

DELGADO COMMUNITY COLLEGE

PHLEBOTOMY PROGRAM

POLICY AND PROCEDURE MANUAL



TABLE OF CONTENTS

<u>TOPIC</u>	<u>PAGE</u>
Introduction, College Mission & Vision, Program Mission & Goals	3
Program Description	4
Program Faculty	4
Program Approval	4
Program Outcomes	4
State Licensure	5
Office of Health Services	5
Single Stop	5
Clinical Affiliates	5
Practicum Assignment Policy	6
Academic Standards	6
Attendance Policy	7
Class Cancellation/College Closure	7
Complaint Policy	7
Service Work Policy	8
Professional Appearance	8
Health requirements etc	9
Safety	10
Student Withdrawal/Repeat & Reentry Policies	11
Academic Dishonesty	11
Advising	12
Emergency Preparedness Plan	12
Students Rights and Responsibilities	13
Academic Appeal and Grievance Procedures	13
Student Records	13
Affective Domain Objectives	14
Essential Functions	15
Professional Ethics	16
Drug Screening Procedure	17-19
Background Verification, Child Policy and Infectious Disease Protocol	19
Career Competencies and Program Closure Plan	20
Extra Copies of Forms for Your Records	21 – 27

INTRODUCTION

This manual is designed to present the Phlebotomy Program's policies and procedures. Its goal is to help phlebotomy students successfully complete the program and become productive phlebotomy practitioners. Students will also be responsible for adhering to the rules and regulations of the clinical affiliates. These rules and regulations will be given to the students by the clinical affiliate.

The Delgado Community College Phlebotomy Program reserves the right to make policy changes as found necessary. Students will be informed immediately of any changes in writing and will be responsible for compliance upon receiving this information.

Students should also familiarize themselves with the current catalog of the school and the general information contained within.

COLLEGE MISSION

Delgado Community College prepares students from diverse backgrounds to attain their educational, career and personal goals, to think critically, to demonstrate leadership, and to be productive and responsible citizens.

COLLEGE VISION

Delgado Community College is a diverse, dynamic, comprehensive community college committed to student success through innovative leadership and excellence in teaching and learning.

PROGRAM MISSION & GOALS

The mission of Delgado's Phlebotomy Program is to prepare students from diverse backgrounds to become competent phlebotomists.

Delgado's phlebotomy program will meet this mission by achieving the following goals:

1. To provide students with the requisite knowledge, skills, and attitudes to perform their jobs efficiently and effectively.
2. To enable graduates to obtain employment in phlebotomy.
3. To prepare students to meet certification and licensing standards, and to sit for the national certification examination.
4. To be an approved program by the National Accrediting Agency for Clinical Laboratory Sciences.

PROGRAM DESCRIPTION

The Phlebotomy Program is a one-semester (12 credit hour) program comprised of lecture courses MLTS 104 and MLTS 105 and phlebotomy practicum MLTS 151.

MLTS 104 Introduction to Phlebotomy (4 credit hours) - Relates responsibilities of a phlebotomist to the health care delivery system. Includes procedures, professional and ethical conduct, verbal and written skills, and stress management.

MLTS 105 Structure and Function of Body Systems (2 credit hours) - Anatomy and physiology of body systems and anatomic terminology related to clinical laboratory and general pathologic conditions associated with body systems.

MLTS 151 Phlebotomy Clinical Practicum (6 credit hours) - Hands-on practice relating to procedures. Exposure to a variety of patient-care settings, including in- and out-patient settings.

The phlebotomy lecture courses begin twice each year, in August and January.

Students who complete all 3 phlebotomy courses will receive recognition for completing one of Delgado's Career and Technical Certificate (CTC). Completers of the phlebotomy program will be eligible to take a national certification exam and become licensed by the Louisiana State Board of Medical Examiners. The awarding of the CTC is NOT contingent on the student's passing any certification exam or licensure criteria.

PHLEBOTOMY PROGRAM FACULTY

Program Director/Instructor - Shannon A. Skena, MHS, MLS(ASCP)^{CM} : sskena@dcc.edu 504-67-6225

Program Instructor/Clinical Coordinator - Catherine Reitmeyer, MHA, MLS(ASCP)^{CM} : creitm@dcc.edu
504-671-6224

Andrea Fontenot – Instructor SBB, MLS(ASCP)^{CM} : ahoffm@dcc.edu

A clinical supervisor and/or clinical instructor will be present at all clinical affiliated laboratories for coordination, instruction, supervision and evaluation of students during practicum.

PROGRAM APPROVAL

The Phlebotomy Program at Delgado Community College is approved by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS), 5600 N. River Road, Suite 720, Rosemont IL 60018, (773) 714-8880, www.naacls.org. This approval allows program graduates to be eligible to take a phlebotomy national certification examination and become licensed in the state by the Louisiana State Board of Medical Examiners.

PROGRAM OUTCOMES

The following are the Phlebotomy Program's 3-year averages of outcome measures:

- A) Program Board of Certification exam pass rate - 83%
- B) Program completion rate - 85%
- C) Program placement rate - 94%

STATE OF LOUISIANA LICENSURE

As of January 1995, anyone practicing phlebotomy in the State of Louisiana is encouraged (but not required) to become licensed. All Delgado's MLT faculty are licensed clinical laboratory personnel. Students attending Delgado's Phlebotomy Program will not need to be licensed while in the program. The procedure to obtain the necessary license will be the responsibility of the student and employer. Certification and license information will be distributed and discussed with the student before program completion. Any Delgado phlebotomy student must notify the phlebotomy faculty in writing of any employment in the clinical laboratory and license obtained while in the program.

OFFICE OF HEALTH SERVICES

Delgado's Office of Health Services is located on the City Park Campus in Bldg 2 Rm 208W and is dedicated to providing quality health and wellness activities, educational information, and emergency medical services to its students, faculty, and staff members. The Office of Health Services is a fully equipped emergency medical provider that handles all medical emergencies on the City Park campus. Non-emergent situations are assessed, treated, and then released on the campus or referred to an outside provider by a Nationally Registered and State Certified Paramedic. Health Services contributes to the educational experience by offering basic medical assessments such as: General Health assessments, Basic first aid and over-the-counter medications, Blood Pressure screenings, Blood Glucose screenings, and weight measurements, and EKG monitoring.

SINGLE STOP

Single Stop USA is a national non-profit organization that helps students remain in school. It offers free legal help, financial help, tax assistance, and public assistance benefits screening. Call 671-6563 or email singlestop@dcc.edu for more information.

CLINICAL AFFILIATES

Delgado's phlebotomy program is affiliated with the following institutions:

Ochsner Clinic Foundation – Various locations
St. Tammany Parish Medical Center – Covington
Touro Infirmary – New Orleans
Tulane Medical Center – New Orleans
University Medical Center – New Orleans
West Jefferson Medical Center – New Orleans
St Bernard Parish Hospital - Chalmette

PRACTICUM ASSIGNMENT POLICY

Before admission to the clinical component, the student must have completed MLTS 104 & MLTS 105 with a grade of C (70%) or better and completed all health and affiliate requirements. All efforts will be made to place students in a clinical affiliate for each clinical rotation. Students will be assigned to an affiliated laboratory and must agree to travel to that affiliate during the assigned practicum at the assigned time. Your hours of training will vary according to the site of clinical training and section of the laboratory. A typical day will begin anytime between 6 – 8am, and maybe earlier (4:30 am) at select sites. These times are at the clinical site's discretion. You will be required to train 40 hours per week (8 hours a day). Parking may not be provided by all affiliates. Students may be responsible for paying for parking and bridge tolls. Transportation to and from all clinical sites and offsite school activities is the responsibility of the individual student.

Under extreme circumstances and with permission from the program director, students may have up to two semesters to complete the practicum. If the student does not complete the practicum within two semesters, he/she will be required to reapply to the Phlebotomy Program; if granted acceptance, he/she must repeat MLTS 104 before placement into MLTS 151.

If there is not adequate space at the clinical affiliates to accommodate all students, the students who have completed their practicum health requirements in a timely manner and have the highest phlebotomy grade point average will be placed first. Any student not immediately placed will be guaranteed a slot the next time the clinical rotation is offered.

ACADEMIC STANDARDS

1. The student will adhere to all the policies and procedures set forth by the Delgado College student handbook, the Delgado College catalog, the Phlebotomy Program and clinical affiliates as stated.
2. The student must:
 - A. Obtain a C (70) or better in MLTS 104/MLTS 105 courses.
 - B. Adhere to course syllabus objectives and policies in college and clinical practicum.
 - C. Successfully complete the required clinical practicum objectives and competencies.
 - D. Maintain satisfactory patient care and ethical standards in an affiliate hospital.
3. Failure to meet any of the above requirements will result in termination from the program.

4. The clinical (MLTS 151) grading system is as follows:

Numerical Grade	Letter Grade	Quality Point Average
100-93	A	4
92-85	B	3
84-77	C	2
76-65	D	1
64-below	F	0

5. MLTS 104 & 105 grading scale:

Numerical Grade	Letter Grade	Quality Point Average
100-90	A	4
89-80	B	3
79-70	C	2
69-60	D	1
60-below	F	0

ATTENDANCE POLICY

Class attendance in both college and clinical courses is mandatory. Students are expected to attend all classes regularly and punctually. During didactic college courses, semester breaks and holidays will be adhered to according to the college catalog. If a student has missed more than ten percent of the total scheduled class, the instructor may drop the student from the course. During the clinical practicum, hours and holidays will be set by the clinical supervisor at the clinical site in conjunction with Delgado's faculty. Students are expected to adhere to the clinical affiliate time schedule and are **not allowed to miss any days. If a student misses or is tardy more than 3 days, he/she may be dismissed from MLTS 151. One point for each tardy and two points for each absence will be deducted from the final practicum grade.** Excused absences will be given for illness or death in the family. In the event of an illness, a written physician's note must be given to the program director before completion of the course. If a student needs to take off early during their practicum, they must notify college faculty **before** asking their clinical practicum supervisor. **Students are responsible for and expected to make-up classroom or practicum assignments missed during illness.** Making up for a day missed does NOT award the student his/her points back to the final grade.

****If the student does not contact Delgado Phlebotomy Program faculty by phone or email on or before a missed day due to illness or for any other reason, the absence will not be excused regardless of circumstances.**

UNSCHEDULED CLASS CANCELLATION OR COLLEGE CLOSING

In the event of class cancellation or college closing at Delgado Community College due to unforeseen circumstances; i.e. weather, civil disaster, etc., students will be excused from their clinical rotation until the college re-opens. When the college re-opens for classes, students will resume their normal schedule.

If students are unable to report to the clinical site, every effort must be made to contact the clinical supervisor to inform of their impending absence. Students should at no time put themselves in any danger while attempting to reach their clinical site. If there is a closing of the college due to a facility related circumstance (i.e. electrical outage at the college), students should follow their normal clinical schedule.

STUDENT COMPLAINT POLICY

The Phlebotomy Program adheres to the Delgado academic appeals procedures and student grievances. If a student has a grievance or complaint, he/she is encouraged to go first to the instructor and try to get it resolved. If this does not work or if it is of a general nature, the student should then go to the Program Director. If the student again feels that his/her complaint is not adequately resolved, the student may take the complaint to higher administrative officials in the college. For complaints during the clinical practicum courses, students should follow a similar procedure. The complaint should first be made to the clinical instructor. Then if not solved, the student may go to the laboratory supervisor, clinical coordinator and Program Director. A student complaint file is maintained in the Program Director's office along with documentation and resolution.

SERVICE WORK DURING PRACTICUM

1. Students may not take the place of regular phlebotomy staff during their clinical practicum. They are to perform the phlebotomy procedures indicated on the Phlebotomy Program Technical Competency Evaluation under the supervision of a certified medical technologist or phlebotomist. Before being allowed to perform any phlebotomy procedure independently, students **MUST** complete the minimum number and maximum level of achievement (i.e., proficiency) for that procedure as described on Phlebotomy Program Technical Competency Evaluation in order to ensure that the relevant NAACLS Phlebotomist Competencies have been met. No clinical education sites should be dependent upon students to complete daily workloads. Students should not be assigned clinical education activities outside regular assigned week day clinical shifts unless that is the only time the work is performed by the affiliate personnel.
2. If a student decides to work in a clinical laboratory **OUTSIDE** of the regularly scheduled practicum hours, this work must be **noncompulsory or elective, paid, supervised, and subject to employee regulations**. The student must notify the program faculty about any paid service work.

PROFESSIONAL APPEARANCE

Uniform: Royal blue scrubs are to be worn during all classes and the clinical practicum. Scrubs may be any brand, and purchased from any vendor.

Clinical Practicum Appearance

Dress Code: Students must have a picture Delgado ID during the clinical practicum. Students must maintain a neat and clean appearance. Uniforms are to be supplied and laundered by the student and worn at all times while in the clinical affiliate. Students who do not adhere to these standards may be required to leave the clinical area. Any time missed for being sent home must be made up. The clinical performance evaluation will reflect adherence to the uniform code.

Shoes: Clean, modest tennis shoes or other comfortable leather shoes are acceptable. The heel and toe are to be closed. Clogs are not acceptable. Some hospitals require non-porous shoes.

Hair: Hair must be neat, clean, and styled for safety. No loose ties, ribbons, scarves, or adornments are allowed. Long hair must be styled so that it does not fall in the front of shoulders. It must also be natural or dyed a natural color.

Jewelry: A watch and small post earrings may be worn with the uniform. Jewelry inserted in any other visible piercing will not be allowed. Excessive jewelry will not be allowed.

Body Art: Tattoos or other body art must be covered so as not to be visible in the workplace.

Nails: Natural fingernails must not be longer than $\frac{1}{4}$ inch past the tip of the finger. Artificial nails and gel polish are not acceptable.

Fragrance: No strong odors including perfumes, lotions or smoke.

All cell phones and/or pagers must be turned off during clinical and college classes.

HEALTH AND MEDICAL CARE

All health requirements must be fulfilled before a student will be assigned to an affiliate for his/her practicum rotation. All health requirements must be completed 3 weeks after the start of the semester, or you will be dropped from the program.

1. Students must provide documentation of the following through Castlebranch:
 - A. **Dates of immunization** against
 - a. Diphtheria
 - b. Tetanus (within the last ten years)
 - c. Influenza (current season)
 - d. Hepatitis B – This is a series of 2 or 3 injections. The first is required prior to the beginning of the clinical practicum rotation. The second dose is given 30 days after the initial dose, followed by a 3rd dose 6 months later. In cases of pregnancy or other conditions of concern, the student must consult his/her physician for advice concerning the use of the Hepatitis B vaccine. Documentation of an acceptable antibody titer to Hepatitis B is an alternate acceptable form of proof of immunity.
 - e. Covid 19
 - B. **TB test:** Negative result within the last year. If positive, student must have a negative x-ray and documentation from a physician stating student is not contagious.
 - C. **Antibody Titers** – positive results indicating proof of immunity for the following diseases:
 - **Measles**
 - **Mumps**
 - **Rubella**
 - **Varicella**
 - D. **American Heart Association Health Care Provider CPR certificate** – Current two-year certification
 - E. **Health Examination Form** – filled out by physician; student must pass a routine physical exam to be allowed to complete Phlebotomy Program
 - F. Background check – completed
 - G. Drug screen – additional information attached
2. Students must be in good physical and mental health and free of communicable diseases and addictions. It is the responsibility of the student to report to the faculty or clinical instructor any illness, communicable disease, or any other physical or emotional problem that may adversely affect other students, faculty, or patients.
3. You are encouraged to have medical insurance. Should you have an accident during clinical rotations (i.e. a needle stick or body fluid exposure) Delgado will pay for the initial work up. All other medical care will be at your own expense.
4. Accidents and/or incidents involving a student must be immediately reported to college faculty and/or clinical supervisor. A report will be completed, and action taken accordingly.

SAFETY RULES

Every student is expected to observe the following safety rules for all college and clinical affiliate laboratory courses. **Remember:** You will be exposed to biological specimens and blood products which may possess the potential of transmitting diseases such as hepatitis and acquired immunodeficiency syndrome (AIDS):

1. Handle carefully any biological specimens, including human blood and diagnostic products made from blood according to Standard Precautions.
2. Lab coats face shields, gloves, aprons and any other protective apparel required by the instructor must be worn during lab experiments.
3. Pipetting is to be performed by safety devices or suction tubing only. NO mouth pipetting is allowed.
4. No horseplay will be tolerated in the classroom or laboratory. Any unprofessional or unsafe behavior may be grounds for dismissal from the program.
5. No eating, drinking, smoking, chewing gum or application of cosmetics is allowed in the laboratory. Students guilty of this may be expelled from the lab and an absence recorded.
6. Pin long hair away from face and neck to avoid contact with chemicals, equipment, flames, or biohazard specimens.
7. Avoid wearing chains, bracelets, rings, or other loose hanging jewelry.
8. Do not wear open toed shoes.
9. Wipe up spills promptly and appropriately.
10. Avoid tasting chemicals.
11. Handle equipment with care.
12. Report any broken, frayed or exposed electrical cords.
13. Report any accident to the instructor immediately
14. Allow visitors only in the nonworking area of the lab.
15. Follow all Material Safety Data rules on handling, storage and disposal of hazardous materials.

ACCIDENTS AND/OR INCIDENTS INVOLVING STUDENTS

Immediately report and prepare all necessary forms following any incidents and/or injuries or body fluid exposure to the clinical supervisor and/or instructor so that the proper care can be given.

1. The college clinical instructor must be notified of any such incidents and/or accidents no later than the beginning of the next school day.
2. Each student should have his/her own medical insurance.

ACCIDENTS AND/OR INCIDENTS INVOLVING PATIENTS

1. The clinical site's policy for accidents and incidents must be strictly enforced.
2. The program director and / college clinical instructor must be notified of any such incidents / accidents.

STUDENT WITHDRAWAL, REPEAT, AND REENTRY POLICIES

Withdrawal – Non Academic:

A student in good standing may withdraw on his own accord from the program. The Delgado Community College withdrawal procedures will be followed. The student should notify the Phlebotomy Program Director immediately of his withdrawal from the program. Students may not be reimbursed for cost of course/s depending on the time of withdrawal. If a student wishes to repeat the courses, they must reapply to the program. Re-entry is not guaranteed.

Withdrawal - Academic:

All phlebotomy coursework must be successfully completed with a grade of “C” or better. A student who receives a grade lower than a “C” in MLTS 104 and/or MLTS 105 will not be allowed to proceed with the phlebotomy practicum course, MLTS 151. In this case, the student may request to be reimbursed for MLTS 151. A student who receives a grade lower than a “C” in the phlebotomy clinical practicum will NOT be recognized as having completed the Phlebotomy CTC. If a student wishes to repeat the courses, they must reapply to the program. Re-entry is not guaranteed.

Reapplication policies:

- A. The student shall submit a request to reenter the Phlebotomy Program and must discuss his desire to reenter the program with the program director well in advance of the semester he wishes to reenter.
- B. Upon re-application, consideration of the student will be based upon and according to:
 - 1. Program and college admissions criteria
 - 2. Competitive qualifications
 - 3. Available student space in affiliate hospitals
 - 4. Ability to prove significant changes that alleviate circumstances that led to withdrawal or academic non-completion.
- C. A student may **reenter** the program only **once**. If a student does not meet academic standards in any phlebotomy course after reentry, he will not be granted permission to reenter.

ACADEMIC DISHONESTY / CHEATING

Cheating will not be tolerated in any way, shape or form. Any student caught not producing work that is genuinely their own will not be allowed to continue in the Phlebotomy Program. Taking copies of any test questions or answers out of the classroom in any way will be considered cheating. This includes, but is not limited to taking pictures, any electronic copies, or handwriting test questions past or present. Please reference the Delgado’s Student Judicial Code for more information on disciplinary actions.

ADVISING

Students are encouraged to come to college faculty and staff to address academic and person issues they are facing. Behavior and grades are monitored and Phlebotomy Program faculty will address these confidentially with the student if it is felt there is a need to do so. If the problem cannot be solved on the program level, the student is encouraged to seek additional counseling and advising through college resources. Confidentiality and impartiality are maintained in accordance with the Family Education Rights and Privacy Act. All records of student issues are kept on password-protected computers and/or retained in the student's permanent file behind locked doors. Faculty shred any information containing student grades or other identifying factors before discarding. You can access information on Delgado's advising services by going to the DCC website, clicking on STUDENT SERVICES. To access academic advising click ADVISING. To access personal advising click STUDENT LIFE then PERSONAL ASSISTANCE in the list on the left side of the page.

PHLEBOTOMY PROGRAM EMERGENCY PREPAREDNESS PLAN

In accordance with the College's Emergency Preparedness Plan Policy, the Delgado Community College Medical Laboratory Technician and Phlebotomy Programs have established the following emergency plan. The goal of this plan is to provide for the safety, health, and well-being of program faculty and students.

Delgado Community College will make announcements via campus-wide e-mail and local television and radio news programs. Students must monitor the college web site, www.dcc.edu and local news media to keep abreast of any situations, especially weather, that may warrant the cancellation of classes or closure of the college.

Upon class cancellation, all students are encouraged to seek safety through evacuation outside of the threatened area. Should any student in good conscience decide to leave prior to the official cancellation of classes, the student is responsible for making provisions for missed classes and assignments with their instructors directly.

If students evacuate during an emergency, they must contact faculty, either by phone or email. When they arrive at their destination, they must contact faculty with their location and all landline information.

Students must evacuate with all educational materials used in the program, Delgado I.D. badge and preferably one uniform.

In addition, the following rules apply to all students:

1. All students must have a personal e-mail account in addition to their DCC email.
2. Students must submit all local contact information (cell phone and land line) to faculty.

Faculty must have all pertinent information for students and faculty on paper or thumb drive. This information should include:

1. Affiliation agreements, liability documents and pertinent student documents
2. Pertinent education information including:
 - A. All program documents, procedures, class roster, grade books, syllabi, catalogs, program textbooks and any other items that may be used in the event of displacement
 - B. A copy of college wide, departmental, and program emergency plans for reference
 - C. Faculty college identification card
3. Faculty must keep in contact with students and other faculty via cell phone, landline, and e-mail.
4. All pertinent documents, equipment, and supplies must be stored in a safe place and off the ground in the case of flooding.
5. Voicemail and answering machine messages must be changed to reflect the appropriate emergency and contact information.

STUDENT RIGHTS AND RESPONSIBILITIES
ACADEMIC APPEAL, STUDENT RECORDS, GRIEVANCE PROCEDURES

In order to ensure that all students are familiar with their rights and responsibilities, Delgado Community College publishes policy and procedures information on the college's web site. Students in the Phlebotomy program can access the policies listed below and may discuss these policies with the faculty, if desired.

Academic Appeals Procedures

<http://docushare3.dcc.edu/docushare/dsweb/Get/Document-1730/1440-4A.doc>

Student Records:

- Protection of Privacy of Information
- Access to personal files

<http://docushare3.dcc.edu/docushare/dsweb/Get/Document-79/1442-2b.doc>

Student Grievance Procedures

<http://docushare3.dcc.edu/docushare/dsweb/Get/Document-98/2530-2A.pdf>

Student Rights

In order to provide conditions indispensable to the full achievement of the objectives of higher education, the college guarantees the following rights to all students:

1. Consideration for admission without regard to race, age, disability, color, sex, national origin, religion or political beliefs, sexual orientation, or marital or veteran status.
2. Participation in campus, local, national, or international organizations for intellectual, religious, social, political, economic, or cultural purposes when such organizations do not infringe upon the rights of others.
3. Issuance of publications following appropriate procedures
4. Democratic student governance
5. Use of campus facilities, with appropriate approval.
6. Choice of speakers and topics, subject to approval.
7. Petition for changes through proper channels.
8. Due process in discipline matters.

Student Responsibilities

Acceptable student conduct is determined, in most cases, by good sense and judgment. The following acts as set forth by legislative action and Board of Supervisors policy are contrary to acceptable conduct. Any student who commits or attempts to commit any of these acts will be subject to disciplinary proceedings.

1. Intentional obstruction or disruption of teaching, research, administration, disciplinary procedure, or other authorized college event.
2. Unauthorized occupation or unauthorized entry into any college facility.
3. Physical abuse or threat thereof against any person on campus or at any college authorized event, or other conduct which threatens or endangers the health and safety of any such person.
4. Theft or damage to a person on the campus or to the property of the College.
5. Intentional interference with the right of access to college facilities or with any lawful right of any person on the campus.
6. Setting a fire on campus without proper authority.
7. Unauthorized use or possession on the campus of firearms, ammunition, or other dangerous weapons, substances, or materials.

PHLEBOTOMY PROGRAM AFFECTIVE DOMAIN OBJECTIVES

The student will:

1. Exhibit compassion and sensitivity to the needs of the patient, their family, and visitors during blood specimen collection.
2. Demonstrate attitudes of concern and cooperation with patients, co-workers, and other health care personnel by developing good listening, verbal and nonverbal skills.
3. Act courteously toward all patients, visitors, physicians, co-workers, and other members of the health care staff.
4. Demonstrate respect for the patient by avoiding unnecessary talking, noise or horseplay while on duty.
5. Comply with all safety rules by practicing universal precautions and proper infection control techniques.
6. Recognize the importance of the electrical, radiation and fire safety rules by following the safety procedures of the institution.
7. Display a professional image by wearing a clean uniform and shoes, practicing good personal hygiene and following the institution's dress code.
8. Recognize the need for confidentiality of patient information by not discussing this information with anyone who does not have a professional need-to-know.
9. Exhibit initiative by performing assigned tasks without urging and volunteering to help with additional tasks when needed.
10. Demonstrate punctuality by arriving on time and beginning work promptly.
11. Display maturity by accepting and applying constructive criticism positively.
12. Maintain good interpersonal relationships by working as a team member and helping others willingly.
13. Demonstrate cleanliness and orderliness by leaving work area clean and neat and replenishing supplies and reagents.
14. Display confidence by exhibiting poise and certainty in ability at the student level while at the same time recognizing one's limitations.
15. Display interest by asking relevant questions and being alert and attentive in the workplace.
16. Practice efficiency by completing all required assignments in a timely manner and adhering to all work schedules.
17. Demonstrate integrity by admitting to errors or mistakes, following procedures without shortcuts and showing attention to detail.
18. Demonstrate ethical behavior by adhering to the code of ethics established by the institution's standards of performance.
19. Recognize and be sensitive to the patient's rights as outlined in the American Hospital Association's Patient's Bill of Rights.
20. Recognize and avoid any potential medico-legal problems involved in phlebotomy by following institution's policies and protocol.

Essential Functions for the Phlebotomist

The Delgado Phlebotomy Program has established essential functions that must be met by the students in the program. Overall, the student must be in good physical health and free from contagious diseases and addictions.

- A. **Motor Skills** – Students must be able to:
1. Work in a standing or seated position for several consecutive hours
 2. Manipulate and handle equipment and supplies quickly and accurately even when in stressful situations (i.e. combative patient, pediatric patient, emergency situation, etc.)
 3. Utilize keyboard for inputting data
 4. Stand, walk, reach, sit, bend forward, and lift up to 10 pounds to waist level. Lifting includes equipment, patient's extremities, trays, etc.
 5. Reach up to 6 feet off the floor.
 6. Push or pull equipment such as beds and wheelchairs.
 7. Physically prepare and position patients before phlebotomy.
 8. Display manual dexterity and physical stamina.
- B. **Visual Ability** – Students must be able to:
1. Easily read small print and handwriting as found on patient ID armbands, collection tubes, requisition forms, etc.
 2. Read computer screens
 3. Visually inspect the tip of a needle.
- C. **Communication Skills** – Students must be able to:
1. Communicate in English with individuals and groups (i.e. faculty members, staff, patients, and other health care professionals) verbally and in recorded format (unaided oral speech, writing, and typing)
 2. Understand and follow written and verbal instructions.
- D. **Mental Ability** – Students must be able to:
1. Use good judgment in performing phlebotomy procedures and collecting specimens
 2. Recognize safety hazards
 3. Manage use of time in order to complete tasks within specific time constraints
- E. **Human Relations** – Students must be able to:
1. Work compatibly with other phlebotomists as a team member
 2. Interact with patients in a concerned and compassionate manner
 3. Respond positively to supervision and accept suggestions
 4. Interact with hospital personnel and physicians professionally
- F. **Behavioral Skills** – A student must possess adequate behavioral skills to be able to:
1. Be honest, compassionate, ethical and responsible. The student must be forthright about errors and uncertainty.
 2. Critically evaluate his/her own performance, accept constructive criticism and look for ways to improve.
 3. Show respect for individuals of different age, race, religion, and/or sexual orientation
 4. Be flexible and able to adapt to change
 5. Provide professional and technical services while experiencing the stresses of a distracting environment (i.e. high noise level, crowding, complex visual stimuli) and emergent demands (i.e. STAT tests, ringing phones)
 6. Exhibit professional behavior by conforming to appropriate standards of dress, appearance, language and public behavior. For example, body piercing and visible tattoos are **NOT** considered professional appearance
 7. Follow safety regulations including but not limited to wearing personal protective equipment (i.e. lab coat, gloves, face shield, etc.) and washing hands with bactericidal cleansers

PROFESSIONAL ETHICS

These expectations are designed to foster a spirit of professionalism, cooperation, and courtesy among patients, students, program staff, and other co-workers.

The student will:

1. Address patients, their relatives, peers, and all clinical site personnel by their proper name and title.
2. Refrain from discussing the patient's diagnosis with the patient, his relatives, or the public. This information is confidential.
3. Practice proper patient care and aseptic techniques.
4. Refrain from eating, drinking, or smoking except in designated areas.
5. Refrain from receiving or making personal phone calls from the department, except in emergencies.
6. Refrain from using obscene language, gestures, or demonstrate obscene behavior while on duty.
7. Arrive and depart from the department at established break and end of day times.
8. Wear a clean and uniform and shoes.
9. Respect the patient by avoiding unnecessary talking, noise, or horseplay while on duty.
10. Act courteously toward all patients, physicians, students, teachers, and other phlebotomists.
11. Call in at least 60 minutes before on duty time to report tardy or absence.

DRUG SCREENING PROCEDURE

Purpose:

The intent of the Drug Screen is to ensure a safe environment for students, faculty, and the people who come in contact with students and faculty during scheduled learning experiences. It is also a requirement of affiliating clinical sites.

When to test:

The Phlebotomy Program requires the student to drug testing under any or all of the following circumstances:

Enrollment

Drug screening is required of all students in the Phlebotomy Program and is at the student's expense. In order for a student to meet the criteria relating to drug screening, the school must receive the results of the drug screen indicating that the student was tested following the school policy for sample collection.

Random Testing

Random drug screening may occur for students enrolled in clinical courses at any time during the semester.

For Cause

A Phlebotomy student may be subject to testing who is suspected of being under the influence of alcohol and/or drugs where the suspicion is based on:

1. Observable behavior and/or physical symptoms
2. A pattern of abnormal or erratic behavior
3. A report of drug use provided by reliable and credible sources
4. Evidence of drug tampering or misappropriation when on a clinical site premise
5. Arrest or conviction of a drug-related offense
6. Being identified as the subject of a criminal investigation regarding drugs
7. Post-accident when accompanied by individualized suspicion that the observed individual may be under the influence of alcohol and/or drugs

Testing for cause will be conducted using the following procedure:

For Causes 1, 2, 3, & 4 list above:

1. The faculty member will make an observation and have another faculty member or clinical site personnel confirm the suspicious behavior/physical symptom.
2. The student will be asked to leave the area and go with the faculty member and a witness to discuss the situation in a location ensuring privacy and confidentiality. The discussion will be documented, and the decision to drug test will be made after conferring with the Dean of Allied Health.
3. If warranted, a designated drug-screening agency will come to the site, and the student will be asked to submit a specimen.
4. The student will be suspended from all supervised practice activities until the case has been reviewed by the Dean.
5. If the lab test is negative for substances, the student will be allowed to return to class and supervised practice activities without penalty. Arrangements to make up missed work must be initiated by the student on the first day back to class or supervised practice (whichever comes first).
6. Positive results will result in the imposition of disciplinary sanctions up to and including permanent dismissal of the student.
7. Confidentiality will be maintained.

For Causes 4, 5, 6 & 7 list above:

1. Because of behavior or incidents listed in 4, 5, 6, & 7 DCC personnel may discuss their suspicion of the student substance use with the Dean.
2. If warranted, a designated drug-screening agency will come to the site, and the student will be asked to submit a specimen.
3. The student will be suspended from all supervised practice activities until the case has been reviewed by the Dean.
4. If the lab test is negative for substances, the student will be allowed to return to class and supervised practice activities without penalty. Arrangements to make up missed work must be initiated by the student on the first day back to class or supervised practice (whichever comes first).
5. Positive Results will result in the imposition of disciplinary sanctions up to and including permanent dismissal of the student.
6. Confidentiality will be maintained

Facility

The Allied Health Division will utilize a designated drug screening agency for the collection and testing of all specimens.

Sample Collection

The collection techniques will adhere to the guidelines in accordance with U.S. Department of Transportation 49 CFR Part 40 following chain of custody.

Substances

The lab does a 10-panel profile. This includes: amphetamines, cocaine, marijuana, opiates, PCP, barbiturates, benzodiazepine, methadone, methaqualone, tramadol (ultram), and propoxyphene. Delgado Community College shall have the authority to change the panel of tests without notice to include other illegal substances as suggested by local and national reports or circumstances. Testing for alcohol, by a breathalyzer, will be done if it is deemed necessary.

Incomplete Drug Screen/Results

Any student who does not complete the drug screening procedure during the prescribed time will be dropped from the Phlebotomy Program. All school policies affecting progression in the Phlebotomy Program will apply.

Refusal of Drug Screening

Refusal to submit to a drug screen in any category (enrollment, random, for cause) is grounds for permanent dismissal.

Positive Results

Positive drug screens are confirmed by Gas Chromatography/Mass Spectrometry (GCMS). All test results shall be verified by a Medical Review Officer.

1. The drug screening company will contact any student with a positive result for further evaluation.
2. If after this evaluation, the results of the screening are deemed to be positive, the company will contact the Program Director
3. The Program Director will meet with the student
4. The student will be allowed to complete MLTS 104 and 105, but will not be able to attend clinical rotations, MLTS 151, therefore cannot complete the program.

Readmission

The student may apply for readmission after an approved rehabilitation has been documented. Admission will be based on current admission requirements and space availability. Enrollment in a supervised practice course will also be contingent on a negative drug screening for each of the three months immediately prior to the first day of class. These drug screenings will be done at the student's expense. The drug screening company will be identified by the Allied Health Division. The student is also subject to random drug screenings. Any subsequent positive result will constitute grounds for permanent dismissal from the program. Clinical affiliates may be provided with all drug screens including the initial positive and may refuse to train the students. If no clinical affiliate agrees to train the student, they cannot be readmitted into the program.

Opportunity to Request a Re-Test

If a test result is positive, the student may request a re-test of the original urine sample. A student who desires to have the original sample re-tested must report to the designated drug screening agency within 72 hours following notification of a positive drug test results. The student will be responsible for all costs of the re-test. If the re-test is negative the student will be reinstated.

Confidentiality

All testing information, interviews, reports, statements, and test results specifically related to the individual are confidential. All drug test results will be sent from the lab to the Program Director, and will be protected for privacy and confidentiality.

BACKGROUND VERIFICATION

Students whose background investigation and verification are not clear will not be allowed to participate in the clinical practicum rotations and, therefore, will not be allowed to continue in the Program. The investigation is at the student's expense and is conducted by a College designated investigating agency and will include a criminal report history, a violent sexual offender and predator registry search, a National Healthcare Data Bank Sanction Report, and an identification check.

CHILD POLICY

Due to possible disruption in the classroom, as well as safety issues in the lab, students are not allowed to bring children to class.

INFECTIOUS DISEASE PROTOCOL

1. Students must wipe down desk or work area upon entering and leaving the classroom
2. Students must not come to campus if they are sick
3. Students must inform the instructor of a positive COVID test

CAREER ENTRY COMPETENCIES EXPECTED OF GRADUATES

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

PROGRAM CLOSURE PLAN

Intentional closure of the Phlebotomy program by the college will be communicated to all students immediately. Closure may be temporary due to a physical or natural disaster or permanent as deemed by the college.

If the closure is permanent:

- Students enrolled in the program will be allowed to complete all in-program courses as scheduled.
- It will be published that the program will not take a new class.
- Interested individuals will be provided with information about other Phlebotomy programs.
- Program closure information will be posted on college website.

If the closure is temporary:

In cases of natural and unnatural disasters the college will create a detailed plan for the continuation of the program based on student need and safety. The program will inform students by email and/or Canvas announcements of the plan for continuation of their education as soon as that information is available.

PHLEBOTOMY PROGRAM

STUDENT MEDICAL INSURANCE

Students of the Delgado Community College Phlebotomy Program are responsible for their own medical insurance coverage. The college or affiliate hospitals are not responsible for illness or accidents that occur to the student while assigned to a clinical affiliate hospital or at the college.

Please sign the appropriate line below.

I have medical insurance.

Printed name

Signature

Date

Please provide insurance company name, address, phone number, & policy number in the space provided. As an alternative, you may wish to provide a copy of your insurance card.

I do not have medical insurance, but I am aware that I am responsible for medical expenses incurred during my clinical training.

Printed name

Student's Signature

Date

**PHLEBOTOMY PROGRAM
STUDENT PROGRAM APPOINTMENT CONTRACT**

I have been given a copy of and I have read the Policies and Procedures Manual of the Delgado Program in Phlebotomy.

I understand the policies, procedures, and essential functions and agree to observe all rules and regulations as stated therein. This includes tuition and re-imburement policies if I register for clinical practicum and do not attend clinical practicum during the second half of the semester. I also agree to the policy of reducing the final grade of the practicum rotation by 1 point for everyday tardy & 2 points for everyday I am absent.

Furthermore, I understand that I may be dismissed from the program and/or clinical affiliate if:

- a. I do not maintain a 2.0 average in each and every phlebotomy course.
- b. I refuse my clinical laboratory practicum assignment.
- c. I miss more than 3 days during the clinical practicum rotations
- c. I do not comply with the Policies and Procedures Manual and Rules and Regulations of the Affiliate Laboratories.

Printed name

Student's Signature

Date

WAIVER FOR RELEASE OF PERSONAL INFORMATION TO DELGADO COMMUNITY COLLEGE AND ITS AFFILIATED HEALTH CARE PROVIDERS

I agree to provide documentation of all health requirements, CPR training, background check, drug screen, etc. as required by the Delgado Community College MLT and Phlebotomy Programs' clinical affiliates. By my signature below, I consent to the release of any and all of this documentation to Delgado and/or to the clinical affiliate(s) for use in determining my eligibility to enroll or continue in the program.

I understand that if I do not comply with any of the above requirements, I will not be eligible to enroll or continue in Delgado's program(s).

I agree that a reproduced copy of this signed Consent form may take the place of the original.

Student's/Applicant's Name (print): _____

Student's/Applicant's Signature _____ Date _____

This form will become a part of the student's file.

Delgado Community College
Student Consent to Drug and Alcohol Policies and Testing

As an applicant or student in Delgado’s School of Nursing or Allied Health programs (“program(s)”), I understand that I will be required to undergo at my expense drug and alcohol testing by Delgado and by the health care provider(s) (“Provider(s)”) where I am assigned during my Delgado student training. I also agree to comply with the substance abuse policies of Delgado and of the Provider(s), including any prohibitions against being under the influence of alcohol or illegal drugs; possessing, using or distributing illegal drugs; or the abuse or unauthorized use of controlled substances.

I understand that a positive drug or alcohol test result, refusal to submit to such testing, or tampering with the administration or the results or samples of any drug and alcohol testing will make me ineligible to enter or continue in Delgado’s programs. I understand that within 72 hours of being made aware of a positive drug screening test result, I may request from the administrator of the program(s) a screening test on the second portion of the split sample, where available, at my expense, and that if the second test is negative the initial positive test result will not be acted upon. I understand that if I am a School of Nursing applicant or student, a positive final screen must be reported to the Louisiana State Board of Nursing (“LSBN”), and will render me ineligible to enroll or continue in Delgado’s School of Nursing or Allied Health program(s).

I agree to undergo drug and/or alcohol testing and to comply with substance abuse policies required of participants in Delgado’s programs. I consent to the release of any drug and/or alcohol test results to Delgado and/or to the Provider(s) for use in determining my eligibility to enroll or continue in the program(s).

I have carefully read, understand and agree with the terms of Delgado’s Drug-Free College Policy and Student Judicial Code.

I have carefully read and understand the contents of this Consent, and I have had an opportunity to ask any questions. I understand that if questions arise, I should direct my questions to the administrator of the Delgado program(s) in which I am enrolled.

By my signature below, I agree to the terms of this Consent. I understand that if I do not comply with any of the above requirements, I will not be eligible to enroll or continue in Delgado’s program(s).

I agree that a reproduced copy of this signed Consent form may take the place of the original.

Student’s/Applicant’s Name (print): _____

Student’s/Applicant’s Signature _____ Date _____

Witnessed by _____ (Print name of Delgado representative)

Signature _____ Title _____ Date _____

This form will become a part of student’s file.

Form 2532/003 (8/04)

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996
AUTHORIZATION FORM FOR HEALTH INFORMATION TO BE
DISCLOSED TO DELGADO COMMUNITY COLLEGE (“DELGADO”)**

The status of the person whose health information is authorized for disclosure (check one):

- Student Student-Applicant Employee Employee-Applicant

Name (please print): _____

(The name of the person about whom the health information relates)

Address: _____

1. The following class of persons is authorized to disclose health information about me to Delgado Community College: Any health plan, physician, health care professional, hospital, clinic, laboratory, pharmacy, medical facility, or other health care provider that has provided or engaged in payment, treatment or services to me, about me or on my behalf.

2. The following person(s) may receive disclosure of protected health information about me:

Name, position/title, Delgado college/school/division:

Shannon Skena/Program Director AND Catherine Reitmeyer/Clinical Coordinator

Delgado Community College / City Park campus / Allied Health / MLT

615 City Park Ave

New Orleans, LA 70119

3. The specific information to be disclosed is:

Alcohol or drug test results, substance abuse counseling or rehabilitation results, medical examination results and medical screening results (e.g., Hepatitis B, Varicella, Rubella Titer screening) including and/or other health information as follows: _____

4. This authorization includes my consent to the release of information about:

Alcohol/Drug/Substance Abuse _____ (initial)

HIV/Aids _____ (initial)

Mental Health _____ (initial)

5. The purpose for/intended use of the information is at my request.

6. I understand that the information used or disclosed may be disclosed by the recipient, and that such disclosure may not be protected by federal privacy regulations.
7. I may revoke this authorization by notifying Shannon Skena & Catherine Reitmeyer in writing of my desire to revoke. I understand that any revocation will not be effective until the revocation has been received, and that any action already taken in reliance on this authorization cannot be reversed. I understand that if authorization is needed to obtain or maintain insurance coverage, the insurer may have the right to contest a claim under the resulting policy, or the policy itself, based on my revocation.
8. My authorization as provided by this document is voluntary. I understand that if I do not complete and sign this authorization to disclose the medical information indicated I may render myself ineligible to enroll or continue in Delgado's School of Nursing or Allied Health program(s), or ineligible for employment or continued employment with Delgado, as applicable.
9. I understand that a covered entity to whom this authorization is furnished may not condition its treatment, payment, enrollment or eligibility for benefits on whether or not I sign the authorization.
10. This authorization expires (check one):
 - if a Student or Student-Applicant, upon completion of program and/or graduation, as applicable, from Delgado's School of Nursing or Allied Health program(s); OR
 - if an Employee or Employee-applicant, when my application for employment or employment with Delgado terminates.

THIS FORM MUST BE FULLY COMPLETED BEFORE SIGNING

Signature of person about whom the health information relates Date Date of Birth **OR** Social Security No.

Signature of Guardian or Personal Representative, if applicable Date Basis to act for person about whom the health information relates

A copy of this completed, signed and dated form must be given to the person about whom the health information relates. Copies of this executed form may serve as authorization for the disclosures described above.

ACKNOWLEDGEMENT OF COLLEGE JUDICIAL CODE AND MLT/PHLEBOTOMY ADDENDUM

I am aware that the Delgado Community College student code of conduct and judicial code as well as the MLT and phlebotomy program addendum to this policy, are available to me in Canvas under MLTS 104. I understand that I will be held accountable for knowing the information and following the rules and processes explained in this document.

Student's/Applicant's Name (print): _____

Student's/Applicant's Signature _____ Date _____

This form will become a part of the student's file.