2016-2017

Phlebotomy Technician
Student Handbook

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PLAB 1323 Phlebotomy
http://www.austintx.edu/mlt/phb/phb

PLAB 1166 Phlebotomy Practicum
http://www.austintx.edu/mlt/phb/phb_clinical.htm
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INTRODUCTION AND WELCOME

Welcome to the Phlebotomy Technician Program at Austin Community College. The faculty and staff wish you success in the pursuit of your educational goals. We are glad to have you and will treat you with courtesy and respect. The student is our only product and consequently, our most important product. Therefore, we are here to assist you in gaining an education both within the classroom and in clinical activities scheduled for application of knowledge gained from the classroom.

Austin Community College is accredited by the Commission on Colleges, Southern Association of Colleges and Schools [http://www.sacs.org/]. The Phlebotomy Technician Program of Austin Community College is approved by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS [http://www.naacs.org]), 5600 N. River Rd., Suite 720, Rosemont, Illinois 60018: (773) 714-8880. Approval by NAACLS assures students that they will be provided with a quality education in Phlebotomy. Upon successful completion of the Phlebotomy Technician Program, the graduate is eligible to sit for national certification exams. Graduation from the program is not contingent upon passing an external certification exam.

The Austin Community College Phlebotomy Technician Program Student Handbook has been compiled by the faculty to provide information pertinent to students enrolled in the Phlebotomy program. The purpose of this handbook is to detail policies and procedures specific to this program. The handbook is constructed to be used as a supplement to the Austin Community College Student Handbook and serves to bridge the overriding policies of the College with the policies specific to this program. The policies and procedures set forth in this handbook are designed to support the success of the student.

A copy of the Austin Community College Student Handbook is available at each campus’s administrative offices or may be downloaded from the ACC website at: [http://www.austincc.edu/handbook/].

The Division of Health Sciences is committed to providing quality educational programs for the purpose of developing successful health care professionals. Developing caring, competent health care professionals prepared for diverse contemporary practice requires interactions with patients and patient services, thereby resulting in an educational environment with unique characteristics and requirements.

NON-DISCRIMINATION STATEMENT

The Health Sciences programs prohibit discrimination. Employment at the College and access to its programs or activities shall not be limited on the basis of race, color, creed, national origin, religion, age, gender, sexual orientation, political affiliation, or physical disability. ACC will take steps to ensure that the lack of English language skills will not be a barrier to admission and participation in all educational and vocational programs.

HANDBOOK ORGANIZATION

There are two sections to this Handbook. The first section deals with policies and procedures applicable to students in any health science program. The second section is the policies and procedures specifically for the Austin Community College Phlebotomy Technician program. Students are expected to abide by all of the stated policies and procedures in both sections.
HEALTH SCIENCES DIVISION—POLICIES AND PROCEDURES

The Austin Community College Health Science Division Policies and Procedures have been compiled by the Health Sciences faculty to provide information pertinent to all students in the Health Science programs.

These policies and procedures should be used as a supplement to the Austin Community College Catalog and the program specific student handbook.

The Health Sciences programs prohibit discrimination. Access to its programs or activities shall not be limited on the basis of race, color, religion, national origin, age, gender, sexual orientation, political affiliation, or disability.

We wish you success in the pursuit of your educational goals.

POLICIES AND PROCEDURES

Students enrolled in ACC Health Sciences programs are expected to agree to and abide by the ACC Student Policies and Procedures located at: http://www.austincc.edu/handbook

ACADEMIC DISHONESTY

Academic integrity is an essential component of professional behavior in Health Sciences programs. Any documented incidences of academic dishonesty may result in an academic penalty up to withdrawal from the specific program.

ACC Health Sciences programs follow the college’s general policies on academic integrity as set forth in the ACC Catalog. A copy of the catalog is available at each campus’s administrative offices, or may be downloaded from the ACC website at: http://www.austincc.edu/catalog/

Academic work submitted by students shall be the result of their own thought, research or self-expression. For purposes of these regulations, academic work is defined as, but not limited to exams and quizzes, whether taken electronically or on paper; projects, either individual or group; papers; classroom presentations; and homework. When students borrow ideas, wording or organization from another source, they shall reference that information in an appropriate manner.

Definition: Actions constituting violations of academic dishonesty include, but are not limited to, the following:

Cheating: The use of unauthorized materials, information, or study aids; or an act of deceit by which a student attempts to misrepresent academic skills or knowledge; or unauthorized copying or collaboration.

- using unauthorized notes or other study aids during an examination
- using unauthorized technology during an examination; only approved calculators may be used; no cell phones
- improper storage of prohibited notes, course materials and study aids during an exam such that they are accessible or possible to view
• looking at other students’ work during an exam or on an assignment where collaboration is not allowed
• attempting to communicate with other students in order to get/give help during an exam or on an assignment where collaboration is not allowed (i.e. competency check offs)
• obtaining an examination prior to its administration
• altering graded work and submitting it for re-grading
• allowing another person to do one’s work and submitting it as one’s own
• submitting work done in one class for credit in another without the instructor’s permission
• removal of privacy screen on computer

Plagiarism: Defined as taking another person’s intellectual work and using it as one’s own; for example, this includes quoting without giving proper credit to a source, expanding another person’s work without giving credit to that person, or submitting another person’s work under the pretense that it is one’s own.

Fabrication: Intentional and unauthorized falsification or invention of any information or citation in an academic exercise.

Collusion: Knowingly helping another individual violate any provision of the Academic Dishonesty guidelines. Collusion includes assistance with assignments or tests that are not authorized by the instructor.

Falsifying institutional records or other legal or source documents: Includes altering grades, either written or electronic, or other falsification of academic records such as application for admission, grade reports, test papers, registration materials, and reporting forms used by the college.

PROGRAM PROGRESSION

In order to successfully progress through Health Science programs, the student must at a minimum (Individual programs may have additional requirements):

• Complete pre-requisite courses before progressing in the program.

• Be enrolled in co-requisite courses at the same time.
  a. Withdrawal from any co-requisite course prior to the college official withdrawal date will result in withdrawal from all other co-requisite courses regardless of the current grade in the course.
  b. Students who fail a co-requisite course are required to retake all co-requisite courses upon readmission.

• Achieve a minimum grade of “C” in all health science courses (grading scale of individual programs may vary)

• Satisfactorily meet course objectives.
GRADUATION

In addition to the graduation requirements as listed in the ACC College Catalog (http://www.austincc.edu/degrees-and-certificates/earn-a-degree-and-transfer/apply-to-graduate), the prospective graduate must:

1. Complete all courses listed in the official degree plan with a minimum grade of “C.”
2. Have official transcripts from all other colleges sent to ACC Admissions and Records for evaluation, if student has taken courses at other colleges that apply to the degree plan.
3. Apply for graduation in accordance with college policies.

COMPLETION CEREMONY GUIDELINES

This event culminates a very significant achievement of a goal. It is a time to recognize the accomplishments of all students. Students are expected to present professional appearance as well as to recognize your individual role as a representative of a new profession and ACC.

GUIDELINES FOR DRESS

Required attire is business/professional dress.

Minimum

- **Males**
  - Pressed slacks or khakis—NO JEANS
  - Button down shirt or “polo” type shirt. NO T-Shirts
  - Closed toe, business or dress type shoes.
  - May wear clean athletic shoes if approved by department chair.
  - **PLEASE DO NOT WEAR** – T-shirts, shirts with “logos”, baseball caps, shorts, jeans
  - No sandals, flip flops, etc.

- **Females**
  - Conservative dresses or skirts that at least come to the top of the knee
  - Dress slacks with a business shirt/blouse —
  - Closed toe shoes preferred, heel no higher than 2 ½’.
  - May wear clean athletic type shoes if approved by department chair.
  - **PLEASE DO NOT WEAR** - halter tops, strapless dresses, revealing tops etc.
  - No sandals, flip flops, etc.

*Preferable: Above dress with a clean, pressed lab coat or uniforms if applicable. Non-compliance with the above dress guidelines may result in the student not being allowed to participate in the ceremony.*

GUIDELINES FOR STUDENT SPEAKER AND MEDIA

- One speaker that best represents the class
- Student must submit his/her remarks in writing to the Department Chair for approval.
  - Proper use of English
  - No “street” language, slang or other improper verbiage
  - Follows HIPAA and FERPA standards for confidentiality
  - Must be submitted to Department Chair or their designee 3 weeks prior to the ceremony to allow ample time for review
o Limited to 5-10 minutes
o If student deviates from the approved speech, exceeds the time limit, and/or remarks are inappropriate, the ceremony coordinator or dean will terminate the speech. The ceremony will proceed according to the printed program.

Use of media

- No pictures of any hospital/healthcare agency, patients, visitors or staff
- No pictures with alcohol, or other activities which may be interpreted as unprofessional behavior
- Must be reviewed by Department Chair on flash drive to remain with Department Chair until use
- Limit 5-10 minutes

STUDENT COMPLAINT PROCEDURE

Health Science programs follow the college’s policies for student complaints as set forth in the ACC Student Policies and Procedures located at: http://www.austincc.edu/handbook and the ACC Catalog. A copy of the catalog is available at each campus’s administrative offices, or may be downloaded from http://www.austincc.edu/catalog. The purpose of the student complaint procedure (http://www.austincc.edu/students-rights-and-responsibilities/student-complaint-procedures) is to ensure students due process in the resolution of a complaint. Student complaints may include (but are not limited to) issues regarding classroom instruction or other college services and offices as well as discrimination based on race, color, gender, religion, age, national origin, disability or sexual orientation. This procedure does not apply to student disputes about course grades which are resolved under the supervision of the appropriate instructors and instructional administrators. The program will not retaliate against the student as a result of filing a complaint.

SMOKING, NICOTINE VAPOR AND TOBACCO PRODUCTS

Effective January 2, 2012, ACC implemented a smoke-free policy for all campuses and facilities. On November 17, 2014, the ACCD Board of Trustees expanded the smoke free policy to prohibit nicotine vapor products and smokeless tobacco products. Many of the clinical facilities utilized by the Health Sciences programs are non-smoking/tobacco free facilities. Smoking, vaping, or use of tobacco products are prohibited on the property. Students who are reported to be in violation of the policy on the property of these facilities may lose placement at that facility and will be placed on immediate probation.

SEXUAL AND/OR RACIAL HARASSMENT COMPLAINTS

If a Health Sciences student has a complaint regarding sexual or racial harassment the student should refer to the ACC Student Policies and Procedures located at: http://www.austincc.edu/handbook and to the ACC Catalog. A copy of the catalog is available at each campus’s administrative offices, or may be downloaded at: http://www.austincc.edu/catalog
GRADE CHANGE POLICIES AND PROCEDURES

ACC Health Sciences programs follow the college’s policies on grade change as set forth in the ACC Catalog. A copy of the catalog is available at each campus’s administrative offices, or may be downloaded from the ACC website at: http://www.austincc.edu/catalog

ASSIGNMENT OF GRADES

The instructor teaching the course shall assign grades. The instructor will provide information to the students at the beginning of the semester regarding the course, including the guidelines for grading. If the student has questions about a grading policy and/or a specific grade, the student must raise the question while enrolled in the course. If the student is unable to resolve the questions or objections with the instructor, the student is to make an appointment with the department chair to discuss the matter or, if the instructor is the department chair, with the dean.

GRADE DISPUTES

If a student believes that an error has been made in the assignment of a grade, he or she should follow the Grade Dispute Policy in ACC Student Policies and Procedures located at http://www.austincc.edu/handbook (http://www.austincc.edu/students-rights-and-responsibilities/grade-disputes) and in the ACC Catalog. A copy of the catalog is available at each campus’s administrative offices, or may be downloaded at: http://www.austincc.edu/catalog.

CLINICAL/PRACTICUM POLICIES

PROFESSIONAL BEHAVIOR

Faculty of Austin Community College and the Health Sciences Programs have an academic, legal and ethical responsibility to protect members of the public and of the health care community from unsafe or unprofessional practices. Health Science students, while representing Austin Community College at any clinical agency, must conduct themselves in an ethical, professional, and safe manner. Students are expected to assume responsibility for their actions and will be held accountable for them. Students will abide by ACC and clinical agency policies during each clinical experience.

Failure to adhere to program specific policies related to professional behavior or safe clinical practice may result in the use of the Progressive Discipline Policy outlined in the Phlebotomy Student Handbook.

PROFESSIONAL ETHICS AND CONFIDENTIALITY

Students must remember that the information concerning patients is confidential. Students are required to adhere to legal and ethical standards as established by regulatory agencies and professional standards. Failure to comply with the above is cause for immediate dismissal from the program.
SOCIAL MEDIA AND PORTABLE ELECTRONIC DEVICES

Social media platforms are technology tools and online spaces for integrating and sharing user-generated content in order to engage constituencies in conversations and allow them to participate in content and community creation (VanderbiltHealth.com). Examples include but are not limited to:

- Blogs: Wordpress, Blogger
- Social Networking Sites: Facebook, Twitter, LinkedIn
- Virtual Social Worlds: Second Life
- Collaborative Projects: Wikis
- Content Communities: YouTube, Flickr

WHAT ARE PORTABLE ELECTRONIC DEVICES (PED)?

Any non-stationary electronic apparatus with singular or multiple capabilities of recording, storing, processing, and/or transmitting data, video/photo images, and/or voice emanations. This definition generally includes, but is not limited to, laptops, PDAs, pocket PCs, palmtops, Media Players (MP3s), memory sticks (thumb drives), cellular telephones, PEDs with cellular phone capability, and pagers. (US Department of Homeland Security)

GENERAL INFORMATION

When publishing information on social media sites, the student needs to be aware that information may be public for anyone to see and can be traced back to them as an individual. There is no such thing as a “private” social media site. Search engines can turn up posts years after the publication date. Comments can be forwarded or copied. If you are unsure about posting something or responding to a comment, consult with program faculty. Social media typically enables two-way communications with the audience therefore an individual has less control of how materials will be used by others. Social media may be used to investigate student behavior.

As a student in an ACC Health Sciences program, you may encounter confidential information within the classroom or patient care environment during clinicals/practicums. It is the responsibility of the student to follow the following policy related to Social Media.

POLICY:

- All social media postings must be made within the guidelines of the “Professional Behavior, Professional Ethics and Confidentiality, Safe/Unsafe Clinical/Practicum” policies outlined in the program specific student handbook, and Professional Codes of Conduct/Code of Ethics as applicable to their specific field.

- All postings to social media platforms must comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), applicable facility policy, and state law.

- Do not share, post, or otherwise disseminate any information, including images, about a patient or information gained as a result of your presence in a clinical/practicum setting or as a result of a student-patient/client relationship.
○ Do not identify patients/clients by name or post or publish information that may lead to the identification of a patient/client (examples include but not limited to: date of care, facility name, diagnosis, and treatment/surgery). Limiting access to postings through privacy settings is not sufficient to ensure privacy.

○ During clinicals/practicums, any use of electronic devices (cell phones, laptops, etc.) must be with faculty approval within the guidelines of facility/program policies.

○ Do not take photos or videos of patients on personal devices, including cell phones.

● Maintain professional boundaries in the use of electronic media. Online contact with patients/clients or former patients/clients blurs the distinction between a professional and personal relationship.

● Student must have permission from the faculty to videotape or audio tape in the classroom. Official accommodations made by the Student Accessibility Services (SAS) will be provided.

● Personal phone conversations or texting are NOT allowed at any time while in patient/client areas or in the classroom. If the student needs to respond to an emergency text or call during class, the student is asked to leave the classroom.

CONSEQUENCES

● Violations of patient/client privacy with a portable electronic device/use of social media platforms will be subject to HIPAA procedure/guidelines and consequences.

● Students who violate “Professional Behavior, Professional Ethics and Confidentiality, Safe/Unsafe Clinical/Practicum” policies outlined in the program specific student handbook, and Professional Codes of Conduct/Code of ethics codes through the use of social media platforms/portable electronic communication devices do so at the risk of disciplinary action that can be failure in a course and/or dismissal from the program.

SAFE/UNSAFE CLINICAL/PRACTICUM PRACTICES

The Health Sciences Programs identify safety as a basic human need. A safety need can be identified as physical, biological, and/or emotional in nature. Safe practices are a requirement of each program.

Unsafe clinical/practicum practice shall be deemed to be behavior demonstrated by the student which threatens or violates the physical, biological, or emotional safety of the patient, caregiver, students, staff or self. Unsafe or unprofessional clinical/practicum practice may result in implementation of the Progressive Discipline Policy outlined in the Phlebotomy Student Handbook.

The following examples serve as guides to these unsafe behaviors, but are not to be considered all-inclusive.

Physical Safety: Unsafe behaviors include but are not limited to:

● inappropriate use of side rails, wheelchairs, other equipment

● lack of proper protection of the patient which potentiates falls, lacerations, burns, new or further injury

● failure to correctly identify patient(s) prior to initiating care
• failure to perform pre-procedure safety checks of equipment, invasive devices or patient status

**Biological Safety:** Unsafe behaviors include but are not limited to:

• failure to recognize violations in aseptic technique
• improper medication administration techniques/choices
• performing actions without appropriate supervision
• failure to seek help when needed
• attending clinical while ill
• failure to properly identify patient(s) prior to treatments

**Emotional Safety:** Unsafe behaviors include but are not limited to:

• threatening or making a patient, caregiver, or bystander fearful
• providing inappropriate or incorrect information
• performing actions without appropriate supervision
• failure to seek help when needed, unstable emotional behaviors

**Unprofessional Practice:** Unprofessional behaviors include but are not limited to:

• Verbal or non-verbal language, actions (including but not limited to postings on social media sites), or voice inflections which compromise rapport and working relations with patients, family members, staff, or physicians, may potentially compromise contractual agreements and/or working relations with clinical affiliates, or constitute violations of legal/ethical standards
• Behavior which interferes with or disrupts teaching/learning experiences
• Using or being under the influence of any drug or alcohol that may alter judgment and interfere with safe performance in the clinical or classroom setting
• Breach of confidentiality in any form
• Falsifying data in a patient health record
• Misrepresenting care given, clinical errors, or any action related to the clinical experience
• Recording, taping, taking pictures in the clinical setting without expressed consent
• Leaving the clinical area without notification of faculty and clinical staff or supervisor
PLACEMENT POLICY

ACC will not place a student in a rotation at a clinical site where the student is currently employed by the facility in the same department and/or under the same supervisor and where the ACC faculty is not continually onsite with the student.

PROGRESSIVE DISCIPLINE

Faculty is committed to assisting students to be successful in the program. To afford students due process, Health Science students who are not meeting courses objectives in class, clinical/practicum or lab will be apprised of their performance status using the progressive discipline process.

Step 1: Warning

The instructor provides the student with a verbal warning or written feedback as to their status. The instructor counsels the student regarding criteria for successful completion of the course and makes recommendations for improvement. Recommendations may include but are not limited to - utilization of peer study groups, tutors, computer-assisted instruction, seeking assistance from ACC counselors.

At the discretion of the instructor and depending on the situation, this step may be skipped and a conference done.

Step 2: Conference

The student meets with the instructor in a formal conference to review the performance deficit. A written Health Science Conference Report will identify specific course/program objectives not met and a remediation plan/contract, including deadlines for completion, to assist the student to correct the deficit and remain in the program and be successful.

If at any time the student does not comply with all terms outlined in the conference report, the student may be placed on probation or withdrawn from the program.

Step 3: Probation

Probation action is implemented for:

- Unsatisfactory clinical performance
- Unsatisfactory clinical attendance and punctuality
- Inability to maintain physical and mental health necessary to function in the program
- Unethical, unprofessional behavior, and/or unsafe clinical practice
- Refusal to participate with a procedure
- Unsafe or unprofessional clinical practice that compromises patient or staff safety
- Behavior which compromises clinical affiliations
• Failure to comply with all terms outlined in the conference report

Probation is a specified time frame in which the student must improve or be withdrawn from the program.

The student meets with the instructor and department chair. An ACC counselor may be asked to assist in representing the student. The student and faculty will review and sign a Health Science Probation Report explicitly stating expectations that must be followed during the probationary period and signed.

Step 4: Withdrawal

If at any time during the probation period, the student fails to meet any of the conditions of the probation contract, the student may be withdrawn from the program. Accordingly, if at the end of the probation period the student has not met the criteria for satisfactory performance outlined in the probation contract, the student will be withdrawn from the program.

A student who is placed on probation for unsafe or unprofessional conduct will be withdrawn from the program for subsequent safety or professional conduct violations at any time during the program. (If the occurrence is past the official college date for withdrawal from a course, the student will receive a performance grade of “F” or “U” as applicable.)

Some situations do not allow for the progressive discipline process due to the severity of nature or the timing of their occurrence. Incidents of this nature may require the student to be immediately placed on probation or withdrawn from the program. Examples of these include, but are not limited to:

• Violations of patient confidentiality
• Academic dishonesty
• Falsification of documentation
• Unprofessional behavior/unsafe behavior that seriously jeopardizes patient, student, staff, or preceptor safety
• Unprofessional behavior that seriously jeopardizes clinical affiliations.

NOTE: If the occurrence is past the official college date for withdrawal from a course, the student will receive a performance grade of “F” or “U” as applicable.

• Withdrawal Policy: Semester Credit Courses [http://www.austincc.edu/admrule/1.04.003.htm](http://www.austincc.edu/admrule/1.04.003.htm)
• Instructor Initiated Withdrawal and Appeal Policy [http://www.austincc.edu/admrule/4.01.002.pdf](http://www.austincc.edu/admrule/4.01.002.pdf)
HEALTH AND SAFETY INFORMATION

PROFESSIONAL RISKS

Interactions with patients in the health care system carry inherent risks to both the patient and caregiver, including, but not limited to, communicable diseases. In the curriculum, students will be given information regarding known risks for various diseases and measures to decrease these risks.

All students are expected to provide appropriate care to all assigned patients in any setting. These assignments may include patients with medical diagnoses of tuberculosis; hepatitis A, B, or C; AIDS; or other infectious diseases. Students are expected to implement standard precautions and appropriate barrier protection in the care of all assigned patients.

HEALTH INSURANCE

The College does not provide personal health insurance coverage for students. All Health Sciences students are required to carry some type of personal health insurance. Information about health insurance is available at http://www.austincc.edu/support-and-services/services-for-students/international-student-services/health-insurance. Additional information can be found at http://www.austincc.edu/health/health_insurance.php. Should medical care be required, the student is responsible for all costs of treatment/medical care unless covered under the accident insurance policy described below.

FLU VACCINE

To protect patients and provide a safe environment for students, staff, and the public, all students participating in clinical/practicum experiences/courses in any facility may be required to provide documentation of the seasonal flu vaccine. Failure to have the immunization may have implications for clinical attendance. Students will be provided additional information when indicated.

TB TESTING AND CPR REQUIREMENTS

All Health Sciences students are required to provide the following documentation:

Initial Tuberculosis Screening must be validated by a negative two-step TB screening (Mantoux test) or negative blood assay (QFT, TSPOT) within the past 90 days prior to beginning the Program. TB tests done prior to the 90 day period are not acceptable.

- If a prior positive reactor to TST, must show documentation of a negative blood assay within 90 days.
- If prior positive blood assay, present a negative chest x-ray within past 2 years (this must not expire prior to, or during your first semester), be free of productive cough, night sweats or unexplained loss of weight. (submit Disease Screening TB Questionnaire)
- Annual Testing: TST single step skin test or blood assay, as indicated, for all students; OR if prior positive blood assay, complete an annual review of active disease (TB) screening questionnaire.
Current CPR certification: must meet standards of the American Heart Association (AHA) Basic Life Support for the Healthcare Provider. The card verifying completion must be an AHA card (see specific program requirement).

All items must be current for the duration of the coming semester. If any item expires during the semester, it must be completed (Redone) prior to the first day of class or earlier as directed by the program.

## ACCIDENTS/EXPOSURE

**Medical Professional Liability Insurance**—Medical professional liability insurance is required for each Health Science student enrolled in a clinical course with patient contact. This insurance is purchased automatically through Austin Community College registration fees collected each semester.

**Accident Insurance**—Austin Community College students purchase Student Accident Insurance by paying applicable Insurance Fee at the time of registration and current payment. The Student Accident Insurance pays for injuries occurring from school sponsored activities related to the selected classes. The insurance policy is a $10,000 maximum benefit per accident policy with a $25 deductible per claim. The policy pays for reasonable and customary charges for treatment of injuries. It does not pay for illnesses such as allergies, influenza, or fainting. The policy is a ‘primary pay’ policy; it will pay first regardless if the student has any other insurance.

http://www.austincc.edu/offices/environmental-health-safety-and-insurance

## ACCIDENT PROCEDURES

1. Provide first aid for the student sufficient to get the situation under control.

2. If the accident occurs on campus, campus police are notified.

3. If the accident occurs in the clinical area, faculty responsible for the course in which the student is injured must be notified immediately of the incident.

4. If it appears that a physician should see the student, he/she may choose to see his/her own physician, go to a minor emergency center, or be transported to a hospital. The student may be required to pay the cost/bill at the time of treatment or assign benefits and request reimbursement from ACC’s insurance company for the cost of treatment. The deductible is not eligible for reimbursement.

5. The injured student will use the designated claim form. All applicable components of the claim form must be completed. The completed form must contain the signature of the student/claimant and submission of an itemized medical bill before reimbursement will be made. Reimbursement requests along with completed claim form should be sent to:

   Austin Community College  
   Risk Management Department  
   9101 Tuscany Way  
   Austin, TX 78754  
   Phone: 512-223-1015  Fax: 512-223-1035

6. The student or faculty submits a copy of the completed insurance form, HIPAA, release form, and the Fraud Warning certification to the Assistant Dean of Health Sciences immediately after the incident.
7. The Faculty submits TWO copies of the Supervisor’s Injury and Illness Analysis and Prevention Report; one copy to the Department Chair and one copy to the Assistant Dean of Health Sciences within 48 hours of the event.

8. The Assistant Dean of Health Sciences will communicate the official notification of the claim to the Risk Management Department who confirms insurance coverage with the carrier and medical provider.

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FORMS ARE AVAILABLE IN PUBLISHED COURSE MATERIALS and on the web

https://docs.google.com/viewer?a=v&pid=sites&srcid=YXVzdGluY2MuZWR1fGFjYy1mb3Jtcy1pbnZlbnRvcnI8Z3g6MjIjZTixZWZIMjU2NDNlOA

https://docs.google.com/viewer?a=v&pid=sites&srcid=YXVzdGluY2MuZWR1fGFjYy1mb3Jtcy1pbnZlbnRvcnI8Z3g6MzAwYmM3MzhkNTEzOWZhYw

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EXPOSURE RESPONSE

Students and faculty members who experience an exposure to any potentially infectious materials (needle stick, mucous membrane, or non-intact skin) or airborne inhalation require specific follow-up. It is the responsibility of the individual to initiate appropriate first aid and to report the incident as soon as possible (preferably within one hour) to their immediate supervisor or instructor. It is the responsibility of the clinical instructor or supervisor to ensure that the appropriate steps have been taken to provide for the safety of the student. It is the responsibility of the Department Chair to assist the faculty member following an exposure to the student or employee. Faculty will ensure that copies of the Accident procedures and appropriate forms will be made available to the students prior to their first clinical experience.

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FACILITY SPECIFIC ORIENTATION/TRAINING/TESTING

Austin Community College Health Science Students and faculty will follow procedures outlined in the Seton Safe Environment of Care (EOC) and the St. David’s Mandatory Education Module designed by Seton and St. David’s and adapted for use at ACC in order to educate students and faculty in procedures mandated by health care facilities. Additional training modules may also be required for students in specific programs. All of the Seton and St. David’s health organizations, in which ACC is affiliated, have agreed to the use of these procedures in order to educate students and faculty prior to their clinical rotations in those facilities.

The purpose of the test is to understand the safety and regulatory requirements related to patient care presented in the Seton Safe EOC Manual and St. David’s Mandatory Education Module. The scope of these tests include general safety, hazardous materials and waste, medical equipment, security, emergency preparedness, life safety and building construction, utility systems, confidentiality and social environment. These tests are primarily multiple-choice with some short answer questions. These exams require the student to self-remediate. The students will not be able to move forward until they have correctly answered each question.

These exams are available at: http://www.austincc.edu/health/dmt.php or on departmental home pages. Specific instructions about how to access the test will be given to students by their instructor. When students have completed the tests, they will be required to make a copy for themselves and electronically mail a copy to their program. These files must be kept so that the College can prove compliance with the health care facilities’ accreditation requirements.
Students who are assigned a clinical or practicum experience in a St. David’s Healthcare Partnership facility will be required to sign a Statement of Responsibility form. (http://www.austincc.edu/health/dmt.php)

Other facilities may require students to complete facility specific training modules/post-tests.

**HIPAA**

The Health Insurance Portability Accountability Act (HIPAA) Act requires that all protected health information be kept private and secure by all persons that handle, or have access to, that information (see HIPAA Compliance Manual at http://www.austincc.edu/hipaa/manual.php). Since health sciences students, faculty, instructors, and staff use protected health information as part of the educational process (i.e. access to client health data to provide care and use of de-identified health data for educational assignments such as case studies and care plans), all health science students must annually complete an online training module to remain in compliance with HIPAA regulations. Students are not allowed to enter the clinical settings/fieldwork until this training has been completed. Any violations of HIPAA regulations will result in disciplinary actions up to and including withdrawal from the program depending on the severity of the violation. ACC Website: http://www.austincc.edu/hipaa/training/hipaa_home.php

**HIPAA BREACH NOTIFICATION PROCESS**

If a breach occurs, the Event Notification Form (found on the HS Faculty Resource page) must be completed within three working days and distributed as follows:

- Covered Entity (clinical site/facility)
- HIPAA Privacy Officer
- Program/Department HIPAA File

Violations and sanctions can be applicable to program and to the individual involved. The involved Program/Department follows the progressive discipline policy in the Student Handbook that addresses student confidentiality violations.

**LATEX ALLERGY**

Approximately 3 million people in the U.S. are allergic to latex. Latex is used in more than 40,000 industrial, household, and medical products. Exposures to latex may result in skin rashes, hives, flushing, itching; nasal, eye, or sinus symptoms, asthma, and (rarely) shock. Reports of such allergic reactions to latex have increased in recent years—especially among healthcare workers—NIOSH. This statement is provided to notify students of the possible risk of latex allergies. It is important to notify the program if you are or become allergic/sensitive to latex products.

**SUBSTANCE ABUSE POLICY (SUSPICION - BASED DRUG TESTING)**

The well-being of patients and clients cared for by our students is of primary concern in all Health Sciences programs and a carefully designed and administered drug and alcohol misuse procedure can reduce accidents. Therefore, the Health Sciences Department has adopted a substance abuse testing program wherein a student who is participating in clinical courses will be tested for drugs when there is reasonable suspicion that the student is under the influence of alcohol and/or illegal drugs, i.e., drugs which are controlled substances under federal law which are not being used under the supervision of a licensed health care professional, or otherwise in accordance with the law.
Students will be asked to submit to drug screening by their ACC clinical instructor at the expense of the college in the following circumstances:

1. Observable indication of actual use or impairment such as slurred speech, lack of coordination, incoherency, marijuana or alcohol odors.

2. Possession of drugs, apparent paraphernalia or alcoholic beverages.

3. Detailed, factual and persistent reports of misuse by multiple colleagues.

4. Abnormal or erratic behaviors such as sudden outbursts, mood swings, hostility or unusual anxiety that suggests possible drug use or alcohol misuse.

5. Involvement in suspicious accidents.

6. Apparent lapses in judgment or memory.

7. Unusual lethargy.

TESTING PROCEDURE

1. Document student’s behavior. Confer with department chair. If a department chair is the faculty member concerned about the student’s behavior or if the department chair is unavailable, the conference will be with the dean or dean’s designee.

2. If a student denies being under the influence of unauthorized substances, a request for a drug screen will be initiated.

   a. The student will sign a consent to undergo drug screening.*

   b. If the student refuses to consent to drug screening, the student will be immediately dismissed from the program.

3. Institute a Request for Drug Screen. Provide verbal and written instructions for the testing procedure, including time frames for the test.

4. Arrange for transportation directly to a designated testing center by specified transportation accompanied by a Health Sciences’ representative.

5. After the drug screen specimen has been obtained, the student will be transported by taxi or other specified method back to the point of origin or home.

6. Student is excluded from all clinical activities pending results of the drug screen.

7. Drug screen findings will be interpreted by the designated testing center within 24-48 hours.

8. Results will be sent to the Dean of Health Sciences where they will be kept in a confidential, locked file. Results of the drug screen will be released to the department chair on a need to know basis only. Records may be released only to the student or the decision-maker in a lawsuit, grievance or other legal proceeding against the College or its agents arising out of the positive drug test.
9. All positive drug screens will be reviewed by an independent Medical Review Officer. During the review process, the student will have the opportunity to:

   a. Explain the cause of the positive drug screen.

   b. Provide the name of the physician authorizing any prescription medications. The Medical Review Officer will contact the attending physician for verification. If verification is obtained, the student will be placed on probation. Any subsequent evidence of substance abuse will result in a recommendation that the student be dismissed from the program. The student may appeal the recommendation using the Student Complaint Procedure in the ACC Catalog.

10. If drug screen is positive and unexplained or unverified via the Medical Review Officer, the student will be:

   a. Dismissed from the program and

   b. Reported to the state licensing agency, if applicable.

11. A student who tests positive will be referred to a community resource for evaluation by the ACC counselor at the student’s expense.

12. If the drug screen is negative, the student will be immediately reinstated in clinical by the department chair and will be provided opportunity to make up assignments. The student will be subject to all other objectives related to safe behavior and care of clients.

13. Readmission to the program is based on program admission policies.

* Please refer to the Consent for Drug Screening form located in the Appendices section at the end of this handbook.

NOTE: Some clinical affiliates may require a preliminary drug screening prior to actual clinical practice in their facility.

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**DRUG SCREENING**

**RATIONALE**

Health care providers are entrusted with the health, safety, and welfare of patients/clients. The safety and welfare of patients/clients cared for by our students is of primary concern in all Health Sciences programs and the clinical agencies that provide essential clinical experiences for the students. The clinical agencies require a drug screen prior to the first clinical course to ensure that their facility is in compliance with The Joint Commission (TJC) standards.

**IMPLEMENTATION**

Successful completion of the ten (10) panel drug screen is required within **thirty days of beginning the first clinical course**. Drug screens will be honored for the duration of the student’s enrollment in the clinical program if the participating student has not had a break in the enrollment of a Health Science program. A break in enrollment is defined as nonattendance of one full semester or more.
The Ten Panel Drug Screen includes testing for:

- Cocaine Metabolites
- Amphetamines
- Barbiturates
- Benzodiazepines
- Marijuana metabolites
- Opiates
- Phencyclidine
- Propoxyphene metabolite
- Methadone
- Methaqualone

**POSITIVE DRUG SCREEN**

- A positive drug screen is any instance in which a drug screening report shows a positive test for one or more of the drugs on the panel.

- Any student with a positive drug screen will be withdrawn from the program and will be ineligible for reapplication for a minimum of twelve months from the date of withdrawal.

- The health sciences Reasonable Suspicion- Based Substance Abuse Policy remains in effect for all students for the duration of enrollment. See program handbook.

Failure to undergo the drug test in the time period required will result in withdrawal from the program.

**DISCLAIMERS**

- Successful completion of a drug screen for a Health Sciences Program does not ensure eligibility for licensure or future employment.

- Clinical agencies can require additional drug screens to be in compliance with their policies.

- If a student is found to be ineligible for clinical placement any time during the program, the student is unable to meet clinical learning objectives and will be withdrawn pending resolution of the situation.

**ALLOCATION OF COST**

Cost of the drug screen is the responsibility of the student.
CONFIDENTIALITY OF RECORDS

Drug screening reports and all records pertaining to the results are considered confidential information with restricted access. The results and records are subject to the Family Educational Rights and Privacy Act (FERPA) regulations.

CRIMINAL BACKGROUND

Successful completion of a criminal background check is required for admission and continuation in all Health Sciences Programs. Criminal background requirements are found at http://www.austincc.edu/health/background.php.

Background checks will be honored for the duration of the student’s enrollment in the clinical program if the participating student has not had a break in the enrollment at the college/school. A break in enrollment is defined as nonattendance of one full semester or more.

Once accepted into the program, it is the student’s responsibility to immediately notify the Health Sciences Compliance Coordinator in writing of any subsequent changes in criminal history that occur after the admission background check has been completed. Failure to do so may result in immediate withdrawal from the program.

Additionally,

- Successful completion of a criminal background check for a Health Sciences Program does not ensure eligibility for licensure or future employment.
- Clinical agencies can establish more stringent standards, if they so desire, to meet regulatory requirements for their facility.
- Clinical agencies can conduct additional background checks at their discretion.
- If a student is found to be ineligible for clinical placement any time during the program, the student is unable to meet clinical learning objectives and will be withdrawn pending resolution of the situation.

EMERGENCY INSTRUCTIONS

Austin Community College District has procedures in place to help ensure the safety of students during an emergency. Emergency instruction signs are posted in each campus classroom. They indicate evacuation routes, outside rally locations, and indoor shelter-in-place areas. Administrators-in-charge and emergency evacuation coordinators are designated in all facilities to assist students and staff in an emergency. See Emergency Instructions at Student Handbook at http://www.austincc.edu/handbook http://www.austincc.edu/nexus/top/docs/emergency-procedures.pdf

GENERAL EMERGENCIES

To reach the ACC Police Department dial 222 from any campus phone or 512.223.7999 from any cell phone, pay phone, or off campus. The ACC Police Department can better determine the student’s location and will notify the local police and fire departments.
MEDICAL EMERGENCIES

In the case of severe bleeding, breathing problems, or chest pains, call 911. For other medical emergencies, contact the ACC Police Department by dialing 222 from any campus phone or 512.223.7999 from any cell phone, pay phone, or off-campus phone.

SEVERE WEATHER/OUTDOOR HAZARDS

In cases of severe weather or other dangerous conditions outdoors, students will be directed to shelter-in-place areas inside the building. Do not go outside or move to another building. Do not use elevators. Upon being alerted by a public address system, alarm, or campus administrator, students will move immediately to shelter-in-place areas indicated on the emergency signs posted in each classroom. Shelter-in-place areas are located in the lowest floor possible of the building, in the center of the building, and away from glass.

FIRE

Upon hearing a continuous alarm or verbal warning, students should evacuate the building immediately and move to the fire evacuation rally location indicated on the emergency signs posted in each classroom. Do not run. Do not use elevators.

1. Leave the building through the nearest exit.
2. Take personal belongs if they are in the same room.
3. Close all doors behind you. Do not lock them.
4. Report to fire evacuation rally location. You must be accounted for at rally location.
5. Students and staff will be permitted to re-enter the building when the administrator-in-charge or emergency evacuation coordinator gives a verbal “all clear” signal.

GUNMAN ON CAMPUS

Students or staff who see an armed person or receive information that an armed person is on campus should take the following steps.

1. Contact the ACC Police Dispatch by dialing 222 from any campus phone or 512.223.7999 from any cell phone, pay phone, or off-campus phone.
2. Turn off lights, close and lock doors.
3. Get on the floor out of the line of fire. Seek available cover.
4. Wait until an “All Clear” given by a police officer or authorized, known voice.

CONTACTING A STUDENT IN AN EMERGENCY

With thousands of students at different locations, it is not possible for staff to contact students on campus except in cases of emergency. Staff members may inquire about the nature of the emergency and decide whether the
student should be contacted. In order to contact students, campus staff will need the student’s ID number and class schedule.

When students anticipate someone may need to contact them on campus, they should leave the necessary information in the campus manager’s office. Under no circumstances will ACC permit persons to search for students on campus.

**FAMILY EDUCATION RIGHTS AND PRIVACY ACT**

The following statement concerning student records maintained by the Austin Community College District is published in compliance with the Family Education Rights and Privacy Act of 1974. The release of information to the public without the consent of the student will be limited to that designated as directory information. Directory information includes name, address, telephone number, date and place of birth, major field of study, participation in activities, dates of attendance, degrees, certificates and awards, name of the previous educational institution attended, student classification and enrollment status. Any student objecting to the release of all or any portion of such information must notify Admissions and Records within the first 12 class days of the semester. The restriction will remain in effect until revoked by the student. Please visit [http://www.austincc.edu/visitors/ferpa.php](http://www.austincc.edu/visitors/ferpa.php) for more detailed information about FERPA.
PHLEBOTOMY PROFESSION

The health of all Americans depends upon the educated minds and trained hands of the medical laboratory professional. The practice of modern medicine at the exacting standards currently required would be impossible without the scientific testing performed daily in the medical laboratory. Maintenance of these standards and progress toward improvement in the quality of laboratory services depends on the dedicated efforts of professional practitioners of medical laboratory science. The proper practice of Phlebotomy is essential for accurate laboratory test results.

DESCRIPTION OF THE PROFESSION

Phlebotomy professionals are qualified by academic and practical education to collect, transport, and process blood specimens for analysis. They select the appropriate equipment and technique based on a thorough understanding of the anatomy and physiology of the patient, as well as the psycho-social factors that may impact specimen collection. Phlebotomy professionals perform venipunctures and capillary (dermal) punctures adhering to all standards governing patient and employee safety.

The ability to relate to people, a capacity for calm and reasoned judgment, and a demonstration of commitment to the patient are essential qualities. Communication skills involve direct interaction with the patient, family members of the patient, fellow members of the laboratory team, and other members of the healthcare team. Phlebotomy professionals demonstrate ethical and moral attitudes and principles that are necessary for gaining and maintaining the confidence of patients, professional associates, and the community.

Upon graduation and initial employment, the phlebotomist will be able to demonstrate entry level competencies in the above areas of professional practice.

Reference: NAACLS Standards for Accredited and Approved Programs, 4/2016
ASCLS CODE OF ETHICS

PREAMBLE

The Code of Ethics of the American Society for Clinical Laboratory Science (ASCLS) sets forth the principles and standards by which clinical laboratory professionals practice their profession.

I. DUTY TO THE PATIENT

Clinical laboratory professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining individual competence in judgment and performance and striving to safeguard the patient from incompetent or illegal practice by others.

Clinical laboratory professionals maintain high standards of practice. They exercise sound judgment in establishing, performing and evaluating laboratory testing.

Clinical laboratory professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to other health care professionals about the services they provide.

II. DUTY TO COLLEAGUES AND THE PROFESSION

Clinical laboratory professionals uphold and maintain the dignity and respect of our profession and strive to maintain a reputation of honesty, integrity and reliability. They contribute to the advancement of the profession by improving the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession.

Clinical laboratory professionals actively strive to establish cooperative and respectful working relationships with other health care professionals with the primary objective of ensuring a high standard of care for the patients they serve.

III. DUTY TO SOCIETY

As practitioners of an autonomous profession, clinical laboratory professionals have the responsibility to contribute from their sphere of professional competence to the general well being of the community.

Clinical laboratory professionals comply with relevant laws and regulations pertaining to the practice of clinical laboratory science and actively seek, within the dictates of their consciences, to change those which do not meet the high standards of care and practice to which the profession is committed.
PLEDGE TO THE PROFESSION

As a clinical laboratory professional, I will 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.

MISSION AND GOALS

PROGRAM MISSION

The mission of the Phlebotomy Technician Certificate program of Austin Community College is to be an exemplary program graduating highly qualified individuals to fill the employment needs of clinical laboratories. The Program is committed to serving students and the medical laboratory community through guidance, excellent academic instruction and professional training utilizing traditional and innovative means while understanding the cultural diversity of individuals, maintaining a student-centered philosophy, striving to make wise use of community and educational resources and materials. The faculty of the Phlebotomy Technician Program is committed to providing quality instruction by preparing the graduate to be employable at an entry level in general Phlebotomy and to be successful on the National Certification Examination in Phlebotomy.

PROGRAM GOALS

Upon completion of this program the student will successfully:

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 the body systems.
4. Demonstrate basic understanding of age specific or psycho-social considerations involved in the performance of phlebotomy procedures on various groups of patients.
5. Associate the major areas and departments of the clinical laboratory with the laboratory tests ordered to evaluate a patient’s pathologic condition or illness.
6. Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
7. Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.
8. Demonstrate proper techniques and follow standard operating procedures to collect specimens.
9. Demonstrate knowledge of phlebotomy complications and pre-analytical errors that can significantly alter results.
10. Demonstrate understanding of requisitioning, specimen transport and specimen processing.
11. Demonstrate understanding of quality assurance and quality control in Phlebotomy.
12. Demonstrate understanding of the basic concepts of verbal and nonverbal communications, personal and patient interaction, stress management, professional behavior and legal implications of the work environment.

**SCANS COMPETENCIES**

The Secretary’s Commission on Achieving Necessary Skills (SCANS), formed in 1990 was established to determine skills students need to succeed in the workplace. The Commission determined that to be successful, a student needed a firm foundation in basic literacy and computational skills, the thinking skills to put knowledge to work, and the personal qualities that make workers dedicated and trustworthy. Objectives for the theory, lab and clinical components of the program are written to incorporate the SCANS competencies. Please go to http://www.austincc.edu/mgmt/scans.php for a complete definition and explanation of SCANS. This list summarizes the SCANS competencies.

<table>
<thead>
<tr>
<th>1.0 RESOURCES</th>
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<tbody>
<tr>
<td>1.1 Manages Time</td>
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<tr>
<td>1.2 Manages Money</td>
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<tr>
<td>1.3 Manages Material and Facility Resources</td>
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<tr>
<td>1.4 Manages Human Resources</td>
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</table>

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<tr>
<th>2.0 INTERPERSONAL</th>
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</thead>
<tbody>
<tr>
<td>2.1 Participates as a Member of a Team</td>
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<tr>
<td>2.2 Teachers Others</td>
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<tr>
<td>2.3 Serves Clients/Customers</td>
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<tr>
<td>2.4 Exercises Leadership</td>
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<tr>
<td>2.5 Negotiates to Arrive at a Decision</td>
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<tr>
<td>2.6 Works with Cultural Diversity</td>
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<tr>
<th>3.0 INFORMATION</th>
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<tbody>
<tr>
<td>3.1 Acquires and Evaluates Information</td>
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<tr>
<td>3.2 Organizes and Maintains Information</td>
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<tr>
<td>3.3 Interprets and Communicates Information</td>
</tr>
<tr>
<td>3.4 Uses Computers to Process Information</td>
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<table>
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<tr>
<th>4.0 SYSTEMS</th>
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</thead>
<tbody>
<tr>
<td>4.1 Understands Systems</td>
</tr>
<tr>
<td>4.2 Monitors and Corrects Performance</td>
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<tr>
<td>4.3 Improves and Designs Systems</td>
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<tr>
<th>5.0 TECHNOLOGY</th>
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</thead>
<tbody>
<tr>
<td>5.1 Selects Technology</td>
</tr>
<tr>
<td>5.2 Applies Technology to Task</td>
</tr>
<tr>
<td>5.3 Maintains and Troubleshoots Technology</td>
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<table>
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<tr>
<th>6.0 BASIC SKILLS</th>
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<tbody>
<tr>
<td>6.1 Reading</td>
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<tr>
<td>6.2 Writing</td>
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</tbody>
</table>
6.3 Arithmetic
6.4 Mathematics
6.5 Listening
6.6 Speaking

7.0 THINKING SKILLS
7.1 Creative Thinking
7.2 Decision Making
7.3 Problem Solving
7.4 Mental Visualization
7.5 Knowing How to Learn
7.6 Reasoning

8.0 PERSONAL QUALITIES
8.1 Responsibilities
8.2 Self-Esteem
8.3 Sociability
8.4 Self-Management
8.5 Integrity/Honesty

For the Phlebotomy Technician Program, examples of SCANS competencies being incorporated are:

<table>
<thead>
<tr>
<th>COMPETENCY</th>
<th>EXAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resources</td>
<td>Following Standard Precautions, performs vein and capillary puncture procedures using only necessary supplies and within a predetermined reasonable amount of time.</td>
</tr>
<tr>
<td>Interpersonal</td>
<td>Demonstrates an understanding of the profession of Phlebotomy thorough ethical behavior when dealing with patients and other members of the health care team, including maintaining a professional appearance to relieve patient anxiety and maintaining patient confidentiality.</td>
</tr>
<tr>
<td>Information</td>
<td>Record quality control results for basic CLIA waived laboratory tests performed and point out unexpected results to a supervisor.</td>
</tr>
<tr>
<td>Systems</td>
<td>Use problem-solving skills to troubleshoot basic equipment or procedures that do not fall within standards, take corrective actions or inform an appropriate supervisor.</td>
</tr>
<tr>
<td>Technology</td>
<td>Perform vein and capillary puncture procedures using a variety of methods and equipment including vacuum collection system, microcollection devices, Winged Infusion Set, and Syringe and needle.</td>
</tr>
<tr>
<td>Basic Skills</td>
<td>Locates, understands, and interprets written information in laboratory procedures to perform tasks. Receives, attends to, interprets and responds to both verbal and written messages and other cues such as body language from patients and other health care staff. Speaks clearly and communicates a message, understands and responds to listener feedback and asks questions when needed.</td>
</tr>
<tr>
<td>Thinking Skills</td>
<td>Recognizes and adapts new knowledge and skills in both familiar and changing situations. Assess each patients unique attributes in order to select the best and most appropriate collection equipment and method. Participates in continuing education in order to maintain and expand knowledge and skills.</td>
</tr>
<tr>
<td>Personal Qualities</td>
<td>Demonstrates knowledge of phlebotomy skills and abilities. Pays attention to details, displays high standards of ethical behavior, attendance, punctuality, enthusiasm, and optimism when dealing with patients. Always maintains patient confidentiality.</td>
</tr>
</tbody>
</table>
ENTRY LEVEL COMPETENCIES

At career entry, the Phlebotomy Technician will be able to perform routine blood collection procedures making specimen oriented decisions on predetermined criteria, including pre-analytical errors that can significantly alter results. Communication skills will extend to frequent interactions with members of the healthcare team, external relations, customer service and patient education. Phlebotomists may perform waived and point of care testing and must be familiar with the processes and procedures to provide quality results.

Upon completion of the program and initial employment, the Phlebotomy technician should be able to demonstrate entry-level competencies in the areas of professional practice listed below:

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 the body systems.
4. Demonstrate basic understanding of age specific or psycho-social considerations involved in the performance of phlebotomy procedures on various groups of patients.
5. Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
6. Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.
7. Follow standard operating procedures to collect specimens via venipuncture and capillary (dermal) puncture.
8. Demonstrate understanding of requisitioning, specimen transport and specimen processing.
10. Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

Reference: NAACLS Standards for Accredited and Approved Programs, 2016

ESSENTIAL FUNCTIONS AND TECHNICAL STANDARDS

Health Sciences programs establish technical standards and essential functions to insure that students have the abilities required to participate and potentially be successful in all aspects of the respective programs. Successful students are those who are highly disciplined, self-motivated, self-reliant and capable of working independently.

Essential functions, as distinguished from academic standards, refer to those physical, cognitive and behavioral abilities required for satisfactory completion of all aspects of the curriculum, as well as the development of professional attributes required by the program officials and clinical faculty of all students upon completion of the program. The essential functions consist of minimal physical, cognitive, affective and emotional requirements to provide reasonable assurance that students can complete the entire course of study and participate fully in all aspects of clinical training.

1. The Psychomotor Demands required include:
   a. Physical abilities to move about freely and maneuver in small spaces, stand and/or walk for long periods, and access areas within the healthcare facility.
   b. Physical ability, including sufficient mobility and fine motor coordination, to manipulate Phlebotomy equipment to safely collect and process patient specimens, maintain a safe, aseptic work environment, and accurately and safely operate a variety of laboratory equipment.
c. Visual ability sufficient to discern colors and perform Phlebotomy procedures.

d. Visual acuity to read and interpret test requests and physician orders.

e. Hearing ability to respond to messages from patients and staff

f. Ability to operate computers.

2. The Cognitive Demands required include:

a. Establish and maintain effective working relationships including working as part of a team.

b. Accurately remember and apply oral and written procedures.

c. Maintains accurate records.

d. Ability to organize one’s work for completion in a timely fashion.

e. Ability to exercise critical thinking skills to solve problems.

3. The Affective Demands required include:

a. Interpersonal abilities sufficient to communicate in a professional, positive, tactful manner with patients, physicians, nurses, other health care and non-health care employees, and laboratory personnel.

b. The applicant must be fluent in English and possess adequate communication skills to permit regular, routine, timely, and productive interactions with faculty members, physicians, patients, and other students.

c. Emotional stability to allow professional interaction with patients and staff, to respect patient confidentiality, use reasonable judgment and accept responsibility for actions.

d. Must demonstrate the emotional health required for full utilization of intellectual abilities; must be able to tolerate physically and emotionally taxing workloads and function effectively under stress.

e. Project a well-groomed, neat appearance.

f. Ability to maintain patient confidentiality and to exercise ethical judgment, integrity, honesty, dependability, and accountability in the performance of one’s laboratory responsibilities.

g. Ability to perform Phlebotomy procedures accurately and quickly even under stressful conditions.

h. Ability to exercise independent judgment and to think logically in the performance of one’s duties.

i. Ability to organize and to assume responsibility for one’s work.

**STUDENTS WITH DISABILITIES**

Qualified applicants with disabilities are encouraged to apply to the program. It is the responsibility of the student to contact the Student Accessibility Services (SAS) if they feel they cannot meet one or more of the technical standards listed. Students can obtain complete information from the SAS website at [http://www.austincc.edu/support-and-services/services-for-students/disability-services-and-assistive-technology](http://www.austincc.edu/support-and-services/services-for-students/disability-services-and-assistive-technology) or through the Student Accessibility Office on the campus where they expect to take the majority of their classes; for locations see [http://www.austincc.edu/campus-contacts?field_contact_office_or_dept_value%5B%5D=Student+Accessibility+Services](http://www.austincc.edu/campus-contacts?field_contact_office_or_dept_value%5B%5D=Student+Accessibility+Services).

New students - In order to be processed by the first day of classes, new students should request services prior to the final day of regular registration.

Current students - may submit a request for services as early as four weeks prior to the SAS early registration date. Requests by current students are considered late after the close of the first telephone registration period. Failure to follow these guidelines may result in a delay in receiving services.
PROGRAM POLICIES

ADMISSION REQUIREMENTS

Admission to Austin Community College does not automatically qualify a student for admission to the Phlebotomy Technician program.

Admission requirements for the Phlebotomy Technician program include:

1. Completion of high school or GED equivalent.
2. Enrollment in high school Health Science Technology course with a grade of 80% or better in the phlebotomy discipline area or enrollment in Health Science Academy with conditional acceptance into the Phlebotomy program.
3. Meet current requirements for admission to ACC if taking the courses for college credit.
4. Complete the Phlebotomy online information session: http://www.austincc.edu/health/phb/
5. Submit a completed application for the Phlebotomy Technician Program.
6. Immunizations - Health Science students must comply with both Texas Law and Clinical facility requirements related to immunizations. Healthcare professions include inherent health and safety risks. All health sciences students are required to be compliant with Texas Administrative Code Rule 97.64 related to immunizations for the protection of themselves and patients. A copy of your immunization records must be uploaded by the time of application. The required immunization form can be found at: http://www.austincc.edu/health/documents/NewImmunizationForm.pdf. Additional information related to immunizations is available at http://www.austincc.edu/health/immunizations.php
7. Satisfactory health status as certified by submission of a completed Health Data/ Physical form signed by a licensed healthcare provider within the last twelve months. The Health Data/ Physical form is available at http://www.austincc.edu/health/documents/HealthDataFormRev04_06_16.pdf. A student must submit a current Health Data/ Physical form if there has been a break in program enrollment for one year or more.
8. Submit documentation of a negative two step TB test or a TB Blood test performed no earlier than ninety (90) days before the start of the Phlebotomy Program.
   a. If the two step TB is positive, a TB Blood test must be submitted.
   b. If the TB blood test is positive, a negative chest x-ray must be submitted. The chest x-ray must be within the past 2 years. In addition, the student should be free of productive cough, night sweats or unexplained loss of weight. A Disease Screening TB Questionnaire must also be submitted.
9. Compliance with the ACC Health Science Department Criminal Background Screening Policy.
10. Compliance with the ACC Health Science Department Drug Screening Policy.
11. Compliance with the ACC Health Science Department Health Insurance Policy.
12. Admission to the program is based on the date the completed application was received in the Health Science admissions office.
13. DO NOT submit a criminal background check or a drug screen until told to do so.

PROGRAM LENGTH

The Austin Community College Phlebotomy Technician Program is one semester in length and consists of two courses: PLAB 1323/1023 Phlebotomy and PLAB 1166/1066 Phlebotomy Practicum.
PROGRAM PROGRESSION

To successfully progress through the program the student must:

1. Achieve a grade of “C” (70% or higher) in BOTH the lecture and laboratory components of PLAB 1323/1023. Failure of either component of the course will result in a grade of “D” even though the combined total grade is passing. The student must complete PLAB 1323/1023 with a ‘C” or higher to be eligible for the clinical practicum PLAB 1166/1066. A student who fails PLAB 1323/1023 will be withdrawn from PLAB 1166/1066.
2. Successful completion of high school health science technology course with a grade of 80% or better in the phlebotomy discipline area.
3. Successfully PASS Competency assessments for both venipuncture and capillary puncture during the laboratory portion of PLAB 1323/1023. Students will be given a total of three (3) opportunities to demonstrate competence. If a student fails a competency, he/she will be remediated and allowed additional practice prior to the next competency assessment. In addition, the Progressive Discipline Policy will be initiated. If the student fails a competency three (3) times he/she will be withdrawn from the PLAB 1323/1023 and PLAB 1166/1066 courses.
5. Satisfactorily meet course objectives, and comply with all policies in the ACC Student Handbook, Phlebotomy Student Handbook and the course syllabi.
6. Successful students will be awarded an institutional certificate of completion for the Phlebotomy Technician Program.

CERTIFICATION ELIGIBILITY

Upon successful completion of the phlebotomy program the graduate is eligible for the national examination for Phlebotomy offered by ASCP. Passing of a national certification exam is not required for awarding the certificate of completion in Phlebotomy.

TRANSFER OF COLLEGE CREDIT

No credit will be given for Phlebotomy courses from other institutions.

ADVANCED PLACEMENT/ CHALLENGE EXAM POLICY

There are no advanced placement or challenge exams for this program of study.

PROGRAM READMISION POLICY

A student who withdraws from the program or fails to achieve the minimum course grade for progression may be re-admitted one time only to the Phlebotomy Program upon the recommendation of the Phlebotomy Program Department Chair. The student will also be advised to meet with the Department Chair to conduct an Exit Interview. During the Exit Interview, readmission criteria, as outlined below, will be discussed.
READMISSION CRITERIA

- The student must apply for re-admission the following semester that the course is offered.
- The student must meet current admission requirements.
- The individual must submit a letter requesting re-admission/reentry to the Phlebotomy Department Chair by the deadline stated on the Exit Interview. This letter serves as a reentry request, and does NOT guarantee readmission to the program.
- Once a reentry request has been received by the stated deadline, the student will meet with the Phlebotomy Department Chair and Health Science counselor to discuss a plan of action and address concerns and expectations. This plan of action may require follow up appointments with the counselor, or remediation with phlebotomy faculty, or any other activities or advising that would assist the student.
- Each reentry request will be evaluated by the Phlebotomy Department Chair, who will make the determination of whether to allow the student to reenter. Criteria used in this determination will include, but are not limited to:
  - The student’s motivation, interest in the field, and compatibility with the profession as can be demonstrated by successful employment or volunteer activities in laboratory related area, attendance and participation in professional activities, and/or continuing college coursework in related studies.
  - The correction of any identified Program related problems.
  - Available space.

READMISSION CONDITIONS

- The student must meet the current admission criteria including current negative TB test, immunizations, health insurance, compliance with the ACC Health Science Department Drug Screening Policy, clear criminal background check as well as any other admissions requirements currently in effect.
- The student will be given, and expected to follow, the policies of the current Phlebotomy Student Handbook.
- Students who are unsuccessful during their second admission to the program and those students who are withdrawn for unsafe clinical practice or unsafe behaviors while attending on or off campus clinical or lab sessions are ineligible for readmission and may not re-apply to the Phlebotomy Program.

PROGRAM CLOSURE- TEACHOUT PLAN

NAACLS requires the Phlebotomy program to have a “teach out” plan in case the program closes. Intentional closure of the ACC Phlebotomy program will be communicated to all students immediately.

Prospective students:
- Students will be informed that the program will not take a new cohort due to program closure.
- Students will be counseled regarding alternative ACC majors.
- Students will be counseled and assisted in applying to other local Phlebotomy programs.
- Program closure information will be posted on college website.

Current students:
- Students will be informed of program closure.
- If closure is announced mid-academic semester, students will be allowed to complete Phlebotomy courses.
- Faculty will work with clinical sites and other community colleges to facilitate completion of the clinical practicum.
- A college official will be designated to clear students applying for the certification exam.
• In case of disaster, the college will inform students of a plan for continuation of their education as soon as that information is available.

**GENERAL POLICIES**

**TEXTBOOKS AND SUPPLIES**

Phlebotomy textbooks are available for purchase or rental at the Bookstores where the course will be offered. Please visit the bookstore site for hours of operation: [http://www.austincc.edu/support-and-services/services-for-students/bookstores](http://www.austincc.edu/support-and-services/services-for-students/bookstores). The purchase or rental of the required textbooks for each course is **mandatory**. The course syllabus will list the required textbooks.

Students are responsible for providing the following:

- Gloves – must be latex or nitrile, *not vinyl*
- Teal Scrubs- appropriately fitting and professional in appearance. Some ACC bookstores now carry scrubs.
- Ultra Fine Tip Sharpie or other type of permanent, black or blue, waterproof marker.
- Three ring binder with dividers for each course.
- Pocket spiral notebook for clinical
- Black or blue ink pen.
- Austin Community College Student Photo ID

It is strongly advisable that students have a dependable home personal computer with internet access. The College provides student access to internet accessible computers located at various College locations.

Students will be required to print out all materials for their courses. This can be done at home, at an ACC computer lab ([http://www.austincc.edu/support-and-services/tutoring-and-academic-help/student-computer-access](http://www.austincc.edu/support-and-services/tutoring-and-academic-help/student-computer-access)) or saving files to a CD or flash drive and taking to a printing company. Course materials can be found by following the appropriate link to your course at: [http://www.austincc.edu/mlt/phb/phb_schedule.html](http://www.austincc.edu/mlt/phb/phb_schedule.html).

**ATTENDANCE POLICY**

Students are expected to always come to class and clinical prepared. This includes bringing the correct textbook, any assignments which are due, materials for note taking, and accessories to be used in lab or clinical, as well as reading the lecture and laboratory notes for that day PRIOR to coming to class. A student may be dismissed from class or clinical if not prepared.

**GENERAL APPLICATIONS**

Punctual attendance is expected for scheduled lecture, laboratory and clinical days for each Phlebotomy course. All appointments of a medical or personal nature should be scheduled outside of course time. Specific attendance policies are found in the syllabus of each Phlebotomy course. According to each course’s syllabus, excessive absences will result in implementation of the Progressive Discipline Policy possibly resulting in dismissal from the course or program.
CLASSROOM

Absences from class for reasons other than health or emergencies will not be tolerated. The student is responsible for contacting the instructor to obtain any assignments or handouts. Students are expected to be on time for class.

LABORATORY

Absences from student laboratory sessions are particularly disdainful. Laboratory schedules require a “building block” approach in which skills learned in one lab are utilized as the “building block” of another. The skills learned in student laboratory are essential for entry into the rotations in a clinical laboratory to develop competency. Missed laboratory sessions are very difficult to make up, critical lab skills must be demonstrated to the satisfaction of the course instructor. *The amount of credit awarded for a missed lab will be 80% of the grade earned.*

CLINICAL

Regular and punctual attendance on all clinical days is required. Students should carefully review the attendance policies stated within the clinical courses syllabi. Absences or tardies from clinical for reasons other than health or emergencies will not be tolerated and the student will be subject to the Progressive Discipline policy which may ultimately result in being withdrawn from the Program. Any time missed from clinical must be made up.

GRADING AND ACADEMIC REQUIREMENTS

This is a competency based program. Each student is expected to successfully demonstrate competency in classroom work and in laboratory clinical skills. The syllabus for each course is presented to the student physically or electronically on or before the first day of class and contains unit or course objectives and the specific criteria for grade calculations. The criteria outlined in each specific course syllabus are used in determining grades. Unless otherwise stated in the syllabi, Phlebotomy courses require a minimum of 70% to pass each course.

The Phlebotomy courses use the following scale for determination of final grades:

- A = 90-100%
- B = 80-89%
- C = 70-79%
- D = 60-69%
- F = 59% and below

EXAMS

All Phlebotomy major course exams will be given through BlackBoard. The protocols and expectations for taking exams online will be outlined in each course syllabus. Course final exams will be conducted on campus in a computer lab and proctored by a Phlebotomy instructor, or at a Testing Center, or with an assigned proctor.

COMPETENCY ASSESSMENT, SKILLS MASTERY, AND PROGRAM PROGRESSION

Competency assessment is used to determine that the student has the necessary knowledge and skills to perform a basic laboratory test accurately. Each competency assessment has a written set of specific criteria which must be performed without error to demonstrate that competency has been achieved. The student will be provided with the assessment criteria and will receive feedback from the instructor during the skills practice sessions.
Clinical competencies are pass/fail and must be completed successfully to pass the course. If the student has an unsuccessful competency assessment, an action plan will be developed which will include remediation. Remediation can include: demonstration of skills by the instructor, discussion of specific errors the student made and how to correct them, and additional practice opportunities. A failed competency will result in initiation of the progressive discipline policy. The student will be allowed a total of three competency assessment attempts per procedure. If a student is unable to demonstrate competency after the third and final attempt the student will be withdrawn from the Phlebotomy course(s). If the withdrawal date has passed the student will be awarded a grade of “D” regardless of the course average.

**FIRST UNSUCCESSFUL COMPETENCY ASSESSMENT**

The student meets with the instructor for a documented verbal warning to review the procedure for performing the specific skill. During the conference, remediation and an action plan for improvement will be developed. The student will provide input as what they will do to be successful. This will be documented on the Progressive Discipline form.

The student will be allowed to repeat the competency assessment at a specified time.

**SECOND UNSUCCESSFUL COMPETENCY ASSESSMENT**

The student meets with the instructor for a written conference to review the procedure for performing the specific skill. During the conference, remediation and an action plan for improvement will be developed. The student will provide input as what they will do to be successful. This will be documented on the Progressive Discipline form.

The student will be allowed a final opportunity to repeat the competency assessment.

**THIRD UNSUCCESSFUL COMPETENCY ASSESSMENT**

The student will be placed on “Probation” and will meet with the instructor for additional remediation and to review and modify the original action plan for improvement as needed. The student will provide input as what they will do to be successful. This will be documented on the Progressive Discipline form.

The student will be allowed a final opportunity to repeat the competency assessment.

If the student is unsuccessful on the final attempt, the student will meet with the department chair for an exit interview.

The instructor withdraws the student from the course. If the date for withdrawal has passed a grade of “D” will be awarded for the course regardless of the course average.

**DRESS CODE**

Students are to purchase one or more sets of scrubs to wear during attendance in class, laboratory and clinical courses.

The following dress code is required for lecture, laboratory and clinical. During clinical rotations, the student must also adhere to the dress code of the facility to which the student is assigned to.

1. **Clothing:** Properly fitting, clean scrubs must be worn during all classroom and laboratory activities. For all clinical rotations, scrubs must be worn. For clinical rotations, teal scrubs will be mandatory in accordance
with the health science division dress code. Avoid wearing scrubs which are overly revealing, which may represent a safety hazard or which may be offensive to patients or laboratory personnel.

2. **Shoes:** Shoes must be closed-toed and soft-soled, non-marking. Leather-type tennis or similar shoes are strongly recommended. Shoes with canvas or porous mesh material, clogs, crocs or other types of shoes with no back or holes in the top are not allowed.

3. **Hair:** Hair must be clean, neat and of a *normal* hair color. If the hair’s length is at or below the shoulder, or if it has tendency to hang in the face, it must be drawn back; such as in a clip or band. Loose or drawn back hair that has the tendency to fall into the workspace must be secured with additional clips or bands.

4. **Head coverings:** Nothing shall be worn on the head (baseball caps, scarves, hats, etc.) unless it is of a required religious nature. If the head covering falls below the shoulders it must be tucked securely inside the scrub top or lab coat to prevent contamination by blood and/or body fluids.

5. **Beards:** Male students must either shave regularly or if they choose to wear a mustache and/or beard, must keep them clean and well groomed.

6. **Hygiene:** Before attending clinical rotation, students must bathe regularly (i.e. daily) to avoid offensive odor. Conservatively applied makeup is permitted.

7. **Fragrances:** DO NOT use perfume, body spray, cologne or aftershave lotion. Some patients may have allergies to fragrances or the odor may make patients nauseous.

8. **Body Piercing/Tattoos:** No visible body piercings are allowed. Tattoos will be covered at all times in the clinical setting.

9. **Fingernails:** Fingernails must be kept clean and at a reasonable length. Reasonable length is defined as 1/8" above the fingertips. Artificial nails and nail jewelry are *not* to be worn. Clear or light pink nail polish may be worn. Chipped nail polish is not permitted.

10. **Jewelry:** Jewelry should be limited to wedding rings and a wrist watch. A conservative necklace that is kept close to the skin (not dangling) and conservative earlobe earrings (no more than one pair) that do not extend more than ½ inch below the earlobe are acceptable.

11. **Identification:** During clinical assignments students must wear their ACC photo ID badge identifying them as Austin Community College student. *The badge must be visible at all times by clipping the badge onto the top of the scrub top or the lab coat. Badges CANNOT be worn at or below waist level.* Wearing the badge clipped to a lanyard is acceptable as long as it does not create a safety hazard or dangle into the workspace.

**LABORATORY:**

1. Students are expected to abide by Standard Precautions at all times.

2. Students must wear gloves during all laboratory and clinical sessions. Gloves must be worn at all times when working with biological samples. Gloves and lab coats MAY NOT be worn outside the lab.

3. Lab coats will be provided to the students, if necessary. Students will be provided one disposable lab coat per semester.
   a. The lab coat must be worn, buttoned from top to bottom, at all times when working with biological samples.
   b. When not in use, the lab coat is to be stored in the laboratory in a designated area. Lab coats may NEVER be worn outside the lab.
   c. With normal wear, the lab coat should last throughout one semester. If a spill occurs or there is other major damage to the coat, another coat will be provided.

4. All work areas must be disinfected upon completion of the laboratory activity with a 10% bleach solution or chemical germicide.

Students not conforming to the dress code may be sent home from class or clinical at the instructor’s discretion. Any and all class or clinical time missed will need to be made-up, regardless of reason.
CLINICAL VISITATION

Students are permitted in the clinical site in the role of “Phlebotomy Student” only during the designated clinical rotation and clinical preparation times. Additional time in the clinical laboratory must be arranged with the clinical instructor. When not in the role of “Phlebotomy Student,” students assume the role of visitor and abide by hospital and clinic regulations. Scrubs or name tags should not be worn while the student is in the role of visitor.

ELECTRONIC COMMUNICATION DEVICES

In any learning setting, the use of electronic communication devices such as cell phones must be limited to emergency situations only. The devices must be set to silent mode at all times in the classroom. If it is necessary to respond to a call or page, the student should leave the classroom with minimal disruption, and may reenter the classroom at the next break.

Whether in lecture or laboratory, students are to only access course related sites. No social networking, instant messaging, email, etc., are allowed during class or laboratory time. This includes the use of PCs, laptops, mobile phones, etc. Students may perform these types of activities during designated breaks.

Our student laboratory is considered “contaminated” as we work with human blood and body fluids. If a student chooses to use cell phone or tablet applications during the laboratory component of the course, these items must have a protective cover that can be disinfected at the conclusion of the activity.

If a cell phone is used during any testing situation or during test review, it will be considered an act of academic dishonesty. Electronic communication devices may be used in the clinical setting for appropriate purposes only. These devices should be securely stored and used only during approved break times. These purposes will be determined by the clinical instructor. Tape recorders, PDAs, cameras and other recording devices are not to be used in the clinical setting for recording identifiable client data.

E-MAIL ACCESS

All students must be accessible via an electronic mail address using the ACC Gmail account. Students may utilize the computers on campus to check their e-mail accounts. E-mail accounts should be checked for new messages at least twice each week, if not more frequently. Visit http://www.austincc.edu/jlanier/Forward%20your%20ACCmail%20to%20your%20personal%20email%20account.pdf for instructions on accessing the student Gmail account and forwarding it to your home email account.

E-MAIL ETIQUETTE

When emailing course faculty:

a. Send the email to the appropriate faculty.
b. Use the subject line to briefly state the reason for the email.
c. Compose a new email for a new subject.
d. Avoid “piggy backing” the email with new questions onto an old email.
e. Avoid “texting” abbreviations. Spelling and grammar are important.
f. Sign the email with your name.
TRANSPORTATION

Transportation to clinical facilities is the sole responsibility of the student. Clinical facilities can include learning experiences in cities located in adjacent towns (e.g., San Marcos, Round Rock, Manor, Georgetown). Students must be prepared to accommodate travel to any facility deemed appropriate to meeting course objectives within and outside the Austin metropolitan area.

EMPLOYMENT

Students are advised against full-time employment while enrolled in the Phlebotomy Program. If employment is necessary, students must determine how many hours they can work and continue to meet the requirements of the Phlebotomy program. No special consideration will be afforded students with regard to their employment.

NONCOMPLIANCE WITH PROGRAM POLICIES

Noncompliance with the policies and procedures of the Phlebotomy Program or clinical affiliates may be grounds for dismissal from the program.

POLICY AND PROCEDURE CHANGES

All policies are subject to change by the Phlebotomy Program faculty as deemed necessary.

Students will be notified of changes in writing and will sign the notification, which will be kept in the student file.

PROBATION

Students are placed on probation, and may be withdrawn from the program, for a variety of reasons including, but not limited to unsafe or unprofessional clinical practice that is grossly negligent, excessive absences, failure to meet competency levels, violating patient confidentiality/HIPAA, failure to improve after verbal and/or written notification of unsatisfactory performance and academic dishonesty.

Probation action is implemented for those students who violate the academic dishonesty policy, are not meeting lecture, laboratory and/or clinical objectives, have unsatisfactory or unsafe performance in the clinical experience, violate college policies listed in the ACC Student Handbook and/or program policies found in the Phlebotomy Student Handbook. Please refer to the “Progressive Discipline” section of this document.

A student can only be placed on probation once while in the Phlebotomy Technician program. Any additional behavior that could result in probation will result in withdrawal for the student who has previously been on probation for any reason.

STUDENT RECORDS

Academic and health information pertinent to each Phlebotomy student is maintained by the Phlebotomy Program in the program’s administrative assistant office or an electronic repository. After the student graduates or withdraws from the program the files are moved to the secured storage room in the Dean’s office and kept for 5 years. At that time transcripts and pertinent information will be sent to Institutional Records and stored according to college policy. All other documentation will be destroyed according to college policy.

Students can access their academic and health files by arranging an appointment with the MLT Department Chair to review these records. Students are expected to keep their file information current in case emergency
notification becomes necessary. Student files are stored to protect the file and the information contained in the file. Any public inquiries concerning a student will be referred to the Department Chair.

*Academic records may include:*

- Application
- Transcripts
- Signature pages from course syllabi and Student Handbook
- Signed HIPAA Confidentiality form
- Correspondence to and from the student
- Competency Assessment documentation
- Clinical evaluation paper work
- Conference forms
- Probation forms
- Student information sheet
- Documentation of Safe Environment of Care and/or Mandatory Education
- Student Reference Request, FERPA Release, and Release of Liability

*Health records are kept separate from the academic record and may include:*

- Physical examination form
- Immunization records
- Correspondence to and from the student or health care provider(s)
- Medical releases

Signed HIPAA Confidentiality form is kept separately in accordance with the Health Science division regulation.

**RESTRICTED LABORATORY ACCESS**

Due to the possible presence of potential biohazardous materials, the laboratory must be considered “off-limits” to non-ACC persons, such as student roommates, family members, the public at large, etc. The door to the laboratory will be kept locked except during times when a faculty member or their designee is present. Non-laboratory persons must be escorted by an ACC faculty member or their designee when in the laboratory. Exceptions to this policy include other Health Science and ACC faculty and their supervised students as well as ACC custodial personnel. Other exceptions to this policy are at the discretion of Program faculty.
HEALTH AND SAFETY INFORMATION

STANDARD PRECAUTIONS

Since medical history and examination cannot reliably identify the infectivity of all patient's blood and body fluids, precautions against exposure must be followed for all patients. The concept of Universal Precautions was first introduced in 1987 by the Centers for Disease Control and Prevention (CDC) to decrease the occupational risks of blood borne diseases such as Acquired Immunodeficiency Syndrome (AIDS) and hepatitis B to healthcare workers.

Further modifications were made later and the name for this policy was changed to "Standard Precautions". The application of these precautions is continually evolving; all body fluids must be handled with the same precautions as blood.

Blood, urine, and other biological specimens possibly containing pathogenic organisms will be collected and used in this course, therefore, the following precautions must be observed:

1. It is the responsibility of the student to prepare for each lecture/laboratory session. Laboratory exercises must be read prior to attending the laboratory period to provide the student with the basic understanding of what will be expected of him/her during the laboratory session. A quiz may be given to test laboratory concepts.
2. Each student is responsible for his/her own work and for the cleaning up of their work station.
3. Eating, drinking or smoking will not be permitted in the laboratory. Avoid putting objects in your mouth.
4. Wash your hands before leaving the laboratory for any reason. Proper hand washing is essential in preventing the acquisition and spread of potentially harmful organisms.
5. All accidents are to be reported immediately to the laboratory supervisor/instructor
6. Use barrier protection (gloves, mask, gowns, lab coat and face shield) as necessary to prevent skin and mucous membrane contamination with blood or other body fluids.
7. Exudative lesions or weeping dermatitis should be covered with an occlusive dressing to prevent contamination.
8. Gloves must be worn when
   a. Cuts, scratches, or other breaks in the skin are present.
   b. Performing phlebotomy or capillary blood collections.
   c. Anytime it appears that contamination of the hands may occur.
9. Change gloves after each patient contact or when visibly contaminated with blood.
10. Wash hands or other skin surfaces thoroughly and immediately if contaminated with blood or other body fluids.
11. Wash hands immediately after gloves have been removed even when no external contamination appears to have occurred. Organisms on the hands multiply rapidly in the warm moist environment within the glove.
12. Wear a mask, eye glasses, goggles, or face shield during procedures that are likely to generate droplets of blood or other body fluids to prevent exposure of the mucous membranes of the mouth, nose or eyes.
13. Wear a fluid-resistant gown, apron, or other covering when there is a potential for splashing or spraying of blood or body fluids onto the body
14. Handle sharps, such as needles, with extreme caution.
15. Place used needles, disposable syringes with needles attached, skin lancets and other sharp items into a puncture-resistant biohazard container specially designed for this purpose for disposal. The container should be located as close as possible to the work area. Phlebotomists should carry puncture-resistant containers with them on the phlebotomy tray.
16. Needles **must never** be recapped, purposely bent, cut, broken, removed from disposable syringes or otherwise manipulated by hand. The needle safety device must be activated IMMEDIATELY upon removal of the needle from the vein.

17. Fill evacuation tubes, vials, and bottles by using their internal vacuum only. If a syringe is used, the fluid should be transferred to an evacuation tube by using a safety transfer device attached to the syringe, puncturing the tube stopper then allowing the correct amount of fluid to flow slowly into the tube along the wall. If a safety transfer device is not available the tube should not be held when puncturing the top, place the tube in a test tube rack, Styrofoam cup or some other suitable holder. Puncture the diaphragm of the rubber stopper and allow the vacuum of the tube to fill the tube. NEVER force blood into evacuation tube by exerting pressure on the syringe plunger.

18. All specimens of blood and body fluids should be put in well-constructed containers with secure lids to prevent leaking during transport. Care should be taken when collecting each specimen to avoid contaminating the outside of the container and the laboratory form accompanying the specimen.

19. Should a blood or body fluid spill occur, cover the spill with paper towels, soak thoroughly with disinfectant and wait 15 minutes before cleaning it up.

20. Decontaminate all laboratory work areas with an appropriate chemical germicide after a spill of blood or other body fluid, and when work activities are completed.

21. Laboratory counter tops and phlebotomy draw areas should be disinfected at least once per shift.

22. Rinse off all body fluids from reusable contaminated equipment prior to reprocessing according to the institution’s policies.

23. Pregnant laboratory workers are not thought to be at greater risk of infection than others in the laboratory. However, if an infection does develop during pregnancy or the mother is a carrier prior to the pregnancy, the infant is at risk of infection by perinatal transmission. Therefore, pregnant laboratory workers should be especially aware of Standard precautions.
Clinical coursework allows students to apply the knowledge and skills obtained in the didactic component of the curriculum to real life experience in clinical settings. The clinical course provides students with clinical experience in and around the Austin area hospitals, clinics or out-patient draw centers.

Training students is very time consuming due to the nature of the training required. Training students slows down the work process in the department during the days that a student is on-site. Students should consider clinical training experiences to be a privilege not a right.

Students may be required to travel outside the Austin Metropolitan area for some clinical rotations. Non-traditional shifts may be created to accommodate the clinical sites. A list of clinical sites used for Phlebotomy and Medical Laboratory Technology rotations can be found at: http://www.austincc.edu/mlt/clinical.

Students will be held to the highest level of work ethics. Excellent attendance, reviewing of lecture notes, laboratory procedures, textbooks and attentiveness to instruction provided are high among the expectations. The ultimate goal of each rotation is that the student is able to perform basic phlebotomy work with minimum supervision.

Personal relationships with clinical personnel are strictly forbidden.

**PATIENT INCIDENT/EVENT POLICY**

All incidents involving patients or patient dissatisfaction must be reported by the student to their clinical mentor and their ACC instructor as soon as possible, or as soon as an issue is brought to the student’s attention. This includes, but is not limited to, any situation where a patient is, or may seem to be, upset or dissatisfied with the student’s performance, as well as any incident that seems to be out of the ordinary. If the student’s primary clinical mentor is not on duty at the time of the incident, the student is required to report the incident to the clinical site supervisor on duty. Depending on the nature of the problem the ACC instructor and/or clinical site supervisor may require the student to fill out an incident report form outlining the events leading up to the incident, and their description of what happened.

**ALTERNATE STATUS FOR CLINICAL ROTATIONS**

The Phlebotomy Program does not accept more students than it can place in clinical so there is no need for an alternate status.

**SERVICE WORK POLICY**

Phlebotomy Technician students are not expected to perform service work and are not allowed to take the place of qualified staff during any clinical rotation. After demonstrating proficiency, students, with qualified supervision, may be permitted to perform procedures. A clinical institution which employs a currently-enrolled Phlebotomy student as a laboratory assistant will schedule the student for work during non-instructional hours. These paid hours may not count as clinical time as the student is performing the duties of an employee not a student in training.
Advisors and counselors are here to help ensure your academic success at Austin Community College. Professional counselors are available to provide counseling, educational and career planning. They are available to provide confidential assistance to students by appointment and on a drop-in basis.

The counselors assist with the most frequently expressed student concerns:

- **Academic/Education Planning**: selecting courses, degree planning, and information on transferring ACC credits to other schools
- **Career Planning**: job-search strategies, career exploration, skills identification, resume writing, job interviewing, goal setting, and vocational assessment
- **Transfer services**: Transfer services can help you with these areas: core curriculum, Course equivalencies/transfer guides, how to transfer, transfer programs and university recruiting visits
- **Counseling**: personal adjustment, crisis intervention, help on issues interfering with school, time management, relationships, communication, trust building, and stress management. Counselors also provide an assessment program. Vocational interest inventories identify areas of interest in career fields. Aptitude tests assess skills and abilities. Personality tests clarify problem areas in personal functioning. Students can consult with a counselor to determine if an assessment is needed.
- **College skills workshops and classes**: College Success workshops, Study skills and career planning classes

Because Health Science students face unique situations and problems there are 2 counselors designated to assist health science students. One of these counselors should be your first point of contact for academic and personal problems, as well as issues that may arise in the laboratory or clinical setting.

- **Eastview Campus** - Sandra Elizondo EVC 9102, phone 512-223-5810 and E-mail selizond@austincc.edu
- **Round Rock Campus** – Emily Olson 3106.00, phone 512-223-0235, email emily.olson@austincc.edu

Phlebotomy instructor(s) or the MLT Department Chair may require a student to make an appointment with the counselor.

**FINANCIAL AID**

Don't let finances get in the way of achieving your dreams -- there's help available. Each year, Austin Community College helps students receive over $93 million in financial aid, scholarships, grants, Work-Study, and loans. Visit their website for complete information: [http://www.austincc.edu/support/financialaid/](http://www.austincc.edu/support/financialaid/) for deadlines and application information.
LIBRARY SERVICES

All ACC libraries offer access to the college online network of resources through the Library Services home page at http://library.austincc.edu/. Librarians are available to instruct and assist students in setting up their home computer to access the Library catalog, electronic indexes and databases. The librarians are available to assist you with on-line computer searches for specific subjects and should be your first contact when working on research projects.

The TexShare libraries have agreed to extend free reciprocal borrowing privileges to each other’s library patrons in an effort to provide direct access to materials that are not available at the home library. For more information visit: http://library.austincc.edu/gen-info/texshare-borrw-about.php

COLLEGE COMPUTING LABS AND FACILITIES FOR STUDENTS

ACC is committed to providing computer access to students. In addition to the libraries, student computer labs with internet access are located at each campus. Please visit http://www.austincc.edu/support-and-services/tutoring-and-academic-help/student-computer-access for a list of locations and hours.

STUDENT LIFE

Austin Community College students can get together to share common interests, celebrate diverse cultures, enjoy a variety of cultural events, and much more. You can also develop and demonstrate leadership qualities and establish contacts within the college and Austin community. Students can participate in a wide variety of clubs and organizations, community-building events, experiential learning programs, leadership and volunteer opportunities. These resources enable students to succeed in the classroom and beyond. Please visit their website at http://www.austincc.edu/life4u/ to learn more about their services including: housing information, volunteerism, campus governance and more.
PROGRAM FACULTY AND STAFF

KERI BROPHY-MARTINEZ - MLT DEPARTMENT CHAIR

Office Telephone: (512) 223-5877  Cell Telephone (512) 536-0032
E-mail: kbrophym@austincc.edu

Professional Educational Background

University of Phoenix, Austin, Texas

Dates Attended: May 2010 to February 2012
Masters in Healthcare Administration and Health Education

University of Texas- Austin, Texas

Dates Attended: September 1991- August 1995
Bachelor of Science in Medical Technology
MT (ASCP) # 198604

Professional Experience

Austin Community College, Austin, Texas

Position: Assistant Department Chair, Medical Laboratory Technology
Dates: August 2008 - Present
Position: Assistant Professor: MLT/Phlebotomy
Dates: August 2006-Present

South Austin Hospital, Austin, Texas

Position: MT - Generalist
Dates: PRN from August 2006 to July 2012
Dates: Full time August 1999 to August 2006

South Austin Hospital, Austin, Texas

Position: Supervisor: Phlebotomy/Special Chemistry/Urinalysis
Dates: August 2004 to December 2005

Austin Community College, Austin, Texas

Position: Adjunct Faculty: MLT
Dates: January 2005 to August 2006
CAROLYN A. RAGLAND

Office Telephone (512) 223-5931  Home Telephone (512) 243-1818
E-mail: cragland@austincc.edu

Professional Educational Background

Southwest Texas State University - San Marcos, Texas
  Dates Attended: August 1982 - December 1989
  Master of Science in Health Professions

University of Illinois, CAHP, Peoria School of Medicine - Peoria, Illinois
  Dates Attended: September 1979 to June 1980
  Bachelor of Science in Medical Technology
  MT (ASCP) #136955  NCA ASCLS #079519

Bradley University - Peoria, Illinois
  Dates Attended: January 1978 to June 1979

Illinois Central College - Peoria, Illinois
  Dates Attended: September 1971 to December 1978
  Associate Degree in Arts and Sciences

Southeastern Iowa Area Community College - Burlington, and Mount Pleasant, Iowa
  Dates Attended: September 1967 to December 1970
  Applied Associate Degree in Laboratory Science

Professional Experience

Austin Community College, Austin, Texas
  Position: Professor Medical Laboratory Technology Program
  Dates: August 2008-present
  Position: Professor, Asst. Dept. Chair, Medical Laboratory Technology Program
  Dates: September 2005 to 2008
  Position: Professor and MLT Program Coordinator / Department Chair
  Dates: September 1995 to September 2005
  Position: Education Coordinator, Medical Laboratory Technology Program
  Dates: April 1994 to September 1995
  Position: Faculty, Medical Laboratory Technology Program
  Dates: January 1985 to April 1994
  Position: Clinical Specialist Medical Laboratory Technology Program
  Dates: August 1981 to January 1985

Medical Parkway Clinical Laboratory — Austin, Texas
  Position: Staff Technologist - MT (ASCP)
  Dates: October 1980 to May 1981

St. Francis Hospital and Medical Center, Peoria, Illinois
Position: MLT/MT ASCP Chemistry  
Dates: February 1976 to August 1980  
Position: MLT (ASCP) Urinalysis  
Dates: October 1974 to February 1976  
Position: Histologist  
Dates: March 1971 to September 1973
KATHLEEN A. PARK – ASSISTANT MLT DEPARTMENT CHAIR & PROFESSOR

Office Telephone (512) 223-0251    Cell Telephone (409) 656-2963
E-mail: kpark@austincc.edu

Professional Educational Background

University of North Texas – Denton, Texas
Dates Attended: August 2010 - Present
Preparing for PhD in Applied Technology & Performance Improvement

Sam Houston State University – Huntsville, Texas
Dates attended: June 1994 – May 1999

Master of Arts in Industrial Education

Lamar University – Beaumont, Texas
Dates Attended: August 1987 – December 1990

Secondary Composite Science Teaching Certificate

The University of Akron – Akron, Ohio
Dates Attended: September 1974 - July 1979
Graduation Date: June 1980

Bachelor of Science in Medical Technology
MT (ASCP) # 01839565

Professional Experience

Austin Community College - Austin, Texas
Position: Associate Professor, MLT Program
Dates: January 2013 to Present
Position: Adjunct Professor, MLT Program
Dates: October 2010 to December 2012

Texas Education Agency - Austin, Texas
Position: Director of Enrichment Education and Programs
Dates: September 2010 to January 2013
Position: Director of Health Science, LPSCS, and Government/Public Administration Education
Dates: June 2007 to September 2010

Lamar State College-Orange - Orange, Texas
Position: Director of MLT Program, EMS Program, and QEP
Dates: September 2004 to June 2007
Position: Director of MLT Program and EMS Program
Dates: September 2000 to June 2007
Position: Director of MLT Program  
Dates: July 1998 to September 2000

Baptist Hospital of Southeast Texas-Beaumont Campus – Beaumont, Texas  
Position: Medical Technologist — blood bank, serology, hematology, coagulation, chemistry, and urinalysis  
Dates: PRN from May 2003 to Present

Beaumont Regional Medical Center - Beaumont, Texas  
Position: Medical Technologist — blood bank, serology, hematology, coagulation, chemistry, and urinalysis  
Dates: PRN from June 1988 to September 2000

Baptist Hospital of Southeast Texas-Beaumont Campus – Beaumont, Texas  
Position: Medical Technologist — blood bank, serology, hematology, coagulation, chemistry, and urinalysis  
Dates: PRN from August 1986 to June 1989

St. Thomas Hospital – Akron, Ohio  
Position: Medical Technologist — Blood Bank  
Dates: Full-time from July 1979 to August 1986  
Position: Phlebotomist/Laboratory Assistant  
Dates: Full-time from August 1976 to July 1979
CLAUDIA GONZALEZ - ASSISTANT PROFESSOR

Office Telephone (512) 223-0250
E-mail: Claudia.gonzalez@austincc.edu

Professional Educational Background

Texas State University – San Marcos, Texas
Dates Attended: August 2010- May 2015

Master of Business Administration

University of Texas at Austin- Austin, Texas
Dates attended: August 2005- August 2006

Bachelor of Science in Clinical Laboratory Science

MT (ASCP) # 223276

University of Texas at Austin- Austin, Texas
Dates Attended: August 2001- August 2004

Bachelor of Arts- Microbiology

Professional Experience

Austin Community College - Austin, Texas
Position: Assistant Professor, MLT Program
Dates: August 2014 to Present
Position: Adjunct Professor, MLT Program
Dates: August 2013 to August 2014
ADJUNCT FACULTY

Terry Kotrla, MS, MT (ASCP) BB
  • MLT and Phlebotomy Adjunct

Lois Wagoner, MT (ASCP)
  • Phlebotomy Adjunct

Cynthia Melendez, MT (ASCP)
  • MLT and Phlebotomy Adjunct

Dustin Brewster MS, MT(ASCP) cm, MB (ASCP) cm
  • MLT and Phlebotomy Adjunct

Yvette Ysa-Ramirez, MLT (ASCP)
  • Phlebotomy Adjunct

Deborah Burns, MLT(ASCP)
  • Phlebotomy Adjunct
Please read each statement below. INITIAL each statement in the space indicated to signify your agreement to abide by the policies and procedures in this Handbook. Print, sign and date in the space below.

____I have read and agree to comply with the student policies and procedures as outlined in the Student Handbook. Furthermore, I will agree to and will comply with the course requirements as listed in each course Syllabus and Student Policies of the Phlebotomy Program.

____I understand that while performing my regularly assigned duties, I may be exposed to blood, body fluids, or tissues. I will use the appropriate personal protective equipment required when there is an inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or a potential for spills or splashes of them. I understand that if I fail to use available personal protective equipment, I may be subject to disciplinary action.

____I have been informed regarding the inherent health/safety hazards in the healthcare field and release ACC from any liability for such hazards.

____I have read and agree to the “Substance Abuse Administrative Policy.”

____I agree to criminal background checks and agree to immediately notify the Dean of Health Sciences in writing of any subsequent changes in criminal history that occur after the admission background check has been completed.

____I understand that I will be required to carry health insurance coverage while attending clinical training.

____I understand that I will be required to provide documentation of a negative 10-panel drug screen.

____I will complete all required clinical educational training modules and submit signed documentation to the Program as required.

____By enrolling in a class with a clinical component, I acknowledge that ACC may be required as a condition of my participation at an affiliated clinical site to send certain information regarding me to a clinical affiliate, in compliance with rules, policies, and protocols of the clinical affiliate. Such information may include my social security number, immunization records, and other personal or educational information about me that is reasonably required by the clinical affiliate’s standard rules, policies, and protocols that apply to its employees. I knowingly consent to such a requirement, and hereby authorize ACC to send such personal and educational information as may be reasonably required to the clinical affiliate.

Printed Name ___________________________ Date ____________

Signature _______________________________