Message from the Dean of Health & Human Services

On behalf of the faculty, associates and administrators of the HHS Division, welcome to Columbus State Health & Human Services. A robust and eclectic group of academic disciplines are available to prepare you for your career aspirations in one of our six academic departments.

We are glad you have selected Columbus State to formalize your educational experience and hope that your educational journey is a positive one. Many resources are available to you to help ensure student success. Your faculty, teaching assistants, associates, HHS Advising team and administrators are available to answer your questions and guide you through this exciting time in your life. If we do not have the answer, we will find it together.

This handbook is an important tool and it is imperative you understand your responsibilities as a student at Columbus State and in your respective HHS degree or certificate program. Please make sure to read all the contents and ask any and all questions you may have about this document or your academic program requirements.

Take the time to become involved in your campus. With many organizations, clubs, athletic, recreational and wellness programs, afford yourself the chance to meet new people and maximize the student life experience. Engage all that the campus has to offer you and your unique interests.

The Columbus State HHS Division is committed to your academic success and ensuring that the support measures you need are in place to encourage your degree or certificate completion. Again, welcome and good luck in your upcoming academic journey! We are glad you are here!

All my best & Go Cougars!!

Thomas A. Habegger, Ph.D.  
Dean, Health & Human Services  
Columbus State
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SECTION 1: Program Overview
CSCC Mission
To educate and inspire, providing our students with the opportunity to achieve their goals.

CSCC VISION
Columbus State Community College is Central Ohio’s front door to higher education and a leader in advancing our region’s prosperity.

CSCC VALUES
• **Student success:** We welcome and engage all students in creating individualized, accessible and mutually accountable pathways that allow them to pursue their goals.

• **Inclusion:** We reflect the demographics of Central Ohio, and we leverage the college’s rich diversity for the benefit of our local and global communities.

• **Quality:** We expect excellence and accountability in ourselves and our students.

• **Innovation:** We embrace bold ideas and an entrepreneurial spirit, and we are responsive to the changing needs of students, employers, and other stakeholders.

• **Learning:** We are a community of teachers and learners who believe that fulfilling lives are grounded in self-awareness and continuous learning.

• **Partnership:** We recognize that more can be accomplished collaboratively than individually, and we seek like-minded partners to advance our shared goals.

• **Stewardship:** We are careful and thoughtful stewards of the resources entrusted to us.

• **Leadership:** We lead by action and example to help our community pursue opportunities and address the challenges of the 21st century.
Phlebotomy Program Overview
The Phlebotomy certificate program is part of the Multi-Skilled Health Technology Program within the Health and Human Services Division at Columbus State Community College. The two-semester program provides a course sequence with objectives and experiences which fulfill the eligibility requirements of national certifying agencies of phlebotomists.

The program is comprised of a two-semester, two course sequence, which includes MULT 1950, Phlebotomy; and MULT 2950, Phlebotomy Practicum II. In MULT 1950, students are taught the theory and practice of phlebotomy. Students are placed in an outpatient clinical setting where they complete 60 hours of clinical experience. During MULT 2950, Phlebotomy Practicum II, students are placed in an in-patient clinical setting, to complete 40 hours to meet the program requirements. The total number of unaided successful blood collections that must be documented is a minimum of 100 unaided successful draws. In MULT 1950 they complete a minimum of 60 unaided successful blood collections and 40 unaided successful blood collections during MULT 2950.

Phlebotomy Program Mission Statement
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.

Phlebotomy 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.
Phlebotomy Program Outcomes
When students have successfully completed the two semester Phlebotomy program, they should be able to:

1. Demonstrate proficiency in all areas of phlebotomy related to pre-analytical processes of laboratory testing, recognizing and adhering to infection control and safety policies and procedures.
2. Demonstrate the theoretical knowledge needed to assure the quality of phlebotomy processes through appropriate quality control methods, thus contributing to the accuracy of laboratory test results.
3. Exhibit the professional attitudes and behaviors that are necessary for gaining and maintaining the confidence of the health care community.
4. Meet requirements to take a national certifying examination for Phlebotomy Technicians.

Program Faculty and Staff
The Phlebotomy program faculty and staff are responsible for designing and delivering the educational experience for the students. This includes development of course descriptions, objectives, and learning activities. The guidelines followed are developed, in part, by the advice of the program’s advisory committee which is comprised of professionals in the clinical affiliates.

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cgrossma@csc.edu

Program Coordinator, Phlebotomy Program and Multi-Skilled Health
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Assistant Professor
(614)287-2319
tbanks@csc.edu

Annually Contracted Faculty, Phlebotomy Program and Multi-Skilled Health
Meghan Blackford
(614) 287-2597
mblackfo@csc.edu
Phlebotomy Advisory Committee
Direction and guidance for the program is achieved through the Phlebotomy Program Advisory Committee. This committee recommends policies and procedures, helps to modify the curriculum, identifies program goals, strengths and weaknesses, and determines methods of program improvement. The committee usually meets once a year and includes the following members:

- Curt Laird, PhD
- Connie Grossman, PhD, RDH
- Jodi Bendick
- Melinda Carter
- Christina Cardosi
- JoLynn Franz
- Daniel Kelly
- Cindi Graham
- Shannon Stahl
- Andrea Bailes
- Jill Perry

Positions:
- Dean, Health and Human Services Division
- Chairperson of Allied Health Professions
- Ohio State University Hospitals
- Mt Carmel Medical Center
- Riverside Methodist Hospital
- Mt. Carmel Medical Center
- Doctors Hospital
- Fairfield Medical Center
- Mt Carmel Medical Center
- Grant Medical Center
- Fairfield Medical Center
# Phlebotomy Program Plan of Study

## Columbus State Community College

### Allied Health Professions/Multi-Competency

**Phlebotomy Certificate**

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<th>FIRST SEMESTER</th>
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<tr>
<td>MULT 1060 Basic EKG</td>
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<td>MULT 1960 Phlebotomy*</td>
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<tr>
<td>MULT 1160 Exploring Health Care Professions</td>
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<td>MULT 2060 Phlebotomy Practicum **</td>
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**CERTIFICATE REQUIREMENTS**

- A minimum grade of 'C' or higher is required.
- A minimum grade of 'S' is required.

**TOTAL CERTIFICATE CREDIT HOURS**: 9

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*Placement into ENGL 1100.
- MULT 1110 or HDMT 1121 with a 'C' or higher.
- Current health record requirements.
- Background check.
- Drug screening.
- CPR certified.

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**COLUMBUS STATE**

**HEALTH & HUMAN SERVICES DIVISION**
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.

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 within a week from the due date.
- 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.
SECTION 2: College Policies
College Policies

All policies and procedures within this student handbook are subject to federal, state, and local law as well as national and state governing bodies. As changes in the law or policy by one or more of these agencies occur, corresponding changes to the handbook are necessary. Students are advised that these changes may occur with or without prior notice.

Student Code of Conduct
Columbus State Community College (CSCC) has a high standard of conduct for members of its college community, including students. Consistent with the educational mission of the College, CSCC 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 CSCC, 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 of violations of students’ civil rights by employees, including but not limited to sexual harassment, sexual misconduct, and/or harassment, the matter will be referred to the college’s EEO officer for disposition.

The student conduct process at CSCC is not intended to punish students. Rather, it exists to protect the interests of the college community and to challenge those whose behavior is not in accordance with our policies. Sanctions are intended to challenge students’ moral and ethical decision-making and to help them bring their behavior into accord with our community expectations. When a student is unable to conform his/her behavior to community expectations, the student conduct process may determine that he/she should no longer share in the privilege of participating in the CSCC community. Students should be aware that the student conduct process is different from criminal and civil court proceedings. Procedures and rights in student conduct proceedings are conducted with fairness to all, but do not include the same protections of due process afforded by the courts. Due process, within these procedures, assures timely written notice and a hearing before an objective decision-maker. Students continue to be subject to city, state, and federal laws while at CSCC, and allegations, charges or violations of those laws may also constitute violations of the Student Code of Conduct. In such instances, CSCC may proceed with disciplinary action under the Student Code of Conduct independently of any criminal proceeding involving the same conduct and may impose sanctions for violation of the Student Code of Conduct even if such criminal proceeding is not yet resolved or is resolved in the student’s favor. No student will be
found in violation of CSCC policy without information showing by a preponderance of the evidence that a policy violation occurred. In CSCC’s sole discretion, sanctions will be proportionate to the severity of the violation(s).

The full Student Code of Conduct can be accessed through the current College Catalog.

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 Community College may require a criminal background check, fingerprinting, or drug screening prior to placement or acceptance into such a program. Each student is responsible for paying for the background check or other screening process as required by the program. Should the background check indicate a conviction, the academic program will make reasonable efforts to place students. However, it will be up to the host facility to determine whether a student will be allowed to perform his/her clinical placement, internship, practicum, or similar experience at that facility. If it is unlikely that a placement can be found, the academic program may deny acceptance into the program of study. Students shall further be aware 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 the College does not guarantee licensure, certification or employment in the relevant occupation. Standards may change during a student’s program of study.

This policy can be found in on page 43 of the CSCC Student Handbook at: http://www.csc.edu/services/studenthandbook/2015StudentHandbook.pdf.

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) and Section 504 of the Rehabilitation Act. If you would like to request such accommodations for access, please contact Disability Services: 101 Eibling Hall, (614) 287-2570. 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. Delaware Campus students may contact an Advisor in the Student Services Center on the first floor of Moeller Hall, (740) 203-8000.

FERPA
The Family Educational Rights and Privacy Act (FERPA) afford eligible students certain rights with respect to their educational records. The student has the right to inspect and review the student’s education records within 45 days after the day Columbus State Community College receives a request for access. The student has the right to request the amendment of the student’s educational records that the student believes is inaccurate, misleading, or otherwise in violation of the student’s privacy rights under
FERPA. The student has the right to provide written consent before the college discloses identifiable information from the student’s educational records, except to the extent that FERPA authorizes disclosure without consent. The student has the right to file a complaint with the U.S. Department of Education concerning alleged failures by Columbus State Community College to comply with the requirements of FERPA.

For more information on FERPA, visit the U.S. Government’s website at: http://familypolicy.ed.gov/content/model-notifications-rights-under-ferpa-postsecondary-institutions

Notice of Non-Discrimination
Columbus State Community College is committed to maintaining a workplace, academic environment, and athletic environment free of discrimination and harassment. Therefore, the college shall not tolerate discriminatory or harassing behavior by or against employees, faculty members, vendors, customers, students or other persons participating in a college program or activity.

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.

http://csc.edu/_resources/media/about/pdf/3-43.pdf

Sexual Harassment/Title IX
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 protects students, employees and third parties with a relationship to the College whether on or off campus. This includes: Columbus State students; faculty, staff and interns; applicants for employment or education; high school students participating in programs at Columbus State; visiting student athletes; and campus visitors. It 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; and treating a person differently based on marital status.

For more information, please refer to Columbus State Community College’s Title IX website. This site can be accessed through the following web address: http://www.csc.edu/services/title-ix/
Military and Veterans Services
Columbus State's Military and Veteran Services exists to facilitate the transition “from boots to book bags.” The office regularly assists veterans, service members and their families in applying for benefits, navigating admissions, advising, and registration processes, and in maintaining ongoing progress to achieve successful program completion.

If you would like more information regarding military and veterans services, please contact the Office of Military and Veterans Services in Delaware Hall room 156. You may also call (614) 287-2644.

Drug and Alcohol Free Campus
It is the philosophy of Columbus State Community College to maintain a drug and alcohol free campus. Manufacture, use, dispersal, possession, or distribution of any such controlled substances is prohibited by students, faculty, and staff. Violation of this policy could be grounds for program expulsion, dismissal, and/or further corresponding legal action.

If you feel that you may have a substance abuse issue, please contact the Office of Mental Health and Substance Abuse Counseling in Nestor Hall room 010, or phoning (614) 287-2818.

Tobacco Free Campus
Columbus State is committed to promoting a healthy lifestyle and workplace environment and will support administrators, faculty, staff and students in their efforts to reduce or discontinue the use of tobacco products. The College has adopted a tobacco free policy that supports a healthy environment for all who are on the grounds of any of our district locations. The primary emphasis of this approach is to focus on the elimination of tobacco use on all College property with cessation left as a choice for the individual. The use of all types of tobacco products is prohibited in all Columbus State district buildings and on all College-owned or leased properties including parking lots, garages and all outside areas. The College will support administrators, faculty, staff and students in their efforts to reduce or discontinue the use of tobacco products.

For more information, please refer to Policy 13-13 of the Columbus State Community College Policy and Procedures Manual. The policy can be accessed at the following web address: http://csc.edu/about/tobaccofree/Tobacco_Free_Policy.pdf.

Grade Grievance Procedure and Grade Grievance Form
The Columbus State Community College grade grievance procedure provides 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.
The College will maintain a Grade Grievance Committee whose purpose is to determine if a grade grievance appeal is warranted in accordance with procedure 5-09 (D), and facilitate the grade grievance hearing panel appeal process. The committee is composed of eleven members, five of whom are faculty members from the Arts and Sciences division, five of whom are from the Career and Technical division, and one faculty representative from the Columbus State Education Association (CSEA). Committee members are chosen by the dean of the respective division. Committee members will serve a term of three years, with approximately one-third of the members rotating off the committee each year after the second year. Two committee members, one from each division, are appointed to serve as co-chairpersons by the division deans.

**GRADE GRIEVANCE PROCESS**

A. When a student’s final grade has been posted to his/her transcript, and the student believes that an error in evaluating or recording a grade has occurred, the student must first contact the instructor no later than the end of the second week of the semester following the posting of the grade. If the instructor of record is no longer affiliated with the College, the student shall contact the department chairperson or his/her designee.

B. After discussion with the student, the instructor of record will determine whether or not an error in grading has been made and will communicate his/her decision to the student and department chairperson within five business days of the student contact. If the instructor agrees that an error in grading has occurred, the instructor must authorize the Records and Registration Department to change the grade on the student’s transcript.

C. If the instructor disagrees that an error has been made the instructor has five (5) business days to notify the student. If the student remains dissatisfied with the instructor’s reasoning, the student must complete and submit a Grade Grievance form (available in the Office of the Registrar) and supporting documentation to the department chairperson or designee within seven (7) calendar days of notification from the instructor.

D. If the instructor does not respond within five (5) business days, the student has an additional seven (7) calendar days to complete and submit a Grade Grievance form (available in the Office of the Registrar). When submitted, the form must include a written statement from the student clearly stating why the disputed grade should be changed along with documentation supporting the student’s claim. After consulting with the instructor and student, the department chairperson or designee must communicate to the student and instructor his/her decision within four (4) business days.

E. If the chairperson upholds the awarded grade, the chairperson informs the student that he/she may appeal the decision to the College Grade Grievance...
Committee. The chairperson submits the Grade Grievance form and supporting documentation to the College Grade Grievance Committee for a possible hearing.

F. The College Grade Grievance Committee co-chairpersons will review the documentation and determine whether or not the grievance warrants a formal hearing panel and communicate their decision to the student, instructor and chairperson.

G. If a hearing panel is warranted, a hearing panel will be formed to review the grievance. The hearing panel will be composed of three faculty members: two faculty members will be from the department in which the grievance originated and will be chosen by the department chairperson, and one faculty will be selected by the College Grade Grievance Committee co-chairpersons from the College Grade Grievance Committee to chair the hearing panel and be from a department other than the department from which the grade is being grieved.

H. The student may be accompanied at the hearing by a College official (faculty, administrator or full-time staff) to provide personal support in a non-speaking role.

I. The hearing panel shall consult with both the instructor and the student, separately, at an agreed upon time to determine the validity of the grievance. The student and instructor are encouraged to use this opportunity to provide written and verbal information regarding the grade grievance to the panel. The hearing panel will rule on the validity of the grade grievance based on this information. If the instructor is no longer affiliated with the College, the department chairperson or designee may meet with the hearing panel in lieu of the instructor.

J. After consideration, the hearing panel shall inform both the student and instructor of the hearing panel’s decision and submit a report of its findings to the department chairperson either confirming the student’s grade remains as assigned by the instructor or asserting the grade be changed. In the latter case, the department chairperson will implement a change of grade to the Records and Registration department.

K. The decision of the hearing panel is final and may not be appealed. Minor changes to this procedure that do not unreasonably prejudice the parties shall not be grounds to invalidate the process.

For more information, please refer to Procedure 5-09D of the Columbus State Community College Policy and Procedures Manual located at:
http://www.cscc.edu/_resources/media/about/pdf/5-09D.pdf
Liability Insurance
CSCC maintains liability and property insurance to cover actionable legal claims from liability.

Social Media Guidelines
Columbus State encourages a decentralized approach to social media management, while at the same time upholding brand standards and the college’s mission. Social media can take many forms, including but not limited to blogs, online forums, and networking sites.
To help faculty, staff, and student groups with creating and maintaining a presence for a group, event or department, the college has assembled a list of guidelines and best practices.

For more information, please refer to the Columbus State Community College Social Media Guidelines. These guidelines can be accessed at the following web address: http://www.cscc.edu/_resources/media/about/pdf/Social%20media%20guidelines.pdf
These guidelines will be updated as technology and communication channels continue to evolve.

Health Records
If you are accepted to, or take courses in, the following technologies or programs, you must submit a health record prior to registering for or attending technical classes: Clinical Laboratory Assisting (CLA), Criminal Justice-Law Enforcement Academy Track, Dental Hygiene, Dietetic Technician, Early Childhood Development and Education, EKG Certificate, Emergency Medical Services Technology, Fire Science, Medical Assisting Technology, Medical Laboratory Technology, Multi-Competency Health, Nuclear Medicine, Nursing, Nursing Certificate Programs (NURC), Phlebotomy, Practical Nursing, Radiography, Respiratory Care, Sterile Processing Technology, Surgical Technology, and Veterinary Technology. Specific requirements vary by technology but could include a physician’s examination, immunizations, and screenings.

The health record forms will be provided by your department or can be found by accessing the Health Records Office webpage. Deadline dates for receipt of these health records are also available at the Health records Office webpage. This site can be accessed at: www.cscc.edu/healthrecords.

Campus Safety/Clery Act
Any 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. Students with safety/security concerns can contact Columbus State Police Department personnel at 614-287-2525 or text crime tips to 67283 from their cell phone. (In the text, type CSCCTIP and enter a space. Everything after the space will be sent as the tip.) Criminal acts, accidents, suspicious behaviors, or emergencies must be reported to the Columbus State Police. The Police Department is located in Delaware Hall 047. Safety personnel can provide a Security Escort if requested. Call 614-287-2525.
The Clery Act is a federal law that promotes campus safety by ensuring that students, employees, parents and the community are well-informed about public safety and crime prevention matters at colleges and universities. By October 1 of each year, colleges and universities must submit a summary of required information which includes the past three (3) calendar years of campus crime statistics in specified crime categories, fire safety data and certain safety policy statements.

For the most current access to Columbus State’s Clery Act reporting documents, please visit the following web address: http://www.cscc.edu/services/publicsafety/pdf/Annual%20Security%20Report.pdf.
SECTION 3: Program Policies
Due Process
Disciplinary action is necessary in instances where College, Program, or host agency policy is violated. In such cases, students will be afforded due process. This due process includes being informed of the reason for the discipline, sufficient time to examine the charges, the opportunity to address the charges, and the right of appeal to any disciplinary action. In matters related to student conduct violations, see the College policy under “Student Code of Conduct.”

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 HHS Advising Office for more information at (614) 287-2779 or hhsadvising@csc.edu.

Background Checks and Drug Screenings
Most Health and Human Service academic programs necessitate that students’ complete a background check and/or drug screening as a requirement for admission. Such screenings are commonly required by agencies where students are required to perform clinical and/or internship experiences to meet graduation requirements. If your academic program requires these tests, it is acknowledged by the student that such tests are necessary to successfully matriculate toward degree completion. Further, in multiple instances an academic program/host facility may require such tests be completed on an annual basis, or immediately before clinical rotation. Students should be prepared to submit to such testing as required by partnership host agencies, licensing agencies, or program accreditation.

Removal Due to Health or Safety Risk
Partnering host agencies have an expectation that students completing a field experience, clinical experience, or internship should not be a health or safety risk to their clients. Students are therefore expected to conform to all standard health and
safety practices required by the host agency. Any student that is deemed a health risk or unsafe in clinical practice regarding patient/client care will be removed from the experience and dropped from the program. This will be considered a clinical failure regardless of the existing grade status in the academic courses. Unsafe will be defined as a student that consistently fails to demonstrate competence in clinical patient/client care, not adhering to clinical polices, and/or behaving in any manner that compromises or threatens the well-being of the patient/client’s health and welfare. Written evaluations from clinical instructors must specifically document student deficiencies. In addition, the host agency is under no obligation to allow or approve a student’s experience if any health or safety issue is identified.

Conforming to Host Agency Policies
Students are expected to conform to all policies of the host agency when completing an internship, practicum, clinical or other type of experiential learning experience. Students should therefore expect to comply with these policies when they are on the premises of such agencies. It is also an expectation that students comply with policy expectations off premises if any conduct pertains to the host agency. 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.

Program Admission vs. Clinical Admission Distinction
Host agencies often have their own requirements for individuals performing an internship, clinical rotation, practicum, or other experiential learning experience. These requirements may exceed the admission requirements of Columbus State and the specific academic program. It is expected that students have a thorough knowledge of the expectations of the host agency before beginning any experiential learning experience. Host agencies 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 host agency in addition to the academic program's requirements. For more information on this subject, consult the coordinator of your academic program.

Physical Contact
There will be instances of physical contact through the normal instruction and practices of this degree program. The instructor may need to assist the student in demonstrating technique, proper form, or correct posture. Students may also “practice” techniques on one another during class sessions as part of the normal course instructional activities. Any such contact is handled in a professional manner consistent with the requirements of the profession.

Inappropriate physical contact is prohibited by College Policy and will be subject to disciplinary action. If you have questions, concerns, or any level of discomfort regarding
physical contact, please consult the Program Coordinator or see College Policy 3-44 http://www.cscce.edu/resources/media/about/pdf/3-44.pdf.

Course Criteria Changes
Required courses in the handbook could be different based upon what is stated in the CSCC catalog. Please refer to the catalog for the most current information concerning required courses for your degree program.

Phlebotomy Program Ethics and Expectations
The health care profession relies on the knowledge, skills, honesty, and integrity of trained competent professionals. The Phlebotomy profession demands careful attention to detail, accuracy, and precision.

Phlebotomists must assume responsibility to for the quality for their work and our employers rely on our program to produce ethical healthcare workers.

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

I. Duty to the Patient
Clinical laboratory professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining individual competence in judgment and performance and striving to safeguard the patient from incompetent or illegal practice by others. Clinical laboratory professionals maintain high standards of practice. They exercise sound judgment in establishing, performing and evaluating laboratory testing. Clinical laboratory professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to other health care professionals about the services they provide.

II. Duty to Colleagues and the Profession
Clinical laboratory professionals uphold and maintain the dignity and respect of our profession and strive to maintain a reputation of honesty, integrity and reliability. They contribute to the advancement of the profession by improving the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession. Clinical laboratory professionals actively strive to establish cooperative and respectful working relationships with other health care professionals with the primary objective of ensuring a high standard of care for the patients they serve.

III. Duty to Society
As practitioners of an autonomous profession, clinical laboratory professionals have the responsibility to contribute from their sphere of professional competence to the general well-being of the community. Clinical laboratory professionals comply with relevant laws and regulations pertaining to the practice of clinical laboratory science and actively seek, within the dictates of their
consciences, to change those which do not meet the high standards of care and practice to which the profession is committed.

**Pledge to the Profession**

As a clinical laboratory professional, I strive to:

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

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

**Health Risk and Exposure**

Students may be exposed to many types of communicable diseases in the clinical environment. These diseases aren’t limited to Hepatitis A, B, C, or D) HIV/AIDS, TB, Measles, Mumps, Rubella, Chicken Pox, etc.…

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. Additionally, although all precautions are taken to minimize exposure and risk, there is always a slight possibility that precautions may fail or that a student may accidentally expose him/herself to bloodborne pathogens. All students taking this program must be aware of this slight, but real potential. All students are strongly encouraged to maintain personal health insurance to help in the event of an exposure.

**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 G 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 facilities.

**Access to Healthcare Services for Accidents and Injuries**

If necessary, Public Safety will contact the emergency squad. For life threatening emergencies, contact Emergency 911 by dialing 9-911 from any campus phone. During clinical experiences, you may access the emergency room facilities closest to the clinical affiliate that you are attending if you are not placed in a hospital setting. If any
injuries do occur on campus, report this to your instructor. An Incident Report will be filed. The student is financially responsible for any costs associated with services provided following injuries incurred on campus or in the clinical facility. Therefore, all students are advised to carry their own health insurance.

Health Insurance
Students are strongly encouraged to carry health insurance to help cover any costs related to a needlestick injury. Needlesticks in the lab or clinical experience can expose the student to bloodborne pathogens. 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.

Age Requirement
In order to participate in this program, a student should have a high school diploma and be 18 years of age by the time of the first clinical placement in MULT 1950 unless you are taking this course as a part of a contracted dual enrollment course.

Advising, Career, and Counseling Services
Your program advisor for Phlebotomy related questions will be Tywan Banks, Phlebotomy Clinical Coordinator. He can be reached by phone at (614) 287-2319 or by email at tbanks@csc.edu. The college’s Enrollment Services Division utilizes Advising Services to assist students with academic, career, and personal choices. They can be reached by the information listed in the chart below:

<table>
<thead>
<tr>
<th>Resource</th>
<th>Location</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Counseling</td>
<td>Union Hall 477</td>
<td>614.287.2779</td>
</tr>
<tr>
<td>Career Counseling</td>
<td>Nestor Hall 108</td>
<td>614.287.2782</td>
</tr>
<tr>
<td>Personal Counseling</td>
<td>Nestor Hall 010</td>
<td>614.287.2818</td>
</tr>
</tbody>
</table>

Program Admission Requirements
Listed below are the things that need to be accomplished in order to be accepted into the Phlebotomy Program at CSCC.

Step 1: Become a Columbus State student
1. Complete a High School diploma or GED and submit to CSCC
2. Apply and get accepted to Columbus State Community College
3. Declare "Multi-Skilled Health" as your major
4. Attend a mandatory Phlebotomy Information Session
   o Current session dates will be listed on the Phlebotomy webpage: www.csc.edu/phlebotomy

Step 2: Compass Placement Requirements
Students need to place into the following courses listed below:
- Placement into ENGL 1100, or credit for ENGL 0190 Language Development
- Placement into “No reading required”

Step 3: Courses needed to be taken or listed as transfer credit
- MULT 1110 Medical Terminology or HIMT 1121 with a grade “C” or higher
- MULT 1910 EKG taken concurrently with MULT 1950 or 2950
- All students will be required by the 6 week of the first semester to the Professional Level of CPR in order to participate in the clinical experience for the program.
Step 4: Health Record, Background Check, and Drug Screen

- **Health Record**: Completion of the requirements for the Phlebotomy Program Health Record by the dates provided by the college’s Health Records Office. Phlebotomy Health Record Form: http://www.cscc.edu/_resources/media/services/pdf/health/Phlebotomy.pdf
- **Background Check**: must be completed prior to registration for the Phlebotomy Program. This is done at the student’s expense. The result of the background investigation will determine continuation in the program based on results. Refer to the college’s policy and procedure 7-14, Felony Reporting.
  - To enhance the safety of the CSCC community, all applicants are responsible for informing the college of any of his or her prior felony convictions or and any prior convictions involving violence, harm to others, or weapons in any state or country upon application to the college, including plea bargains. The college may deny admission based on the nature and circumstances of the crime.
  - Admitted students are required to self-report any felony conviction or conviction involving violence, harm to others, or weapons in any state or country subsequent to application (including plea bargains) to the Office of Student Conduct in writing before registration begins for the term following the conviction or guilty plea. The college may deny continued enrollment based upon the nature and circumstances of the crime.
- **Drug screen**: must be completed by the first class of the Phlebotomy Program. This should not be completed until the student has successfully registered for the program. Please refer to Appendix I for this policy and procedure.

Step 5: Essential Skills and Work Expectations

- **Essential Skills and Work Expectations**: Each student must meet the non-academic essential skills and work expectations listed within the “Program Policies” section of this handbook. If problems arise during the program due to failure to meet these essential skills and work expectations, the student may be removed from the program. It is highly important to talk with the Program Coordinator about any issues you may have in not being able to meet these expectations.

Step 6: Dress code
Adhere to the requirements for proper dress code for the Phlebotomy Program as listed on page 31 of this handbook. Varying circumstances may warrant change in dress code. Any request for exception or accommodation to this dress code should be submitted to the Department Chairperson.

Course Syllabus
On or before the first day that class meets, the student will receive a course syllabus containing the following information:

- Course description, course goals, instructional methods, and units of instruction
- Required textbooks, methods of evaluation, special course requirements
- Specific course objectives per the course the student is enrolled in
- The policies and procedures for that specific course
Requirements for 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, he or she will be allowed to re-enroll in MULT 1950 for a second attempt after the student has sat out for a year from the end of the semester of the first attempt. Once the year has elapsed the student will need to complete a re-entry 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 scenario. If the student doesn’t receive a “C” or better after the second attempt of MULT 1950, the student IS NOT eligible to re-enroll 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 disciplinary action he or she can complete a re-instatement petition form (APPENDIX K) with the Program Director after two years from the end of the semester of the first attempt. It is not guaranteed that a student will be accepted back into the program.

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, students may not register for MULT 2950 until the clinical requirements for MULT 1950 are complete and be subjected to a late registration fee per the college. When course requirements for MULT 1950 have been completed, 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. There could be a late registration fee that could apply to the cost of the course per the college.

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. There are no guarantees that all students who earn a “C” or better in MULT 1950 will be able to continue to MULT 2950.

Successful completion of MULT 2950 is achieved by completing 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 grade for MULT 2950 is assigned as an “S” (satisfactory) for successful completion or “U” (unsatisfactory) if a student doesn’t successfully complete. The MULT 2950 course syllabus details the requirements for achievement of a satisfactory grade in the course.
If the clinical requirements aren’t met in MULT 2950, an “I” will be given and a date of completion will be determined for the student to finish the clinical experience. Once the course is completed successfully, the “I” will be changed to the earned grade.

Successful completion of MULT 1950 and 2950 fulfills the eligibility requirements for taking the national certification exam through 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, he or she will be required to start the program from the beginning.

**Student Progress Reports**
The college has a midterm progress reporting system. In addition, progress reports that are customized for MULT 1950 will be distributed to students after the midterm exam by the course instructor. This report details all assignment, quiz and the midterm scores that are current at the time the report is generated. The student may also check current grades on Blackboard at any time. It is the student’s responsibility to check the grades posted to verify that these accurately reflect grades earned on all assessments. A conference to discuss a student’s progress in the course may be scheduled at the faculty’s or student’s request. In MULT 2950, grades are posted on Blackboard and can be viewed by students at any time. Progress in the clinical experience is monitored weekly by the clinical coordinator, and a mid-clinical evaluation is also utilized. See **Appendix P**. A lack of performance in the class, campus laboratory, and/or clinical practicum will result in a conference between the course instructor and the student. The student will be given a written consultation, ‘plan for success’ that identifies the deficiencies and prescribed requirements for improvement within a specified time frame.

**Grading Procedures**
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.

**Course Assessments**
In MULT 1950, six quizzes, one midterm, and one final examination are administered. These are evaluations of the student’s proficiency in the cognitive domain. Also in MULT 1950, there is a final evaluation of the student’s ability to perform a venipuncture and capillary puncture. These integrate and evaluate the student’s proficiency in the cognitive and psychomotor domains. See **Appendices N and O** for samples. A Professional Behaviors evaluation will also be completed in MULT 1950. See **Appendix S** for an example. MULT 2950 assessments include homework activities, discussion board assignment(s), clinical paperwork, and a final exam.
Program Evaluations
Each student will complete these program evaluations at designated points.
- Course Instructor Evaluation: MULT 1950
- Post Graduate Survey: six months following completion of the program

Professional Behaviors Evaluation
A professional behaviors evaluation will also be completed for each student in MULT 1950. This evaluation is intended to be used, as are all evaluation tools, as a constructive mechanism for you. A student must 'meet expectations' for a satisfactory Professional Behaviors evaluation to pass MULT 1950 with a “C” or better. This evaluation will become a part of your file once it has been reviewed. See Appendix Q for a sample.

Program Essential Skills and Work Expectations to be a Successful Graduate
In addition to being successful academically, the student should also adhere to the following standards. These are essential to the students’ ability to acquire knowledge and develop the skill required for success in the program/profession. These standards are based on the essential skills required of the program student/professional:

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

Hearing
The student must be able to hear the following:
- Patient’s speaking
- Equipment and alarms
- Telephone
- Co-workers

Tactile Ability and Manipulative Skill
The student must be able to:
- Discriminate veins from other structures that are not veins
- Identify the location and character of veins
- Perform venipunctures and capillary punctures smoothly enough with coordinated manipulative dexterity so as not to injure the patient
Communication
The student must be able to:
- Speak standard English comprehensibly
- Understand standard English
- Provide clear verbal directions to patients and coworkers in standard English
- Follow verbal and written directions in standard English
- Accurately read any printed information required for the job.

Motor Function: Physical Ability and Mobility
The student must be able to:
- Move freely in the laboratory, patient care areas, elevator, and stairway
- Use both hands simultaneously
- Lift at least 25 pounds
- Demonstrate fine motor skills
- Reach and bend wherever necessary, up or down, to perform job tasks
- Stand for long periods of time (2 – 6 hours)

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

Professionalism
The student must be able to:
- Follow appropriate ethical standards and ethical behavior
- Be prepared and attend all classes, labs, and clinical experience sessions.
- Professional behavior is expected at all times, including, but not limited to: punctuality, attentiveness, patience, respect and cooperation.
- Adherence to the professional behavior standards outlined in Appendix S
- Follow the program dress code.
- Refrain from taking phone calls, texting, playing games, accessing social media, idle chit–chat during class, lab, or at the clinical facility.

Dispute of Admission Denial or Continued Participation Refusal
In the event of denial of admission or a refusal on the part of the program to allow the student to continue, the student has the right to appeal through meeting with the program’s coordinator. Such appeals will pertain only to the admission/continued participation requirements listed in this handbook.
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 is expected at that time.

Academic Behavior and Misconduct/Program Dismissal
Program dismissal will result from failure of any technical course, competency check-off, or academic behavior and misconduct as outlined in the Academic Behavior and Misconduct of the Policy and Procedures Manual.

The Phlebotomy Program Curriculum is designed for students’ to take the program courses in sequence. Students that withdraw or are dismissed will not be allowed to take courses out of sequence. Failure of any two technical courses will result in permanent dismissal without opportunity for reinstatement.

A student that is academically unsuccessful or fails a competency check-off will be allowed to apply for reinstatement one time. A student that has been reaccepted and is not successful or has to withdraw from any course will be dismissed without opportunity to reapply to the Phlebotomy Program. A student that is dismissed for Academic Behavior and Misconduct will not be allowed to reapply to the Phlebotomy Program.

Any student who withdraws from the program in good standing must petition for readmittance and must meet and complete all current requirements of the program at the time of readmission, including a background check. Only one readmission is allowed.

Reinstatement
A student who has one time withdrawn or been dismissed due to academic performance from the Phlebotomy Program may apply in writing for reinstatement, within a two-year period of last attendance. After two years, a student must submit a complete application to be considered for admission through the normal application process. Any student who is re-admitted after two years from the original start date is expected to begin at the first semester without exceptions.

Reinstatement is a privilege, and not a right. Therefore, submission of a petition for reinstatement APPENDIX R does not guarantee reinstatement to the program. A Phlebotomy Admissions Committee will convene to act on all properly submitted reinstatement requests. Students will be notified in writing of the Committee’s decision.

The student must apply in writing and include the following:

- The date of reinstatement request
- 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 explaining rationale for future success explained
- Any other information to be considered (no personal or professional recommendation letters of any kind will be accepted)
Any individual who seeks reinstatement must maintain all of the program requirements including all GPA requirements during the entire waiting period. Reinstatement to the program may depend on specific circumstances and is subject to the student meeting certain conditions as specified by the full-time faculty. Such conditions include, but are not necessarily limited to, the following:

- Submission of the reinstatement petition, explaining the reason for withdrawal, and why reinstatement is being requested, and how success will be obtained should the student be readmitted to the Phlebotomy Program.
- Health requirements up to date. 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 student has been away 2 or more years the student will need to retake MULT 1950
- 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 re-entry to participate in the Clinical Practicum. After 6 months, the student must retake and successfully complete MULT 1950 Phlebotomy or MULT 1916 Vein puncture for Healthcare Providers before petitioning 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. A student who is reinstated becomes subject to all current program policies in effect at the time of reinstatement, rather than those policies in effect at the time of their initial admission to the program.

**Teach-Out Plan**

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

Communication to the Phlebotomy students to let them know how they will be supported until 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 program completion.
SECTION 4: Clinical Externship and CSCC Lab Policies
Computer, cell phone, and audio/video use

Audible electronic devices (computers, cell phones, etc) including texting are disruptive to the educational process. No student has the right to interfere with the education of other students or the instructor’s performance of his/her job. If it is necessary for you to be contacted during class, lab, or at your clinical site for emergencies, public safety has the ability to contact you during class or lab. You can give the person who needs to contact the phone number to Public Safety, 614-287-2525. In the clinical site, you can inform your clinical instructor that you have place your cellphone on vibrate to be alerted of an emergency situation you could be dealing with that day at your clinical site. However, this shouldn’t be an everyday situation for you.

Outside of this, cellphones should be silenced and put away to only be accessed during breaks while participating in the clinical experience. The use of laptops/tablets for the course information is acceptable. Earpieces of any sort are not permitted in class, lab, or at the clinical. Your cooperation is greatly appreciated.

Email Communication

All communication from the college and your instructor is sent through your CSCC Email account. For convenience, you may choose to forward your CSCC Email account to your own personal email account so you only have one place to check. You can contact the Help Desk (614.287.5050) to assist you in accomplishing this. Always include the course number in the subject line of your e-mail for a prompt response. A response can be expected within 24 hours when received M-F during normal hours of 8am – 4:30pm. If received after 4:30pm M-F a response may not be given until 48 hours later. If received over the weekend it may not be responded to until Monday.

Participation/Attendance in the CSCC Lab and Clinical Experience

Students are expected to be prepared and attend all learning activities. Regular attendance is a significant factor that promotes success in college work. Specific attendance policies for the program will be listed in the course syllabi. Classroom participation is an integral part of the Phlebotomy Program and attendance records are kept to determine class participation.

Habitual tardiness and frequent absences are disruptive to the educational process and place an unfair burden on faculty and fellow students within the learning environment. This is also can produce an unsafe working environment. Learning activities are carefully planned for the student’s benefit. As a matter of respect to fellow students and instructors, please be on time for all classes.

Tardiness, especially after laboratory or lecture instructions have been given, may constitute dismissal from that particular class. At the discretion of the program director and course instructor, extended or frequent absences may result in the student’s dismissal from the course/program. Absences and tardiness may result in deduction of points from the student’s grade as stated in the specific course syllabi. In addition, a student may not be able to participate in the clinical experience associated with the
specific course enrolled in. A student missing more than 20% of the graded assessments for the course will result in a failing grade for the course. In addition, missing more than 20% of graded assessments will be considered “non-attendance” when documenting attendance for college reporting of Financial Aid.

Prompt arrival to class is expected of all students. Late arrival is disruptive to the learning environment for everyone. Student arrival more than 10-15 minutes after the time that class is scheduled to begin can be considered an absence for the class period. There are no make-up opportunities for work done in lab or lecture for those missed days. All vacations, work conferences or military duty (when possible) should be scheduled during semester breaks. In the event that a class, lab, or clinical rotation must be missed, it is the student’s responsibility to communicate with the faculty ASAP. Documentation for the absence must be presented to the CSCC instructor in writing, verifying the reason for the absence. It is the responsibility of the student to follow-up with fellow classmates to get any missed instruction. Any missed assignments must be completed as determined by the faculty/course syllabus policy.

**NOTE:** A student missing more than one unexcused lecture or laboratory experience will be given a grade deduction per the syllabus. More than two absences can result in the student receiving a failing grade for the course.

**Professional Attire for Program**

Proper dress is necessary to maintain the image of the profession and the CSCC Phlebotomy Program. Scrubs are acceptable for both the classroom and clinical facility. It is for this reason that guidelines for appearance must be established. Program faculty have the right to require that student(s) be dismissed from class, lab or the clinical rotation until acceptable dress is attained. Students are required to wear solid color scrubs in both lecture, lab, and during the clinical placement. 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. CSCC Student ID must be worn on the right side of the scrub top. You can get a CSCC ID at Public Safety located in Delaware Hall.

- **Scrub Top:** Solid color, must be sized to fit. A T-shirt may be worn under the scrub top. Long sleeved T-shirts are permitted during cold weather.
- **Scrub Bottom:** Solid color, must be size to fit. The distance of 1” from the floor to the hem of the pants is required.

Students who are not dressed in proper attire may not be permitted to participate in lecture/lab and/or sent home from the clinical site. Students can be required to wear color specific scrubs at certain clinical sites. This information is covered during the Mandatory Phlebotomy Information Sessions to make students aware of this policy prior to coming into the program so they can prepare for this requirement when needed. Any request for exception or accommodation to this dress code should be submitted to the Department Chairperson.
Personal Appearance and Grooming
Students must present themselves in a profession manner at all times in the program. You must be groomed so that you are free of all offensive odors. This includes body odor, cologne, and smoke, to name a few. Daily bathing is required. Clean shoes that cover the entire foot, worn with socks or stockings is a requirement. (No open-toed shoes, 'crocs', or sandals). Some facilities may regulate the type of tennis shoes that may be worn.

HANDS:
- Should be smooth and clean; free of hangnails
- No artificial nails are permitted while enrolled in the program
- No fingernails should be seen over the fingers
- Clear nail polish is the only acceptable polish to use. Colored nail polish isn’t acceptable while enrolled in the program.

HAIR:
- Should be the student’s natural hair color
- Hair must not dangle in the field of operation at any time during lab or clinical
- No excessive hair accessories including hair feathers
- Clean, neatly groomed, pulled back away from face at all times
- Hair longer than shoulder length must be worn up and secured back
- Bangs must be no longer than the eyebrows and must not restrict your field of vision
- Facial hair shall be clean, neatly trimmed, and well maintained

JEWELRY:
- No excessive jewelry (i.e., dangling earrings, large hoops)
- Earrings limited to one earring per ear lobe
- No necklaces
- Rings limited to wedding band or engagement ring
- No tattoos or body ornaments, unless covered
- No facial or tongue piercing

This information is covered during the Mandatory Phlebotomy Information Sessions to make certain students are aware of these requirements prior to coming into the program so they can compile with these requirements. Failure to do so can result in the not being permitted to participate in lecture/lab and/or sent home from the clinical site. Any request for exception or accommodation to this dress code should be submitted to the Department Chairperson.
**Physical Contact**
There will be instances of physical contact through the normal instruction and practices of this degree program (for example, when teaching the technique of phlebotomy). The instructor may need to assist the student in demonstrating technique, proper form, or correct posture. Students may also “practice” techniques on one another during class sessions as part of the normal course instructional activities. Any such contact is handled in a professional manner consistent with the requirements of the profession. Inappropriate physical contact is prohibited by College Policy and will be subject to disciplinary action. If you have questions, concerns, or any level of discomfort regarding physical contact, please consult the Program Coordinator or see College Policy 3-44 http://www.csc.edu/_resources/media/about/pdf/3-44.pdf

**Clinical Experience/Lab Expectations**
While you are a student in the clinical facility or lab, it is your responsibility to follow all applicable policies and procedures of the clinical facility and CSCC Lab. You are expected to perform at the expected level as determined by the clinical site supervisor and program expectations. Failure to do so will result in your removal from the clinical site and/or CSCC Lab resulting in a failure of the course/program.

The clinical experience is a privilege extended to the college and you by the clinical affiliate. The CSCC Lab is made available to allow you to learn and practice the technique of phlebotomy in a controlled environment. There are policies that must be followed and if inappropriate behavior occurs, or if policies are not followed, the student will be removed for the program. The clinical facility has the right to ask for the removal of a student. The college is required, by contract, to respect this request for removal.

Remember that each student is responsible for your own health insurance. Should anything occur during your clinical experience that would require medical attention, you are financially responsible for all associated costs.

**Clinical Practicum**
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.

**Clinical Practicum Student Contract**
Clinical experiences in the Phlebotomy Program at Columbus State are held at facilities with which the college has formed clinical agreements. 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 affiliate 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 J.

The clinical affiliate and/or the college may terminate the clinical experience at any time for lack of attendance, tardiness, unethical or inappropriate behavior, poor attitude, lack of personal hygiene, failure of students to meet their performance standards or failure to follow their 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, he/she is encouraged to bring them to the attention of the CSCC faculty liaison or clinical supervisor so that it can be resolved.

Conduct in the Clinical Experience

Students represent Columbus State Community College and the Phlebotomy Program. It is imperative to uphold all policies and procedures of the college and the program/certificate a student is enrolled in. It is important to not conduct oneself in a manner that disrupts patient care or the orderly conduct of business within the healthcare facility. The following are the expectations of the program:

- Professional behavior is expected at all times, including, but not limited to: punctuality, attentiveness, patience, respect and cooperation. Do not give the clinical staff the perception of unprofessional attitudes or behavior.
- When you are not collecting specimens from patients or otherwise engaged in some patient or other educational activity, be aware of what you are doing to fill your time. Acceptable activities would include reading procedure manuals for your facility; reading your textbook, preparing for class, etc. Ask the staff if you can assist them with other duties during the downtime.
- Unacceptable activities for the clinical experience are but not limited to, talking on the phone, texting, playing games, accessing social media, etc... Reading of professional journals or lab manuals or some lab based magazine is acceptable.
- If the staff authorizes you to use the computer, it must be only for phlebotomy related activities.
- Speaking negatively about, or criticizing techniques practiced by clinical facility staff will result in a written warning which will become part of the student’s record. This may also result in your removal from the facility.
- No gum chewing
- Bring a small notebook with you, so that when you have questions, you can write the answers in the notebook so that you do not have to repeat the question.
- **Remember:** This clinical experience should be approached as a long interview. If you show that you are a capable person with motivation and integrity, you have a greater chance of being hired by your facility if the option arises.
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 but some provide both.

- Mount Carmel West
- Mount Carmel East Hospital
- Mount Carmel Outpatient Draw sites
- Riverside Methodist Hospital
- Grant Medical Center
- Doctors Hospital
- Fairfield Medical Center (Lancaster)
Clinical Placement
All students in MULT 1950 who have successfully completed the necessary competencies, course assignments, successful mid-semester progress report, and professional behaviors evaluation will qualify for assignment to a clinical affiliate for a clinical practicum. Students who successfully complete MULT 1950 and have an updated health record on file in Health Record Office will qualify to receive an assignment to a clinical affiliate for MULT 2950. However, if there aren’t enough clinical sites to assign to the students eligible for MULT 2950 then we will follow the ‘Clinical Placement’ process listed below:

1. All students enrolled in MULT 1950 will have the opportunity to identify the days on which he/she has available to attend the clinical facility. This experience will take place one day per week Monday through 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 above. 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 (last page of this document), you are accept that you may be placed outside of Columbus. It is your responsibility to provide reliable transportation, regardless of the location of your placement.

3. It is also important for students to treat this clinical experience as a job. Absences and the lack of punctuality are not a favorable reflection on you and your work habits. These will negatively impact your ability to secure a position upon program completion.

4. Clinical placements in MULT 2950 may be limited. There are no guarantees that you will be placed for this second semester experience. This is the procedure that will be followed for placement in MULT 2950:
   a. Students will be placed based upon their class ranking in MULT 1950 (total points earned at the time that clinical assignments are made). The grade of “C” or better is required in MULT 1950 to continue into MULT 2950.
   b. Students not placed immediately following the completion of MULT 1950 can contact the Phlebotomy Program Instructor via email prior to the scheduling of the next MULT 2950 course to request a clinical placement. Current students completing MULT 1950 will have priority over students who completed MULT 1950 at an earlier time. There is no guarantee that a past student will be granted a clinical placement.

NOTE: Past students will have one year from the end of the semester of the first attempt to move on in the Phlebotomy Program before having to start over and retake MULT 1950.
c. 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.

d. 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 Evaluations
- Mid-Clinical Evaluation is completed in both MULT 1950 and 2950. See Appendix P. There is a Final Clinical Evaluation completed by the clinical instructor at the end of MULT 1950 and 2950. See Appendix Q. These assessments are returned to the program clinical coordinator or coordinator and held in the student’s permanent file. A satisfactory clinical evaluation is required to successfully complete MULT 1950 with a “C”, and MULT 2950 with an “S” or Satisfactory. An ‘unsatisfactory’ clinical evaluation in MULT 1950 and 2950 is defined in the ‘summary assessment’ section of the clinical evaluations.
- 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 R for a sample. 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.
- 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 T.

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. Incident
   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. 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.

2. **Notification to CSCC**
   a. Notify the CSCC Clinical Coordinator or Program Director at 614-287-2319 and provide the following information:
      - Name, Clinical facility, Reason for absence/tardiness, Date of return if applicable, and a contact number you can be reached at.
      - 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 can result in your removal from the program.

3. **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 can result in your removal from the program. Any time that is missed must be made up. If the requirements of the course cannot be completed during that semester, the student wouldn't be able to continue in the program until the requirements of the previous course are met. In this event, 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 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.

**Termination and Removal from Clinical Experience and/or Program**

The following list, although not a comprehensive one, identifies situations for which a student may be removed. This decision will be determined by the Program Director and Chair of the department.

- Non-compliance with any policies identified above
- Perception or proof of alcohol or drug consumption prior to arrival at the clinical facility
- Non-compliance with facility policies and procedures
- Unsafe practices
- 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

*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 your clinical experience is terminated, a second clinical placement will not be made and you will receive a falling grade for the course. If you are removed from the program, you will receive a falling grade for the course.

If termination or removal occurs in MULT 1950, you must sit out for a period of 2 years before petitioning with the Program Director and/or Department Chairperson to re-enroll. A student may only be allowed to re-enroll in MULT 1950 after a petition for re-entry is approved.

If termination occurs in MULT 2950, another placement will not be made. You will receive an “unsatisfactory” grade for the course and the student may not re-enter the program.

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. Log sheets completed in ink and signed by authorized individuals are to be turned in weekly to the CSCC Faculty and kept on file. Authorized individuals will vary from site to site, but may include the supervisor or the mentor with whom the student is working. Before turning in the log sheets, be sure to make a copy for your own records. This information must be documented by the CSCC Faculty prior to the course grade assignment at the end of the semester. See Appendix R.

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 E and Appendix F.

Student Evaluation of Clinical Experience
Each student will have the opportunity to evaluate each rotation and are encouraged to discuss the clinical experience and make suggestions for what could enhance the experience. See Appendix T.

Transportation
It is the student’s sole responsibility to provide their own transportation to and from the clinical sites.
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.

Inclement Weather
During inclement weather that would prevent safe traveling, you will follow the college policy. Refer to the college website, www.csc.edu for more information. Students who reside or attend clinicals in areas which fall under a Level III Weather Emergency should not attempt to drive to Columbus State or the clinical facility, even if the college remains open. Consult your course syllabus for information on the makeup of missed laboratories and clinical days. It is the student's responsibility to keep up with reading and other assignments when a scheduled class does not meet, whatever the reason.

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
SECTION 5: APPENDICES
Division of Health and Human Services
Handbook Acknowledgement Form
APPENDIX A

I, _____________________________, hereby agree that I have received and read a copy of the student handbook for ____________________________ academic program.

I hereby attest that I understand the essentials for successful program completion. I further attest that I am able to meet these standards, without difficulty or with reasonable accommodations, consistent with the Americans with Disabilities Act (ADA). I understand that my signature on this form does not guarantee progression in the program.

Furthermore, it is understood that in signing this Acknowledgement Form, I agree to abide by the College policies and procedures, student handbook, program handbook, course syllabi, and requirements in the College catalog. I also understand that I am responsible for all knowledge within this handbook and that any deviation from or violation of the requirements listed in the handbook will be subject to disciplinary action, which could include my removal from the academic program.

________________________________________
(Student’s Printed Name) (Student’s CID)

________________________________________
(Student’s Signature) (Date Signed)

________________________________________
(Signature of Program Coordinator) (Date Signed)
Columbus State Community College regularly obtains photographs, video footage, and audio recordings of the campus for promotional purposes. Individual students or groups of students often appear in campus literature or other forms of print or digital media. These images and recordings are the sole property of the College. These media may not be sold or distributed without the express permission of the student.

I, ______________________________________, hereby acknowledge that I am informed, I understand, and I agree that Columbus State Community College is permitted capture my photograph, video my image, or record my voice for College promotional materials only. I also realize that my image, likeness, or recording may not be used for any other purpose without my permission.

(Student’s Printed Name)  (Student’s CID)

(Student’s Signature)  (Date Signed)

(Signature of Program Coordinator)  (Date Signed)
Division of Health and Human Services
Graduation-Employment Relationship Acknowledgement

APPENDIX C

I, ________________________________, hereby acknowledge that I am informed, I understand, and I agree that my graduation/completion from the _________________ academic program and Columbus State Community College 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 Community College 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) ________________________________
I, ____________________________, hereby grant the faculty and staff of Columbus State Community College’s ____________________________ academic program to faithfully and honestly act as reference to my work as a student. Any information concerning my verification of attendance, confirmation of graduation, academic work, professional image and behavior, clinical skills, attitude, or any job related attributes may be communicated in reference situations. These reference situations may include job applications, college admission applications, and other situations where a reference check is required. It is understood that college representatives completing such a reference have my authorization to provide an honest and complete appraisal of my work. My signature on this form is an acknowledgement of my voluntary permission for such college representatives to disclose this information.

(Student’s Printed Name)  (Student’s CID)

(Student’s Signature)  (Date Signed)

(Signature of Program Coordinator)  (Date Signed)
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)
Confidential information includes but is not limited to: patient information, medical records, hospital information, physician information, and employee records that may be encountered in the course of the clinical practicum. Maintaining confidentiality means to share information only with healthcare professionals who have the “need to know” the information.

State and federal laws, such as the Health Insurance Portability and Accountability Act (HIPAA), prohibit the unauthorized use and/or dissemination of patient medical information by health care personnel. Health care workers are entrusted to protect medical information about patients and obligated to not seek out information their job does not require. Civil and criminal penalties may be imposed to protect the patient’s right to privacy.

Below is a list, while not all-inclusive, of actions that may be considered breaches of patient confidentiality:

- Reading a patient’s chart for the sake of curiosity or other personal reasons.
- Conversations with other personnel, who do not have a need-to-know, about patients.
- Conversations with family and friends about patients.
- Attempting to seek out electronic or hard copy information (e.g. for a friend or family member) not required by my position.
- Virtually any disclosure of patient information to a third party without proper authorization or statutory right or obligation to do so.

I hereby reaffirm my pledge that I will not disclose, to anyone, any medical information about patients that I may acquire as a result of my clinical education, without patient to do so or as otherwise allowed by law. In addition, I will not seek out information about patients that I do not require to perform my assigned duties. I understand that any attempt to seek out information, hard copy, electronic or verbal, not required by my position or any unauthorized disclosure or information, shall be cause for immediate disciplinary action, including removal from the clinical experience.

I understand that all questions of release of information are to be referred to an employee of the facility. Any time I am not sure of the proper action, I will withhold information until the release or question is resolved.

Further, I agree to hold harmless and protect Columbus State Community College, the clinical education facility and its shareholders against any and all claims for damages resulting from my unauthorized disclosure of patient information as herein-above provided.

Student name (Printed) __________________________________________ Date __________

Student Signature __________________________________________ Date __________

NOTE: Limit conversations regarding patient information to non-public areas to avoid visitors and/or patients from overhearing employee discussions.
Phlebotomy

Division of Health and Human Services
Assessment of Bloodborne Pathogen Exposure
APPENDIX G

REPORT OF NEEDLESTICK/PERCUTANEOUS INJURY OR EXPOSURE TO BLOOD OR OTHER BODY FLUIDS

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<th>Program or Department:</th>
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<th>Instructor or Supervisor:</th>
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<th>Location: (Building/room or clinical site/unit):</th>
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<th>Description of occurrence (include body location, type of exposure):</th>
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<th>Type &amp; Brand of device involved in injury:</th>
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Check one:
- □ Do not need to be evaluated
- □ Evaluation by Health Care Provider (include name, date & time)

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<th>Signature of exposed individual:</th>
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<th>Signature of instructor or supervisor:</th>
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1st Faculty or person responsible should immediately assess exposed student for:
- □ An injury that punctured the skin (needle stick, cut, etc.)
- □ A splash to the eyes, nose, mouth, or broken skin
- □ 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:
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:
- □ Blood
- □ Any fluid containing visible blood
- □ Potentially infectious fluid or tissue (vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, pericardial fluid, amniotic fluid, semen)
- □ Direct contact with concentrated HIV, HBV, HCV virus
- □ Unknown whether needle or fluid contaminated

(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)

If none of the boxes have been checked there is no risk for blood borne pathogen exposure. Student should:
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 Assessment of Bloodborne Pathogen Exposure form to the College Health Office.
If any of the above has been checked student should:

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<tr>
<td>1.</td>
<td>Immediately wash exposed skin site with soap and water or flush eyes, nose, &amp; mouth for 15 minutes</td>
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<tr>
<td>2.</td>
<td>Immediately be seen by a health care provider, urgent care, or local emergency room for further evaluation.</td>
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<tr>
<td>3.</td>
<td>Submit Assessment of Bloodborne Pathogen Exposure form to the College Health Office.</td>
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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 Assessment of Bloodborne Pathogen Exposure form completed and submitted to College Health Office. Any expense occurred from either testing or treatments are the responsibility of the student.

I have enrolled in the Phlebotomy program at CSCC and I am aware of the importance of practice in developing quality phlebotomy skills which are performed as safely as possible.

In consideration of the educational opportunity being offered to me by Columbus State Community College, 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, and staff 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) ____________________________
Phlebotomy

Division of Health and Human Services
Drug Screen Guidelines Acknowledgement
APPENDIX I

Drug Screening
Exhibit 1
Page 1 of 1

I understand that as a requirement for enrollment in the CSCC health program, I must submit to a drug test at a designated laboratory, which will provide the result of the test to the designated college official. I understand that if the test result is anything other than negative/normal, I will be denied participation in the healthcare program pursuant to the Drug Screening Guide.

I further understand that I may be subject to drug tests while enrolled under certain circumstances as described in the CSCC Drug Screen Policy. A drug test that is anything other than negative/normal or my refusal to submit to drug testing will result in dismissal from the program.

By signing this document I indicate that I have read, understand, and agree to adhere to the tenants outlined in this guide. Further, I understand that a negative/normal drug test is required for admission/continuation into the healthcare program.

I consent to the release of the drug test results to the designated college official. I also acknowledge that my results may be shared with the clinical agencies where I will be placed to fulfill the clinical externship for the 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
Student Clinical Practicum Contract APPENDIX J

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 Agreement)
- Adhere to professional standards as outlined in the profession’s 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 the Student 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 the clinical experience at any time for lack of attendance, tardiness, unethical or inappropriate behavior, poor attitude, lack of personal hygiene, failure of student to meet their performance standards or failure to follow their policies.

Signature: ____________________________ Date: ______________

NOTE: If a student is an employee of the clinical affiliate, work performed during paid hours cannot be used toward meeting academic objectives.
Division of Health and Human Services
Petition for Reinstatement into the Phlebotomy Program

APPENDIX K

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.
# Division of Health and Human Services
## Non-Graded Venipuncture Checklist

### APPENDIX L

<table>
<thead>
<tr>
<th>Name:</th>
<th>Attempt #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td>Patient’s Name</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Meets Skill</th>
<th>Does Not Meet Skill</th>
<th>N/A</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Phlebotomist was dressed professionally and washes hands in presence of patient</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Reviews test requisition and selects correct tubes to collect in.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Gathers the proper equipment (Tourniquet, Alcohol pad, Gauze, Needle and Hub, Bandaid, extra tubes)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Introduces self to patient and clearly states purpose to patient</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Verbally verifies patient has no allergies, is not on blood thinners, and ask last time patient has eaten to be documented on requisition</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Properly identified the patient; by having he/she state and spell full legal name and state DOB to be documented on requisition</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Puts on gloves and positions the patient for safety and comfort. Ask the patient which arm do they prefer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Correctly applies the tourniquet 3 - 4 inches above the site</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Observes arms for most prominent vein by palpitating to determine size, depth, and needle gauge to use</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Cleanses the site in a circular motion and allows to air dry</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Positions equipment to easily access it during blood draw</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Anchors the vein below draw site without retouching site. Alerts patient of stick. Inserts needle into the vein at less than 30 degree angle with firm grip on holder and obtains blood</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Change each tube while maintaining proper needle depth and follows correct order of draw</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Invert tubes as they are drawn, when applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Release tourniquet within one minute.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Place gauze, withdraw needle, safely activates safety device and dispose of needle in sharps container carefully. Have the patient apply pressure to the puncture site</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Invert tubes 8-10x and label tubes with appropriate information in the presence of patient. (or convey verbally to the instructor, upon request)**</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. Performed 2-point check for bleeding and/or hematoma formation; bandaged when appropriate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Thanked the patient and provides clear instruction to not lift anything for the next 15 – 20 minutes.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Clean up area, removes gloves, and washes hands</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. Correctly and completely fills out the requisition</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** If the student doesn’t obtain a full collection and earn 100% of the above steps, then the attempt will be considered an unsuccessful attempt. Only 2 attempts per draw are allowed per CLSI guideline. **no credit will be earned for these items if blood isn’t collected.**

Instructor’s Comments:
<table>
<thead>
<tr>
<th>Procedure</th>
<th>Point Value</th>
<th>Your Score</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phlebotomist was dressed professionally and washes hands in presence of patient</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reviews test requisition and selects correct tubes to collect in.</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gathers the proper equipment (Tourniquet, Alcohol pad, Gauze, Needle and Hub, Bandaid, extra tubes)</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduces self to patient and clearly states purpose to patient</td>
<td>0.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verbally verifies patient has no allergies, is not on blood thinners, and ask last time patient has eaten to be documented on requisition</td>
<td>0.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Properly identified the patient: by having he/she state and spell full legal name and state DOB to be documented on requisition</td>
<td>0.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Puts on gloves and positions the patient for safety and comfort. Ask the patient which arm do they prefer</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Correctly applies the tourniquet 3-4 inches above the site</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Observes arms for most prominent vein by palpitating to determine size, depth, and needle gauge to use</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanses the site in a circular motion and allows to air dry</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Positions equipment to easily access it during blood draw</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anchors the vein below draw site without retouching site. Alerts patient of stick. Inserts needle into the vein at less than 30 degree angle with firm grip on holder and obtains blood</td>
<td>1.0 (2 tubes)</td>
<td>0.50 (1 tube)</td>
<td>0 (partial tube)</td>
</tr>
<tr>
<td>Change each tube while maintaining proper needle depth and follows correct order of draw</td>
<td>0.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invert tubes as they are drawn, when applicable</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Release tourniquet within one minute.</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Place gauze, withdraw needle, safely activates safety device and dispose of needle in sharps container carefully. Have the patient apply pressure to the puncture site</td>
<td>0.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invert tubes 8-10x and label tubes with appropriate information from requisition in the presence of patient. (or clearly convey verbally to the instructor, upon request)**</td>
<td>0.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performed 2-point check for bleeding and/or hematoma formation; bandaged when appropriate</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thanked the patient and provide clear instruction to not lift anything for the next 15 – 20 minutes.</td>
<td>0.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean up area, removes gloves, and washes hands</td>
<td>0.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Correctly and completely fills out the requisition</td>
<td>1.0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** If the student doesn’t obtain a full collection and earn 75% of the points for the draw, then the attempt will be considered an unsuccessful attempt. Only 2 attempts per draw are allowed per CLSI guideline. **No credit will be earned for these items if blood isn’t collected.**

Name: ____________________________________________________ Attempt #  
Instructor’s Comments:

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**Division of Health and Human Services**  
ETS and Straight Needle Competency Check-Off  
**APPENDIX M**

---

COLUMBUS STATE HEALTH & HUMAN SERVICES DIVISION
Successful completion of a venipuncture will be determined by satisfactorily performing each step described below and successful collection of a variety of vacuum tubes. All steps must be performed to the satisfaction of your instructor. This practical is worth 100 points.

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Possible Points</th>
<th>Points Earned</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phlebotomist was dressed professionally and washes hands in presence of patient</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reviews test requisition and selects correct tubes to collect in.</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gather all supplies for blood draw:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Gloves</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Lab coat</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Vacuum tubes or special collection tubes, with extras of each.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Note: Verify that the tubes have not surpassed the expiration date.]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Needle</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Adapter for vacuum system, or syringe</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Alcohol prep pads</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. 2x2 gauze pads</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Tourniquet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Adhesive bandage or paper tape</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Permanent marker or pen</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Approved Sharps Biohazard Container</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greet the patient and introduces self to patient. State purpose and explain what you intend to do. Be sure to reassure the patient</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Properly identified the patient by having he/she state and spell full legal name and state DOB.</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verified patient has no allergies, is not on blood thinners, and inquires of the last time the patient has eaten. Note any medications the patient is taking.</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assemble and position equipment. Position supplies comfortably within reach without crossing over or under yourself or patient.</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Position the client. Comfortably position the patient so that their arm is straight and pointed in a slightly downward direction for safety and comfort. Ask the patient which arm do they prefer.</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply the tourniquet. Correctly applies the tourniquet 3-4 inches above the site</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NOTE: Shouldn’t leave on for more than 1 minute total.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select the vein. Observes arms for most prominent vein by palpitating to determine size, depth, and direction.</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanse the site. Clean the site by rubbing the alcohol prep pad in concentric circles. Do not puncture a site which is wet with alcohol. Do not blow on the site. Do not wipe the alcohol with an sterile gauze. Do not touch the site after cleaning</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Properly anchor the vein. Anchors the vein below draw site without retouching site. Alerts patient of stick</td>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Phlebotomy**

<table>
<thead>
<tr>
<th>Insert the needle. Insert the needle at an angle less than 30° with the bevel up, following the direction of the vein. Securely rest your hand which is holding the vacuum assembly on the patient’s arm. Be sure that the needle does not move. <strong>DOES NOT PROBE or SWITCH HANDS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtains Blood. Successful in obtaining all blood needed for the collection. Circle which attempt and point value earned on this collection. <strong>NOTE: 2 attempt maximum allowed per CLSI guideline.</strong></td>
</tr>
<tr>
<td>Successful in obtaining blood on the First attempt</td>
</tr>
<tr>
<td>Successful in obtaining blood on the Second attempt</td>
</tr>
<tr>
<td>Not successful in obtaining blood within 2 attempts</td>
</tr>
<tr>
<td>Fill the vacuum tubes. Follow the correct order of draw. Gently invert additive tubes at least 1 to 3 times as they are collected. Once all tubes are collected invert tubes an additional 5 to 3 times</td>
</tr>
<tr>
<td>Release the tourniquet. Once there is evidence that blood was obtained, release the tourniquet. (This should be within 1 minute.) Pull the looped tree and downward.</td>
</tr>
<tr>
<td>Withdraw the needle. Remove the last filled tube from the tube holder. Place gauze, withdraw the needle and safely activate the needle safety device. Have patient immediately apply pressure with a clean gauze pad to the puncture site.</td>
</tr>
<tr>
<td>Needle Disposal. Immediately dispose of needle and adapter or syringe in a sharps biohazard container</td>
</tr>
<tr>
<td>Label the tubes. Ensure additive tubes have been properly mixed. Clearly label each tube with the patient's name, date of birth, date, time of collection and your initials with a permanent marker pen.</td>
</tr>
<tr>
<td>Examine the patient’s arm for bleeding. Performed 2-point check for bleeding and/or hematoma formation. Apply a bandage, if needed. a pressure bandage.</td>
</tr>
<tr>
<td>Clean up. Remove all contaminated items into a biohazard container. Put back any unused supplies and discard appropriate items into the regular trash. <strong>NOTE: Wipe down the work station with a 10% bleach solution if needed.</strong></td>
</tr>
<tr>
<td>Thank the patient. Thanked the patient and instructed him/her to not lift anything for the next 15-20 minutes.</td>
</tr>
<tr>
<td>Wash your hands. Properly remove gloves and discard in the appropriate container. Follow the proper handwashing technique.</td>
</tr>
</tbody>
</table>

**Comments:**

---

**COLUMBUS STATE HEALTH & HUMAN SERVICES DIVISION**
### Division of Health and Human Services
### Phlebotomy Capillary Practice Practical
### APPENDIX O

**Name:** ___________________________  **Attempt #: ____**

<table>
<thead>
<tr>
<th>Date:</th>
<th>Patient’s Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Possible points</th>
<th>Points Earned</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Phlebotomist was dressed professionally and washes hands in presence of patient</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>2. Reviews test requisition and selects correct capillary tubes to collect in.</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3. Gathers the proper equipment (Tourniquet, Alcohol pad, Gauze, puncture device, Bandaid, heat pack if necessary)</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>4. Introduced self to patient and state purpose</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>5. Verified patient has no allergies, is not on blood thinners, and ask last time patient has eaten</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>6. Properly identified the patient by having he/she state and spell full legal name and Date of birth</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>7. Properly record patient info on requisition</td>
<td>3</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>8. Puts on gloves and selects an ideal finger on the patient’s non-dominant hand</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>9. Cleanses the site with 70% isopropyl alcohol pad and allows to air dry</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>10. Removes the puncture device safety and hold the patient’s finger firm with one hand and with the other hand position the puncture device perpendicular to the whorls of the finger.</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>11. Notify patient of the imminent puncture.</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>12. Safely activate puncture device and discard in sharps container immediately after use.</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>13. Wipe away the first drop with clean gauze</td>
<td>3</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>14. Hold the puncture site in a downward position and massage down on the finger while avoiding “milking” the site.</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>15. Collect the remaining drops of blood by touching the tip of the collection device to the drop of blood to draw the sample into the tube until desired volume is reached.</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>16. Check the box that applies:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collected required volume with 1 puncture</td>
<td>15</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Collected the required volume with 2 punctures</td>
<td>7.5</td>
<td>7.5</td>
<td></td>
</tr>
<tr>
<td>Unsuccessful in collecting required volume</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** If required volume isn’t achieve within two punctures the capillary stick will be consider unsuccessful.*

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>17.</td>
<td>Seal and label your collection tube with the appropriate patient information based on requisition.</td>
<td>4</td>
</tr>
<tr>
<td>18.</td>
<td>Have the patient apply pressure to the site with a clean gauze</td>
<td>1</td>
</tr>
<tr>
<td>19.</td>
<td>Check patient’s puncture site to ensure bleeding has stopped before applying bandage.</td>
<td>1</td>
</tr>
<tr>
<td>20.</td>
<td>Thank the patient and instruct them to avoid using the finger/hand for at least the next 15 – 20 minutes.</td>
<td>1</td>
</tr>
<tr>
<td>21.</td>
<td>Clean up area, removes gloves, and washes hands</td>
<td>1</td>
</tr>
</tbody>
</table>

**NOTE:** If the student doesn’t obtain a full collection for the draw, then the attempt will be considered an unsuccessful attempt. Only 2 attempts per draw are allowed per CLSI guideline.*

**Instructor’s Comments:**
Division of Health and Human Services  
Phlebotomy Program Mid-Clinical Evaluation  
APPENDIX P

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 Tywan Banks, 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.

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

**Additional comments:**

Student Signature ____________________________________________ Date __________________

Evaluator Signature ____________________________________________ Date __________________
**Division of Health and Human Services Phlebotomy Program**

**Final Clinical Evaluation**

**APPENDIX Q**

<table>
<thead>
<tr>
<th>Student’s Name</th>
<th>Date</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Clinical Facility</th>
<th>Evaluator’s Printed Name</th>
</tr>
</thead>
</table>

**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.

<table>
<thead>
<tr>
<th>CHARACTERISTIC</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phlebotomy Skills and Knowledge</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Student:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Follows standard operating procedure when collecting blood.</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Demonstrates knowledge of collection requirements for commonly collected laboratory tests.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chooses venipuncture equipment that is appropriate for the patient and collection scenario.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knows the correct order of draw when questioned</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Practices the correct order of draw.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can identify and resolve problems which may occur during blood collection.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Follows safety guidelines of the institution.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uses appropriate infection control procedures.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adheres to HIPAA guidelines.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uses acceptable patient identification procedures.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Identifies tube additives accurately when questioned.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| **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________________________
Division of Health and Human Services

PHLEBOTOMY CLINICAL LOG SHEET

APPENDIX R

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Number Performed (Total Attempted)</th>
<th>Needs Practice (Total Missed)</th>
<th>Successfully Obtained Blood (‘Number Performed’ – ‘Needs Practice’)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venipuncture:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- By evacuated tube system &amp;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>straight needle</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- By Syringe &amp; straight needle</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- By Butterfly</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capillary Collections:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Adult</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Pediatric</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Heelstick – Neonatal</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other: Of the # of procedures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>indicated above, how many were</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>chain of custody, GTT, Blood</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cultures, Blood Bank, TDM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Successful Collections</td>
<td>Do not write in this space</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL THIS WEEK (#successful)

(hours)  (hours)

(sticks)  (sticks)

INSTRUCTOR COMMENTS:

Clinical Instructor Signature: ___________________________ Date: _______________

Please call me if the student should receive a needlestick injury at (614) 287-2319. They are also to inform the CSCC Public Safety Office of any injuries and complete the exposure incident report. If you need my help or need to immediately discuss a student’s performance, please call me at the same number.
### Division of Health and Human Services
#### Attitudinal/Professional Behaviors Evaluation Form

**APPENDIX S**

<table>
<thead>
<tr>
<th>Ability to Follow Directions</th>
<th>[ ]</th>
<th>[ ]</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understands and listens to be able to achieve the basic goals for each day.</td>
<td>1= Needs Improvement</td>
<td>2 = Meets Expectation*</td>
<td>3 = Exceeds Expectation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Professionalism</th>
<th>[ ]</th>
<th>[ ]</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>The demonstration of behaviors, attitudes, words, physical appearance and attire representative of a professional. Competent, Respectful, and Considereate.</td>
<td>1= Needs Improvement</td>
<td>2 = Meets Expectation*</td>
<td>3 = Exceeds Expectation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cooperation</th>
<th>[ ]</th>
<th>[ ]</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A positive and helpful attitude. Maintains develops positive and collaborative working relationships.</td>
<td>1= Needs Improvement</td>
<td>2 = Meets Expectation*</td>
<td>3 = Exceeds Expectation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Written and Oral Communication</th>
<th>[ ]</th>
<th>[ ]</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrates the ability to convey ideas and information effectively.</td>
<td>1= Needs Improvement</td>
<td>2 = Meets Expectation*</td>
<td>3 = Exceeds Expectation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Integrity</th>
<th>[ ]</th>
<th>[ ]</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leads by example; demonstrates honesty and consistency in action.</td>
<td>1= Needs Improvement</td>
<td>2 = Meets Expectation*</td>
<td>3 = Exceeds Expectation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accountability, Dependability and Commitment</th>
<th>[ ]</th>
<th>[ ]</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can be counted on to fulfill responsibilities while maintaining a good attendance record.</td>
<td>1= Needs Improvement</td>
<td>2 = Meets Expectation*</td>
<td>3 = Exceeds Expectation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Initiative</th>
<th>[ ]</th>
<th>[ ]</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>1= Needs Improvement</td>
<td>2 = Meets Expectation*</td>
<td>3 = Exceeds Expectation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Empathy/Patience &amp; Respect</th>
<th>[ ]</th>
<th>[ ]</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respectful, cooperative, and inclusive of others.</td>
<td>1= Needs Improvement</td>
<td>2 = Meets Expectation*</td>
<td>3 = Exceeds Expectation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Flexibility</th>
<th>[ ]</th>
<th>[ ]</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to work through change and challenging problems or situations.</td>
<td>1= Needs Improvement</td>
<td>2 = Meets Expectation*</td>
<td>3 = Exceeds Expectation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organization</th>
<th>[ ]</th>
<th>[ ]</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establishes and manages priorities; efficiently uses time and resources appropriately.</td>
<td>1= Needs Improvement</td>
<td>2 = Meets Expectation*</td>
<td>3 = Exceeds Expectation</td>
</tr>
</tbody>
</table>

**Comments:**
PHLEBOTOMY PROGRAM STUDENT EVALUATION
OF THE CLINICAL EXPERIENCE
APPENDIX T

Place an “X” in the box which most closely describes your experience in the following. Use the space provided for additional comments.

<table>
<thead>
<tr>
<th></th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did you clearly understand what was expected of you in the clinical site?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Was supervision by the clinical site always available to you in case you needed help in the middle of a procedure?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Was the clinical instructor responsive to your questions?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did you have enough opportunity to demonstrate your phlebotomy knowledge and skill?</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Were the expectations of the clinical site appropriate for your level of training?</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Was the communication by CSCC faculty sufficient to meet your needs?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you had situations that you wanted to discuss, did you take advantage of opportunities when CSCC faculty visited, or in class, or by phone or email?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you answer anything less than ‘usually’, please clearly explain situations that this applies to.

General comments about your experience and suggestions for future students:

Clinical Site ___________________________________________ Date _____________