PHB 102 below:

Summer semester Fall semester Spring semester

2. Indicate Clinical preference: First 8 weeks / 2nd 8 weeks.
3. I do not plan to attend PHB 102

Clinical Placement is a first come first serve basis once all your health requirements and required coursework is met you can request Clinical placement!!!

By signing here, I am stating that I understand and agree to the policies described above and, on the pages, referred to above.

Printed Name

Signature

Date

5.0 Phlebotomy Students Expectations at Clinical

The PHB 102: Internship Course is an academic course requirement for successful completion of the Phlebotomy Certificate Program. The Clinical rotation is completed during the semester in which the student is enrolled in PHB102. It provides second semester PHB students the opportunity to merge classroom theory with real world practice by allowing them to observe, participate in and perform the venipuncture skills learned in PHB101. The Clinical rotation is a 120-hour Clinical internship. The student spends 120 hours at a health facility (clinical affiliation site) where they must successfully complete a minimum of 100 unaided venipunctures. A successful clinical relies on a partnership between the Clinical affiliation site, the college, and the student.

- Demonstrate professional conduct, attitude, and appearance. Arrive on time as scheduled.
- Accepts constructive criticism professionally and utilize the information to improve draw performance with positive attitude
- Exhibit good communication skills by use of appropriate language/grammar and accurate medical terminology and titles.
- Follow written and verbal instructions and asks relevant questions
- Adhere to the facility/department dress code. You are required to wear scrubs specific colors as designated by the Clinical site. In general, clothes should be clean and neat. Avoid wearing jeans, shorts, t-shirts, tank tops, sweatshirts, hoodies, sandals, or athletic shoes. Avoid extremes in jewelry, hairstyles, body piercing, tattoos, and make-up. Show respect for co-workers by monitoring personal hygiene, tobacco odors, and use of scented products.
- Attendance and active participation are required for all course/Clinical activities.
- Only hours of active phlebotomy participation and observation will count toward the required 120 hours
- If it is necessary for a student to arrive late to the Clinical the student must contact the site manager and Program Coordinator *prior to* the scheduled arrival time.
- All missed hours must be made up for with approval from the Program Coordinator and Site Manager. PHB students are only allowed 2 excused absences and any absences the student must contact the Clinical site and program coordinator 1 hour prior to Clinical start.
- Employment experience (prior or current) may not be substituted for the CLINICAL requirements.
- Exhibit good time management skills.
- There may be times where if the Clinical site is busy that the student must observe to meet patient customer service expectations of the Clinical site and allow the preceptor time to catch up to avoid long wait times.

- Document accurately all successful unaided venipuncture draws and hours while at Clinical and obtain the preceptor who was in direct observation initials post draw.
- Use of cell phones and other personal electronic devices is prohibited in the Clinical setting. Facility computers are not for personal use. Students are not permitted to access the Clinical sites specific software or enter data into their computer system.
- Show initiative by using “downtime” to assist or observe others as suggested by the site manager or mentor.
 - Stocking of phlebotomy supplies
 - Checking for expired supplies
 - Cleaning drawing area and processing after each patient
 - If permitted specimen processing and centrifugation
 - Urine collection and transfer to designated test tubes
 - Observe pediatric venipunctures and POCT collection.
 - Observe operations of the laboratory with preceptor
- Display sound ethical decision-making skills.
 - Ask questions and seek assistance as warranted.
 - Acknowledge mistakes/errors immediately.
 - Perform activities only within the scope of practice for the CLINICAL.
- Respect the privacy and confidentiality of patient, facility, and staff information. Student will sign a confidentiality agreement, if required by the facility.
- Comply with all procedures, policies, rules, and regulations of the facility, unless contrary to law. If a facility policy/procedure differs from a college policy/procedure discuss with the PHB Program Coordinator or CLINICAL coordinator.
- Prior to leaving the externship experience it is the student’s responsibility to verify that all draws, hours, and Clinical evaluation sheets are completed and signed by the designated mentor. The student will not be allowed to go back to the Clinical site once the CLINICAL experience is over to obtain missing signatures or Clinical evaluation forms. **No Exceptions!!!**

5.1 Cell phone policy

- During Clinical practice, cell phones need to be left in the locker room or students’ car. There are to be **NO CELL PHONES** taken into any areas where patients or patient information is located. A violation of this rule can lead to dismissal from the Phlebotomy Program.
- Use of cell phones and other personal electronic devices is prohibited in the Clinical setting. Facility computers are not for personal use. Students are not permitted to access the Clinical sites specific software or enter data into their computer system.
- Students who inappropriately use communication devices during class or Clinical will be considered in violation of professional standards of conduct.

5.2 Dress Code and Uniform Policy

As a healthcare professional, it is important to provide your patients with a positive image of those qualities' representative of a phlebotomist. Part of this image is reflected in your personal appearance and dress. Patients often form a first impression based on the physical appearance of their clinician and develop trust more quickly with a person who looks clean, neat, and professional. As phlebotomists, you are also a role model to other health professionals, members of the community, and future phlebotomists.

A. **Uniform Guidelines**

Students are expected to wear scrub uniforms as established by the Phlebotomy program, while attending all classes or participating in community outreach activities and are expected to appear neat, clean, and appropriately dressed in the designated Clinical attire at all times.

1. **Lab coat:** Long length; long sleeve with elastic wrist cuff to be worn over scrubs. This would be provided by Clinical site or in lab class.
2. **Scrubs:**
 - a. Color identified in program orientation materials.
 - b. Scrubs must be clean, pressed, and neat in appearance. The intent of the scrub uniform is to provide a professional presence and meet OSHA requirements as applicable. The clinic jacket/lab coat will be worn over the scrubs.
 - c. Uniforms must have an appropriate fit without restraint. Pants must be hemmed so that they do not drag the floor; pants and tops must cover the waist and chest area.
3. **Shoes:**
 - a. Closed-toe closed-back.
 - b. White professional nurses' or athletic shoes with ties or Velcro, impervious to fluids; no open backs.
 - c. Clean and in good condition. Shoes with laces must have clean, white laces.
 - d. Flip-flops and sandals are *not acceptable* footwear for individuals in patient-care areas.
4. **Socks:**
 - a. Clean, white hose, or crew socks.
 - b. OSHA principles direct that skin is to be covered if there is the likelihood of exposure to chemicals and/or bodily fluids, therefore socks must cover the ankle area and the leg when seated and are included as a part of the complete uniform.
5. **Undergarments:**
 - a. Personal underclothing should not be visible beneath or outside of the uniform.
 - b. For warmth, a plain, white T-shirt may be worn under a V-necked uniform top, but *you may not remove the scrub top and therefore have just the T-shirt serving as your uniform*. Additionally, the tails of the T-shirt are not to hang below the hem of the scrub top.
6. **CLINICAL**
 - a. Lab coats, gloves and masks must be worn when in the Clinical setting or lab areas. These CLINICAL items are worn for venipuncture procedures. CLINICAL items should **never** be worn outside of the phlebotomy program Clinical or lab.

7. **Head Coverings:** Any religious head covers must be kept clean.
8. **Accessories**
 - a. Name pin or Health Careers Division ID
 - b. No other adornments are allowed on the uniform.
9. **Jewelry**
 - a. The only permitted body jewelry are small, studded earrings (no more than 2 per year). Other visible body jewelry which includes, but is not limited to head, (nose, eyebrow, lip, tongue, chin, and neck), hand, and wrist jewelry is not permitted in the patient care setting. If a visible nose piercing cannot be removed it must be covered. Only closed gauges are permitted.
 - b. A medical alert bracelet may be worn if applicable.
 - c. It is advisable not to bring jewelry to campus.

B. Grooming/Appearance

1. **Personal Hygiene**
 - a. Students should be a positive model of personal health by practicing thorough personal hygiene, daily. Frequent showers, shampoos and the use of a good antiperspirant are essential for avoiding offending body odor.
 - b. Perfumes and after shave may create reactions in some patients therefore the patient care setting will be an odor free environment. Students should not smell tobacco, scented lotions, or pungent food odors.
 - c. Make-up should be conservative and in moderation.
2. **Oral Hygiene**
 - a. Students are expected to practice proper oral hygiene habits.
3. **Fingernails**
 - a. Well-maintained short nails (so when viewing the palm side of the hand the nails cannot be seen, i.e., short enough to be flush with the top of the finger pad.) They must be short in order to apply principles of correct instrumentation and allow for a closer glove fit.
 - b. Artificial nails and/or nail extenders are not permitted in the clinic or lab classroom.
4. **Hair**
 - a. Hair is to be kept clean, neat, and secured off the face; it must be *pulled back, behind* and *off* the shoulders in a professional manner so it will not fall forward and interfere during patient care. Hair headbands, barrettes, combs, elastic bands, and hairpins of solid color (tortoise shell, black, brown, or white without decoration) may be worn. Headbands should be washed following the same procedures as scrubs.
 - b. Male students are to be clean-shaven or have facial hair that is cleaned and neatly trimmed.
5. **Smoking**

Smoke from tobacco is a documented health hazard to both

the smoker and those nearby. Recognizing our responsibility as health care providers, we have an obligation to present a healthy image to our patients. The smell of cigarette smoke is offensive and easily detectable. Please do not smoke while in Clinical attire.

6. Other-Tattoos

Tattoos are not to be visible during Clinical and must be covered.

Note: This listing is to serve as a guide. The instructors may use his/her discretion to address concerns regarding professional mannerisms and appearance.

6.0 Clinical Site locations and times

- Please note the participation of individual Clinical locations listed below changes every semester. The hours listed can change based on the site's schedules. The hours listed are the hours the site is open.

Locations	Address	Times	City	State
Alverno St. Alexius Medical Center	1555 Barrington Rd	6am to 2:30 pm	Hoffman Estates	IL
Alverno Saint Joseph Hospital	77 N Airlite St, Elgin, IL 60123	7-3:30pm	Elgin	IL
Northwestern Memorial Hospital	710 North Fairbanks	8:30-5:30 pm	Chicago	IL
Central DuPage Hospital	25 North Winfield Rd	TBD	Winfield	IL
Delnor Hospital	300 S Randall Rd	Flexible	Geneva	IL
Northwestern Medicine Woodstock and McHenry	NM McHenry: 4201 Medical Centre Dr, McHenry, IL NM Woodstock: 3701 Doty Road, Woodstock, IL	7 to 3:30 pm	McHenry and or Woodstock	IL
Quest Diagnostics	22285 N PeClinicalr Rd St 107	8:00 am to 4:30 pm	Barrington	IL
Quest Diagnostics	808 Woodfield Road Suite 400	8:00 am to 4:30 pm	Schaumburg	IL
Quest Diagnostics	885 S Randall Road	8:00 am to 4:30 pm	Elgin	IL
Quest Diagnostics	1180 W Wilson St Ste D	8:00 am to 4:30 pm	Batavia	IL
Quest Diagnostics	15 Tower Ct Ste 170	8:00 am to 4:30 pm	Gurnee	IL
Quest Diagnostics	2551 Compass Rd Ste 120	8:00 am to 4:30 pm	Glenview	IL
Quest Diagnostics	260 E Congress Pkwy Ste E	8:00 am to 4:30 pm	Crystal Lake	IL

Quest Diagnostics	1100 W Central Rd Ste 402	8:00 am to 4:30 pm	Arlington Heights West	IL
Advocate Good Shepard Hospital	450 IL-22, Barrington, IL 60010	8:00-4:30 pm	Barrington	IL
Advocate Good Samaritan	3815 Highland Avenue	7 am to 3:30 pm	Downers Grove	IL
Lab Corp (8 am to 4:30 pm)	2338 W. Higgins Road		Hoffman Estates	IL
	1710 N. Randall Road	Ste 240	Elgin	IL
	450 Dundee Ave	Ste 106	Elgin	IL
	522 Chestnut Street	Suite 1-B	Hinsdale	IL
	1020 E. Ogden Ave	Suite 208	Naperville	IL
	5911 Northwest Highway	Ste 108	Crystal Lake	IL
	121 South Wilke Rd.	Suite 405	Arlington Heights	IL
Northwest Community Hospital	800 W Central Rd	8 to 4:30 pm	Arlington Heights	IL
Northwest Community Outpatient Care Center	1051 W. Rand Road	8 to 4:30 pm	Arlington Heights	IL
Northwestern Immediate Care Center	15 McHenry Rd	8 am to 4:30 pm	Buffalo Grove	IL
Northwestern Immediate Care Center	21481 N. Rand Rd.	8 am to 4:30 pm	Kildeer	IL
Northwestern Immediate Care Center	519 S Roselle Rd	8 am to 4:30 pm	Schaumburg	IL
Alverno PSC sites varies locations	PSC 800 Biesterfield Rd Suite 402 Elk Grove (Wimmer Bldg)	8:00-7:00pm	Elk Grove	IL
	1555 Barrington Rd Building 3 Suite 2550	8 am to 6pm	Hoffman Estates	IL

6.1 Site specific requirements

Students the list below is arranged by Clinical site the scrub color as well as any mandatory orientation training or paperwork you must submit prior to Clinical start. Please request orientation paperwork or training schedule from Phlebotomy Program Coordinator.

1. St. Alexius/ St. Josephs/All Alverno locations
 - a. Requires mandatory orientation training session via Microsoft teams for 2 hours to 3 hours.
 - b. Wine color scrubs (St. Alexius only) St. Josephs and other plain color no neon
 - c. Media lab online training prior to Clinical start

- d. Completion of health requirement form provided by Clinical site.
- 2. Northwestern Medicine CDH
 - a. Requires mandatory orientation training session.
 - b. Caribbean blue scrubs
 - c. Clinical site orientation paperwork
- 3. Northwestern Memorial Downtown
 - a. Requires Clinical site orientation paperwork.
 - b. Teal scrubs
- 4. Northwest Oncology and Hematology
 - a. Plain color scrubs no neon colors
 - b. Orientation paperwork will be provided the first day at the Clinical.
- 5. NCH all locations
 - a. Requires obtain an ID badge from facility one week prior.
 - b. Quiz prior to Clinical start
 - c. Plain color scrubs nothing neon in color
- 6. Delnor Hospital
 - a. Plain color scrubs no neon colors
 - b. Requires mandatory orientation paperwork prior to Clinical start.
- 7. Northwestern Medicine Woodstock and McHenry
 - a. Requires mandatory orientation paperwork prior to Clinical start.
 - b. Any color scrubs.
 - c. Requires mandatory orientation paperwork prior to Clinical start.
- 8. Good Shepard
 - a. Black color scrubs
 - b. Request's orientation paperwork prior to Clinical start
 - c. Module training takes about 1 week to complete.
 - d. Documentation of flu and COVID 19 vaccine to site on day one. COVID 19 vaccine card not acceptable must be in EMR portal or documents with your physician office.
- 9. Good Samaritan
 - a. Plain color scrubs
 - b. Request orientation paperwork prior to Clinical start.
 - c. Module training takes about 1 week to complete.
 - d. Documentation of flu and COVID 19 vaccine to site on day one. COVID 19 vaccine card not acceptable must be in EMR portal or documents with your physician office.
- 10. Lab Corp
 - a. Plain color scrubs no neon colors
- 11. Quest Diagnostics-
 - a. Plain color scrubs no neon colors
 - b. COVID 19 vaccine

7.0 PHB 102 Clinical Evaluation Forms

Phlebotomy Technician Performance Evaluation Form

Harper College
Phlebotomy Program

Clinical Site _____

Student Name _____

****Please contact Phlebotomy Program Donna Oswald 847-925-6922 if you have questions, concerns or problems pertaining to your assigned Phlebotomy student.

INSTRUCTIONS: Preceptor/ Mentor: Consider each item separately and rate each item independently of all others. Circle the rating that indicates the student's performance. Please do not skip any item.

Grading Criteria:	S = Competent	NI = Needs Improvement— "NI" needs to be explained
	U = Not Competent— "U" needs to be explained	N/A = Student did not have the opportunity to demonstrate or perform

Student was able to perform the following tasks to a satisfactory level of competence:

	S	NI	U	N/A
PROFESSIONALISM WITHIN THE CLINICAL SETTING				
1. Appearance, in accordance with appropriate medical attire a. Student wore the required scrub attire. b. Student wore the required shoes. c. Student appearance is neat and professional.	S	NI	U	N/A
2. Attitude a. Student was accepting of correction and direction	S	NI	U	N/A
3. Initiative a. Ability to begin or to follow through energetically with a plan or task. b. Students should not refuse to perform any reasonable phlebotomy tasks (including venipuncture, dermal puncture, cleaning, stocking, etc.)	S	NI	U	N/A
4. Knowledge of Ethical Behavior a. In accordance with the rules or standards for right conduct or practice, especially the standards of the phlebotomy profession b. Demonstrates respect for diversity in the workplace	S	NI	U	N/A
5. Concern for patient confidentiality a. Agreement between a healthcare provider and a patient that all information related by the patient is to be held in the strictest of confidence, unless it is illegal and/or dangerous to society	S	NI	U	N/A
6. Ability to work as a team member	S	NI	U	N/A
7. Able to use necessary verbal and non-verbal tools to effectively communicate with Clinical staff. a. Examples: language, disabilities, etc.	S	NI	U	N/A
8. Has responsible attendance a. In accordance with reasonable employability standards	S	NI	U	N/A

9. Modeling behaviors, through observation and follow through of tasks	S	NI	U	N/A
10. Has a knowledgeable sense of responsibility appropriate to the phlebotomy profession	S	NI	U	N/A
11. Promptly corrects errors, uses sound decision making skills	S	NI	U	N/A

“U” and “NI” Explanations for Professionalism:

Additional Comments:

Student was able to perform the following tasks to a satisfactory level of competence:

	S	NI	U	N/A
PATIENT COMMUNICATION				
1. Adapts communication level to the patient’s ability to understand	S	NI	U	N/A
2. Communicates effectively with patients with special needs	S	NI	U	N/A
3. Is able to use non-verbal skills to effect positive communication. a. Use of comforting body language, eye contact, etc.	S	NI	U	N/A
4. Able to use necessary verbal and non-verbal tools to effectively communicate with patients and/or family that may have specialized barriers. a. Examples: language, disabilities, etc.	S	NI	U	N/A
5. Instructs and directs patient in proper collection method of blood and non-blood specimens	S	NI	U	N/A

“U” and “NI” Explanations for Communication:

Additional Comments:

Student was able to perform the following tasks to a satisfactory level of competence:

	S	NI	U	N/A
BASIC LAB SKILLS				
1. Collects and processes specimens in accordance with standard procedures	S	NI	U	N/A
2. Pulls appropriate lab collection lists and/or labels	S	NI	U	N/A
3. Instructs patients in specimen collection/procedure	S	NI	U	N/A
4. Prepares/selects equipment and supplies for phlebotomy procedure	S	NI	U	N/A
5. Able to set phlebotomy station for patient collection	S	NI	U	N/A
6. Collects and labels specimens in accordance with standard procedure and protocol	S	NI	U	N/A
7. Centrifuges and prepares specimens for lab testing	S	NI	U	N/A
8. Bags specimen for lab testing	S	NI	U	N/A
9. Student is able to appropriately dispose of trash/waste material	S	NI	U	N/A
10. Student properly disposes of sharps and biological waste material	S	NI	U	N/A
11. Demonstrates knowledge of laboratory procedures	S	NI	U	N/A
12. Uses Medical Terminology correctly	S	NI	U	N/A
13. Follows policies and procedures for maintain laboratory safety and infection control (hand hygiene and appropriate CLINICAL)	S	NI	U	N/A
14. Observes OSHA blood borne pathogen standards and needle safety	S	NI	U	N/A
15. Explains the cause of phlebotomy complications	S	NI	U	N/A

“U” and “NA” Explanations for Lab Skills:

Additional Comments:

Student was able to meet or perform successfully the following criteria:

	S	U	N/A
COMPETENCY CHECKLIST BY DEVICE			
	Vacutainer		
1. Has possession of requisition before meeting patient	S	U	N/A

S	U	N/A
Butterfly		
S	U	N/A

2. Properly identify patient by asking patient to state first and last name and date of birth. Double checking against wristband, labels, and requisition.	S	U	N/A	S	U	N/A
3. Identifies his/her own identity	S	U	N/A	S	U	N/A
4. Explains intended procedure	S	U	N/A	S	U	N/A
5. Washes/sanitizes hands and puts on gloves	S	U	N/A	S	U	N/A
6. Ties tourniquet for initial vein palpation	S	U	N/A	S	U	N/A
7. Palpates/selects best site for venipuncture/removes tourniquet	S	U	N/A	S	U	N/A
8. Prepares proper equipment for venipuncture	S	U	N/A	S	U	N/A
9. Selects correct tube color and correct number of tubes for procedure	S	U	N/A	S	U	N/A
10. Places equipment within reach	S	U	N/A	S	U	N/A
11. Properly cleanses selected site	S	U	N/A	S	U	N/A
12. Tie's tourniquet/Does not retouch clean site	S	U	N/A	S	U	N/A
13. Enters selected site with needle in accordance with standards	S	U	N/A	S	U	N/A
14. Able to successfully change tubes for multiple sample collection or use of syringe transfer device	S	U	N/A	S	U	N/A
15. Followed CLSI recommended "Order of Draw"	S	U	N/A	S	U	N/A
16. Released tourniquet from patient's arm within 1 minute	S	U	N/A	S	U	N/A
17. Removed needle/properly closed needle using available safety feature	S	U	N/A	S	U	N/A
18. Applied cotton /held pressure or asked patient to hold pressure to cotton covering venipuncture site	S	U	N/A	S	U	N/A
19. Properly disposed of sharp(s) into sharps container	S	U	N/A	S	U	N/A
20. Inverted specimen tubes for proper mixing	S	U	N/A	S	U	N/A
21. Properly label tubes after specimen collection/verify label with patient information	S	U	N/A	S	U	N/A
22. Provide required care to venipuncture site/apply bandage	S	U	N/A	S	U	N/A
23. Place specimen/requisition into biohazard bag	S	U	N/A	S	U	N/A
24. Remove/dispose of all trash, equipment into appropriate disposal containers	S	U	N/A	S	U	N/A
25. Remove gloves and wash hand	S	U	N/A	S	U	N/A
26. Effectively communicate with patient throughout procedure	S	U	N/A	S	U	N/A
27. Thank the patient/answer questions patient may have, if possible	S	U	N/A	S	U	N/A

“U” Explanations for Basic Competency Checklist:

Additional Comments:

Student was able to meet or perform successfully the following criteria:

	S	NI	U	N/A
PERFORMANCE REPORT				
1. Student performed all duties within the scope and expectation of an ENTRY LEVEL PHLEBOTOMY STUDENT	S	NI	U	N/A
2. Successfully completed <u>5</u> skin/dermal punctures	S	NI	U	N/A
3. Successfully completed <u>100</u> or more venipunctures a. Please document additional venipunctures on separate sheet of paper	S	NI	U	N/A
4. Oriented to a CLIA regulated laboratory	S	NI	U	N/A
5. Does this student meet entry level employability standards	S	NI	U	N/A

“U”, “N/A” or “NI” Explanations for Performance Report:

Additional

Comments:

Preceptor information:

Signature: _____

Print: _____ **Date:** _____

Please Return All Evaluation Forms
 Attention: Donna Oswald
 Scan/Email: doswald@harpercollege.edu

OR

Mail to or Faxed:
 Harper College
 Health Careers Division Attn: Donna Oswald
 1200 W Algonquin Road
 Palatine, IL 60067

Fax: Fax: 847-925-6047

PHB 102: Clinical and Classroom Professionalism Evaluation

Student Name:

Evaluator:

Date:

Criteria	Satisfactory (10 pts)	Needs improvement (5 pts)	Unsatisfactory (0 points)	Comments
<p>Attendance: Students adhered to the attendance policy at Clinical not missing more 2 days and taking responsibility to effectively communicate absences or hours needing to be rescheduled</p>				
<p>Communication: Student demonstrates effective written and oral communication skills, interacts professionally with patients, team members and faculty</p>				
<p>Dependability: Student arrives on time, begins work promptly, complete assignments in allotted time and presents prepared for classroom and Clinical</p>				
<p>Initiative: Students display motivation, flexibility and professionalism and ask relevant questions</p>				
<p>Professionalism: Students display and meet expectations of professionalism by:</p>				
<p>Phlebotomy Program Venipuncture Standards: Performed all duties within the scope and expectation of a beginner level phlebotomy student</p>				
<p>One on one conference with Harper Faulty: Student scheduled meeting to discuss Clinical</p>				

progress in week 2 of their Clinical rotation				
Active Participation in Course: A. Student submitted all course items in a complete and timely manner. B. Student submitted some course items, but several items were late. C. Student did not submit course items (please indicate missing items below)				

If missing items report them below:

Tests:

Discussions:

Media Lab Assignments:

Weekly Externship Discussions:

Items marked as NI (Needs Improvement), or U please provide comments:

Clinical Site Evaluation Feedback Form

Please complete this feedback form about your Clinical site experience. All answers will be kept confidential and anonymous. This form provides our Clinical sites with feedback, so they can improve student's Clinical experience.

Return this form in a sealed envelope on the last day of PHB 102 class.

Please rate and comment on the following areas. Please offer any suggestions for change as well as comments about what was helpful. Please be as specific as you can.

4- Strongly agree

3-Agree

2-Disagree

1-Strongly disagree

Site evaluation	4	3	2	1	Comments
The site provided me with sufficient orientation to its policy and procedures					
The staff were open and helpful to my experience					
The tasks and experience helped me meet my learning goals and objectives					
Did you like the work environment at your internship site?					
Did your internship challenge you?					
Staff/Supervisor					
The staff provided me regular and helpful feedback to my performance					
The staff provided regular supervision and assistance when needed					
The staff was available for questions and/or let you observe or practice new skills or procedures					

1. What skills did you gain or struggle with at your internship?

Phlebotomy Mid-Clinical Rotation Survey Clinical

Dear Phlebotomy Mentors and Supervisors,

As we are approaching the second week of our student’s clinical rotation, we request you complete the mid-clinical rotation survey below to provide our staff with information about the student progression at clinical. For any items below that needs improvement or unsatisfactory please provide explanation comments. **This form is to be completed by site mentor/preceptor.**

****Please contact Phlebotomy Program Donna Oswald 847-925-6922 if you have questions, concerns or problems pertaining to your assigned Phlebotomy student.****

Student’s Name: _____

1. Is the student maintaining proper attendance as well as communication with both employees and patients?	S	NI	U	N/A
2. Is the student meeting the expectations and standards of your facility, both professionally and personally?	S	NI	U	N/A
1. Is the student performing all duties within the scope and expectation of a beginner level phlebotomy student?	S	NI	U	N/A
2. Is the student accepting of correction and direction?	S	NI	U	N/A
3. Is the student taking the initiative to begin or to follow through energetically with a plan or task?	S	NI	U	N/A
4. Total successful draws to date for the clinical student				

Needs Improvement or Unsatisfactory Explanation Comments:

Mentor

r Signature: _____

Once completed, please email this form back to us by the second week of the student clinical rotation

Please Return All Evaluation Forms: Attention: Donna Oswald
Scan/Email: doswald@harpercollege.edu

Once again, we sincerely thank you for your cooperation and teamwork in guiding our students into their phlebotomy future!

By signing here, I am stating that I agree and abide by the policies described above and, on the pages, referred to above in the Phlebotomy Clinical Handbook.

Printed Name

Signature

Date
