

COLUMBUS STATE

MULTI-SKILLED HEALTH **PHLEBOTOMY CERTIFICATE PROGRAM**

**Columbus State Community College
Health and Human Services Division
Phlebotomy Certificate Program
Student Handbook
2019-2020**

Revised 08/26/2019

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COLUMBUS STATE

HEALTH & HUMAN SERVICES DIVISION

MESSAGE FROM THE DEAN OF HEALTH AND HUMAN SERVICES

Welcome to the Division of Health & Human Services. We are delighted you chose Columbus State to pursue your education. One of the favorite parts of my job is being able to welcome new students and speak about our wonderful institution. I can honestly and enthusiastically say you have made an excellent choice.

As Ohio's premier community college, we deliver a variety of academic programs to meet the needs of the greater central Ohio area. The Division of Health and Human Services offers a wide range of learning opportunities to students. Made up of ten departments offering nearly 70 degree and certificate programs, we have something for everyone.

Our faculty, support staff, advisors, and administrators all work together to help you succeed in your education at Columbus State and beyond. They embody the Columbus State spirit of *student success*. We are genuinely committed to helping you reach your goals.

We offer state of the art equipment and technology, accredited academic programs, a highly qualified faculty, and all of the support tools you will need to complete your education with us. We think you will agree that Columbus State is a truly extraordinary place.

Beyond what you will learn, your education has tremendous value. With each passing year, a greater number of employers are turning to Columbus State graduates. Columbus State provides a relevant education for an ever-changing workplace. You will acquire the skills you need for a job today, but also develop deep learning abilities for a career tomorrow.

We welcome you to participate in all that our fine institution offers. You will find that there are many opportunities that extend well beyond the classroom. There are numerous student clubs and organizations as well as recreational and athletic opportunities that you can share in as a student. I hope you will take advantage of these opportunities.

On behalf of the Health and Human Services Division, I wish you the very best on your studies at Columbus State and for your future!

Best wishes,

Curt Laird, Ph.D.
Dean, Health & Human Services

PHLEBOTOMY CERTIFICATE PROGRAM STUDENT HANDBOOK **PURPOSE**

This Student Handbook provides information specific to students in the Multi-Skilled Health Technology Program. This handbook applies to all students in the following certificate: Phlebotomy Certificate

Each student must sign the Handbook Acknowledgement form. Be advised that even if a student fails to return a signed Handbook Acknowledgment Form, the student is still responsible for abiding by the content in this program specific student handbook, the Columbus State Policies and Procedures, course syllabi, the Columbus State Catalog, and the Columbus State Student Handbook.

STATEMENT ACKNOWLEDGING CHANGES TO THE PHLEBOTOMY **CERTIFICATE PROGRAM STUDENT HANDBOOK**

This student handbook is subject to federal, state, and local law as well as national and state governing bodies, Columbus State Policies and Procedures, and Phlebotomy Certificate Program Policies and Procedures. As changes in the law or policy by one or more of these entities occur, corresponding revisions to this handbook will be made periodically. Students are advised that these changes may occur with or without prior notice. Therefore, students should check for updates to program information at:

<https://www.csc.edu/academics/departments/phlebotomy/>

COLLEGE POLICIES

Student Code of Conduct Summary

As an enrolled student at Columbus State, you have agreed to abide by the Student Code of Conduct as outlined in Columbus State Policy and Procedure 7-10. Columbus State has a high standard of conduct for members of its college community, including students. Consistent with the educational mission of the College, Columbus State students are expected to perform all work honestly, maintain prescribed academic standards, pay all debts to the college, and respect the property and rights of others. To ensure the maintenance of an environment conducive to the attainment of the educational mission of Columbus State, the President is authorized to establish such rules and regulations as are deemed appropriate and necessary for the orderly operation of the college. In addition to these rules, the behaviors enumerated under Academic and Behavioral Misconduct may result in penalties up to and including expulsion from the college. Should the concern involve allegations sexual harassment, sexual misconduct, harassment, and/or violations civil rights by an employee the matter will be referred to the College's Title IX Coordinator.

The complete Columbus State Student Code of Conduct Policy and Procedure 7-10 can be accessed at the following website:

<https://www.csc.edu/about/policies-procedures.shtml>. It is the student's responsibility to read through the entire Student Code of Conduct. For more information about the Student Code of Conduct and the Office of Student Conduct, please visit the following website:

<https://www.csc.edu/services/student-conduct/>.

Background Check and Drug Screening Disclosure for Students Pursuing Health and Human Services Programs

Students who are pursuing degrees or certificates leading to application for professional licensure or certification, and/or who will be participating in clinical placements, internships, practicums, or similar experience through their program, should be aware that Columbus State may require a criminal background check, fingerprinting, or drug screening prior to placement or acceptance into such a program. Please see the program specific policy in the Program Admission and Continuing Compliance Requirements Chapter.

Individuals with Disabilities

It is Columbus State policy to provide reasonable accommodations to students with disabilities as stated in the Americans with Disabilities Act (ADA), The Americans with Disabilities Act Amendments Act (ADAAA), and Section 504 of the Rehabilitation Act of 1973. It is also the policy of Columbus State to comply with all federal and state laws concerning the application, admission, or other terms and conditions of educational programs for qualified students, student applicants and other participants of College-sponsored programs or services who have disabilities. These acts can be found in Columbus State Policy 3-41, which can be accessed at the following website: <https://www.csc.edu/about/policies-procedures.shtml>.

Columbus State offers a wide range of support to encourage the enrollment of people with disabilities. Located in Eibling Hall 101, the Disability Services Office provides services to qualified students with disabilities for all Columbus State locations. It is the student's responsibility to request accommodations for access. If you would like to request such accommodations for access, please contact Disability Services: 101 Eibling Hall, (614)-287-2570. Delaware Campus students may contact the Disability Services Coordinator by stopping by the Student Services Center on the first floor of Moeller Hall, or calling (740) 203-8345 to begin the process of registering with Disability Services. Students can also visit the disability services website at: <https://www.csc.edu/services/disability/register.shtml>. Email or give your instructor a copy of your accommodations letter from Disability Services as soon as possible. Accommodations do not start until the letter is received, and accommodations are not retroactive.

For more information about Disability Services at Columbus State please visit the Disability Services website at: <https://www.csc.edu/services/disability/>.

Student Rights under the Family Educational Rights and Privacy Act (FERPA)

Columbus State complies with the Family Educational Rights and Privacy Act (FERPA), which is a federal law that protects the privacy of student education records. Student rights under FERPA are published in the Columbus State Catalog. To view the Columbus State Catalog online please visit <https://www.csc.edu/academics/catalog/>. Also pursuant to FERPA, Columbus

State has designated certain information about students as directory information. To learn more about what information is considered directory information or how to request that your directory information be withheld from the public, please visit the following website:

<https://www.csc.c.edu/services/registrar/withhold-information.shtml>.

Notice of Non-Discrimination/Anti-Harassment

While the college does not tolerate any form of discrimination or harassment, the Non-Discrimination/Anti-Harassment Policy and related procedures are intended to cover discrimination and harassment based on protected class. Protected classes for purposes of this policy are sex, race, color, religion, national origin, ancestry, age, disability, genetic information (GINA), military status, sexual orientation, and gender identity and expression. The complete Columbus State Non-Discrimination/Anti-Harassment Policy 3-43 can be accessed at the following website: <https://www.csc.c.edu/about/policies-procedures.shtml>. Any student found to be in violation of Policy 3-43 will be referred to the student conduct office for resolution in accordance with the Student Code of Conduct Policy and Procedure 7-10.

Columbus State uses a secure, online reporting system as the preferred way of reporting alleged incident(s) of discrimination based on a protected class, including harassment, sexual misconduct and retaliation. This form can be found at the following website [csc.c.edu/discriminationreport](https://www.csc.c.edu/discriminationreport) or by visiting the following website <https://www.csc.c.edu/services/title-ix/> and clicking on “To Submit a Complaint.” For more information about resources, and to learn about Columbus State’s Office of Equity and Compliance please visit the following website: <https://www.csc.c.edu/services/title-ix/>.

Sexual Misconduct and Title IX

The Columbus State Sexual Misconduct Policy 3-44 can be accessed at the following website: <https://www.csc.c.edu/about/policies-procedures.shtml>.

Title IX is a federal law that prohibits sex-based discrimination in education programs and activities receiving federal financial assistance. “Education programs and activities” include all of a school's operations, including employment and school-sponsored athletics and activities (on or off campus).

Title IX prohibits sex discrimination in educational institutions, programs and activities. This includes, but is not limited to:

- Sexual assault
- Domestic, intimate partner and dating violence
- Gender-based stalking
- Sexual harassment (quid pro quo and hostile work environment)
- Failing to provide appropriate accommodations for a pregnant or parenting student
- Treating a person differently based on marital status.

Columbus State uses a secure, online reporting system as the preferred way of reporting alleged incident(s) of discrimination based on a protected class,

including harassment, sexual misconduct and retaliation. This form can be found at the following website [csc.edu/discriminationreport](https://www.csc.edu/discriminationreport) or by visiting the following website <https://www.csc.edu/services/title-ix/> and clicking on “To Submit a Complaint.” For more information about resources, and to learn about Columbus State’s Office of Equity and Compliance please visit the following website: <https://www.csc.edu/services/title-ix/>.

Campus Safety/Clery Act

A college campus offers an open, welcoming environment where many people congregate during the course of a day. To be safe, everyone should be aware of his/her surroundings at all times. If an emergency occurs, immediately call 911, then the Police Department Communications Center at 614-287-2525. You can also send a text through the Rave Guardian App or directly from your phone to 67283. In the text, type CSCCTIP and enter a space. Everything after the space will be sent as your tip. Criminal acts, accidents, medical emergencies, suspicious behaviors, or other emergencies must be reported to the Police Department. You can call the Police Department, visit in-person on the Columbus Campus in Delaware Hall, Room 047, activate an emergency phone, or you can call the local police department by dialing 911.

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (commonly referred to as the Clery Act), codified at 20 USC 1092 (f), is a federal law that requires colleges and universities to disclose certain timely and annual information about campus crime and security policies. The Police Department is responsible for completing the Clery Crime Statistics, and the Annual Security Report. Columbus State also complies with the Violence Against Women Act (VAWA) and the Campus Sexual Violence Elimination Act (Campus SaVE Act).

For more information about campus safety, how to sign up for emergency text alerts, and to view the Columbus State Clery Act Annual Security Report, please visit the Columbus State Police website at:

<https://www.csc.edu/services/police/>. The Columbus State Campus Safety Policy and Procedure 13-11 can be accessed at the following website: <https://www.csc.edu/about/policies-procedures.shtml>.

Veterans and Service Members Support and Assistance

Columbus State seeks to assist service members and veterans as they pursue an advanced degree and/or certificate. In an effort to better serve this population, the College has adopted Columbus State Policy 7-15 as required by Ohio Revised Code Section 3345:421(B). The complete Columbus State Veterans and Service Members Support and Assistance Policy 7-15 can be accessed at the following website: <https://www.csc.edu/about/policies-procedures.shtml>.

The Columbus State Military and Veterans Services Department provides individualized enrollment and referral services to assist community members in successfully meeting their educational and career goals. The Columbus State Military and Veterans Services Department is committed to providing uncompromising service by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability and

stewardship.

If you would like more information regarding Columbus State's Military and Veterans Services, please contact Military and Veterans Services in Delaware Hall room 156 or by calling (614) 287-2644 or by visiting the following website: <https://www.csc.edu/services/military-veterans/>. Columbus State's G.I Bill Office is located in Union Hall, Rm 48 and their phone number is: (614) 287-2644.

Drug and Alcohol Free Campus

Under the Federal Drug-Free Schools and Communities Act Columbus State has established a drug and alcohol prevention program for all students and employees. To access information on services and programming please visit the Columbus State Counseling Services website at: <https://www.csc.edu/services/counseling/> and the Alcohol and Other Drug Prevention Brochure at: https://www.csc.edu/services/counseling/pdf/alcohol_drug_prevention.pdf.

Further, Students should be aware that the Columbus State Student Code of Conduct Policy and Procedure 7-10 prohibits the use, possession, or distribution of an alcoholic beverage; the use, possession, or distribution of a narcotic, inhalant or other controlled substances, as well as drug paraphernalia, except as expressly permitted by law; and the abuse or misuse of prescriptions or over-the-counter medication. The Student Code of Conduct Policy and Procedure 7-10 can be accessed at the following website: <https://www.csc.edu/about/policies-procedures.shtml>.

Tobacco Free Campus

Columbus State strives to enhance the general health and wellbeing of its students, faculty, staff, and visitors. We desire to support individuals to be tobacco free, achieve their highest state of health, and to launch students into their careers at a high level of health and wellbeing. To support this commitment, we intend to provide a tobacco free environment. As of July 1, 2015, smoking and the use of tobacco are prohibited in or on all College-owned, operated, or leased property, including vehicles. The policy includes indoor and outdoor use of all tobacco products, smoke or smokeless, including e-cigarettes. For cessation resources, please visit <http://legacy.csc.edu/about/tobaccofree/>.

To view the Columbus State Tobacco Free Campus Policy 13-13, please visit the following website: <https://www.csc.edu/about/policies-procedures.shtml>.

Grade Grievance Procedure Summary

The purpose of the grade grievance procedure is to provide a method of recourse to students who reasonably believe that a final course grade was assigned in error. This is intended for students who believe the instructor made an error in computing the final grade, evaluated the student using different standards than applied to others in the class, or failed to follow the grading policy as stated in the course section syllabus.

It is the student's responsibility to initiate the grade grievance procedure. The complete Grade Grievance Procedure can be found in Columbus State's Grading and Academic Requirements Procedure 5-09(D) and can be accessed at the following website: <https://www.csc.edu/about/policies-procedures.shtml>. It is the student's responsibility to read through the entire Grade Grievance Procedure as it contains a detailed process and includes deadlines.

Written Student Complaints

Columbus State Community College encourages student communication with the administration, faculty, and staff regarding college operations and procedures and encourages students to use existing policies, personnel, and departmental offices to express specific concerns. Should a student deem that the existing policies, personnel, and departmental offices cannot address his/her specific concern or complaint, Columbus State Community College, in accordance with federal regulations, accepts and maintains records of formal written complaints filed with the office of the President, a Vice-President, or the Provost. The complete Columbus State Written Student Complaints Policy and Procedure 7-13 can be found at the following website: <https://www.csc.edu/about/policies-procedures.shtml>.

Image Release Acknowledgment

As a general rule under Ohio law, the use of a person's persona (photo, image, name, voice, signature, or likeness) for a commercial purpose is not allowed unless the person consents in writing. However, institutions of higher education have an exception under the law, which allows the college to use a student's, faculty's or staff's persona without consent, for educational purposes to promote the college, its educational or institutional objectives, see [Ohio Revised Code section 2741.09\(A\)\(5\)](#). This educational exception also extends to former students, faculty, and staff. Students are advised that photos may be taken of individuals (or groups) associated with Columbus State, while on Columbus State property or at Columbus State events, and used as long as the use is to promote the college's educational purposes.

Additional Columbus State Websites

Below are the links to additional Columbus State websites:

- For the current policies and procedures of Columbus State, please visit the following website: <https://www.csc.edu/about/policies-procedures.shtml>
- For information about Columbus State services, resources, and policies and procedures (such as information technology, food services, college success resources, student leadership resources, and financial aid resources) please view the Columbus State Student Handbook, which can be accessed at the following website: <https://www.csc.edu/services/student-handbook.shtml>
- To search for courses and plans of study, general information and directories, and Columbus State resources and policies and procedures (such as community and civic engagement, academic study abroad, and college testing services), please view the Columbus State Catalog, which can be accessed at the following website: <https://www.csc.edu/academics/catalog/>
- Columbus State's Social Media Guidelines can be accessed at the following website: <https://www.csc.edu/about/policies-procedures.shtml>

- Institutional Disclosure-Student Right to Know can be accessed at the following website: <https://www.cscce.edu/about/institutional-disclosure.shtml>

PROGRAM OVERVIEW

Overview

The Phlebotomy Certificate Program is a NAACLS approved program that prepares students with entry-level skills to perform blood collections within a health care setting. Students will be exposed to a clinical experience where students will complete a minimum of 100 clinical hours and 100 venipunctures. Students who complete this program will receive a certificate of completion and be eligible to take the certification exam through the American Society of Clinical Pathology (ASCP).

Students are advised that this overview is subject to change and the handbook may not be immediately revised, therefore students should check for the most current information regarding the program overview on the Columbus State Catalog website: <https://catalog.cscce.edu/> or on the academic program website: <https://www.cscce.edu/academics/departments/phlebotomy/about.shtml>

Mission

The mission of the Phlebotomy program is to provide learning experiences that prepare students to demonstrate the skills and behaviors congruent with those of professional phlebotomists.

Program Goals

The goals of the Phlebotomy program are to:

1. Provide a base of theory and practice that is appropriate to develop entry level skills as a phlebotomist.
2. Provide a program with ongoing review so that approval guidelines are maintained.
3. Demonstrate support of the College's mission and goals.
4. Support the profession by preparing graduates who are competent in the skill of phlebotomy, and as members of the health care team.
5. Prepare graduates to successfully complete a national certification exam.

Approval Organization

The Columbus State Phlebotomy Program is approved by:

National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)

5600 N. River Rd, Suite 720

Rosemont, IL 60018-5119

Phone : (773) 714-8880

Fax : (773) 714-8886

<https://www.naacls.org/Home.aspx>

Learning Outcomes

The learning outcomes for this academic program can be found on the Columbus State Catalog website: <https://catalog.csc.edu/> or on the academic program website: <https://www.csc.edu/academics/departments/phlebotomy/program-outcomes.shtml>

Plan of Study

The plan of study for this academic program can be found on the Columbus State Catalog website: <https://catalog.csc.edu/> or on the academic program website: <https://www.csc.edu/academics/departments/phlebotomy/>

Course Descriptions

The course descriptions for this academic program can be found on the Columbus State Catalog website: <https://catalog.csc.edu/> or on the academic program website: <https://www.csc.edu/academics/departments/phlebotomy/>

Faculty Directory

The faculty directory for this academic program can be found at the following website:

<https://www.csc.edu/academics/departments/phlebotomy/faculty.shtml>

Certification Exam for Phlebotomy

Upon successful completion of the Phlebotomy Program, the student will be eligible to take a certification exam to become a certified phlebotomist through different organizations. Our program recommends certification through the American Society of Clinical Pathology (ASCP).

However, there are other organizations you can complete a certification exam with. The passing of a certification examination is not a prerequisite or condition that must be met in order to be awarded a 'Certificate of Completion' by Columbus State for this program. The agencies and contact information where more information can be obtained regarding eligibility, application, and procedural information are:

American Society for Clinical Pathology/Board of Registry (ASCP)
33 West Monroe Street, Suite 1600
Chicago, IL 60603

Phone: (800) 267 – 2727

www.ascp.org/Board-of-Certification

School code (034105) for application for the ASCP certification exam (Route 1 eligibility)

National Healthcareer Association (NHA)

11161 Overbrook Rd
Leawood, Kansas 66211

Phone: (800) 499-9092

<http://www.nhanow.com>

Health Risks and Working Conditions

As a student enrolled in this academic program, you may be required to participate in activities that may present a risk to your health and you may be working with other students and patients in various states of health/illness. As stated in the contracts with our clinical partners, no patient is discriminated against in the provision of health care. Students may be exposed to significant risks including but not limited to various diseases, micro-organisms, pathogens, needle stick injuries, exposure to communicable diseases, infections, or exposure to blood and/or bodily fluids. All students learn “Standard Precautions” and are required to practice these in labs and clinical facilities in order to minimize risk. However, it is important to understand that there is always a risk. Further, a student who is, or becomes pregnant while enrolled in a health related-program has the potential for exposure to a number of agents or conditions that could adversely affect the well-being of a fetus. This academic program is strongly committed to working with students who voluntarily choose to declare a pregnancy while enrolled in the program.

More examples of potential risks to students in clinical/laboratory placements include but are not limited to:

- Ionizing radiation may cause damage to a student or developing fetus, when the student does not use required shielding.
- Students may be exposed to communicable diseases, Hepatitis (A, B, C, or D) HIV/AIDS, TB, Measles, Mumps, Rubella, and/or Chicken Pox.
- Risk of falling, especially on wet surfaces.
- Risk of injuries related to lifting heavy objects or moving patients.
- Risk of needlestick or instrument-related injuries.
- Risk of blood borne pathogen exposure.
- Students may be at risk from infectious agents present in the surrounding environment including surfaces or from equipment; and there may be an increased risk of transmission associated with specific procedures.

ALL students are required to have appropriate immunizations and immunizations must be kept up to date after the student is admitted to the program in order for the student to participate in the weekly labs and clinical experience.

Students are solely responsible for the cost of medical treatment due to exposure to the risks, illness, or injury. Please see page 31, which discusses health insurance.

The typical working conditions for this program are a doctor’s office and hospital laboratory.

PROGRAM ADMISSION AND CONTINUING COMPLIANCE REQUIREMENTS

Students are advised that the below admission and continuing compliance requirements are subject to change and the handbook may not be immediately revised, therefore students should check for the most current information regarding admission and continuing compliance requirements at the following website:

<https://www.csc.edu/academics/departments/phlebotomy/admissions.shtml>

Pre-Admission Requirements for the Phlebotomy Certificate Program

- High school graduate or GED equivalency
- Attendance at a mandatory Phlebotomy Program Information Session.
- Placement into ENGL 1100-Beginning Composition
- Completion of MULT 1110 Medical Terminology or HIMT 1121 Advanced Medical Terminology with a “C” or higher.
- Students must submit a drug screen and have a negative result and submit and pass a background check in order to enroll in the phlebotomy program and participate in the clinical experience.
- Completion of the current health record requirements by the first day of class for MULT 1950.

Background Check and Drug Screening

Students are required to complete a criminal background check and drug screening as a requirement for admission and continuation in the academic program. Each student is responsible for paying for the background check and drug screening. Students should be prepared to submit to background checks and drug screenings as required by clinical/partner facilities, licensing agencies, and/or program accreditation.

Background checks and drug screenings are commonly required by the contracted clinical/partner facilities where students are required to perform a clinical, practicum, internship, or other type of experiential learning experience to meet graduation requirements. It is acknowledged by the student that such background checks and drug screenings are necessary to successfully matriculate toward degree completion. Further, such background checks and drug screenings may require completion on an annual basis or immediately before the clinical, practicum, internship, or other type of experiential learning experience would start. Depending on the outcome of the background check and drug screening, students may be denied the ability to participate in clinical, practicums, internships, or other type of experiential learning experiences. The academic program will make reasonable efforts to place students but this cannot be guaranteed. If a placement cannot be found this may result in the student being denied admission or continuation in the academic program.

Students are further advised that a criminal record may jeopardize licensure by the state certification body. Students should consult the licensing certification body corresponding with their intended occupation for details. Successful completion of a program of study at Columbus State does not guarantee licensure, certification, or employment in the relevant occupation. Standards may change during a student’s program of study.

Individuals who were previously admitted to Columbus State and wish to re-enroll must disclose to the Office of Student Conduct any felony convictions that occurred since their last term of enrollment. Current students with new felony convictions must report updated conviction history to the Office of Student Conduct within the semester in which the conviction occurs. For more information please visit the following website:

<https://www.csc.edu/services/student-conduct/criminal-history.shtml>.

Specific information regarding the background check and drug screening process will be provided to students during the mandatory Information Sessions for the Phlebotomy Program that occur during each semester and posted to the program website listed here:

<https://www.csc.edu/academics/departments/phlebotomy/>.

Health Records, Health Requirements, and Immunizations

If you are accepted to, or take courses in this academic program, you will be required to submit a health record by the first day of classes for MULT 1950. You will be required to meet certain health requirements as specified by the clinical affiliates including but not limited to the following: completion of health record form, proof of physical examination, proof of two-step Mantoux (intradermal) TB test and/or other immunizations such as flu shot, Tdap, MMR, HepB, varicella or documentation of chicken pox disease and the flu, etc. as required by our clinical affiliates. ALL students are required to have appropriate immunizations to enroll in the Phlebotomy Program and kept up to date after they are admitted to the program to participate in the weekly labs and clinical experience. The health record form is provided in the college's health records office located in Union Hall 1st floor or accessed at: <https://www.csc.edu/services/health-records.shtml>. It is the student's responsibility to complete the health requirements and submit them by the deadlines given by the health records office.

CPR Requirements

All students are required to have a current BLS Provider CPR certification by the 8th week of the semester when the student is placed in the clinical experience of the program.

ESSENTIAL FUNCTIONS

In order to assure safe and successful advancement through the Phlebotomy Certificate Program, students must possess the following essential functions necessary to complete the entire curriculum, either with or without reasonable accommodations. These essential functions should be considered conditions for continuation in the Phlebotomy Certificate Program, as they reflect the characteristics necessary for success as a student and to become a credentialed phlebotomist (i.e, PBT.). These essential functions are based on National Accrediting Agency for Clinical Laboratory Sciences (NAACLS), the demands of the profession, and standards established by this academic program faculty and

staff. Students must continually meet these essential functions throughout their course of study. Failure to maintain these essential functions may result in but is not limited to non-admission to the program or removal from the program.

It is the policy of Columbus State to make reasonable accommodations as defined in Columbus State Policy 3-41 which will provide otherwise qualified applicants, employees, and students with disabilities equal access to participate in opportunities, programs, and services offered by Columbus State. If you would like to request such accommodations, please contact Disability Services at 101 Eibling Hall or at (614) 287-2570. Delaware Campus students may contact the Disability Services Coordinator by stopping by the Student Services Center on the first floor of Moeller Hall, or by calling (740) 203-8345. Please visit the Disability Services website to learn more: <https://www.csc.edu/services/disability/>. Columbus State’s Americans with Disabilities Act (ADA), The Americans with Disabilities Act Amendments Act (ADAAA), and Section 504 of the Rehabilitation Act of 1973 Policy 3-41 can be accessed at the following website: <https://www.csc.edu/about/policies-procedures.shtml>.

The essential functions for the Phlebotomy Certificate Program are categorized into the following categories: (1) Physical Essential Functions; (2) Sensory/Observational Essential Functions; (3) Cognitive Essential Functions; (4) Communication Essential Functions.

(1) Physical Essential Function

Physical Essential Functions	Context and Reasoning behind Sensory/Observational Essential Functions
The student must be able to including but not limited to:	<ul style="list-style-type: none"> • move freely in the laboratory, patient care areas, elevator, and stairway.
	<ul style="list-style-type: none"> • use both hands simultaneously and demonstrate fine motor skills
	<ul style="list-style-type: none"> • reach and bend wherever necessary, up or down, to perform job tasks
	<ul style="list-style-type: none"> • stand for long periods of time (2 – 6 hours)

(2) Sensory/Observational Essential Functions

Sensory/Observational Essential Functions	Context and Reasoning behind Sensory/Observational Essential Functions
The student must be able to including but not limited to:	<ul style="list-style-type: none"> • Discriminate veins from other structures that are not veins
	<ul style="list-style-type: none"> • Identify the location and character of veins
	<ul style="list-style-type: none"> • Perform venipunctures and capillary punctures smoothly enough with coordinated manipulative dexterity so as not to injure the patient

	<ul style="list-style-type: none"> • Read a patient’s identification/information on an ID bracelet, requisition, or computer monitor, laboratory manuals, package inserts, or product packaging
	<ul style="list-style-type: none"> • Differentiate colors of conventional blood collection tubes
	<ul style="list-style-type: none"> • clearly hear patients speaking, alarms, co-workers,

(3) Cognitive Essential Functions

Cognitive Essential Functions	Context and Reasoning behind Cognitive Essential Functions
<p>The student must be able to including but not limited to:</p>	<ul style="list-style-type: none"> • critically think, assess, analyze, interpret, and problem solve using the laboratory policies and procedures to perform their role as a phlebotomist.
	<ul style="list-style-type: none"> • review and process relevant information and skills from the program to the field for application
	<ul style="list-style-type: none"> • apply the information and skills learned to complete required tasks
	<ul style="list-style-type: none"> • read and comprehend technical and college-level material.
	<ul style="list-style-type: none"> • manage time to balance academic, professional, and social obligations. • meet productivity benchmarks in the laboratory (i.e., successful blood collections,). • work independently as well in a team on tasks.
	<ul style="list-style-type: none"> • have knowledge of safety practices (e.g., OSHA, infection control), and laboratory practices/procedures.
	<ul style="list-style-type: none"> • follow the program’s dress code.
	<ul style="list-style-type: none"> • meet deadlines and submit work by posted due dates. • participate in-person at a clinical site, lab, and lecture. • complete at least 100 clinical hours and obtain 100 successful blood draws/capillary punctures within the clinical experience in MULT 1950 and MULT 2950. In addition, participate in the clinical experience for MULT 1910 to complete 16 clinical hours and successfully obtain 30 tracings. • complete competency check-offs with a 75% or higher score.

	<ul style="list-style-type: none"> maintain 75% of the Professional Behaviors within the “meets expectation” category.
	<ul style="list-style-type: none"> follow appropriate American Society of Clinical Laboratory Science (ASCLS) ethical standards and model ethical behavior
	<ul style="list-style-type: none"> refrain from taking phone calls, texting, playing games, accessing social media, idle chit-chat during class, lab, or at the clinical facility.

(4) Communication Essential Functions

Communication Essential Functions	Context and Reasoning behind Communication Essential Functions
The student must be able to including but not limited to:	<ul style="list-style-type: none"> speak/communicate clearly in English with others in the work setting establish rapport with other team members for effectiveness and efficacy in the work environment. Refrain from using slang, profanity and other inappropriate communication.
	<ul style="list-style-type: none"> use appropriate non-verbal communication (i.e., facial expressions, gestures) that are professional and not offensive or disrespectful of others.
	<ul style="list-style-type: none"> possess good listening skills and attentiveness, ability to interpret and follow instructions.
	<ul style="list-style-type: none"> communicate effectively in the written English language using correct grammar, spelling, and language. be professional in email communication. Refrain from using slang, profanity and other inappropriate communication.
	<ul style="list-style-type: none"> have respectful interactions with supervisors, co-workers, others from diverse backgrounds.
	<ul style="list-style-type: none"> follow the standards and principles based on the core values of the American Society of Clinical Laboratory Science (ASCLS)
	<ul style="list-style-type: none"> work in stressful situations while maintaining composure in a clinical or lab setting.
	<ul style="list-style-type: none"> interact with patients of diverse backgrounds .

PROFESSIONAL CONDUCT STANDARDS

Professional conduct is required of students in the Phlebotomy Certificate Program. Students are responsible for conducting themselves in accordance with the professional standards set forth by their profession and the standards established by their academic program faculty and staff. Professional conduct standards supplement the behavioral expectations for all students. Violating these professional conduct standards may result in discipline up to and including dismissal. The following professional conduct standards to which students are expected to adhere to are based on the American Society of Clinical Laboratory Science (ASCLS) Code of Ethics and the standards established by this academic program faculty and staff.

Students in the Phlebotomy Certificate Program are required to:

- Uphold patient confidentiality pursuant to HIPAA
- Treat others with respect in all areas of the clinical and academic setting
- Comply with Columbus State's Student Code of Conduct Policy and Procedure 7-10.
- Comply with requirements in course syllabi and the policies outlined in this handbook.
- Demonstrate accountability, responsibility, and maturity in the classroom, lab, and in the clinical site when engaging in conflict management and problem resolution

Students in the Phlebotomy Certificate Program are also required to follow the American Society of Clinical Laboratory Science (ASCLS) Ethical Principles to the Code of Ethics as outlined below:

The following ethical principles are based on the core values of the American Society of Clinical Laboratory Science (ASCLS) and apply to all *Medical Laboratory Professionals* and certificate completers. Guidelines included for each ethical principle are a non-inclusive list of behaviors and situations that can help to clarify the principle. They are not meant to be a comprehensive list of all situations that can occur.

The Code of Ethics of the American Society for Clinical Laboratory Science sets forth the principles and standards by which Medical Laboratory Professionals and students admitted to professional education programs practice in their profession.

I. DUTY TO THE PATIENT

Medical Laboratory Professionals' primary duty is to the patient, placing the welfare of the patient above their own needs and desires and ensuring that each patient receives the highest quality of care according to current standards of practice. High quality laboratory services are safe, effective, efficient, timely, equitable, and patient-centered. Medical Laboratory Professionals work with all patients and all patient samples without regard to disease state, ethnicity, race, religion, or sexual orientation. Medical Laboratory Professionals prevent and avoid conflicts of interest that undermine the best interests of patients. Medical Laboratory Professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining the highest level of individual competence as patient needs change, yet practicing

within the limits of their level of practice. Medical Laboratory Professionals exercise sound judgment in all aspects of laboratory services they provide. Furthermore, Medical Laboratory Professionals safeguard patients from others' incompetent or illegal practice through identification and appropriate reporting of instances where the integrity and high quality of laboratory services have been breached.

Medical Laboratory Professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to patients and other health care professionals. Medical Laboratory Professionals respect patients' rights to make decisions regarding their own medical care.

II. DUTY TO COLLEAGUES AND THE PROFESSION

Medical Laboratory Professionals uphold the dignity and respect of the profession and maintain a reputation of honesty, integrity, competence, and reliability. Medical Laboratory Professionals contribute to the advancement of the profession by improving and disseminating 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.

Medical Laboratory Professionals accept the responsibility to establish the qualifications for entry to the profession, to implement those qualifications through participation in licensing and certification programs, to uphold those qualifications in hiring practices, and to recruit and educate students in accredited programs to achieve those qualifications.

Medical Laboratory Professionals establish cooperative, honest, and respectful working relationships within the clinical laboratory and with all members of the healthcare team 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, Medical Laboratory Professionals have the responsibility to contribute from their sphere of professional competence to the general well-being of society. Medical Laboratory Professionals serve as patient advocates. They apply their expertise to improve patient healthcare outcomes by eliminating barriers to access to laboratory services and promoting equitable distribution of healthcare resources.

Medical Laboratory Professionals comply with relevant laws and regulations pertaining to the practice of Clinical Laboratory Science and actively seek, to change those laws and regulations that do not meet the high standards of care and practice.

Students in the Phlebotomy Certificate Program are also required to follow the American Society for Clinical Laboratory Science (ASCLS) Code of Ethics Pledge to the Profession as outlined below:

As a Medical Laboratory Professional, I pledge to uphold my duty to Patients, the Profession and Society by:

- Placing patients' welfare above my own needs and desires.
- Ensuring that each patient receives care that is safe, effective, efficient, timely, equitable and patient-centered.
- Maintaining the dignity and respect for my profession.
- Promoting the advancement of my profession.
- Ensuring collegial relationships within the clinical laboratory and with other patient care providers.
- Improving access to laboratory services.
- Promoting equitable distribution of healthcare resources.
- Complying with laws and regulations and protecting patients from others' incompetent or illegal practice
- Changing conditions where necessary to advance the best interests of patients.

CONFIDENTIALITY

Confidentiality Statement

As an important part of a student's education in this academic program, students will come into possession of confidential information concerning the health care services rendered to patients. All medical information is considered confidential and may not be released except by the patient's own authorization or by state and/or federal law.

In the case of education, a student may view confidential information that is pertinent to their studies under the supervision of an instructor. The identity of the patient must be protected and the student must never disclose any confidential information linked to the identity of any patient to any person whatsoever for any reason.

Disclosure includes but is not limited to: verbally discussing confidential information of an identified patient; permitting an unauthorized individual to review the medical record; copying any part of the medical record for an unauthorized individual; making copies of medical documentation for education or research activities without obliterating the patient's demographic information and abstracting medical data for education or research activities in which the patient's identity is linked to the data.

It is a student's professional responsibility and duty to protect the confidentiality of all patient medical records with which they are associated with. Failure to uphold patient confidentiality may result in discipline up to and including dismissal. All students are required to sign the Confidentially Acknowledgment form that is located in this handbook.

PROGRAM POLICIES AND PROCEDURES

Dress Code

The purpose of this dress code is to promote professionalism, infection control, and safety. This dress code has been formulated based on health and safety standards from OSHA and the CDC, professional standards as required by our accrediting body NAACLS, our clinical/partner facility policies, and the standards established by this academic program faculty and staff. To continue in this academic program students must adhere to this dress code policy.

Further, some clinical/partner facilities may require a different dress code policy than the below policy. Students are expected to comply with the clinical/partner facilities dress code. Not following the clinical/partner facilities dress code policy may result in discipline up to and including dismissal.

Varying circumstances may warrant a change in the dress code policy. If you have questions regarding this dress code policy or requests for exceptions including religious accommodations, please contact the program coordinator. For questions regarding disability services refer to the Individuals with Disabilities section in the College Policies chapter of this handbook.

a. Personal Hygiene

- i. All students should observe high standards of personal hygiene in order to promote professionalism, health and safety, and client care. This includes frequent bathing, shampooing, and oral hygiene to help guard against offensive body odors and bad breath.

b. Makeup, Fragrances, and Other Scented Products

- i. Students should not wear strong colognes, highly-scented hair spray, or scented oils as others may have allergies to such fragrances.

c. Hair and Head Coverings

- i. Hair should be of natural color, neat and clean. It must be pulled back so that it doesn't dangle in the field of operation at any time. Bangs should not extend below the eyebrows and interfere with your ability to see. Hair longer than shoulder length must be worn up and secured back.
- ii. Hats are not appropriate at the clinical sites.
- iii. Facial hair should be clean, neatly trimmed, and well maintained.
- iv. Head covers that are required for religious purposes or to honor cultural tradition are permitted.

d. Hands and Fingernails

- i. Hands and fingernails should be clean and no longer than 1/4 inch long. No artificial nails are permitted per OSHA and CDC standards on hand hygiene. If wearing nail polish, clear nail polish is acceptable but must be freshly applied and not chipped.

- e. Jewelry
 - i. Students wearing jewelry (including body piercings, rings, earrings, etc.) must limit earrings to one studded earring per ear lobe, remove facial and/or tongue piercings per our clinical/partner facility policies, and the standards established by this academic program faculty and staff.

- f. Tattoos
 - i. Students with tattoos must cover them while enrolled in the Phlebotomy Certificate program per our clinical/partner facility policies, and the standards established by this academic program faculty and staff.

- g. Clothing

The following guidelines are based on professional expectations in the field. This is a general overview of appropriate attire for the field. Items that are not appropriate for the clinical site are also noted. No dress code can cover all contingencies, so students must exert a certain amount of judgment in their choice of clothing in lecture, lab and at the clinical sites. If you experience uncertainty about acceptable, professional attire, please ask your clinical site supervisor and/or program coordinator. Solid color scrubs are the acceptable attire for the classroom, lab, and clinical facility for the program. Program faculty have the right to require that a student(s) be dismissed from class, lab or the clinical experience until acceptable dress is attained. Some of the clinical facilities require or restrict the color and style of scrubs. You may be asked to wear a specific color or style of scrubs for your clinical experience.

- i. **Appearance of clothes:** Scrubs must be clean and neatly pressed, not faded, discolored or ripped, and not see through.
- ii. **Scrub Top:** Solid color, must be sized to fit. A T-shirt of a solid color that complements the scrub top may be worn. Long sleeved T-shirts are permitted during cold weather or used to cover visible tattoos on the arms.
- iii. **Scrub Pants:** Solid color, must be size to fit. The distance of 1” from the floor to the hem of the pants is required.
- iv. **Scrub Jackets/Lab Coats:** The program provides a disposable lab coat for use in the lab aspect of the program. The clinical site could require a lab coat or scrub jacket to be worn while participating in the clinical experience. The program can supply the student with a lab coat if the clinical site doesn't. A scrub jacket can be purchased at the student's expense in the Columbus State bookstore in the appropriate color to complement the scrub color being worn.
- v. **Shoes and Footwear:** Clean shoes that cover the entire foot, worn with socks or stockings. No open-toed shoes, 'crocs', or sandals may be worn per our clinical/partner facility policies, and the standards established by this academic program faculty and staff. Some facilities may also regulate the type of tennis shoes that may be worn in their facilities.
- vi. **Gloves:** The program will supply latex free gloves to students during the lab portion of the program. Wearing gloves is not a substitute for hand hygiene. Dirty gloves can soil hands. Always clean your hands after removing gloves with an alcohol based cleaner or soap and water

Steps for Glove Use:

- a. Choose the right size and type of gloves for the task
- b. Put on gloves before touching a patient's non-intact skin, open wounds or mucous membranes, such as the mouth, nose, and eyes
- c. Change gloves during patient care if the hands will move from a contaminated body-site (e.g., perineal area) to a clean body-site (e.g., face)
- d. Remove gloves after contact with a patient and/or the surrounding environment (including medical equipment) using proper technique to prevent hand contamination
- e. Failure to remove gloves after caring for a patient may lead to the spread of potentially deadly germs from one patient to another
- f. Do not wear the same pair of gloves for the care of more than one patient
- g. Upon glove removal cleanse hands by using an alcohol based cleaner or soap and water.

- vii. **Face Masks/Splash Shield/Protective Eyewear:** Masks and protective eyewear or face shields can be worn if a threat for contamination of the mucous membranes (mouth, nose, and eyes) is possible. This will be supplied by the program if the need arises in the lab experience and the clinical site will provide this when necessary.

h. Enforcement

Since the dress code is intended to nurture professionalism, encourage health and safety standards for the student, and promote client safety, the dress code will be enforced. Discipline action may be taken when a student deviates from the dress code up to and including dismissal.

Attendance

- Students are expected to uphold good attendance practices when attending lecture, lab, and during the clinical experience. Good attendance means being punctual to lecture, lab, and the clinical experience and staying for the duration of the scheduled clinical experience, lab, and/or lecture.
- Students shall not extend their clinical experience past finals week of the semester they are enrolled in MULT 1950 or MULT 2950 or MULT 1910. Students are required to complete the necessary hours and clinical activities during that semester to be able to continue in the program. If the student cannot complete the clinical experience during the current semester, then an 'Incomplete' will be issued for that semester. The student will be given a timeframe within the new semester to complete the clinical experience (maximum of six weeks in the following semester).
- To learn about Columbus State's severe weather policy, please visit the following website: <https://www.csc.edu/about/severe-weather.shtml>.
- Students should refer to the course syllabus for course specific attendance requirements.

Student Responsibilities

CSCC Phlebotomy students have the following responsibilities:

- Demonstrate courteous and professional behavior with integrity. This includes demonstrating punctuality, attentiveness, patience, respect, and cooperation with all instructors and fellow students.
- Demonstrate a responsible attitude toward your work and others by acting in the best interest of the college.
- Be knowledgeable about and abide by CSCC and Phlebotomy Program policies and procedures.
- Be a self-advocate and learn how to locate and utilize available campus resources and student support services.
- Meet with your instructor or advisor regarding any academic concerns.
- Accept full responsibility for your academic success and acknowledge that academic advisors are only one of many resources for achieving success.
- Never try to represent someone else's work as your own.
- Practice safety precautions at all times.
- Dress appropriately and professionally for all classes and during the clinical experience.
- Submit assignments on time.
- Disagreements with an instructor should be handled privately and respectfully.
- Participate in lecture and lab.
- Attend class and accept consequences of non-attendance according to attendance policy in course syllabus.
- Generate and review a DARs each semester to track progress toward graduation or completion requirements.

Instructor Responsibilities

CSCC Phlebotomy instructors have the following responsibilities:

- Be available to address any inquiries/questions about the course and/or assignments.
- Provide meaningful feedback on lab assessments, lab activities, and other group assignments.
- Weekly grades and feedback for assignments submitted on time will be returned to the student within a week from when the assignment was submitted.
- Information in Blackboard will be kept up to date to reflect where the student is at with their grade for the course.
- Listen to student concerns and try to provide the best solution possible for the concern.
- Be engaged in helping students complete the course/program successfully.
- Be fair and honest in feedback concerning the student's performance in the course.
- Model the behavior that we expect from our students participating in the program.

Grading

Columbus State's Grading and Academic Requirements Policy is found in Policy and Procedure 5-09 and can be accessed at the following website:

<https://www.csc.edu/about/policies-procedures.shtml>.

Additionally, the Phlebotomy Certificate Program requires the following grading standards beyond what the College requires:

At the beginning of each of the two semesters in the Phlebotomy program, students will receive a course syllabus outlining the requirements for passing.

Grades in MULT 1950 are awarded as "A", "B", "C", "D", "E" or "I" (Incomplete). In MULT 2950, students receive an "S" (Satisfactory), "U" (Unsatisfactory), or an "I". Students have six weeks into the following semester to remove any incompletes before the grade automatically changes to an "E".

Program Grading Scale

93-100% = A

85-92% = B

75-84% = C

70-74% = D

69% and below = E

Plans of Study

The established plan of study for the Phlebotomy program within the Multi-Skilled Health department are published in the CSCC college catalog.

<https://www.csc.edu/academics/catalog/>

Please note that the CSCC college catalog is revised annually.

The published plans of study outline the courses students must complete each semester. The published plans assume that the student is beginning the program indicated as "semester one" in the catalog.

Students who deviate from a published plan of study (i.e., attends part-time, drops out of school for one or more semester, etc.), must develop and submit a revised semester-by-semester plan of study for review by the Phlebotomy program advisor, (Tywan Banks). Students who deviate from a published plan of study will delay their completion of the program. Please refer to the CSCC college catalog for the most current information concerning required courses for a particular plan of study (i.e., course description, course prerequisites, semester course is offered).

Progression in the Program for MULT 1950

A student must achieve a final letter grade of "C" or greater in MULT 1950 to progress within the Phlebotomy Program. Additionally, students are required to complete **60 hours of an out-patient clinical experience with a minimum of 60 successful unaided blood collections** for this course. The MULT 1950 course syllabus details the requirements for achievement of a grade of "C" or greater in the course.

If a student does not complete MULT 1950 with a “C” or better, the student may be allowed to be reinstated in MULT 1950 for a second attempt after the student has sat out for 6 months from the end of the semester of the first attempt. Once the 6 month period has elapsed the student will need to complete a reinstatement petition form with the Program Director. It is not guaranteed that a student will be accepted back into the program but a decision will be made on a case by case basis. If the student doesn’t receive a “C” or better after the second attempt of MULT 1950, the student **IS NOT** eligible to be reinstated in the program. A conference will be held with the student, faculty advisor, program director, and/or chairperson to discuss possible career options.

If a student is removed or dropped from MULT 1950 due to misconduct the student may complete a **reinstatement petition form** with the Program Director after 6 months from the end of the semester of the first attempt. It is not guaranteed that a student will be accepted back into the program. For more information regarding the reinstatement process please see the Reinstatement to the Phlebotomy Certificate Program Section below.

If the clinical requirements for MULT 1950, 60 clinical hours and 60 successful blood collections are not met, an incomplete (“I”) will be awarded. In this situation, a student may not register for MULT 2950 until the clinical requirements for MULT 1950 are complete and the student may be subjected to a late registration fee per College policy. When course requirements for MULT 1950 have been completed within 6 weeks of the next term, the “I” will be changed to the earned grade. If the student is eligible to move on in the program and there is a clinical site available the student will be able to proceed forward into MULT 2950 after the “incomplete” is removed. However, if the student doesn’t complete the course requirements within 6 weeks of the next term the grade automatically changes to an “E”.

Progression in the Program for MULT 2950

After successful completion of MULT 1950 (with a letter grade of “C” or better), the student may continue into MULT 2950, Phlebotomy Practicum II. Students are placed in this course based on grades earned in MULT 1950 and placed according to available clinical sites for that semester. Any student not placed in that term due to clinical site availability will be placed in a subsequent semester.

Successful completion of MULT 2950 is achieved by completing a minimum of 40 clinical hours and 40 successful unaided blood collections within an in-patient clinical setting. In addition, students must successfully complete homework activities, a final exam, successful final clinical evaluation, and submission of all log sheets to earn a satisfactory grade to pass. The MULT 2950 course syllabus details the requirements for achievement of a satisfactory grade in the course. The grade for MULT 2950 is assigned as either an “S” (satisfactory) for successful completion or a “U” (unsatisfactory) for unsuccessful completion.

If the clinical requirements aren’t met in MULT 2950, an “I” will be awarded. In this situation, a student will not receive the certificate of completion until the clinical or class requirements for MULT 2950 are complete. When course

requirements for MULT 2950 have been completed within 6 weeks of the next term, the “I” will be changed to the earned grade. If the student is eligible to receive the certificate of completion the student will be able to proceed forward and receive that certificate in the mail. However, if the student doesn’t complete the course requirements within 6 weeks of the next term the grade automatically changes to an “E”.

Successful completion of MULT 1950 and 2950 fulfills the eligibility requirements for taking the national certification exam through the American Society for Clinical Pathology (ASCP). However, completion of a certification exam is not required for successful program completion.

If a student does not pass MULT 2950, the student will have to follow the reinstatement process and start the program from the beginning, if reinstatement is granted.

Program dismissal

A student can be dismissed from the program due to the failure of any technical courses or failure of a competency check-off after the student has worked through the Plan of Success remediation process.

The Phlebotomy Program Curriculum is designed for students’ to take the program courses in sequence. Students that are dismissed from a course in the program will not be allowed to move forward. The student must complete the course they were dismissed from before they will be allowed to move forward.

Failure of any two technical courses will result in program dismissal and the student will be ineligible for program reinstatement.

Withdrawal from the Phlebotomy Program

If a student chooses to withdraw from any course or from the program for any reason, the student should follow the withdrawal procedure outlined in the College Catalog and notify the Phlebotomy Program full-time faculty in writing. A return of any program materials such as the bag of sample blood tubes is expected at that time.

Reinstatement to the Phlebotomy Certificate Program

The Phlebotomy Program Curriculum is designed for students’ to take the program courses in sequence. Students that are dismissed from a course in the program will not be allowed to move forward. The student must complete the course they were dismissed from before they will be allowed to move forward. Failure of any two technical courses will result in program dismissal and the student will be ineligible for program reinstatement.

A student who has withdrawn from the program one time, was dismissed because they failed a technical course (i.e. failed clinical evaluation, failed a competency check-off, and/or didn’t earn a 75% or greater in lecture), or was dismissed for misconduct is eligible to apply for reinstatement one time. A student that has been reinstated and then is not successful or has to withdraw from any course

will be dismissed from the program and will be ineligible for reinstatement into the Phlebotomy Program.

A student who is eligible for reinstatement must sit out for 6 months from the end of the semester of the first attempt. Once the 6 months period has elapsed the student will need to complete a 'Petition for Reinstatement into the Phlebotomy Program' form and submit it to the Program Director. It is not guaranteed that a student will be accepted back into the program but a decision will be made on a case by case basis. If reinstated the student is expected to begin at the first semester. A student applying for reinstatement must do so within a two-year period of their last attendance. After two years, a student becomes ineligible for reinstatement and will be required to go through the normal application process.

Reinstatement is a privilege, and not a right. Therefore, submission of a 'Petition for Reinstatement into the Phlebotomy Program' ([APPENDIX I](#)) does not guarantee reinstatement to the program. A Phlebotomy Admissions Committee will be formed and be commissioned to review all properly submitted reinstatement requests. Students will be notified in writing of the Committee's decision.

The student must apply using the 'Petition for Reinstatement into the Phlebotomy Program' form which will ask for the following:

- The requested date for reinstatement
- The last semester/year attended
- Statement of reason for withdrawal or dismissal
- Statement of the reasons why the student feels they should be reinstated into the program and explaining the rationale for future success
- Any other information to be considered (no personal or professional recommendation letters of any kind will be accepted)

Any student wanting to be reinstated into the program must meet and complete all current requirements of the program at the time of reinstatement, including a background check and/or drug screen if needed. Reinstatement to the program may depend on specific circumstances and is subject to the student meeting certain requirements as specified by the Program Director. Such requirements include, but are not necessarily limited to, the following:

- Submission of the reinstatement petition
- If there have been additions to the health requirements for new classes entering the program, the petitioner may be responsible for meeting these additional health requirements. The Health Records office will have this information.
- Cumulative GPA of 2.00 or above.
- If the Clinical Practicum (MULT 2950) must be taken out of sequence, the student has up to a period of 6 months to petition for reinstatement to participate in the Clinical Practicum. After 6 months, the student must retake and successfully complete MULT 1950 before being able to participate in the Clinical Practicum MULT 2950. The student has up to one year after completing required courses to participate in the Clinical

Practicum.

Eligibility for reinstatement does not guarantee reinstatement at a particular time. If a student is granted reinstatement privileges, reinstatement will be permitted on a space available basis.

Student Code of Conduct Action and Academic Performance

Students are responsible for understanding and complying with College, their academic program, and clinical/partner facility policies and procedures; College and Program academic standards; standards of student conduct in the learning environment; and expectations for professional behavior on and off campus. These policies and expectations can be found on Columbus State's website, the academic program's materials, and orientation. Failure to comply may result in disciplinary action. Students subject to certain adverse actions will be afforded due process rights.

The policies and procedures related to student violations of the Columbus State Student Code of Conduct is outlined in Columbus State's Policy and Procedure 7-10. The due process, within these procedures, assures timely written notice and a hearing before an objective decision-maker. The appeal process for violations of the Student Code of Conduct are also found within 7-10. (Policy and Procedure 7-10 can be accessed at the following website:

<https://www.csc.edu/about/policies-procedures.shtml>).

A student's academic performance, professionalism, safety, and/or conduct in the classroom and learning environment, which is determined by the academic program as unsatisfactory, unprofessional, inappropriate, and/or interferes with the learning environment, will be addressed with notice to the student of the unacceptable behavior by the academic program. And the student may discuss the matter with the academic program staff. Further, the academic program has the authority to exercise control over the learning environment should a student's behavior be found unsatisfactory, unprofessional, inappropriate, and/or interferes with the learning environment, including initiating a range of disciplinary action, which may include but is not limited to, a warning up to and including dismissal.

Some violations may warrant dual processes through the academic program and the Student Code of Conduct.

Dispute of Continued Participation Dismissal

In the event of a dismissal by the program, the student has the right to appeal through meeting with the program staff. Such appeals will pertain only to the continued participation requirements listed in this handbook.

Academic Integrity

Academic integrity is a concept central to academic success, just as personal integrity is central to the development of a socially responsible student. CSCC does not tolerate academic misconduct as defined in College Policy and

Procedure 7-10 in any form (including plagiarism and cheating), and the Student Code of Conduct process is used to educate students who violate this policy. Academic misconduct comes in two major forms: intentional and unintentional. Unintentional academic misconduct may occur due to a lack of familiarity with citation rules, misunderstanding course requirements or assignment instructions, or lack of preparation. It is important to note that any form of academic misconduct, whether intentional or unintentional, is a violation of the Student Code of Conduct. Students will be referred to the Office of Student Conduct for alleged violations of academic misconduct. Definitions and sanctions for Academic Misconduct can be found in College Policy and Procedure 7-10 (<https://www.csc.edu/about/policies-procedures.shtml>). For more information regarding Academic Misconduct, please visit <https://www.csc.edu/services/student-conduct/academic-misconduct.shtml>.

Examples of Cheating, include but are not limited to:

- Using open textbooks, notes, electronic devices, Internet sites, or other assistance during an examination, except those that have been authorized by the instructor.
- Copying from another person's work during an examination.
- Collaborating with another person on an assignment in a manner not authorized by the instructor.
- Obtaining, distributing, or using the contents of an un-administered test.
- Substituting for another student or permitting any person to substitute for oneself in an examination.

Examples of Plagiarism, include but are not limited to:

- Submitting an assignment purporting to be the student's original work which has been wholly or partly created by another person. (i.e., material from website, textbook, etc.).
- Presenting as one's own the ideas, organization, or wording of another person without acknowledgment of sources.
- Knowingly permitting one's own work to be submitted by another student as if it were the student's own.
- Knowingly resubmitting work previously completed when retaking a course.
- Knowingly resubmitting clinical time previously reported.

Physical Contact

There will be instances of physical contact through the normal instruction and practices of this certificate program. The instructor may need to assist the student in demonstrating technique, proper form, or correct posture. Students may also "practice" techniques on each other during lab sessions as part of the normal course instructional activities, such as blood draw techniques. Any such contact must be handled in a professional manner consistent with the requirements of the profession. If you have questions, concerns, or any level of discomfort regarding physical contact, please consult the Program Coordinator

Inappropriate physical contact is prohibited by College Policy and will be subject to disciplinary action. College Policy and Procedure 3-44 and College Policy and Procedure 7-10 can be accessed at the following website:
<https://www.csc.edu/about/policies-procedures.shtml>.

Audio/Video Device, Imaging, and Electronic Devices Use

Audio- and video-recording, photographs, transmission, or distribution of class/lab content (e.g., lectures, discussions, demonstrations, etc.) is strictly prohibited unless a student has a Letter of Accommodation from Disability Services and has presented it to the course instructor or if the course instructor has provided written permission via the syllabus or a signed form. Authorization to record extends solely to students in that particular course. Transmitting, sharing, or distributing course content onto public, commercial, or social media sites is strictly prohibited.

Photographs, audio recording, and/or video recording during clinical, practicum, internships, or other type of experiential learning experience is prohibited. In accordance with legal and professional standards, regarding patient rights of privacy and confidentiality, students are strictly prohibited from taking photos, audio recording, and/or video recording any information regarding patients or information regarding the clinical, practicum, internships, or other type of experiential learning experience.

Electronic devices such as cell phones, laptops, iPods, iPads, tablets, ear buds, etc. should not be used in on-campus class or lab sessions during presentations or learning activities or at the clinical sites, as use of such devices is distracting to the learning environment. CSCC nor the clinical sites will be responsible for lost or stolen items.

Unless an accommodation is approved, the use of audio or video-recording devices is prohibited from recording exam reviews, other students, meetings with instructors, and general class discussion as class begins and concludes. Recordings are not permitted to be distributed to classmates who do not have accommodations or shared or transcribed electronically in any medium.

Failure to follow the above standards may result in discipline up to and including dismissal.

Social Media

Postings on social networking sites may be subject to the same professional and ethical standards as any other personal interactions. Harassment, bullying, and discrimination are prohibited by Columbus State Policy 3-43 and Policy and Procedure 7-10. Complaints or alleged violations of these policies and procedures will be referred to the Office of Equity and Compliance and/or the Office of Student Conduct. Students are prohibited from disclosing any of the following through social media including but not limited to:

- A patient's protected health information and confidential information about the patient, as defined by the Health Insurance Portability and Accountability Act (HIPAA) and other state and federal laws.

- Confidential, non-public, or proprietary information about patients and families, clinical facility staff, or clinical institutions; of the College, its employees and students.
- Class content, including but not limited to lectures, discussions, demonstrations, quizzes, exams answers.
- Comments that express or imply sponsorship or endorsement by the College, unless the individual is officially authorized to act in this capacity for this purpose on behalf of the College.
- Taking and displaying photos/videos/audio of patients, or photos depicting the body parts of patients.

Failure to follow the above standards may result in discipline up to and including dismissal.

No matter what the platform (Facebook, Twitter, Instagram, LinkedIn, etc.), be vigilant about not posting anything you would not want an employer or potential employer to see.

Communication in the Phlebotomy Certificate Program

Students are required to use their CSCC student email address when contacting instructors. If the instructor initiates an original email, the student's CSCC email address will be used. Communication can also occur via the remind app when students are participating in the clinical experience to get in touch with the Program coordinator/faculty for emergency purposes such as but not limited to: tardiness, absence, or clarification needed. Students should be professional in their email communication with instructors, clinical site supervisors, students, etc. Email etiquette requires students to take into account that there is a person on the receiving end of the email. Using all capital letters in an email, for example, is considered the same as "yelling" and also makes the message more difficult to read. Correct grammar, spelling, and punctuation should be used as well as providing key information in your email (e.g., Cougar ID when requesting assistance, course number to identify the course you have questions about, page number in text where you have questions, assignment instructions you are unclear about, etc.). If you have many questions, it's best to list and number them to help your instructor more efficiently and effectively assist you.

Students are expected to check Blackboard and their CSCC student email at least twice a week. Typically, students enrolled in web-based programs check their email and Blackboard five (5) days per week. Students are expected to reply to their email within 48 hours of receipt. Email communication is not real-time. Expected response time on email from faculty (course instructors) in the Phlebotomy Certificate Program is generally within 48 hours or receipt, Monday-Friday. If an email is received on the weekend or a holiday, course instructors will typically respond to the email the next working day. Faculty will post announcements and course information (i.e., assignments, course instruction, etc.) on Blackboard to help keep students up to date on a weekly basis.

Attendance Reporting

Instructors will report students as not attending for financial aid reporting, if the student has missed more than one posted quiz, assignment, exam/test due date.

Grading quizzes/tests/exams

Quizzes/tests/exams will be graded within one week of when the test was taken. Assignments are generally graded within one week of the due date. If the nature of the assignment requires additional grading time by the instructor, an announcement will be posted in Blackboard with the date students can expect the assignment to be graded. Grades posted on Blackboard: Quiz/test/exam and assignment grades will be posted on Blackboard.

Instructors will provide a means for students to submit and/or ask questions about course content, course assignments, etc. The instructor will provide feedback and answer questions asked by the student in a timely manner. Typically, questions will be answered within two business days upon receipt of the question via email if not sooner. However; if the email is received late on a Friday, on a weekend, or on a holiday, the instructor will answer the question on the next business day. Questions asked in class will be addressed immediately depending on the nature of the questions or after class to allow more time to address the question appropriately.

IT Student Support Center

The Student IT Student Support Center provides Information Technology (IT) related services and support to Columbus State Community College faculty, staff, and students.

If you are having trouble with Blackboard, email, or CougarWeb, contact the IT Support Center/Help Desk. You can reach the help desk at (614) 287-5050 or you can email them at helpdesk@csc.edu. For more information about the IT support Center visit their website at <https://www.csc.edu/services/itsc/>

Health and Human Services Academic Advising

Students enrolled in any program in the Division of Health and Human Services may receive advising assistance in Union Hall 477. The Health and Human Services Advising Team can provide assistance with: course registration, academic planning, program admission requirements, academic restrictions, scheduling, placement test referrals, and a number of other advising related issues. Contact the Health and Human Services Advising Office for more information at (614) 287-2779 or hhsadvising@csc.edu or by visiting them online at: <https://www.csc.edu/services/advising/hhs-advising.shtml>.

The academic advisors for the Phlebotomy Certificate Program is Tywan Banks. Students with questions regarding how to progress through the Phlebotomy program should email or call Tywan Banks at (614) 287-2319 (tbanks@csc.edu).

Registering for Courses

Students are strongly encouraged to register for courses within the first week that registration opens. If you meet the course prerequisites and are unable to register for the program, please contact the Multi-Skilled Health department for assistance. You will need to provide your name, phone number, and Cougar ID in order to research an answer to your registration issue. Your prerequisite completion will be checked prior to being registered for any course in the program. If you have completed the required prerequisite course(s), you will be registered for the course if a seat is available.

Tutoring and Assistance Contact Information

Columbus State offers students a variety of tutoring services. To learn more about these tutoring services, please visit the following website:

<https://www.csc.edu/services/tutoring.shtml>.

Letter of Recommendation/Verbal Reference

Students who seek a letter of recommendation and/or a verbal reference from a Columbus State faculty/instructor should speak directly with that faculty/instructor. Once the faculty/instructor has agreed to write a letter of recommendation and/or provide a verbal reference for the student, the student should then fill-out the “Letter of Recommendation/Verbal Reference and FERPA Release” form, found in Appendix 16 and then return it to the faculty/instructor. This “Letter of Recommendation/Verbal Reference and FERPA Release” form will allow the student: (1) to designate whether the faculty/instructor is to provide a letter of recommendation and/or a verbal reference; (2) to provide information about the recipient(s); (3) the opportunity to authorize the faculty/instructor to use information obtained from the student’s education records (such as course grades, GPA, documented attendance, or examination results) in the letter of recommendation and/or verbal reference; and (4) if it is a letter of recommendation the form gives the student the opportunity to waive or not waive the right to read the letter of recommendation.

Pursuant to FERPA, students are not required to authorize the release of their education records in a letter of recommendation and/or a verbal reference. If the student does not authorize the faculty/instructor to use their education records in the letter of recommendation and/or verbal reference, then the faculty/instructor may only share directory information (unless the student has requested the College to withhold their directory information) and/or the faculty/instructor’s personal observations and knowledge about the student (i.e. remarks about the student’s work ethic, dependability, and creativity). Further, pursuant to FERPA a student has the right to read a letter of recommendation, unless that right has been waived by the student. Students are not required to waive this right to review a letter of recommendation.

Teach-Out Plan

In the event of program closure due to unforeseen circumstances, such as a natural disaster, current students will be supported until certificate completion. The plan consists of:

Communication to the Phlebotomy students to let them know how they will be supported until certificate completion. The program faculty advisors and Health and Human Service Advisors will be on hand to map out pathways to overall certificate completion. We would convene the student lab at an alternate Columbus State campus (such as the Delaware or Dublin Campus) if possible. All lectures can be delivered online, therefore, this practice would be able to continue seamlessly. If the laboratories at the alternative campuses are not available, contracted clinical affiliate sites would be contacted to see if they would provide the space for the “hands-on” application of theory required to complete the program. Again, as stated previously, all lectures can move to be delivered online. Alternatively, a combination of both alternative campus space as well as space at contracted clinical sites may be needed to be secured to deliver the student lab component of the program to support students until certificate completion.

Health Insurance

It is highly recommended that students carry health insurance to help cover any costs related to a needlestick injury or any other incident, exposure, or injury that may occur in lab or clinical experience. Needlesticks in the lab or clinical experience can expose the student to bloodborne pathogens and students may also be exposed to other health risks in the lab or clinical experience. All precautions are taken to minimize exposure and risk, but there is always a slight possibility that precautions may fail or that a student may accidentally expose him/herself. If incidents, exposures, or injuries occur students are responsible for all costs associated with evaluation and treatment.

Bloodborne Pathogen Exposure Incident Protocol

If a needlestick injury occurs during a phlebotomy procedure and the student is exposed to another person’s blood, the source is not required to disclose their HIV or HBV status but according to Ohio law, the source must submit to blood testing. If there is a significant exposure, current CDC guidelines will be followed at the student’s expense. **The student is strongly encouraged to carry health insurance to help cover these costs.** The College Health Records office will maintain records of incidents of injury to students including, but not limited to, needle sticks. [See Appendix F](#) for a sample of the CSCC Assessment of Bloodborne Pathogen Exposure Report form. The student is also required to contact public safety and complete an incident report form. This applies to such incidents which occur on campus and within the clinical experience

Proficiency Testing/Credit

Permission is given for students wishing to take a proficiency exam in MULT 1110 –Medical Terminology when it is evident that previous experience or study warrants one. A **\$50** non-refundable fee will be charged for each proficiency examination.

Examination/proficiency credit does not apply to meeting residency credit hour requirements. The procedure for pursuing proficiency credit for the above courses is as follows:

- Complete the request for **proficiency testing form** and submit it to the Phlebotomy Program coordinator.

- Schedule an appointment to take the exam in the Allied Health Department.
- Pay the \$50 fee at the cashier's office and bring the receipt of payment the day the exam is to be taken.
- The student takes the exam and will be notified within 1 -2 business days if they passed and when the credit will be awarded.

The student may only take a proficiency test once for a given course. If proficiency credit is not earned for performance on a proficiency test, the student will be required to complete the course for credit.

There are NO study guides provided for the proficiency tests. Upon request the student, will be provided with the title of the textbook last used in the course. The Multi-Skilled Health (MULT) department does not provide copies of the textbooks for proficiency testing preparation.

Graduation Pinning Ceremony Requirements

Students must complete a participation form for the pinning ceremony to honor those who successfully complete the certificate. The form must be submitted to the Phlebotomy program coordinator by the end of the semester in which the student is finishing up the program.

Clinical Experience Policies and Procedures

Clinical Experiences - Overview

Clinical Experiences provide students with the opportunity to apply knowledge gained in the classroom to an actual health care setting or equivalent experience. Students gain exposure to actual working conditions, patient interaction, and specimen processing/handling. Students are expected to have a good working knowledge of Phlebotomy concepts in order to perform relevant tasks at the clinical sites.

Clinical Experiences – Description

During both MULT 1950 and 2950, you will be placed at one of the clinical facilities for your clinical experience. This phase of your training provides the opportunity to put into practice, in a genuine clinical setting, the theory and skills which have been learned in the simulated environment on-campus. Because this is an authentic clinical setting, and you are working and interacting with patients and employees of the clinical facility, this component of your education must be treated with extreme care and respect. CSCC must conform to the availability of the clinical affiliate in terms of the number of students in their facilities and the days and shifts which are available for student placement. Therefore, the information listed below will be used in placing students for the clinical experience.

Students completing the Phlebotomy Certificate program are required to complete two clinical placements for a minimum of 100 clinical hours and 100 successful blood collections.

Each clinical experience is unpaid and requires the student to be on site in an assigned outpatient or in-patient healthcare facility. The student will spend 8 hours a week for 8-weeks for the clinical experience in MULT 1950. The student will spend 8 hours a week for 5-weeks for the clinical experience in MULT 2950. The student will spend 16 hours within the semester for the clinical experience in MULT 1910. Clinical experience hours may only be completed during day time hours, which are scheduled on weekdays during specified hours and specified days (i.e. no evenings, no weekends) as noted on the clinical request sheet.

Clinical/Partner Facility Admission and Policies

Clinical/Partner facility sites for clinical, practicums, internships, or other type of experiential learning experiences, often have their own admission and participation requirements that students must meet before students can be placed at the clinical/partner facility. The clinical/partner facility will have admission requirements that exceed or are in addition to the admission requirements of Columbus State and the student's specific academic program. Clinical/Partner facilities have the right to deny student participation even when the student is fully admitted into the academic program. Therefore, students should expect to meet the requirements of the clinical/partner facility in addition to their academic program's requirements. If a student cannot be admitted into any of their academic program's clinical/partner facilities, the following may

occur but is not limited to the student being dismissed from the academic program. For more information, please consult with the Phlebotomy program coordinator.

Further, students are expected to comply with all clinical/partner facility policies and Columbus State policies when completing a clinical, practicum, internship, or other type of experiential learning experience. It is also an expectation that students comply with policy expectations off premises if any conduct pertains to the clinical/partner facility. Examples of such conduct could include, but is not limited to, work responsibilities that occur off premises, uniform and appearance expectations, social media usage, patient/client interaction, and any other activities related to the learning experience. Failure to follow the clinical/partner facility's policies and Columbus State policies may result in discipline up to and including dismissal.

Background Check and Drug Screening for Clinical Experience Placements

Please see page X, regarding the background check and drug screening process.

Dress Code for Clinical Experience Placements

Please see page 19, regarding the dress code for clinical experience Placements.

Removal Due to Health Risk and/or Safety Risk

Clinical/Partner facilities have an expectation that students completing a clinical, practicum, internship, or other type of experiential learning experience at their site will not be a health risk and/or safety risk to their clients. Students are therefore expected to conform to all standard health and safety practices required by the clinical/partner facility. Being unsafe and/or a health risk includes but is not limited to a student that consistently fails to demonstrate competence in clinical patient/client care, a student who does not adhere to policies, and/or a student who behaves in any manner that compromises or threatens the well-being of the patient/client's health and welfare. Students will be evaluated during their clinical, practicum, internship, or other type of experiential learning experience and the evaluations may show student deficiencies that would deem them a health risk and/or unsafe. A student that is deemed a health risk and/or unsafe may result in discipline up to and including dismissal. In addition, the clinical/partner facility is under no obligation to allow or approve a student's experience if a health or safety issue is identified.

Clinical Experience Student Conduct Contract Expectations

Clinical experiences in the Phlebotomy Program at Columbus State are held at facilities with which the College has clinical agreements with. These agreements provide the student with clinical instruction and practice to prepare them for employment. At the same time, these agreements provide the protection of the clinical/partner facility and their clients. Therefore, the college requires that students agree to follow guidelines that conform to these agreements by signing the "Clinical Practicum Student Agreement" See [Appendix H](#).

The clinical affiliate and/or the College may terminate the student's clinical experience for the following reasons, including, but not limited to: lack of attendance, tardiness, unethical and/or unprofessional behavior, lack of personal hygiene, failure of students to meet their performance standards, or failure to follow the College and/or clinical/partner facility's policies. The academic faculty, program director, and chairperson will meet to determine if a second placement in a subsequent term is appropriate or if the student should be dismissed from the Phlebotomy Program.

If any conflicts or problems arise while the student is in a clinical rotation, the student is encouraged to bring them to the attention of the CSCC faculty liaison or clinical supervisor so that it can be resolved.

Clinical Experience Placement

Students in MULT 1950 are placed in an outpatient clinical setting week 8 of fall semester and week 9 of spring semester. Students must have their BLS CPR certification, completed health record, and successfully completed the necessary competencies and lab assignments in order to qualify for assignment to a clinical affiliate.

1. All students enrolled in MULT 1950 will have the opportunity to identify the days on which they are available to attend the clinical facility. **This experience will take place one day per week on either a Tuesday, Thursday, or Friday during the daytime. Priority in clinical assignment will be given based upon registration order.** The faculty will determine, after communicating with the contacts at the clinical sites, the most appropriate days and hours available.
2. Not all facilities are within Columbus; some are located in surrounding counties. Refer to the list of affiliates below. Every effort will be made to place students in a facility of their choice, but there is no guarantee that you will be placed at the facility of choice or even in Columbus. By signing the handbook acknowledgement form provided during the first week of the program, **you acknowledge and accept the policy that you may be placed outside of Columbus.** It is your responsibility to have reliable transportation, regardless of the location of your placement.
3. It is also important for students to be professional during the clinical experience, like one would treat a job. Absences and the lack of punctuality are not a favorable reflection on you and your work habits. These habits may negatively impact your ability to secure a position upon certificate completion.

Students who have successfully completed MULT 1950 with a grade of "C" or better and have an updated health record on file in the Health Record Office are eligible to continue in MULT 2950 in which they are placed in an in-patient clinical setting. However, if there aren't enough clinical sites to assign to the students eligible for MULT 2950 then the 'Clinical Placement' process listed below will be followed:

1. If clinical placements in MULT 2950 are limited, the students will be ranked according to the grades earned in MULT 1950 (total points earned at the time that clinical assignments are made). Based on those grades they will be placed into the available clinical sites for that semester.
2. Any student not placed immediately following the completion of MULT 1950 will be placed in the next semester based on availability.
 - a. Once a placement is determined, a student cannot not request a change without having confirmed with a CSCC Faculty member that another position is available. Only under *extraordinary* circumstances will a request for change be considered.
 - b. Communicating with another clinical facility, for purposes of obtaining a clinical placement may result in your removal from the program. Doing so places an unfair burden on the clinical facilities that are already extending themselves to the CSCC Phlebotomy program.

Clinical Affiliates

The following clinical affiliates are currently associated with the Phlebotomy Program. However, this listing does not provide the guarantee that each will be available to you for your clinical experience. Some facilities listed provide only out-patient experiences, some provide only in-patient experiences, and some provide both.

- Mount Carmel West Hospital
- Mount Carmel East Hospital
- Mount Carmel Outpatient Draw Sites
- Riverside Methodist Hospital
- Grant Medical Center
- Fairfield Medical Center (Lancaster)
- Doctors Hospital

Transportation

Each student is responsible for providing his or her own transportation to and from the clinical experience sites. Student parking is available at most sites at no cost. Students may be assigned to sites that do not provide parking; therefore, it is the student's responsibility to pay for parking.

Clinical Evaluations

Mid-Clinical Evaluation is completed in both MULT 1950 and 2950. See [Appendix J](#). There is a Final Clinical Evaluation completed by the clinical instructor at the end of MULT 1950 and 2950. See [Appendix K](#). These assessments are returned to the program clinical coordinator or coordinator and held in the student's file. A satisfactory clinical evaluation is required to successfully complete MULT 1950 with a "C", and MULT 2950 with an "S" (Satisfactory). An 'unsatisfactory' clinical evaluation in MULT 1950 and 2950 is defined in the 'summary assessment' section of the clinical evaluations.

Emergencies during the Clinical Experience

If an emergency arises when participating in the clinical experience the student is required to notify the CSCC Clinical Coordinator or Program Director as well as the contact person at the clinical site of an unavoidable absence, tardiness, or having to leave the clinical facility due to an emergency. Here are the steps to accomplish this:

1. Notification to the Clinical Facility and CSCC Faculty

- a. **Absence/tardiness:** Notify the clinical facility at least one half hour prior to the scheduled time of attendance and ask that the message be given to the appropriate supervisor. Be sure to document with whom a message was left with
- b. Students must also notify the CSCC faculty or Program Director of any absence/tardiness at least one half hour prior to the scheduled time of attendance at 614-287-2319 or through the remind app. Please provide the following information in your message:
 - Name, Clinical facility, Reason for absence/tardiness, Date of return if applicable, and a contact number you can be reached at.
- c. **Leaving early:** You will be scheduled for, in most cases, an 8 ½ hour shift. You are not to request to arrive earlier and/or leave earlier than your assigned shift. If you need to leave early due to an emergency, inform the clinical instructor assigned to you of your situation and the need to leave due to the emergency.
- d. Failure to notify the clinical site and CSCC Clinical Coordinator or Program Director of an absence, tardiness, or emergency requiring you to leave the clinical site may result in disciplinary action up to and including your dismissal from the program.

2. Make-up arrangement

- a. Meet with the clinical supervisor upon return to arrange an appropriate make-up time.
 - Notify the CSCC Clinical Coordinator or Program Director of make-up date(s)

NOTE: *A student cannot determine his/her own schedule, doing so may result in their dismissal from the program. Any time that is missed must be made up. Students are not able to continue in the program until the requirements of the previous course are met. If the requirements of a course cannot be completed during that semester, an Incomplete ("I") will be awarded as the grade for the course until the necessary requirements are completed. If those requirements are not met by the prescribed time frame set by the program for the student (maximum of six weeks in the following semester) then a failing grade for the course would be assigned.*

Make-up Day Policy

All days missed must be made up by the student at a later date. The student is

responsible for contacting the CSCC Faculty and the Clinical Site Supervisor when an absence is necessary. The arrangement for the make-up of this time is at the convenience and discretion of the clinical site. However, a student cannot miss class and/or lab time to make up the time missed at the clinical site. In order to successfully complete the course the student has to complete all the requirements of the clinical experience to move on in the program or a failing grade would result.

Grounds for Disciplinary Action-Examples

Students are expected to follow the College Student Code of Conduct and meet program academic performance, professionalism, safety, and/or conduct in the classroom and learning environment expectations. The following include but are not limited to examples of behavior that may be grounds for disciplinary action. Disciplinary action may range from, but is not limited to, a warning, dismissal from the clinical site, dismissal from the program, and/or expulsion from the College. Documentation of incidents may be kept in the students' academic program file and/or sent to the Office of Student Conduct. The decision for dismissal from clinical and/or the program will be determined by the Program Director and Chair of the department.

- Non-compliance with the Phlebotomy Certificate Program Policies.
- Suspicion of alcohol or drug consumption prior to arrival at the clinical facility
- Non-compliance with clinical facility policies and procedures
- Unsafe practices in performing the practice of phlebotomy in lab or the clinical site.
- Non-compliance with absence notification procedures
- Non-compliance with HIPAA Privacy Standards or the ASCLS Code of Ethics
- Falsification of log sheets
- Not performing up to the standards of the clinical facility or program competencies*
- Uncooperative or unprofessional behavior – as perceived by clinical or CSCC Clinical Coordinator
- Absence or tardiness for 2 days without proper documentation (even though you may have contacted the clinical site and CSCC Faculty)
- Overstepping the boundaries of a student and correcting practices at the clinical or the faculty member instructing the student in the lab.

**This includes, but is not limited to the determination that you are not showing a gradual improvement in skill or understanding of the essential knowledge according to the clinical faculty and lab instructors. Columbus State relies on the professional judgment of the clinical faculty and lab instructors to make these decisions.*

If a student is dismissed from the clinical experience in MULT 1950, the academic faculty/program director and chairperson will meet to determine if a second placement in a subsequent term is appropriate or if the student should be dismissed from the Phlebotomy Program.

If a second clinical placement is not made the student will receive a failing grade for the course and may be dismissed from the program. If the student is dismissed from the program, the student will receive a failing grade for the course.

If dismissal from the clinical occurs in MULT 2950, another placement will not be made due to limited clinical placement availability. The student will receive an “unsatisfactory” grade for the course. The student may be eligible to attempt to be reinstated in the program by following the reinstatement process.

For information regarding the reinstatement process please see the Reinstatement to the Phlebotomy Certificate Program Section above.

Log Sheets

The log sheets are required to document eligibility for the national certification exams. These detail the number of hours and successful blood collections obtained while in the clinical experience. The clinical log sheet will be completed by the student which indicates the weekly hours of the clinical experience and the number of phlebotomy procedures performed. This is also verified with a signature by the authorized individual in the clinical facility. See Appendix X for a sample of the log sheet. This log sheet, used in both clinical experiences, is to be returned to the CSCC Faculty and kept in the student’s file. This log sheet must be completed legibly and in ink before submitting to the CSCC Faculty. These should be turned in weekly. Make a copy for your own records before submitting.

Clinical Confidentiality and HIPPA Agreement

Students enrolled in the clinical practicum will receive and be required to sign an agreement to respect patient confidentiality. See [Appendix C](#) and [Appendix D](#).

Student Evaluation of Clinical Experience

A Site Evaluation will be completed in MULT 1950 and 2950 at the end of the clinical experience. This is the student’s opportunity to evaluate their clinical experience so that improvements can be made. These anonymous evaluations are shared with the clinical facilities at the Program Advisory Meeting to provide feedback. See [Appendix N](#).

Service Work Policy

Students are not permitted to take the place of qualified staff during their clinical experience. Students are permitted to perform procedures only when supervised by qualified staff. Service work by students in clinical settings outside of regular academic hours must be non-compulsory. If the student is an employee of the site in some other capacity, work performed during paid hours cannot be used toward meeting clinical/ practicum academic objectives.

Clinical Experience Expectations

Students are expected to...

- Be present at the Clinical Experience for a minimum of 8 hours per week as noted in the course schedule (i.e., no weekends, no evenings) or according to clinical experience schedule arranged with site
- Be professional at all times. Be respectful to all patients, employees and supervisors. Keep expressions of distressed personal emotions out of the presence of clients. Communicate respectfully to all. Treat your clinical experience as you would a real job.
- Maintain confidentiality at all times. Do NOT discuss patients or employees with any person(s).
- Do NOT remove any patient or facility specific information from the Clinical Experience facility site.
- Abide by clinical site dress code and code of conduct.
- Submit assignments on or before the due dates posted in the course syllabus and/or course announcements.
- Participate in online, on-campus, and clinical site activities.
- Complete 100 clinical hours and 100 successful blood collections in MULT 1950 and MULT 2950. In addition, complete 16 clinical hours and 30 successful EKG tracings.
- Failure to follow the above may result in discipline up to and including dismissal.

Appendix

The following documents included in this appendix are:

- A. Handbook Acknowledgment Form;
- B. Graduation-Employment Relationship Acknowledgement Form;
- C. Confidentiality Acknowledgment Form;
- D. Health Related Programs HIPAA Acknowledgement Form
- E. Phlebotomy Incident Report
- F. Assessment of Bloodborne Pathogen Exposure
- G. Phlebotomy Blood Draw Consent
- H. Student Clinical Practicum Contract
- I. Petition for Reinstatement into the Phlebotomy Program
- J. Phlebotomy Program Mid-Clinical Evaluation
- K. Final Clinical Evaluation
- L. Phlebotomy Clinical Log sheet
- M. Attitudinal/Professional Behaviors Evaluation Form
- N. Phlebotomy Program Student Evaluation of Clinical Experience
- O. Letter of Recommendation/Verbal Reference and FERPA Release

Please read each of these documents carefully. You will be given some of the above forms to sign during the first week of the beginning semester of the program. If you have any questions regarding these documents please contact Tywan Banks at (614) 287-2319 (tbanks@csc.edu).

Division of Health and Human Services

APPENDIX A

Handbook Acknowledgement Form

I, _____, hereby acknowledge that I have received and read a copy of the student handbook for the Phlebotomy Certificate Program.

By signing below, I agree to abide by the requirements, standards, and policies and procedures contained herein, including by reference or hyperlink, and any changes that may occur from time to time. I also understand that I am responsible for understanding the information within this handbook. I acknowledge that any deviation from or violation of the requirements, standards, and policies and procedures contained herein will be subject to disciplinary action, including but not limited to my removal from the academic program. In addition, I acknowledge that revisions to this handbook will be made periodically, with or without prior notice and that I am responsible for checking for updates to program information.

Furthermore, along with abiding by this academic program handbook, I agree to abide by the Columbus State Policies and Procedures, course syllabi, the Columbus State Student Handbook, and the Columbus State Catalog.

I acknowledge that my signature on this form does not guarantee my progression in the academic program.

(Student's Printed Name)

(Student's CID)

(Student's Signature)

(Date Signed)

(Signature of Program Coordinator)

(Date Signed)

Division of Health and Human Services

APPENDIX B

Graduation-Employment Relationship Acknowledgement Form

I, _____, hereby acknowledge that I am informed, I understand, and I agree that my graduation from the Phlebotomy Certificate Program and Columbus State does not guarantee my employment in my chosen field of study or otherwise. Furthermore, I also understand that neither the faculty nor staff of Columbus State is responsible for my employment or placement into a job. Therefore, neither Columbus State nor any individual employed by Columbus State is accountable for my employment in my field of study or otherwise. In signing this acknowledgement form I recognize and agree that employment is my own responsibility.

(Student's Printed Name)

(Student's CID)

(Student's Signature)

(Date Signed)

(Signature of Program Coordinator)

(Date Signed)

Division of Health and Human Services

APPENDIX C

Confidentiality Acknowledgement Form

I, _____, hereby acknowledge that I am bound by federal and state laws regarding patient confidentiality, including where applicable the federal Health Insurance Portability and Accountability Act (HIPAA) and its policies.

I acknowledge that I may work with patients in a class, clinical, practicum, internship, or other type of experiential learning experience where I have access to patient’s protected health information. I understand that all medical information is considered confidential and may be protected by HIPAA. In addition, I acknowledge that I have read the confidentiality statements in this handbook and that it is my responsibility to abide by them. I understand that it is therefore unlawful to disclose a patient’s confidential health information and medical records without consent. I further acknowledge, that it is my professional responsibility and duty to protect the confidentiality of all patient medical records and protected health information with which I have access to.

My signature confirms that I understand and will abide by patient confidentiality and that I understand the consequences of any inappropriate actions regarding patient confidentiality.

(Student’s Printed Name)

(Student’s CID)

(Student’s Signature)

(Date Signed)

(Signature of Program Coordinator)

(Date Signed)

Health Related Programs HIPAA Acknowledgement Form
APPENDIX D

I, _____, hereby acknowledge that I am informed, I understand, and I agree that I am bound by the Health Insurance Portability and Accountability Act and its policies. I acknowledge that I may work with patients/clients in a setting where I may have access to their Protected Health Information. I understand that this is confidential information and is protected by the HIPAA Privacy Rule and HIPAA Security Rule. It is therefore unlawful to disclose a patient's/client's health information without consent. My signature confirms that I understand these responsibilities pertain to my work in a clinical setting.

(Student's Printed Name)

(Student's CID)

(Student's Signature)

(Date Signed)

(Signature of Program Coordinator)

(Date Signed)

Phlebotomy Incident Report

APPENDIX E

Student Name:	Cougar ID:
Program or Department:	Date & Time of Incident:
Instructor:	
Location: (Building/room or clinical site/unit):	
Description of incident:	
<p>Check the appropriate box for the questions below:</p> <p><input type="checkbox"/> Did the student need medical intervention as a result of the incident. ___ Yes ___ *No</p> <p><i>*If no is checked, did the student decline the medical intervention? Yes ___ No ___</i></p> <p><input type="checkbox"/> Evaluation by Health Care Provider (include name, date & time) Name: Date: Time:</p> <p><input type="checkbox"/> Was Public Safety/911 notified of this incident? ___ Yes ___ No</p> <p>Did Public Safety/911 take the situation over and handle the incident ___ Yes</p>	

No

Any follow-up needed for the incident:

*Yes

No

**If yes is checked, who needs to be contacted:*

Name: _____

Phone/Email: _____

When and who will follow-up: _____

Signature of student:

Date:

Signature of faculty:

Date:

Assessment of Bloodborne Pathogen Exposure

APPENDIX F

Report of Needlestick/Percutaneous Injury or Exposure to Blood or Other Body Fluids

Print Name:	Cougar ID:
Program or Department:	Date & Time of Incident:
Instructor or Supervisor:	
Location: (Building/room or clinical site/unit):	
Description of occurrence (include body location, type of exposure):	
Type & Brand of device involved in injury:	
Check one: <input type="checkbox"/> Do not need to be evaluated <input type="checkbox"/> Evaluation by Health Care Provider (include name, date & time)	
Signature of exposed individual:	Date:
Signature of instructor or supervisor:	Date:
1st Faculty or person responsible should immediately assess exposed student for:	
<input type="checkbox"/> An injury that punctured the skin (needle stick, cut, etc.) <input type="checkbox"/> A splash to the eyes, nose, mouth, or broken skin <input type="checkbox"/> A bite resulting in a break in the skin	If none of the boxes have been checked there is no risk for blood borne pathogen exposure. Student should: <ol style="list-style-type: none"> 1. Wash intact skin with soap & water
2nd If one or more of the above areas are checked, further assess for the following fluids or tissue involved in exposure:	
<input type="checkbox"/> Blood <input type="checkbox"/> Any fluid containing visible blood <input type="checkbox"/> Potentially infectious fluid or tissue (vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, pericardial fluid, amniotic fluid, semen) <input type="checkbox"/> Direct contact with concentrated HIV, HBV, HCV virus <input type="checkbox"/> Unknown whether needle or fluid contaminated	If none of the boxes have been checked there is no risk for blood borne pathogen exposure. Student should: <ol style="list-style-type: none"> 1. Wash exposed skin site with soap and water or flush eyes, nose, or mouth area 2. Follow up with health care provider as needed 3. Submit <u>Assessment of Bloodborne Pathogen Exposure form</u> to the College Health Office.

(Feces, nasal secretions, saliva, sputum, sweat, tears, urine, and vomitus are not considered potentially infectious unless they are visibly bloody: the risk for transmission of HIV infection from these fluids and material is low)	
3rd If any of the above has been checked student should:	
<ol style="list-style-type: none"> 1. Immediately wash exposed skin site with soap and water or flush eyes, nose, & mouth for 15 minutes 2. Immediately be seen by a health care provider, urgent care, or local emergency room for further evaluation. 3. Submit <u>Assessment of Bloodborne Pathogen Exposure form</u> to the College Health Office. 	<p><i>If exposure occurs in an area outside of the College, student should follow the policy of the facility. The supervising faculty should be notified immediately and <u>Assessment of Bloodborne Pathogen Exposure form completed and submitted to College Health Office.</u></i></p> <p>Any expense occurred from either testing or treatments are the responsibility of the student.</p>

References: Centers for disease control and prevention. Updated U.S. Public Health Services guidelines for the management of occupational exposures to HIV and recommendations for post exposure prophylaxis. MMWR 2005: 54(No. RR-9)., Centers for disease control and prevention. Updated U.S. Public Health Services guidelines for the management of occupational exposures to HIV and recommendations for post exposure prophylaxis. MMWR 2001: 50(No. RR-11).

Phlebotomy Blood Draw Consent and Release of Liability

APPENDIX G

As a student enrolled in the Phlebotomy program at CSCC, I understand that as part of the program there will be physical contact in which students will practice phlebotomy techniques on me, just as I will practice the same techniques on other students in the program. I understand that this is important practice in developing quality phlebotomy skills, which are performed as safely as possible.

I hereby consent to allow students within this program to practice phlebotomy techniques, including venipunctures and capillary punctures on me in the presence of an instructor, just as I will practice these same techniques on other students in the program. I understand that there are risks, some of which are very rare, associated with phlebotomy which include, but are not limited to infection, bruising, and other potential damage to surrounding tissue. I accept these risks and agree to perform these skills as safely and professionally as possible.

I hereby agree to release and hold harmless Columbus State Community College, its officers, employees, and agents, and students from any and all liability arising out of or related to injuries that I may receive as a result of such phlebotomy practice.

(Student's Printed Name)

(Student's CID)

(Student's Signature)

(Date Signed)

(Signature of Program Coordinator)

(Date Signed)

Student Clinical Practicum Contract

APPENDIX H

Your role as a student is to do your best to learn all you can by actively participating in the clinical practicum and to correlate classroom knowledge with real world clinical experience. You are expected to further develop and/or strengthen your entry-level competencies. Due to the involvement of health care agencies and their clients in your training, you must observe rules developed to maintain standards of service provided by those agencies. You must not behave in a manner that might disrupt patient care or the orderly conduct of business within the health care facility.

I understand that in the clinical rotation I am a student of Columbus State and will project a positive image of the clinical affiliate, the Phlebotomy program, and Columbus State Community College. As a condition of participating at the clinical facility, I hereby agree to:

- Adhere to the clinical affiliate policies while on its premises
- Read and follow procedure manuals and policies of the clinical affiliate.
- Adhere to the dress code of the clinical affiliate and the CSCC Phlebotomy Program.
- Adhere to the attendance policy of the clinical affiliate and the CSCC Phlebotomy Program.
 - Inform the clinical affiliate and the Phlebotomy program faculty at least on half hour before my scheduled rotation time if I am absent
 - Make-up any material missed, if absent, at the convenience and discretion of the clinical affiliate. I understand that this may include extension of my clinical practicum.
- Arrive prepared to begin clinical responsibilities on or before the time required by the clinical affiliate. **I understand that tardiness and absences will not be tolerated.**
- Read and take responsibility for completing the clinical objectives in each rotation.
- Respect and preserve the confidential nature of all medical and personal information related to patients of the clinical facility. (see the Phlebotomy Program Confidentiality Acknowledgement Form)
- Adhere to professional standards as outlined in the profession's ASCLS Code of Ethics.
- Cooperate with clinical faculty and other health care workers to provide quality patient care in a timely manner.
- Ask appropriate questions, when necessary.
- Review course materials while in the clinical experience to prepare for each clinical placement.
- Bear financial responsibility of any cost for required medical treatment during the clinical experience due to illness, injury, or exposure. Report any exposure incidents to College Health Office ASAP.
- Adhere to this contract and also the regulations of CSCC as outlined in CSCC Student handbook and the Phlebotomy Certificate Program Handbook.

I have read, and understand the above information and agree to comply with the terms of this contract. I understand that the clinical affiliate and/or the College has the right to terminate my clinical experience for the following reasons, including but not limited to: lack of attendance, tardiness, unethical or unprofessional behavior, lack of personal hygiene, failure of student to meet their performance standards, or failure to follow the College and Phlebotomy Certificate Program and/or Clinical Affiliate's policies.

NOTE: If a student is an employee of the clinical affiliate, work performed during paid hours cannot be used toward meeting academic objectives.

Signature: _____ **Date:** _____

Petition for Reinstatement into the Phlebotomy Program

APPENDIX I

Student Name: _____ **Cougar ID:** _____

Date **of** **Reinstatement** **Request:**

Last **Phlebotomy** **Semester/Year** **Attended:**

Statement of cause for withdrawal or dismissal:

Statement of reasons why you should be reinstated into the program (include changed behaviors that will improve chance for success):

Plan for Success (if reinstated):

Student Signature: _____ **Date:** _____

This form must be submitted to the Program Coordinator. Please make a copy for yourself. Please place any attached documentation to this sheet.

Phlebotomy Program Mid-Clinical Evaluation

APPENDIX J

Student Name _____ Date _____

Facility _____ Evaluator Name _____

This mid semester clinical evaluation is a means to provide the student with constructive feedback and, therefore, should be reviewed with, and signed by the student prior to returning to Columbus State. When this has been completed, please fax to Meghan Blackford, CSCC Clinical Coordinator at 614-287-5144. This will become a part of their permanent student record.

Directions: Identify the frequency that the student meets the following characteristics by placing a checkmark in the appropriate space below. Provide any additional comments as necessary in the space below.

CHARACTERISTIC The student:	ALWAYS	MOST OF THE TIME	SOMETIMES	NEVER
Dresses professionally				
Is punctual in attendance				
Is ready to begin at the start of the assigned shift				
Is always visible (doesn't 'disappear' or take unassigned breaks)				
Speaks only at appropriate times				
Does not cross the line of a student				
Is developing skill at the expected level				
Is professional in interactions with patients				
Is professional in interactions with staff				
Follows hospital and laboratory guidelines				
Employs safe phlebotomy practices				

Additional comments:

Student Signature _____ Date _____

Evaluator Signature _____ Date _____

Phlebotomy Program Final Clinical Evaluation

APPENDIX K

Student's Name _____ Date _____

Clinical Facility _____ Evaluator's Printed Name _____

INSTRUCTIONS:

1. This evaluation is to be completed by the Clinical Instructor at the end of each course in the curriculum.
 2. Based on the student's performance to date indicate your assessment by placing an "X" or a checkmark in the appropriate column as follows. This should be reviewed with the student prior to sending to the Phlebotomy Clinical Coordinator.

- 4: The student demonstrates these behaviors all the time.
- 3: The student demonstrates these behaviors most of the time (>50% of the time)
- 2: The student demonstrates these behaviors some of the time (25-50% of the time)
- 1: The student demonstrates these behaviors <25% if the time.

**** An average minimum score of 3 is required for a satisfactory clinical evaluation to continue to MULT 1950.**

3. Please comment on any concerns that you may have about the student's ability or performance.

CHARACTERISTIC	4	3	2	1
Phlebotomy Skills and Knowledge				
The Student:				
Follows standard operating procedure when collecting blood.				
Demonstrates knowledge of collection requirements for commonly collected laboratory tests.				
Chooses venipuncture equipment that is appropriate for the patient and collection scenario.				
Knows the correct order of draw when questioned				
Practices the correct order of draw.				
Can identify and resolve problems which may occur during blood collection.				
Follows safety guidelines of the institution.				
Uses appropriate infection control procedures.				
Adheres to HIPAA guidelines.				
Uses acceptable patient identification procedures.				
Identifies tube additives accurately when questioned.				
Professional Behaviors				
The student:				
Is punctual.				
Is attentive to instruction and responds well to constructive criticism.				
Has organizational skill consistent with the amount of training.				
Has a level of speed that is consistent with the amount of training.				
Displays interest in the profession.				
Demonstrates professional appearance as outlined in the student handbook.				
Demonstrates initiative.				
Uses appropriate communication skills (verbal and nonverbal).				

Please comment on any of the above as you feel necessary.

Summary Assessment:

_____ *Student competency level is not satisfactory.*

_____ Student will do adequate routine work as a phlebotomist.

_____ Student will be a good phlebotomist.

_____ Student will be an excellent phlebotomist.

*** If the student does not demonstrate satisfactory performance and doesn't earn an average minimum of "3" on the attributes evaluated above, he or she will be required to repeat MULT 1950.**

How can this student improve his/her phlebotomy skill?

Would you hire this student? Or, if you are not responsible for hiring, would you want to work with this student as a peer? Yes or no. Please explain:

Do you believe that this student is prepared to continue in an inpatient phlebotomy experience? Please explain.

Student Signature _____ Date _____

Evaluator Signature _____ Date _____

DATE _____

Phlebotomy Clinical Log Sheet APPENDIX L

STUDENT NAME _____ COURSE _____ SEMESTER _____

CLINICAL FACILITY _____

PLEASE COMPLETE ALL INFORMATION IN INK BEFORE SUBMITTING. MAKE A COPY FOR YOUR OWN RECORDS.

PROCEDURE	NUMBER PERFORMED	NUMBER MISSED	NUMBER OF SUCCESSFUL VENIPUNCTURES
VENIPUNCTURE:			
• Straight Needle and ETS			
• Butterfly Needle and ETS			
• Syringe and Butterfly Needle			
• Syringe & Straight Needle			
CAPILLARY COLLECTION:			
• Adult			
• Pediatric			
OTHER PROCEDURES:			
• Blood Cultures			
		Total Number of Successful Sticks	
		Total of Hours for the week	

Clinical Instructor Comments:

CLINICAL INSTRUCTOR SIGNATURE: _____ **Date:** _____

Please call Program Director if the student should receive a needlestick injury at (614) 287-2597. The student needs to also to inform the CSCC Public Safety Office as well at 614.287.2525. The student will need to complete the exposure incident report upon return to campus. If you need to immediately discuss a student's performance, please call Meghan Blackford at 614.287.2597 or email at mblackfo@csc.edu.

Attitudinal/Professional Behaviors Evaluation Form

APPENDIX M

Student Name _____

The expectation of the program is that students will have a "Meets Expectation" for 75% of the categories below. If a student doesn't meet this expectation the Lead Faculty will meet with the student to discuss ways to improve by the final evaluation.

1= Needs Improvement

2 = Meets Expectation*

3 = Exceeds Expectation

	1	2	3
Ability to Follow Directions: Understands and listens to be able to achieve the basic goals for each day.			
Carefully follows written and/or verbal directions. Asks for clarification, if necessary. Adheres to safety guidelines. Requires minimal supervision beyond initial explanation. Follows procedures and established policies for the program.			
Professionalism: The demonstration of behaviors, attitudes, words, physical appearance and attire representative of a professional. Competent, Respectful, and Considerate.			
Follows the dress code as stated in handbook. Has a positive attitude and positive body language. Demonstrates appropriate customer service to fellow classmates and instructors. Shows confidence in what s/he is doing. Participates in class, asks pertinent questions, but doesn't talk unnecessarily. Demonstrates trustworthiness, honesty, and program standards.			
Cooperation: A positive and helpful attitude. Maintains develops positive and collaborative working relationships.			
Offers to help others at appropriate times. Is congenial and tactful. Works well with others. Responds to corrections and criticism without being quarrelsome and defensive. Values others' input and feedback. Demonstrates respect and courtesy towards each other.			
Written and Oral Communication: Demonstrates the ability to convey ideas and information effectively.			
Submits work that is legible and clearly written, and on time. Can clearly communicate ideas, both written and verbally, in language that is easily understood. Communicates in a manner that is respectful and professional with classmates and instructors. Listens carefully without interrupting to gain an understanding before asking questions. Refrains from using language that is offensive or inappropriate.			
Integrity: Leads by example; demonstrates honesty and consistency in action.			
Pays close attention to detail and accepts responsibility for own mistakes without making excuses or blaming others. Makes decisions based on common sense.			
Accountability, Dependability and Commitment: Can be counted on to fulfill responsibilities while maintaining a good attendance record.			
Is on time to class and rarely is absent or tardy; reliable; turns in assignments and log sheets when due, without reminders. Persists through unexpected problems. Takes appropriate action when situations arise so that proper individuals are notified.			
Initiative: Shows interest in work, able to anticipate and complete tasks that need to be done. Makes suggestions on how to do things better. Independent, creative, and planful.			
Without prompting, can begin and follow through with tasks. Recognizes and voluntarily carries out unassigned but necessary tasks. Able to gather adequate information about relevant lab procedures, assignments, and projects assigned in the program.			
Empathy/Patience & Respect: Respectful, cooperative, and inclusive of others.			
Shows (verbally & non-verbally) acceptance of, and sensitivity to others. Shows tolerance for students who may not adjust as easily to change and stress. Accepts responsibility for one's own behavior in such areas as punctuality, politeness in group activities, is cooperative, and able to effectively express disagreements that end in a positive resolution. Is encouraging and motivating to others. Able to treat other people including those of different backgrounds, beliefs, and genders with fairness and respect.			
Flexibility: Ability to work through change and challenging problems or situations.			
Accepts and adjusts to logistical limitations and reasonable changes, while remaining compliant. Calmly approaches unexpected problems and stressful situations. Remains positive and upbeat when things deviate from what was expected.			
Organization: Establishes and manages priorities; efficiently uses time and resources appropriately.			

Performs work in a neat, orderly manner. Able to identify important tasks to be accomplished and completed in a timely fashion using the appropriate protocol. Approaches new procedures and problem solving situations with minimal confusion and no need for extra help.

Comments:

Letter of Recommendation/Verbal Reference and FERPA Release

APPENDIX O

Introduction

Pursuant to FERPA, a faculty/instructor may share the following about a student for a letter of recommendation and/or a verbal reference **without a signed release** from the student:

- Directory information¹
- The faculty/instructor's candid assessment of strengths and weaknesses of the student based on the faculty/instructor's personal observations or knowledge (examples include remarks such as the student's work ethic, dependability, and creativity)
- Information about the College/academic program's policies and practices

A faculty/instructor **cannot share** a student's education records (such as course grades, GPA, documented attendance, or examination results) in a letter of recommendation and/or verbal reference **without obtaining a signed release from the student** which 1) specifies the records that may be disclosed, 2) states the purpose of the disclosure, and 3) identifies the party or class of parties to whom the disclosure can be made. Additionally, pursuant to FERPA a student has the right to read a letter of recommendation, unless that right has been waived by the student.

Students who seek a letter of recommendation and/or a verbal reference from a Columbus State faculty/instructor should speak directly with that faculty/instructor. Students must also check with their program regarding whether the faculty/instructor will agree to be a reference. Once the faculty/instructor has agreed, the student should fill-out the following form, "Letter of Recommendation/Verbal Reference and FERPA Release," and then return it to the faculty/instructor.

Part I of the below form allows the student to designate whether the faculty/instructor is writing a letter of recommendation and/or providing a verbal reference. It also allows the student to provide information about the recipient(s) of the letter of recommendation and/or verbal reference.

Part II of the below form, is *optional* and only required if the student wants to authorize the faculty/instructor to use information obtained from the student's education records for the purpose of the letter of recommendation and/or verbal reference. If authorization is given the faculty/instructor may then choose to include some or all of the authorized information, in addition to providing their personal observations about the student. **Students are not required to authorize the release of their education records for a letter of recommendation and/or verbal reference. If a student chooses not to fill-out part II or chooses not to authorize the release of their education records on the below form, then no information from the student's education records may be included in the letter of recommendation and/or verbal reference.**

Finally, Part III of the below form, is to be filled out if student has asked the faculty/instructor to write a letter of recommendation. Part III provides the student with the opportunity to waive or not waive the right to review a copy of the letter of recommendation. **Students are not required to waive this right to review a letter of recommendation.**

To Columbus State Faculty/Instructor: You may not insist on a student's release of education records or waiver of the right to review a copy of the letter of recommendation as a condition for writing a letter of recommendation and/or providing a verbal reference. If a student does not authorize you to use their education records then you may not include that information. Please maintain a copy of this Letter of Recommendation/Verbal Reference FERPA Release form in your files and if there is a letter of recommendation maintain this form with each copy of the letter of recommendation.

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Letter of Recommendation/Verbal Reference and FERPA Release

Student: *This form should be filled out and then returned to the Columbus State faculty/instructor who has agreed to write you a letter of recommendation and/or serve as a verbal reference. If you would like to authorize the faculty/instructor to use your education records in constructing their letter of recommendation and/or verbal reference please fill-out Part II, students are not required to authorize the release of their education records for this letter of recommendation/verbal reference. For letters of recommendation, please choose one of the options in Part III, students are not required to waive their right to review a letter of recommendation.*

Part I: (Required) Letter of Recommendation/Verbal Reference Information

¹If a student has requested the College to withhold their directory information, then a faculty/instructor is not allowed to release directory information about that student. To view the information Columbus State designates as directory information please visit the following website: <https://www.csc.edu/services/registrar/withhold-information.shtml>.

Student/Graduate Name: _____

I authorize the following Columbus State faculty/instructor (check one or both boxes):

- To write a letter of recommendation on my behalf
and/or
- To serve as a verbal reference on my behalf

(Submit one form for each Columbus State faculty/instructor)

I grant the Columbus State faculty/instructor named above to provide the letter of recommendation and/or verbal reference to the following recipient(s):

- All prospective employers, all educational institutions to which I seek admission, and/or all organizations considering me for an award or scholarship

OR

- To the following specific recipient(s)*:
Recipient's name: _____
Recipient's address/email: _____

*please list more specific references on the reverse side.

Part II: (Optional) FERPA Release of Education Records

I understand that, pursuant to FERPA, (1) I have the right not to consent to the release of my education records; (2) This consent shall remain in effect until revoked by me, in writing, and delivered to the above named person to whom this release is granted, but that such revocation shall not affect disclosures previously made by the above named person prior to receipt of any such written revocation.

With this understanding and by checking below, I make the following decision:

- I do NOT authorize the above named faculty/instructor to release my education records to the above named recipients.
- I do authorize the above named faculty/instructor to release information and provide an evaluation about any and all information from my education records at Columbus State Community College, including information pertaining to my education at other institutions I have previously attended that is part of my education records at Columbus State Community College, as deemed necessary by the above named faculty/instructor to provide the letter of recommendation and/or verbal reference to the above named recipients.

Part III: (Only applicable for Letter of Recommendation) Right to Review a Copy

I understand that, under FERPA, I have a right to review a copy of this letter of recommendation upon request, unless I choose to waive that right. With this understanding and by checking below, I make the following decision:

- I do NOT waive my right to review a copy of this letter of recommendation at any time in the future.
- I waive my right to review a copy of this letter of recommendation at any time in the future.

Authorization:

Student Signature _____

Date: _____