Welcome

PHLEBOTOMY PROGRAM

Student Handbook
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>4</td>
</tr>
<tr>
<td>Program Overview</td>
<td></td>
</tr>
<tr>
<td>- Program Mission</td>
<td>4</td>
</tr>
<tr>
<td>- Program Description</td>
<td>4</td>
</tr>
<tr>
<td>- Program Outcomes</td>
<td>5</td>
</tr>
<tr>
<td>- Bloodborne Pathogen Exposure</td>
<td>5</td>
</tr>
<tr>
<td>- Latex Allergies</td>
<td>5</td>
</tr>
<tr>
<td>- Functional Ability Categories</td>
<td>6</td>
</tr>
<tr>
<td>- ADA Statement</td>
<td>7</td>
</tr>
<tr>
<td>Curriculum</td>
<td></td>
</tr>
<tr>
<td>- Curriculum Overview</td>
<td>7</td>
</tr>
<tr>
<td>- Course Descriptions and Competencies</td>
<td>7</td>
</tr>
<tr>
<td>Criminal Background Check and Information Disclosure</td>
<td>8</td>
</tr>
<tr>
<td>Program Progression</td>
<td>8</td>
</tr>
<tr>
<td>Clinical Experience</td>
<td></td>
</tr>
<tr>
<td>- Clinical Site Placement Policy</td>
<td>9</td>
</tr>
<tr>
<td>- Health Program Requirements</td>
<td>9</td>
</tr>
<tr>
<td>- Clinical Site Listing</td>
<td>11</td>
</tr>
<tr>
<td>- Travel</td>
<td>12</td>
</tr>
<tr>
<td>- Service Work</td>
<td>12</td>
</tr>
<tr>
<td>Behavioral Expectations of Students</td>
<td></td>
</tr>
<tr>
<td>- Time Commitment</td>
<td>12</td>
</tr>
<tr>
<td>- Physical or Mental Impairment</td>
<td>12</td>
</tr>
<tr>
<td>- Outside Employment</td>
<td>12</td>
</tr>
<tr>
<td>- Laboratory Professionals Code of Ethics</td>
<td>13</td>
</tr>
<tr>
<td>- Phlebotomy Code of Conduct</td>
<td>13</td>
</tr>
<tr>
<td>- NTC Core Abilities and Indicators</td>
<td>14</td>
</tr>
<tr>
<td>- Program Termination/Dismissal</td>
<td>15</td>
</tr>
<tr>
<td>- Student Appeals Procedure</td>
<td>15</td>
</tr>
<tr>
<td>- Grievance Options</td>
<td>16</td>
</tr>
<tr>
<td>Academic Guidelines</td>
<td></td>
</tr>
<tr>
<td>- Performance Based Instruction</td>
<td>17</td>
</tr>
<tr>
<td>- Methods of Evaluation</td>
<td>17</td>
</tr>
<tr>
<td>- Grading Guidelines</td>
<td>17</td>
</tr>
<tr>
<td>Classroom Codes of Conduct</td>
<td></td>
</tr>
<tr>
<td>- Attendance Guidelines</td>
<td>17</td>
</tr>
<tr>
<td>- Excessive Absence</td>
<td>18</td>
</tr>
<tr>
<td>- Missed Exams</td>
<td>18</td>
</tr>
<tr>
<td>- Missed Laboratory Sessions</td>
<td>18</td>
</tr>
<tr>
<td>- Assignment Due Dates</td>
<td>18</td>
</tr>
<tr>
<td>- Academic Integrity</td>
<td>18</td>
</tr>
<tr>
<td>- Laboratory Safety</td>
<td>18</td>
</tr>
</tbody>
</table>
NTC College Policies
   Equal Opportunity/Affirmative Action Policy  19

Phlebotomy Program Faculty and Staff  19

Mandatory Student Accident Insurance  19

Health Resources  20
Additional Resources  20

Appendix
   Bloodborne Pathogen Exposure Control Information  21
   Laboratory Safety Rules  22
   Bloodborne Pathogen Exposure and Accident Directions  23
   Waiver of Liability for Invasive Procedures form  24
   Latex Sensitivity Questionnaire  25
   Phlebotomy Program Functional Ability form  26
   Contract for Confidentiality  27
   Handbook Acknowledgment  28

Revised Spring 2014
Welcome

Welcome to Northcentral Technical College! We are pleased that you have selected and been accepted into the Phlebotomy program.

The field of clinical lab science is filled with excitement and much responsibility. There are approximately 300,000 practitioners of clinical laboratory science in the United States. Since the development of this career group in the 1920s, the clinical laboratory science professional has played an increasingly vital role in the diagnosis and prevention of disease. Today, the Phlebotomist is a key member of this health care team.

Your role as a Phlebotomist will impact patient's lives. Laboratory tests are among the most important and pervasive aspects of modern medicine. The College of American Pathologists estimates that “laboratory services drive 80 percent of clinical decisions from diagnosis through therapy and prognosis.” Because of the critical importance of quality specimens producing lab results, the faculty and staff at NTC have developed a multi-faceted learning program to help you be successful as a student and as a future phlebotomist.

The faculty and staff are here to help you in your learning journey. This Student Handbook is just one of the many resources available to you. Use it to prepare for your studies and to help you understand some of the responsibilities that apply to you as a student.

Program Overview

Program Mission
The mission of the Phlebotomy Program is to offer a certificate designed for entry level positions as a Phlebotomist, to prepare students to successfully take National Certification examinations and to provide continuing education opportunities for all medical laboratory professionals throughout the surrounding communities.

Phlebotomy Program Approval
The Phlebotomy Program at NTC is approved by:
National Accrediting Agency for Clinical Laboratory Sciences
5600 North River Road, Suite 720
Rosemont, IL 60018
773-741-8880

Program Description
This program prepares learners to act as entry level Phlebotomists. The Phlebotomist is a member of the health care team who collects and processes lab specimens, educates patients in specimen collection procedures, and performs waived laboratory tests. Phlebotomists may also have responsibilities for information processing, training, and quality control monitoring. Most Phlebotomists work in hospital or clinic labs, blood centers, nursing homes, insurance companies, research facilities, or public health.
Program Outcomes
The Phlebotomist will:
1. Demonstrate knowledge of health care delivery system
2. Demonstrate knowledge of infection control and safety
3. Demonstrate basic understanding of the anatomy and physiology of the main body systems
4. Demonstrate understanding of importance of specimen collection and specimen integrity
5. Demonstrate knowledge of collection equipment, additives, precautions and interfering substances
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
9. Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

<table>
<thead>
<tr>
<th>Exam Date</th>
<th># of Examinees</th>
<th>Pass Rate</th>
<th>Program Mean Score</th>
<th>National Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>3</td>
<td>100%</td>
<td>468</td>
<td>522</td>
</tr>
<tr>
<td>2012</td>
<td>2</td>
<td>50%</td>
<td>445</td>
<td>518</td>
</tr>
<tr>
<td>2011</td>
<td>4</td>
<td>100%</td>
<td>548</td>
<td>520</td>
</tr>
<tr>
<td>2010</td>
<td>4</td>
<td>100%</td>
<td>590</td>
<td>516</td>
</tr>
<tr>
<td>2009</td>
<td>2</td>
<td>100%</td>
<td>601</td>
<td>515</td>
</tr>
</tbody>
</table>

Bloodborne Pathogen Exposure
As a student in the Phlebotomy program, you will be working with blood and other potentially infectious body fluids in the laboratory and at the clinical sites. Bloodborne pathogens may be transmitted by exposure to blood and body fluids if the laboratory specimen being handled contains these organisms. All Phlebotomy students are required to wear lab coats, gloves, and other appropriate personal protective equipment when working with blood and body fluids. Students are also strongly encouraged to receive the Hepatitis B vaccination to prevent infection with this blood borne pathogen.

Standard precautions will be observed in the classroom and at the clinical site in order to prevent contact with blood or Other Potential Infectious Material (OPIM). All blood and OPIM will be considered infectious regardless of the perceived health status of the source individual.

Additional information about bloodborne pathogens is listed in the appendix under Bloodborne Pathogen Exposure Control Information and Laboratory Safety Rules.

Latex Allergies
In recent years, latex allergy has been recognized as a significant problem for health care workers as well as patients. Latex allergy in the workplace can result in potentially serious health problems for workers. Workers in the health care industry are at risk for developing latex allergy due to repeated use of and exposure to latex gloves and other latex products. As a result, all incoming students will be assessed to determine a potential or known allergy/sensitivity to latex. A latex sensitivity questionnaire can be found in the appendix of this handbook. Please complete the questionnaire and return to the course instructor no later that the first day of classes. If “yes” is answered to one or more of the questions, it is recommended that the student speak with his/her physician about the potential or known allergy/sensitivity to latex to determine if it is best to continue to pursue a career in the health care field.
Functional Ability Categories
The following is a list of functional skills and abilities necessary for the student to perform the duties of a Phlebotomist. If you believe that you are lacking in any of these areas and will require outside assistance in order to succeed, it is your responsibility to contact the Center for Students with Disabilities to receive assistance.

Vision
The student must be able to:
- Read a patient’s identification on an ID bracelet
- Read information found on a laboratory requisition
- Differentiate colors of conventional blood collection tubes
- Read information on a computer screen
- Read procedures and other necessary information in laboratory manuals and package inserts

Hearing
The student must be able to hear the following:
- Patients speaking
- Equipment and alarms
- Telephone
- Coworkers

Tactile Ability and Manipulative Skill
The student must be able to:
- Discriminate veins from other structures that are not veins
- Identify the location and character of veins
- Perform venipunctures and capillary punctures smoothly enough (with coordinated manipulative dexterity) so as not to injure the patient

Motor Function
The student must be able to:
- Move freely in the laboratory, patient care areas, elevator and stairway
- Use both hands simultaneously
- Lift at least 25 pounds
- Demonstrate fine motor skills
- Reach and bend wherever necessary, up or down, to perform job tasks

Communication
The student must be able to:
- Verbally speak and understand standard English
- Provide clear verbal directions to patients and coworkers in standard English
- Follow verbal and written directions

Mental and Emotional
The student must be able to:
- Be flexible
- Work in stressful situations while maintaining composure
- Be adaptable to unpleasant situations common in a clinical setting
- Prioritize tasks to ensure completion of assigned work
- Provide service to and interact with patients of diverse age, gender, sexual orientation, race, religion, nationality, physical or mental condition

Special Needs/ADA Accommodations
NTC is committed to providing reasonable accommodations that allow students with disabilities to fully participate in the technical college environment. If you are a student with a documented disability and believe you could benefit from academic accommodations, please contact the Student Success Center at 715.803.1469 or visit our website http://www.ntc.edu/current-students/disability-services.

Refer to Appendix for signature form acknowledging understanding of Functional Ability Categories.

Curriculum

Curriculum Overview
The curriculum used for the Phlebotomy Program at Northcentral Technical College prepares students to act as entry level phlebotomists, and to successfully take national certification exams. Teaching and learning activities include theory, demonstrations, discussions, laboratory sessions, performance assessment tasks, oral and written assignments and written exams.

Program Curriculum

<table>
<thead>
<tr>
<th>Course</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-501-101</td>
<td>3</td>
</tr>
<tr>
<td>Or</td>
<td></td>
</tr>
<tr>
<td>10-806-177</td>
<td>4</td>
</tr>
<tr>
<td>10-513-110</td>
<td>1</td>
</tr>
<tr>
<td>10-513-111</td>
<td>2</td>
</tr>
<tr>
<td>10-513-147</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>8 or 9</strong></td>
</tr>
</tbody>
</table>

Course Description and Competencies

Basic Lab Skills 10-513-110
This course explores health career options and the fundamental principles and procedures performed in the clinical laboratory. The learner will utilize medical terminology and basic laboratory equipment. The learner will follow required safety and infection control procedures and perform simple laboratory tests.
1. Investigate health career options
2. Apply medical terminology to lab procedures and practices
3. Adhere to safety and infection control policies
4. Use basic laboratory equipment
5. Evaluate lab compliance with CLIA regulations
6. Perform waived testing

Phlebotomy 10-513-110
This course provides opportunities for learners to perform routine venipuncture, routine capillary puncture and special collection procedures.
1. Apply principles of patient test management
2. Control incidence of preanalytical variables in specimen collection
3. Perform capillary puncture
4. Perform venipuncture
5. Resolve problems related to specimen collection and processing
6. Process laboratory specimens
7. Explain special collection procedures
8. Perform special blood collection techniques

**Phlebotomy Clinical 10-513-147**
This course provides opportunities for learners to gain experience performing venipunctures, capillary punctures, special collection procedures, waived laboratory testing and to transport and process laboratory specimens at a clinical site. **Student may be required to travel. This experience is obtained while at a clinic lab or hospital lab for a total of 100 hours.**

1. Perform venipuncture procedures
2. Perform capillary blood collections
3. Practice standard precaution methods
4. Perform CLIA waived and POC tests
5. Develop professional behavior
6. Perform specimen processing

**Criminal Background Check and Background Information Disclosure Form**
Part of the requirements for admission into health programs at NTC includes a criminal background check to verify that students are eligible to work in health related fields. When a student enrolls in the Phlebotomy course, the administrative assistant requests a criminal background check from the Department of Justice. The results of this background check provide the health program with information about the student’s legal convictions in Wisconsin. **The student is also required to fill out a Background Information Disclosure Form (BID) at the beginning of the semester.** Failure to provide honest information on the BID Form is a felony and can result in denial of clinical experience by the healthcare agency and/or dismissal from the Phlebotomy program.

It is the student’s responsibility to notify the Phlebotomy Program Director of any new convictions or charges within 5 business days of their occurrence. Failure to do so may result in dismissal from the Phlebotomy program.

**Program Progression**
Students should follow the course curriculum published in the course catalog and Phlebotomy Student Handbook. It is recommended that all Phlebotomy courses are taken during the same semester. Students may take the Medical Terminology or Anatomy and Physiology courses prior to being accepted into the Phlebotomy program.

A grade of “C” or better must be obtained in all required courses in order for the student to have successfully completed this program. If a student withdraws from or fails (less than a “C”) a pre-clinical course, he/she is allowed to repeat the course only one time. However the student will now be out of the program sequence and will have to wait for an opening at a clinical site before they are allowed to enroll for the Phlebotomy Clinical. Students that withdraw or fail a course more than one time will be dismissed from the program.

When a student is contemplating withdrawing from a course, it is recommended that the student discuss this with the Phlebotomy Program Director to clarify options, prior to withdrawing from the course.

Students who complete all required course work with the required minimum grade will be granted a Technical Certificate. Issuing of the certificate **IS NOT** contingent upon the student passing an external certification exam.
Clinical Site Placement Policy

Placement at clinical sites is based on the following criteria:

1. Student must have completed the Phlebotomy and Basic Lab Skills courses and achieved a grade of “C” or better. Student must have successfully completed or be currently enrolled in Medical Terminology or General Anatomy and Physiology.

2. Students must have completed the following clinical requirements by the end of the first week of classes:

NTC Health Program Requirements

The list below compiles the necessary documents that are required for students in health programs at NTC. These documents are required by the clinical sites and need to be current and in your file with Certified Background®. All requirements must be successfully completed by the end of the first week of class. Clinical affiliates can deny students access to clinical classes if documentation is not completed. Students would not be eligible to take the clinical class and progress in the program.

Students will provide:

Name, Program, NTC Student ID, Date of Birth, Phone and NTC Email Address and the contents of the table below.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Requirement Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMR (Rubeola/Red Measles; Mumps; Rubella/German Measles)</td>
<td>You need either immunization history of 2 doses of immunizations after 1 year of age at least one month apart or a lab titer (lab test) showing “immunity”</td>
</tr>
<tr>
<td>Varicella (Chicken Pox)</td>
<td>You need either immunization history of 2 doses of immunizations after 1 year of age at least one month apart or a lab titer (lab test) showing “immunity”</td>
</tr>
<tr>
<td>Tuberculosis (TB) Skin Test (Must be current within the past 12 months and must be updated annually without a lapse in time)</td>
<td>Documentation of current TB skin test with 2 consecutive dates. This can be completed by: --copies of 2 consecutive years of TB tests --if you have never had a TB test or it is expired you will need to complete a 2-step test at this time --if you had a positive TB test, a chest x-ray is required</td>
</tr>
<tr>
<td>Hepatitis B Vaccination Series (this is a series of 3 vaccines and is optional)</td>
<td>Students need to complete the Hepatitis Declination form if they choose not to get the vaccines. If students receive the vaccines dates should be provided. When completed a titer should be obtained indicated “immune” or “reactive”</td>
</tr>
</tbody>
</table>
If students complete the series but do not obtain the titer the Declination form must still be signed with the item checked “prior vaccines”

| Adult Tetanus, Diphtheria and Adult Pertussis Vaccine (T-dap) | Booster needs to be completed as an adult and then remains current for 10 years |
| Seasonal flu vaccine (anyone in clinical settings between October 1st and March 31st) | The flu vaccine needs to be completed prior to your start of clinical if it occurs in the months indicated or an Influenza Declination Form must be completed and then you will need to comply with agency policy related to protective devices while in the clinical setting. |
| CPR (Health Care Provider) | Completed prior to start of your program and must stay current through entire program. |
| Background Information Disclosure (BID) Form | Complete and return. The information provided here will be used to complete the Wisconsin Caregiver Background Check. |

*Certified Background*

Student background checks and health records are managed through and outside agency, Certified Background. www.certifiedbackground.com This system provides comprehensive background checks and accurate management of health records. Certified Background provides security of student files, real-time access for clinical sites and lifetime, 24/7 access for the student. This record management tool allows students to upload health records, transcripts, certifications, resumes, cover letters and other documents to manage student background for the duration of their career.

There is a cost for this program which each student will be responsible for paying directly to Certified Background. They have payment plans available. Students will establish their accounts prior to program entry. Required documents are then scanned and uploaded to the site by the student.

Students sign a release form giving Certified Background permission to share the information with NTC and the clinical site. Students not having files completed may prohibit entrance to clinical course and subsequent inability to progress in the program.

3. No special consideration can be given to those individuals with a spouse, children, lack of transportation, etc.

4. **Students who have fulfilled the stated requirements (listed under #2) by the end of the first week of class** will be asked to rank their preferred sites. Student preferred site list will be used to help determine site assignment, but there is no guarantee that a student will be placed in a preferred site. Final clinical placement decisions are at the discretion of the Phlebotomy faculty.

5. We expect that established clinical sites will continue to affiliate with Northcentral Technical College. However, it is each individual clinical site’s prerogative to terminate their affiliation agreement or refuse a student for a particular semester. Northcentral Technical College
will then make every effort to obtain replacement clinical sites. In the unlikely event that a replacement site could not be found, the following guideline will go into effect:

Students will be placed at sites in an order based on a lottery. Those students who cannot be placed will be assigned first to a clinical site the next semester.

6. The Phlebotomy Clinical course is normally completed within the same semester as the other program courses (i.e.; if student is taking phlebotomy courses in the fall semester, the clinical experience must be completed before the end of the fall semester). If a student cannot be placed due to an insufficient number of clinical sites, an attempt will be made to establish a site for a Phlebotomy Clinical course during the next semester.

7. If a student does not complete the Phlebotomy Clinical course due to academic or disciplinary reasons, a second attempt can be made the next semester. The student will be placed at a clinical site only after all other students in the regular program sequence have been placed. A second failure will result in termination from the program.

8. Clinical assignments are done by the NTC Phlebotomy Program Faculty. Students are not allowed to contact the clinical sites directly to try to arrange their own clinical experience.

**Clinical Sites**
The following hospitals and clinics have affiliation agreements with the Northcentral Technical College Phlebotomy program. The list of clinical sites affiliated with the college may change from year to year.

- Aspirus Plaza Clinic – Wausau (50 hours)/Aspirus Hospital – Wausau (50 hours) (1 student)
- Marshfield Clinic – Wausau (50 hours)/Aspirus Hospital – Wausau (50 hours) (2 students)
- Aspirus Clinic – Merrill (50 hours)/Good Samaritan Hospital – Merrill (50 hours) (1 student)
- Diagnostic and Treatment Center (DTC) – Weston (100 hours) (2 students)
- Sacred Heart Hospital – Tomahawk (student will spend time at a different hospital for newborn heelsticks, site to be determined, possibly St. Mary’s in Rhinelander or Aspirus Wausau Hospital) (1 student)
- Langlade Memorial Hospital – Antigo (1 student)
- Aspirus Kronenwetter Clinic (100 hours) (student will spend some time at Aspirus Wausau Hospital for newborn heelsticks and other misc. items) (1 student)
- Aspirus Wausau Hospital Family Physicians Clinic Lab on Sturgeon Eddy Road in Wausau (100 hours) (student will spend some time at Aspirus Wausau Hospital for newborn heelsticks and other misc. items) (1 student)
- Memorial Health Center – Medford (100 hours) (1 student)
- Flambeau Hospital – Park Falls (1 student)
Sites accepting students who have been dismissed from another site, have the right to know the reason(s) for previous dismissal, and may elect not to accept the student in a clinical class. Should sites refuse student for clinical classes, program re-entry will not occur. Students unable to continue in the Phlebotomy Program will be counseled by the college advising specialist for health programs for alternate career paths.

**Travel**
Students enrolled in the Phlebotomy program may be required to travel to attend classes, labs and clinical rotations. It is the responsibility of the student to provide their own transportation to meet program requirements.

**Service Work**
The student must be at the clinical site for a total of 100 hours as an unpaid student.

The lab may choose to hire the student to work outside of the clinical shift as a phlebotomist or a lab assistant. The student will then be paid and treated as an employee. This work has no connection to the clinical education activities of the program course.

At no time will the students “replace” or substitute for staff when scheduled for clinical experience at the clinical site.

**Behavioral Expectations of Students**

**Time Commitment**
Becoming a competent entry-level Phlebotomist requires time and dedication. The Phlebotomy program is an intense 8-week program, followed by 100 hours of a clinical experience. The time spent in lectures, labs, at clinical sites, and study time easily equates to a part-time job. Sacrifices in other parts of the student’s life may be necessary in order to be successful.

**Physical and/or Mental Impairment**
Students must be adequately prepared both physically and mentally for scheduled class activities and clinical rotations. Students may be dismissed from laboratory sessions or the clinical experience if, for any reason, the NTC instructor or the clinical affiliate staff believes that the student demonstrates evidence or signs of impairment.

**Student Impairment and Client Safety**
While the student is working in the clinical situation with clients, safety of the client is considered of utmost importance. Therefore if, for any reason, either the NTC clinical instructor or clinical affiliate staff (both of whom typically work closely with the student), believes that the student demonstrates evidence or signs of impairment, they reserve the right to dismiss the student from the clinical setting immediately. The student and NTC clinical instructor will then meet to determine the student’s eligibility to return to clinical.

**Outside Employment**
It is recommended that students not engage in gainful employment during the eight-hour period prior to a clinical experience. The student is responsible for scheduling work commitments around program courses and clinical obligations.
**Laboratory Professional Code of Ethics**

As a laboratory professional, I strive to:

- Maintain and promote standards of excellence in performing and advancing the art and science of my profession
- Preserve the dignity and privacy of others
- Uphold and maintain the dignity and respect of our profession
- Seek to establish cooperative and respectful working relationships with other health professionals
- Contribute to the general well-being of the community

I will actively demonstrate my commitment to these responsibilities throughout my professional life.

**Phlebotomy Program Code of Conduct**

In addition to the expectations outlined in Northcentral Technical College’s policies regarding student responsibilities and student conduct, Phlebotomy program students must also be aware of and adhere to additional requirements that relate to the Laboratory Professional Code of Ethics.

As an NTC Phlebotomy student, I will:

1. Demonstrate professional behavior while interacting with classmates, instructors, and other college and agency staff assisting in learning.
   - Refrain from inappropriate language and social network (Facebook, MySpace, etc.) disclosure.
   - Be punctual and attend class consistently.
   - Maintain confidentiality and privacy to include Health Care HIPPA policy.
   - Demonstrate accountability for actions and responsibility for learning.
   - Resolve conflict by communicating in a truthful and timely manner to the appropriate person(s).
   - Maintain professional boundaries with clients, faculty and health care providers.
   - Abstain from the use of alcoholic beverages or any substances that impair judgment in the academic and clinical settings.
   - Strive to achieve and maintain an optimal level of personal health.

2. Collaborate with academic faculty and clinical staff to ensure the highest quality of client care and the highest potential of my development.

3. Encourage and openly accept feedback from faculty, clinical staff and peers aimed at guiding my professional growth.
   - I recognize that my success is dependent on my ability to seek and use assistance when necessary.

4. Take appropriate action to promote the safety of clients, self and others.

5. Advocate for the rights of all clients regardless of social status or nature of health problem.

6. Positively influence healthcare environments by respecting human rights, values and choice of cultural and spiritual beliefs.

7. Maintain competence and promote excellence in the laboratory profession by actively pursuing lifelong professional development.

8. Uphold college, NTC’s Phlebotomy Program and affiliated agency policies and codes of conduct related to academic and clinical performance.

9. Report any unprofessional conduct that violates standards within the code of conduct.

10. Refrain from any cheating or dishonesty, and take action to report dishonorable practices to proper authorities.

References:
Northcentral Technical College, 2012-2013 Student Handbook and Planner
Laboratory Professional Code of Ethics
**NTC Core Abilities and Indicators**

Core Abilities are broad outcomes or skills that every graduate of an NTC program is expected to achieve. These skills go beyond the content of a specific course or program and are the skills that employers tell us they expect employees to have. NTC has identified seven Core Abilities that are important in every area of learning.

<table>
<thead>
<tr>
<th>Communicate effectively</th>
<th>1. Learner writes clearly, concisely, and accurately in a variety of contexts and formats.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Learner applies standard rules of language structure including grammar, spelling and punctuation.</td>
</tr>
<tr>
<td></td>
<td>3. Learner speaks clearly, concisely, and accurately in a variety of contexts and formats.</td>
</tr>
<tr>
<td></td>
<td>4. Learner expresses thoughts and ideas using appropriate verbal and non-verbal language.</td>
</tr>
<tr>
<td></td>
<td>5. Learner demonstrates active listening skills.</td>
</tr>
<tr>
<td></td>
<td>6. Learner’s communication is free from bias and stereotypes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Act responsibly</th>
<th>1. Learner takes responsibility for his/her own learning and actions.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Learner completes assigned tasks according to prescribed deadlines and quality standards.</td>
</tr>
<tr>
<td></td>
<td>3. Learner adheres to established attendance criteria/standards.</td>
</tr>
<tr>
<td></td>
<td>4. Learner maintains a safe and healthy work environment for self/group.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work productively</th>
<th>1. Learner demonstrates reliability and accuracy to complete projects/tasks for individual and/or team/group work according to established conditions/standards.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Learner evaluates work using established criteria/standards to monitor his/her progress.</td>
</tr>
<tr>
<td></td>
<td>3. Learner uses effective/efficient processes and appropriate tools/technology to complete projects/tasks.</td>
</tr>
<tr>
<td></td>
<td>4. Learner demonstrates productive work ethic in starting and completing tasks.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work cooperatively</th>
<th>1. Learner demonstrates the ability to work cooperatively and collaboratively in diverse groups.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Learner demonstrates respectful interpersonal skills when working with others.</td>
</tr>
<tr>
<td></td>
<td>3. Learner recognizes conflict and uses conflict resolution skills when appropriate.</td>
</tr>
<tr>
<td></td>
<td>4. Learner provides and accepts constructive feedback.</td>
</tr>
</tbody>
</table>
### Demonstrate integrity
1. Learner demonstrates ethical/professional behavior.
2. Learner adheres to college/work policies and procedures.
3. Learner exhibits respect for people and property.
4. Learner recognizes potential ethical dilemmas for self and in others and takes appropriate action.

### Think critically and creatively
1. Learner reads, retains, restates, and applies logical reasoning in solving problems or dealing with information.
2. Learner identifies problems to be solved, tasks to be performed, potential consequences and decisions to be made.
3. Learner distinguishes between fact and opinion.
4. Learner analyzes, synthesizes, and evaluates information, ideas and problems to make decisions.

### Develop global awareness
1. Learner identifies how cultural events affect the learner’s life.
2. Learner understands the impact of global economics in his/her profession.
3. Learner respects cultural diversity and pluralism.
4. Learner demonstrates an awareness of similarities and differences of human experiences across cultures.

---

**Program Termination/Dismissal**

Students may be dismissed from the Phlebotomy program at any point if, in the judgment of the faculty, the student's actions are detrimental to patients, fellow students, or the program. A student may also be dismissed for failing to maintain the academic standards set by the program faculty. Reasons for dismissal include, but are not limited to:

- Lack of aptitude for the program as shown by neglect of duty or failure to meet scholastic requirements
- Academic misconduct as defined in syllabi
- Unsafe behavior that is potentially harmful to self and others
- Unethical behavior including substance abuse, physical, verbal or sexual abuse
- Failure to maintain patient confidentiality
- Failure to abide by NTC’s Student Code of Conduct
- Failure to abide by program attendance policy for clinical experience
- Health problem(s)

Prior to termination, a conference between your instructor(s), dean/associate dean and counselor will be held. Students have the right to file an appeal if they disagree with the dismissal decision.

**Student Appeals Procedure**

Information about the Academic Appeal Procedure and the Student behavior Appeal Procedure can be found on the NTC web-site. Students are encouraged to refer to these policies for information regarding the appeals procedures at NTC.
**Student Complaints**

A formal complaint is an expression of dissatisfaction about something or someone that is the cause or subject of protest. A formal complaint should be in writing via means of hard copy, or e-mail.

Students are encouraged to talk to the program faculty for any complaint for the quickest resolution. They should be encouraged to follow the chain of command. All complaints should be brought to the instructor teaching the course first with the intent to resolve the complaint at this level. If the complaint is not satisfactorily resolved, the student should seek out the program director for problem resolution. If there is no resolution at this point, the Associate Dean of Health or the Dean of Health may be contacted to assist in the resolution of the complaint.

Should the complaint involve disciplinary action, or NTC Student Code of Conduct violations the student may follow NTC Due Process Procedures. NTC Student Code of Conduct available at [www.ntc.edu](http://www.ntc.edu)

All written records of student complaints and associated follow-up will be maintained by the Program Director for a period of at least 10 years. The written complaint and resolution files will be kept in secure and confidential file storage. Only the Program Director and NTC Administration shall have access to these files. The Program Director has the right to share general information from the complaint file with faculty in order to improve the program.
Performance Based Instruction
The Phlebotomy program is performance based instruction. In performance based instruction, what the student needs to be able to do as a result of the instructional experience has been identified. Next, how the student can demonstrate that they have learned these skills has been determined. Then learning activities have been designed to help the student develop the skills that they will be expected to demonstrate in the classroom, laboratory and at the clinical sites.

Methods of Evaluation
Evaluation methods include written exams and quizzes, laboratory unknowns, laboratory performance tests and practical exams, various class projects and written assignments, and observation of affective characteristics (safety, work ethics, attitude).

Refer to the course syllabi for the specific grading policies for each course to determine how you will be evaluated.

Grading Guidelines
This program is designed for you to be successful. It will require you to act responsibly. All grading and evaluation are based on your successful completion of all competencies in all program courses. Students must pass all courses with a minimum grade of “C”. Students may repeat a course only one time before dismissal from the program.

The grading scale for the Phlebotomy program courses except the Phlebotomy Clinical is as follows:

<table>
<thead>
<tr>
<th>Grading Scale</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>(93.00 to 100.0%) and you have met all course competencies</td>
<td>A</td>
</tr>
<tr>
<td>(91.00 to 92.99%) and you have met all course competencies</td>
<td>A-</td>
</tr>
<tr>
<td>(89.00 to 90.99%) and you have met all course competencies</td>
<td>B+</td>
</tr>
<tr>
<td>(83.00 to 88.99%) and you have met all course competencies</td>
<td>B</td>
</tr>
<tr>
<td>(81.00 to 82.99%) and you have met all course competencies</td>
<td>B-</td>
</tr>
<tr>
<td>(79.00 to 80.99%) and you have met all course competencies</td>
<td>C+</td>
</tr>
<tr>
<td>(73.00 to 78.99%) and you have met all course competencies</td>
<td>C</td>
</tr>
<tr>
<td>(67.00 to 72.99%) and you have met all course competencies</td>
<td>D</td>
</tr>
<tr>
<td>(00.00 to 66.99%) and you have NOT MET all course competencies</td>
<td>F</td>
</tr>
</tbody>
</table>

Refer to the Phlebotomy Clinical syllabus for the grading guidelines for the Phlebotomy Clinical.

Classroom Codes of Conduct

Attendance Guidelines
Students are encouraged to attend all classroom sessions. It is critical that you attend all laboratory sessions in order to obtain sufficient hands-on experience and practice of laboratory procedures. Attendance includes being on time. If you must miss a class due to a major illness or have another legitimate reason (family emergency, death in family, lack of transportation, etc.) for not being in class, you are required to call and leave a message or send an email to the course instructor prior to your absence, giving the reason for your absence. Students are responsible for material missed due to absence. You should set up a time to meet with the instructor so that you can receive the materials that you missed and discuss the timeline for makeup work.
**Excessive Absence**
Excessive absence is defined as missing more than 3 days in one semester. This may include classroom, laboratory sessions or scheduled days at the clinical site. Excessive absence will be reviewed by the program faculty and may result in the student being unable to finish the Phlebotomy program.

**Missed Exams**
Missed written exams must be taken the first day that the student returns to class. If you miss a scheduled written exam, your make-up exam may be different than the exam taken by the students who were present on the scheduled exam date. It may not be possible for you to make up missed practical exams. You may receive a zero on a missed practical exam.

**Missed Laboratory Sessions**
Missed laboratory sessions will not be recreated for you to perform at a later date. Remember that you must demonstrate all competencies in order to pass the class. Please attend scheduled laboratory sessions so that you can be successful in the Phlebotomy program.

**Assignment Due Dates**
It is vital that you can demonstrate each of the competencies outlined in this course. To accomplish that, you must stay on track with timelines for assignments. In order for you to leave this program with all the skills that you need, assignments must be turned in on the date they are due. **Points will be deducted for late assignments.** If assignment is turned in one day late, 20% of the total possible points will be deducted. If assignment is turned in more than one day late, no points will be awarded. However, if you have a special circumstance or have problems with an assignment, please let the instructor know immediately. The instructors are here to help you, but they cannot read your mind. Please communicate your needs to your instructors as they arise.

**Academic Integrity**
We are most interested in the knowledge and skills that you are developing to ensure that you are employable and successful upon graduation from this program. Employers will expect you to be honest, demonstrating ethical/professional behavior, adhering to work policies/procedures, respecting people and property, and taking appropriate action in connection with ethical dilemmas. We expect the same in this program. Thus, any type of cheating or plagiarism will not be accepted and will result in failure of the course and may result in dismissal from the program.

**Laboratory Safety**
Laboratory coats, gloves and other appropriate personal protective equipment must be worn whenever there is a risk of exposure to blood and body fluids. There is no eating or drinking allowed in the laboratory. If you do something in the lab area that creates a dangerous condition for you or another student, you will be called on it. If infraction is serious enough, you may be asked to leave.

Lab coats must be purchased at the NTC Bookstore prior to class. The lab coats are long sleeve, knee length and disposable.

Gloves and masks will be provided to students during the program.
NTC College Policies

Equal Opportunity/Affirmative Action Policy
Northcentral Technical College does not discriminate on the basis of race, color, national origin, sex, disability or age in employment, admissions or its programs or activities.

Students with questions regarding the college’s nondiscrimination policies should refer to the current NTC catalog or student handbook available in Student Services or at this website: http://www.ntc.edu/current-students/student-opp-admin-guidelines

Phlebotomy Program Faculty and Staff

Jan Miller, BS, MS, MT (ASCP)  
Office: Health Science Center, 4th floor  
Phone: 715.803.1371  
e-mail: millerja@ntc.edu

Laura Ahonen, BS, MS, MT (ASCP)  
Office: Health Science Center, 4th floor  
Phone: 715.803.1343  
e-mail: ahonen@ntc.edu

Susan Majernik, MT (ASCP)  
Phone: 715.581.5510 (call or text)  
e-mail: majernik@ntc.edu

Office hours for program instructors are listed in course syllabi. Students are encouraged to contact faculty when they have questions about the course work or are experiencing difficulty in program courses.

Mary Thao  
Program Advising Specialist  
Office: Student Services  
Phone: 715.803.1634  
e-mail: thao@ntc.edu

Mauri Brueggeman  
Associate Dean-Health Programs  
Office: HSC4  
Phone: 715.803.1485  
e-mail: brueggeman@ntc.edu

Lorraine Zoromski  
Dean – Health Programs  
Office: HSC4  
Phone: 715.803.1356  
e-mail: zoromski@ntc.edu

Skrzypchak, Jayne  
Administrative Assistant  
Office: HSC4  
Phone: 715.803.1339  
e-mail: skrzypch@ntc.edu

Mandatory Student Accident Insurance

This insurance plan will cover students when an accident occurs on campus, attending a practicum program or other recognized student group approved by the College or during travel to and from a program. The plan offers comprehensive benefits that include hospital room and board, inpatient and outpatient surgical procedures, labs and x-rays, physician office visits, ambulance, durable medical equipment, emergency care and prescription drugs. There are no deductibles and the maximum benefit allowed for each accident is $50,000. This coverage will cost $7.50 per semester per student.

Please see the following web-site for additional information: http://www.ntc.edu/student-life/health-services.html
Health Services

Bridge Clinic:
Bridge Clinic believes everyone deserves access to health and dental care. Working on a sliding fee scale, they offer students and their families quality medical care. For information, call them at 715.848.4884 or go to: http://www.bridgeclinic.org/

Aspirus Fast Care:
For just $54 per visit (including basic labs) you can be seen by an Aspirus professional. If you have an issue, FastCare can give you affordable access to health care. Located at Shopko in Wausau, their hours are:
- Monday-Friday: 9:30 a.m. - 7:30 p.m.
- Saturday: 9:00 a.m. - 5:00 p.m.
- Sunday and Holidays: 10:00 a.m. - 2:00 p.m.

FPHS:
Family Planning Health Services, Inc. provides high quality, affordable and accessible reproductive and nutritional services to women and their families. FPHS' Wausau clinic is located right down the road from NTC on 3rd Avenue.

UW Health:
Offers reduced rates for:
- Flu Shots
- TB Skin Tests

Please note this is not health insurance and will not cover any costs associated with testing or services provided by a physician.

Additional Resources

American Society for Clinical Laboratory Science – Wisconsin (ASCLS-WI): www.ascls-wi.org

American Society for Clinical Pathology (ASCP): www.ascp.org

Northcentral Technical College Website: www.ntc.edu
- Admissions/Registration
- Campus Calendar
- Course Schedule
- Financial Aid

Updates to Student Handbook
The information contained in this handbook may be changed without prior notice. Updates and changes will be communicated to the program students in an appropriate and timely manner. If the changes involve functional ability categories or program progression policies/clinical site placement or program code of conduct, the student will be required to sign a form acknowledging receipt and understanding of changes.
APPENDIX

BLOODBORNE PATHOGEN EXPOSURE CONTROL INFORMATION
FOR STUDENT/EMPLOYEES

Standard Precautions
Standard precautions will be observed in order to prevent contact with blood or Other Potential Infectious Material (OPIM). All blood and OPIM will be considered infectious regardless of the perceived health status of the source individual. Specific protocol should be followed for exposures.

Exposure Incident (Code of Federal Regulations 1910.1030)
Exposure Incident means a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or OPIM.

1. Parenteral means piercing mucous membranes or the skin barrier through such events as needle sticks, human bites, cuts and abrasions.

2. Other potentially infectious materials include the following:
   A. Human Body Fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.
   B. Any unfixed tissue or organ (other than intact skin) from a human (living or dead)
   C. HIV-containing cell or tissue cultures, organ cultures, and HIV or HBV containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.

3. Other routes of exposure, defined as significant in rules promulgated by the Department of Health/Social Services. The department in promulgating the rules shall consider all potential routes of transmission of HIV identified by the Centers for Disease Control.

Additional information, questions, concerns:

Contact: Jamie Allar
Human Resources
Northcentral Technical College
1000 W. Campus Drive
Wausau, WI 54401-1899
715-803-1755
Laboratory Safety Rules

1. Long-sleeve, knee length disposable lab coats will be worn during procedures that involve working with blood, body fluids, other infectious materials, reagents and stains.
2. Laboratory coats will be stored in the laboratory and when they become soiled they will be placed in the garbage and replaced with a new disposable laboratory coat.
3. Open toe shoes are not allowed in the laboratory.
4. No eating, drinking, smoking, applying cosmetics, or removing or inserting contact lenses is allowed in the laboratory.
5. Do not place potentially contaminated objects such as fingers, pencils, etc. in mouth.
6. Only class materials should be taken to the work area. All other personal possessions should be stored away from the bench tops.
7. Treat all human samples and reagents made from human materials as potential carriers of disease.
8. Do not mouth pipette.
9. Keep long hair pulled back away from potentially pathogenic specimens and reagents.
10. Gloves must be worn when working with blood, body fluids, and other infectious materials, touching contaminated items and working with caustic reagents. Gloves should never be washed or reused.
11. Remove gloves immediately after use. Do not touch non-contaminated items or environmental surfaces such as doorknobs, telephones and computers while wearing contaminated gloves.
12. Wash hands after removing gloves and whenever hands become contaminated.
13. Safety goggles and masks must be worn whenever there is a potential for splashing and spraying when working with blood, body fluids, other infectious materials and caustic reagents.
14. Recapping contaminated needles is not allowed. Contaminated needles and other sharps should be placed in a red molded container immediately after use.
15. Place items containing large amounts of blood (pourable, dripable, spillable, flakable) and other infectious materials in red biohazard bags.
16. Do not pick up contaminated broken glass with hands. While wearing gloves, use forceps or broom and dustpan to pick up glass and place in puncture resistant red container.
17. To clean up a blood, body fluid or other infectious material, use an absorbent material to clean all visible traces of contaminant and then use a disinfectant or fresh 1:10 solution of bleach to wipe up contaminated area.
18. Unauthorized persons are not allowed in the laboratory.
19. Material Safety Data Sheets (MSDS) are available for students to refer to in the event of an exposure.
20. Report all accidents/exposures to the instructor.
21. Disinfect your work area with a 1:10 solution of bleach made fresh daily before leaving your work area.
22. The emergency number for the Wausau Police Department, Fire Department or Rescue is 911.

I have read the above rules and understand their meaning

Signature/Date:________________________________________________________

Print Student’s Name:__________________________________________________

- 22 -
Bloodborne Pathogen Exposure and Accident Directions
Northcentral Technical College

EMPLOYEES – VISITORS – STUDENTS

Packets of information are available in each department area and regional campuses.

A. Use the eyewash station in the workroom or lab for any splatter into the eyes.

B. Irrigate and/or clean the portal of entry (i.e., provide necessary first aid). Do not squeeze the tissue to draw blood because this could cause a “vacuum” where more microorganisms are drawn into the blood stream.

C. Report the injury/incident to your supervisor/faculty or designated personnel.

D. Complete the Northcentral Technical College Injury/Illness Incident Report Form and Exposure Incident Report – Form BBPE-1. Include a full description of the incident and source of exposure.

E. Take a copy of the Northcentral Technical College Injury/Illness Incident Report Form to Aspirus Hospital Emergency Room for baseline serological testing and initial prophylaxis treatment. Inform Aspirus you are from Northcentral Technical College, the name of your program and the reason for your visit. If you have significant exposure at a regional campus, please report to the closest walk in or emergency facility.

F. You may refuse treatment. If so, you must complete and sign the Northcentral Technical College Refusal of Post-Exposure Medical Evaluation – Form BBPE-3. This form should be sent with the Northcentral Technical College Injury/Illness Incident Report Form to Jamie Allar, Human Resources in a personal/confidential envelope.

G. Ask the source individual if he/she is willing to consent to baseline blood testing at Aspirus Hospital Emergency room. If the source individual refuses, (source individual is to complete Form BBPE-2, Source Individual’s Consent or Refusal Form) the emergency room physician at Aspirus will determine if it is a significant exposure and if medication should be given. The physician will ask what kind of exposure and review the source person’s background and medical history.

Specific to Dental Hygiene/Assistant Clinics
If the source individual is a patient in the clinic, the patient will be asked to go to the Aspirus Emergency Room for serological testing and follow-up. NTC will pay for the baseline testing. The bill should be sent to NTC c/o of Human Resources.

Exposure Incident at Clinical Site
If the clinic site does not have an Exposure Control Plan, you will need to follow the NTC Exposure Plan – See #1 above.
Waiver of Liability for
Invasive Procedures for the
Medical Laboratory Technician/Phlebotomy Program

The Medical Laboratory Technician and Phlebotomy Program at Northcentral Technical College recognize the importance of performing selected invasive procedures as part of the educational experience.

As a student in Northcentral Technical College's Medical Laboratory Technician or Phlebotomy Program, I understand that I am required, as a condition of participation in the Program, to perform venipuncture and capillary puncture procedures as part of the competencies for the Program. I realize that I am under no obligation to have venipuncture or capillary puncture performed on me; however, I understand that I cannot test out of the required competencies unless I demonstrate these procedures on another person. I also realize that even though all precautions will be taken to prevent injury, accidents do occur in cases where directions are not followed or safety precautions are not adhered to.

Northcentral Technical College will not be held responsible for any injuries that occur due to the above.

__________________________________________
Print Student’s Name

__________________________________________  ________________________
Student’s signature                      Date

__________________________________________  ________________________
Parent or guardian’s signature if under 18 years of age                      Date

__________________________________________  ________________________
Signature of witness                      Date
Phlebotomy Handbook

Northcentral Technical College
Latex Sensitivity Questionnaire

1. Do you have swelling or itching of lips after blowing up balloons? Yes___ No___

2. Have you ever experienced any swelling or itching after contact with Band-Aids, rubber balls, or condoms? Yes___ No___

3. Have you ever experienced any swelling or itching after a dental, vaginal, or rectal exam? Yes___ No___

4. Do you have a history of contact dermatitis or common allergies (hay fever, asthma, hives, eczema, etc.)? Yes___ No___

5. Do you have any food allergies (especially bananas, avocados, tropical fruits, kiwi, chestnuts, or other fruits/nuts)? Yes___ No___ If yes, please explain:

6. Do you have a history of unexplained nasal congestion; itchy, watery eyes; or chest congestion when in a health care setting? Yes___ No___ If yes, please explain:

7. Have you had multiple surgical procedures as an infant? Yes___ No___

8. Have you ever experienced an unexplained anaphylactic (allergic) reaction during or after a surgical procedure? Yes___ No___

   If yes, please explain: __________________________________________________________________________________________

9. Do you wear latex gloves regularly or are you otherwise exposed to latex on a regular basis? Yes___ No___

10. Do you have rash, itching, cracking, chapping, scaling or weeping of the skin after wearing latex gloves? Yes___ No___

11. When you wear, or are around others wearing latex gloves, have you noted any of the following:
   - Itchy red eyes; sneezing episodes; runny or stuffy nose; itching of nose or palate? Yes___ No___
   - Shortness of breath, wheezing, chest tightness or difficulty breathing? Yes___ No___
   - Other acute reaction, including generalized or severe swelling or shock? Yes___ No___

   If yes, please explain: __________________________________________________________________________________________

Print Student’s Name

__________________________________________________________

Signature of Student _______________________________ Date ______________

Note: If you answered yes to one or more of these questions, please speak with your physician about the potential of allergy/sensitivity to latex.
WISCONSIN TECHNICAL COLLEGE SYSTEM

PHLEBOTOMY PROGRAM

Statement of Understanding

The Americans with Disabilities Act of 1990 (42 U.S.C. § 12101, et seq.) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) prohibits discrimination of persons because of her or his disability. In keeping with these laws, colleges of the Wisconsin Technical College System make every effort to insure a quality education for students. The purpose of this document is to ensure that students acknowledge that they have been provided information on the functional abilities required of a student in the Phlebotomy Program. In addition, information was given to the student on reasonable accommodations to meet the Functional Abilities at this time.

This form is to be completed upon admission to the Phlebotomy Program and at the time of Phlebotomy Clinical Placement.

I have read and I understand the Functional Ability Categories specific to a student in a Phlebotomy Program.

I am able to meet the Functional Abilities as presented, and have been provided with information concerning accommodations or special services if needed at this time.

________________________________________________________
Print Student’s Name

________________________________________________________
Signature of Student                                      Date
Contract for Confidentiality

I, the undersigned, understand that during the course of my clinical education I may have access to protected patient health information, employee information and proprietary information.

I will maintain as confidential – patient, employee and proprietary information. This may include procedural information, specified educational materials, computer system user IDs and passwords, facility entrance cards and any other information that I am directly to maintain as confidential.

No protected patient information, regardless of medium or format, shall be removed from the healthcare facility without the approval of the facility and the supervising instructor. If removal is approved, all identifiable patient information must be removed.

I understand that failure to comply could result in dismissal from the clinical site and the MLT/Phlebotomy program.

I have read the Contract for Confidentiality and agree.

__________________________________________
Print Student’s Name

__________________________________________
Signature of Student

__________________________________________
Date

Copies of this agreement will be made available upon request to a clinical institution. Originals will be maintained in the student’s file at Northcentral Technical College.
Handbook Acknowledgment

I have read the Student Handbook of the Northcentral Technical College Phlebotomy Program.

I accept the responsibility of understanding and complying with all the procedures and guidelines of the program and being a student at NTC. I understand that this handbook works in conjunction with the NTC student policies listed on the NTC website, www.ntc.edu.

I understand that the most current copy of the handbook is available on-line in the Phlebotomy Blackboard Courses.

☐ I have read the policies contained in the Phlebotomy Program Code of Conduct.

☐ I have read the Phlebotomy Program Progression Policy.

☐ I have read the Phlebotomy Clinical Site Placement Policy.

☐ I understand that assignment to clinical sites is done by the NTC Phlebotomy Program Faculty and that students are not allowed to contact the clinical sites directly to try to arrange their own clinical experience.

I understand and accept all of these policies.

________________________________________________________________________
Print Student’s Name

________________________________________________________________________
Signature of Student Date