

2023/2024 edition



# Phlebotomy

## STUDENT HANDBOOK

Updated June 1, 2023

## VERIFICATION SIGNATURE PAGE

By signing below, I acknowledge that I have received an electronic copy of the NTC Phlebotomy Student Handbook. I understand that I have the opportunity to ask for clarification on any policies outlined in the Handbook. I further understand:

- 1) I have read and I understand the information provided in the Phlebotomy Student Handbook and NTC student guidelines, policies, waiver of liability, and safety rules;
- 2) The information in this Handbook is subject to change by the NTC Phlebotomy Program Faculty at any time with or without notice;
- 3) Changes in the policies may supersede, modify or eliminate the policies summarized in this handbook;
- 4) The guidelines, policies, and code of conduct described in the handbook are expected to be followed by every student in the Phlebotomy program. Failure to comply with guidelines, policies, and code of conduct may result in dismissal from the Phlebotomy program.
- 5) I have read the "Permission to Survey Employers" statement, and I grant NTC permission to survey employers.

**Waiver of Liability:** The Phlebotomy Program at Northcentral Technical College recognizes the importance of performing selected invasive procedures as part of the educational experience.

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

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

**Clinical Experience Declaration:** Clinical attendance is essential for health program students, and every day scheduled is important. Students must complete all the required competencies and clinical requirements in order to be successful in the course and complete the program. There is little room to make-up missed clinical time, and each student will need to be flexible in working with their instructor in order to complete the course. If COVID19 policy requires a daily health screening, then every student must complete a health screening form prior to the start of the clinical day, in order to participate in the clinical activity. If the form is not completed by the assigned time, you will not be allowed to participate in the activity that day.

If you cannot complete the clinical course due to personal reasons, including illness and absence, you will be required to withdraw and repeat the course in a future semester. Future enrollment will be impacted by clinical availability, and may also require student to audit prior courses if a significant time lapse occurs.

If you cannot complete the clinical course due to NTC or clinical site changes, including a lack of site availability during the semester, you will be offered an incomplete which may go into the following semester.

Clinical completion may be offered virtually, dependent upon clinical site availability, as a way to meet course competencies and keep students on track in programs. NTC follows strict quality measures to ensure competent and professional healthcare workers. Whether clinical is offered in person or virtually, students will receive the knowledge and skills necessary for their chosen profession.

By signing below, I acknowledge that as a student at Northcentral Technical College in the Phlebotomy program, I voluntarily agree to participate in on and off campus clinical experiences for the completion of the Phlebotomy program. I agree to exercise reasonable care at all times with respect to my own safety and the safety of others. I agree to abide by all rules, policies, and procedures set forth in any affiliated partner directives, any NTC directives, the Phlebotomy Student

Handbook, Phlebotomy Clinical Experience Handbook, NTC student policies and guidelines, including its Code of Conduct, as well as any participation, activity, safety and other instructions that NTC may provide to me. I agree to comply with all directives regarding social distancing, using personal protective equipment, screening protocols, and adhering to strict disinfection techniques as well as frequent hand sanitization. I also agree to any quarantine or isolation requests that may be in place due to travel or exposure. If I should become ill with COVID-19, I will not hold Northcentral Technical College responsible.

**Verification Signature**

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student Name (print): \_\_\_\_\_

**(Keep this page of your Student Handbook. Review, sign, and electronically submit in Canvas)**

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## **Welcome**

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

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

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

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

## **Program Overview**

### **Program Mission**

The mission of the Phlebotomy Technician Program is to provide a high-quality educational program that will prepare students to achieve entry level technical competencies, as well become ethical, professional, and empathetic members of the healthcare community. Graduates are prepared to enter the workforce and be successful on Phlebotomy Technician national certification exams.

### **Program Approval**

The Phlebotomy Program at NTC is accredited by:

National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)  
5600 North River Road, Suite 720  
Rosemont, IL 60018  
773-741-8880

Graduates of the program are eligible to take the PBT (ASCP) Certification Examination. If you have any questions about our NAACLS approval status, please contact the Phlebotomy Technical Diploma Program Director.

**ASCP Phlebotomy Technician Board of Certification Exam Statistics****Program Outcome Goal: 100% Pass Rate**

<b>Exam Date</b>	<b>NTC Pass Rate</b>	<b>National Pass Rate</b>
2022	100%	92%
2021	100%	92%
2020	100%	91%
<b>Three Year Average</b>	<b>100%</b>	

100% pass rate for students taking the exam within 1 year of graduation

**Phlebotomy Graduation and Attrition Rates**

For students who begin the final half of the program, with the final half being defined as the fall semester of the second year, the following table indicates the graduation and attrition rates:

**Program Outcome Goal: Graduation Rate of 70% or better**

<b>Year</b>	<b>Graduation Rate</b>	<b>Attrition Rate</b>
July 2021 – June 2022	100%	0%
July 2020 – June 2021	91%	9%
July 2019 – June 2020	84%	16%
<b>Three Year Average</b>	<b>90%</b>	<b>10%</b>

**Phlebotomy Placement Rates**

Employed or continued with education within one year of graduation

**Program Outcome Goal: Placement Rates of 70% or better of respondent graduates**

<b>Year</b>	<b>Yearly Average Placement Rate</b>
Graduation in Spring 2022 and Fall 2021	100%
Graduation in Spring 2021 and Fall 2020	100%
Graduation in Spring 2020 and Fall 2019	100%
<b>Three Year Average</b>	<b>100%</b>



## **Program Description**

The Phlebotomy Technician Technical Diploma provides practical training in the collection of blood specimens by venipuncture and capillary puncture. Phlebotomy students are also trained in non-blood specimen collection procedures, specimen processing and basic laboratory skills. Because phlebotomists work directly with patients, the program covers customer service training, ethics and communication. The program includes a 100-hour clinical Phlebotomy experience. Job opportunities for phlebotomists exist in hospital and clinical laboratories.

## **Program Outcomes**

The Phlebotomist will:

1. Demonstrate knowledge of health care delivery system
2. Demonstrate knowledge of infection control and safety
3. Demonstrate basic understanding of the anatomy and physiology of the main body systems
4. Demonstrate understanding of importance of specimen collection and specimen integrity
5. Demonstrate knowledge of collection equipment, additives, precautions and interfering substances
6. Follow standard operating procedures to collect specimens
7. Demonstrate understanding of requisitioning, specimen transport and specimen processing
8. Demonstrate understanding of quality assurance and quality control
9. Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

## **Technical Standards**

The following is a list of technical standards necessary for the student to perform the duties of a Phlebotomist. If you believe that you are lacking in any of these areas and will require outside assistance in order to succeed, it is your responsibility to contact Disability Services to receive assistance.

### **Vision**

The student must be able to:

- Read a patient's identification on an ID bracelet
- Read information found on a laboratory requisition
- Differentiate colors of conventional blood collection tubes
- Read information on a computer screen
- Read procedures and other necessary information in laboratory manuals and package inserts

### **Hearing**

The student must be able to hear the following:

- Patients speaking
- Equipment and alarms
- Telephone
- Coworkers

### **Tactile Ability and Manipulative Skill**

The student must be able to:

- Discriminate veins from other structures that are not veins
- Identify the location and character of veins
- Perform venipunctures and capillary punctures smoothly enough (with coordinated manipulative dexterity) so as not to injure the patient
- Grasp small objects with hands (needles, tubes, pipettes, etc)
- Perform delicate manipulations of laboratory equipment with fingers

### **Motor Function**

The student must be able to:

- Move freely in the laboratory, patient care areas, elevator and stairway
- Use both hands simultaneously
- Lift at least 25 pounds
- Perform moderately taxing continuous work, often requiring prolonged sitting or standing over several hours
- Demonstrate fine motor skills
- Reach and bend wherever necessary, up or down, to perform job tasks
- Maintain balance in multiple positions

### **Communication**

The student must be able to:

- Verbally speak and understand standard English
- Provide clear verbal directions to patients and coworkers in standard English
- Follow verbal and written directions

### **Intellectual Ability**

- Prioritize tasks
- Exercise sufficient judgement to recognize to recognize and correct errors
- Relay information in oral and written form effectively, accurately, reliably, and intelligibility to individuals and groups. This includes thorough and accurate use of computers and other tools.
- Respect/value cultural differences in others

### **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

### **Environmental**

The student must be able to:

- Tolerate strong odors

- Wear personal protective equipment: gloves, safety glasses, ace mask/shield. protective clothing
- Work with unpleasant and infectious biological specimens

### **Special Needs/ADA Accommodations**

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

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

## **Curriculum**

### **Curriculum Overview**

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

- College 101\* 10-8910-165 1 credit
- Basic Lab Skills 10-513-110 1 credit
- Phlebotomy 10-513-111 2 credits
- Phlebotomy Clinical 10-513-147 2 credits

\*College 101 is not part of the program credit requirements but is a College Requirement for graduation that must be passed with a “C” or better.

### **Course Description and Competencies**

See the Phlebotomy Program Page on NTC’s website for course descriptions and competencies: <https://www.ntc.edu/academics-training/programs/all/technical-diploma/phlebotomy-technician>

## **Clinical Experience**

### **Course Overview**

The Phlebotomy Clinical experience consists of a 100 hour assignment to one or more clinical labs. The student will complete competency checklists, daily logs, weekly reports, and evaluations to successfully pass the clinical experience course. After demonstrating competency, students, with qualified supervision, will be permitted to perform procedures.

### **Clinical Scheduling**

Phlebotomy clinical schedule will be arranged with your clinical site.

- Once you have agreed on a schedule with your clinical site, send your schedule to your instructor.
- Treat this schedule as you would a paying job schedule

- Student must attend their clinical schedule as pre-arranged. Any absences must be made up
- If you are absent due to illness, you must call the clinical site BEFORE your shift starts, then also notify your instructor. If this is not done, it will be counted as a no-call, no-show.
- **Student must complete a minimum of 16 hours (2 or more shifts) per week**
- More than one absence without notification from the student (no-call, no-show) will result in dismissal from the clinical site, a failing grade, and termination from the program.

### **Clinical Site Placement Policy**

Placement at clinical sites is based on the following criteria:

1. Student must have completed Basic Lab Skills and Phlebotomy and achieved a grade of “C” or better in both courses.
2. Students must have completed all Viewpoint requirements before week 3 of their Phlebotomy program semester. Students must have all required information uploaded into their Viewpoint account.
3. No special consideration can be given to those individuals with a spouse, children, lack of transportation, etc.
4. **Students who have fulfilled the requirements listed under “NTC Health Program Requirements,” have uploaded proof into Viewpoint, and are currently passing (C or better) all courses currently enrolled in,** will be asked to rank their preferred sites. Student preferred site list will be used to help determine site assignment, but there is no guarantee that a student will be placed in a preferred site. Individual ability will be taken into consideration when assigning students to clinical sites. Final clinical placement decisions are at the discretion of the Phlebotomy faculty and will be based on the student’s capabilities and the need for additional support from staff at the assigned clinical site. Faculty reserve the right to assign clinical sites and rotations.
5. We expect that established clinical sites will continue to affiliate with Northcentral Technical College. However, it is each individual clinical site’s prerogative to terminate their affiliation agreement or refuse a student for a particular semester. Northcentral Technical College will then make every effort to obtain replacement clinical sites. In the unlikely event that a replacement site could not be found, the following will go into effect:
  - Students will be placed at sites in an order based on a lottery. Any student who cannot be placed, will be assigned first to a clinical site the next semester.
6. The Phlebotomy Clinical course is normally scheduled during the last eight weeks of the second term. If a student cannot be placed during that time due to an insufficient number of clinical sites, an attempt will be made to establish a site for a Phlebotomy Clinical course during the following semester for that student.
7. If there are adequate clinical sites available for all students, but a student chooses not to accept his/her assigned site for any reason, that student will be placed at a clinical site the following

semester only after all other students from that semester have been placed. There is a risk that this may further delay the student.

8. If a student does not complete the Phlebotomy Clinical due to academic or disciplinary reasons, a second attempt can be made the following fall or spring semester. The student will be placed at a clinical site only after all other students in the regular program sequence have been placed. If the student does not accept their assigned clinical site, they will be dropped from the program. A second failure will result in termination from the program.
9. Clinical assignments are done by the NTC Phlebotomy Program Faculty. Students are not allowed to contact the clinical sites directly to try to arrange their own clinical experience.

Sites accepting students who have been dismissed from another site have the right to know the reason(s) for previous dismissal, and may elect not to accept the student. Should sites refuse student for clinical experience, program re-entry will not occur. Students unable to continue in the Phlebotomy Program will be counseled by the college advising specialist for health programs for alternate career paths.

### Clinical Sites

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

Aspirus Wausau Hospital and Plaza Clinic	Marshfield Medical Center - Weston
Aspirus Merrill Clinic	Marshfield Clinic – Wausau
Aspirus Weston Clinic	Marshfield Clinic – Merrill
Aspirus Langlade Hospital – Antigo and Birnamwood Clinic in Birnamwood	Marshfield Clinic - Colby
Aspirus Kronenwetter Clinic	Marshfield Clinic - Stratford
Aspirus Wausau Clinic	Marshfield Medical Center – Park Falls
Aspirus Medford Hospital and Clinic	
Aspirus Merrill Hospital	

### Travel

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

### Service Work

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

The lab may choose to hire the student to work outside of the clinical shift as a phlebotomist or a lab assistant. The student will then be paid and treated as an employee. This work has no connection to the clinical education activities of the program course. Work by students in clinical settings outside of academic hours must be noncompulsory.

Students may not be substituted for regular staff during their student experiences. At no time will the students “replace” or substitute for staff when scheduled for clinical experience at the clinical site.

## Phlebotomy Program Progression

### Advising/Guidance through Phlebotomy Program

Phlebotomy students are encouraged to meet with the college's Health Program Advisor or with the Phlebotomy Program Director on a regular basis as he/she progresses through the program. Confidentiality and impartiality will be maintained with each student.

NTC's Health Program Advisor, can help with course and program advising, academic concerns, credit for prior learning, developing student educational plans, or referral to campus/community resources.

Phlebotomy Program Director, can help with academic concerns, tutoring advice, program progression, and overall program concerns.

### Successful Progression

Students should follow the course progression as published in the course catalog and program brochures. Students must have successfully completed General A&P or Medical Terminology prior to enrolling in the Phlebotomy Program courses (Basic Lab Skills, Phlebotomy, Phlebotomy Clinical). Ethics and Customer Focused Caregiving can be taken in the first term or second term.

### Progression with Course Failure or Withdrawal

If a student withdraws from or fails any required course, he/she is allowed to repeat the course only one time. Students that withdraw from or fail a course more than one time, or two courses, will be dismissed from the program. When a student is contemplating withdrawing from a course, it is recommended that the student discuss this with the Phlebotomy Program Director to clarify options, prior to withdrawing from the course.

Should a Phlebotomy student withdraw or be unsuccessful in achieving a grade of C or better in a 513 program course, the following steps should be followed:

- Complete a **Phlebotomy Program Repeat Course Form** and submit it to the Program Director. This form specifies the student's desire to continue in the Phlebotomy program, and the student's plan for repeating the necessary course(s). This form is submitted by the day after grading day each semester to allow time to develop a return plan and course sequencing. Refer to NTC's **Student Planning Calendar** to determine grading day.
- Students who fail to complete and submit the Phlebotomy Program Repeat Course Form by the day after the semester grading day will be inactivate in the Phlebotomy Program. The student is ineligible to register for current semester courses or subsequent semester courses.
- For students that submit the **Phlebotomy Program Repeat Course Form**, the student and the Program Director will meet to discuss progression.
- The student will be admitted to the appropriate Phlebotomy Program semester based on space availability.
- Students may enroll in a NTC Phlebotomy Program course (513) two times due to failure or withdrawal.
- Any student who does not successfully complete a course on the second attempt (due to withdrawal or failure), will be removed from the NTC Phlebotomy Program

- Should a lapse of time occur between the completion of one program course and enrollment in the next program course in the program sequence, it will be necessary to reevaluate competencies and skills attained in previous program courses. All previous competency evaluations and checklists must be repeated within the first four weeks of a semester, or within the first two weeks of a summer session, prior to any testing for the course currently enrolled in. Individualized refresher plans are developed with the assistance of the Program Director.
- Clinical health, orientation and criminal background checks must all be current utilizing Viewpoint.
- Student faculty correspondence will utilize the NTC e-mail system.

### **Returning after Program Withdrawal or Multiple Failures**

Students who withdraw from or do not achieve a C or better in any 513 Phlebotomy course twice (or two courses) will be asked to submit a formal written request and supporting documentation to return to the Phlebotomy Program. Returning applies only to students who were unsuccessful academically and not dismissed under due process. The request will be reviewed by the Re-Entry Committee composed of the Phlebotomy Program Director, Associate Dean of Health, Phlebotomy faculty member and the college advising specialist for health programs. The re-entry committee will review the request packet and schedule a meeting with the student to discuss their ability to return to the Phlebotomy program.

The written request should include:

- Phlebotomy Program Repeat Course Form
- A personal letter that addresses:
  - Why the learner wants to re-enter the Phlebotomy program.
  - Why the learner was unsuccessful in the past.
  - Why the learner will be successful this time.
  - Outline of the learners' plan for success.
  - Actions the learner has done to increase probability of success.
- Unofficial Transcripts of recent successful courses
- Reference letters ( 2 ) from an employer or other non-family individual who is familiar with the students' academic goals and abilities

The reentry candidate should consider taking low cost courses from the NTC Learning Center to increase basic skills that may have contributed to lack of success such as test taking strategies or study skills. The candidate may also complete support courses such as medical terminology, math, or related science courses.

The Re-entry Committee will provide the student with a written decision and rationale regarding re-entry within 10 business days of the meeting. If the student is permitted to re-enter the Phlebotomy Program, a learning contract will be developed with the student, outlining the student's Plan for Success. The plan will include assessment of theoretical, skill and clinical knowledge to determine appropriate placement within the Phlebotomy program. The student may need to demonstrate competencies or written evaluations of a course(s), repeat a course, or start the Phlebotomy program over, to improve the student's ability to be successful as they progress through the sequential courses. Consideration will be given to the length of time elapsed since the course was originally taken. Clinical health, orientation, criminal background checks, and all required clinical documents must be current, utilizing Viewpoint.

### **Progression to Phlebotomy Clinicals for Medical Laboratory Technician Students**

A Medical Laboratory Technician (MLT) student may wish to pursue a Phlebotomy Technical Diploma during or after their time as an MLT student. Should a lapse of time (6 months or more) occur between the completion of Phlebotomy (10-513-111) and Basic Lab Skills (10-513-110) it will be necessary to reevaluate competencies and skills from those courses prior to Phlebotomy Clinical. All previous competency evaluations and checklists must be repeated during an audit of those courses.

#### **Audit Guidelines:**

- A student who audits a course has the privilege of attending class, receiving an audit (AU) grade, and is not required to complete written assignments or take examinations.
- A student who audits Phlebotomy and Basic Lab Skills for the purpose of gaining entry into Phlebotomy Clinical must repeat all competency evaluations and checklists in each course. All competency evaluations and checklists must be successful in order to move on to Phlebotomy Clinicals.
- The audit option is based on space availability.

### **Due Process Dismissal or Behavior Dismissals**

A student may be unsuccessful in the Phlebotomy Program for other reasons including, but not limited to, academic misconduct (cheating), behavioral misconduct, and unsafe behaviors. These students are not eligible for re-entry into the Phlebotomy program. NTC expected student behaviors can be located at the NTC website under Student Guidelines and Policies- Student Behavioral Guidelines and Student Code of Conduct.

Students may be dismissed from the Phlebotomy program at any point if, in the judgment of the faculty, the student's actions are detrimental to patients, fellow students or the program. A student may also be dismissed for failing to maintain the academic standards set by the program faculty.

Reasons for dismissal include, but are not limited to:

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

In addition, the student will abide by procedures of the clinical education agency particularly in matters relating to patient care, confidentiality, and lab safety. Unsafe clinical behaviors would be cause for immediate removal from a clinical course and/or subsequent failure. Depending on the specific instance, the student may not be allowed back at the clinical site and program progression may not be possible. A student is subject to the same disciplinary measures as an employee of a clinical education affiliate. Serious infractions of procedures of the clinical affiliate and unsafe behaviors may constitute grounds for immediate dismissal from the program without option of re-entry. Examples are the confidentiality procedure, abusive language or actions, falsification of records, gross carelessness in patient care



procedures, and tobacco, drug, or alcohol use during clinical assignments. This list is not inclusive. Clinical sites have a contracted right to refuse access by any student for specified reasons.

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

### **Student Appeals Procedure**

Information about the Academic Appeal Procedure and the Student Behavior Appeal Procedure can be found in the Student Handbook and Planner. Students are encouraged to refer to these policies for information regarding the appeals procedures at NTC.

### **Issuing of Degree**

Students who complete all required course work with the required minimum grade will be granted a Technical Diploma. Issuing of the degree **IS NOT** contingent upon the student passing an external certification exam.

### **Teach Out Plan:**

In the event of program closure, the “teach out plan” is as follows:

- If closure is due to exceptional or uncontrollable circumstances, such as a natural disaster, and the college will reopen the program within 12 months, then the students will reenter the program and progress as previously planned.
- If closure is due to exceptional or uncontrollable circumstances, such as a natural disaster, and the college will not reopen, then every effort will be made to contact Phlebotomy programs within the Wisconsin Technical College System to request that students be transferred into other programs.
- If the closure is due to the college’s decision to no longer offer the program, then all enrolled students will progress as planned. No new students will begin the program, only existing students will be enrolled and will be allowed to complete.

### **Technical Skills Attainment (TSA) for Phlebotomy Program**

#### **Directions**

This summative assessment scoring guide will be used to determine if you have met the program outcomes at the end of the Phlebotomy Technician program. To meet the requirements on the scoring guide, you will be asked to draw upon the skills and concepts that have been developed throughout the program and are necessary for successful employment in the field.

Your instructor will provide detailed instructions on how this rubric will be used. After your instructor completes this scoring guide, you will receive feedback on your performance including the areas of accomplishment and any areas that need improvement.

#### **Target Program Outcomes**

1. Adhere to infection control and safe practices
2. Perform specimen collection
3. Process specimens

4. Comply with legal regulations
5. Model professional behaviors

### Rating Scale

Value	Description
Met	Performs adequately; meets basic standards
Not Met	Does not meet basic standards.

### Scoring Standard

You must achieve a rating of MET on all criteria for each program outcome to demonstrate competence (passing). A rating of NOT MET on any criterion results in a FAIL score for that program outcome and for the TSA Assessment.

### Scoring Guide

	Criteria	Ratings
<b>1.</b>	<b>Adhere to infection control and safe practices</b>	<b>Met Not Met</b>
2.	Comply with federal, state, and locally mandated regulations and policies regarding safety practices	Met Not Met
3.	Practice standard and expanded precautions	Met Not Met
4.	Practice infection control procedures	Met Not Met
5.	Maintain patient safety in various patient settings	Met Not Met
<b>6.</b>	<b>Perform specimen collection</b>	<b>Met Not Met</b>
7.	Apply concepts of anatomy and physiology to specimen collection	Met Not Met
8.	Identify patient according to CLSI standards	Met Not Met
9.	Determine pre-analytical variables that affect specimen collection	Met Not Met
10.	Select appropriate equipment for various patient types and tests	Met Not Met
11.	Perform blood and other specimen collection procedures per CLSI standards	Met Not Met
12.	Assess patient for signs and symptoms of physical problems that may occur during or after blood collection	Met Not Met
13.	Label specimens according to CLSI standards	Met Not Met
14.	Follow quality assurance standards	Met Not Met
<b>15.</b>	<b>Process specimens</b>	<b>Met Not Met</b>
16.	Transport specimens per laboratory testing guidelines and CLSI standards	Met Not Met
17.	Differentiate among whole blood, serum, and plasma specimens	Met Not Met
18.	Centrifuge specimens per laboratory guidelines	Met Not Met
19.	Aliquot specimens into properly labeled containers	Met Not Met
20.	Store specimens per laboratory guidelines	Met Not Met

	Criteria	Ratings
<b>21.</b>	<b>Comply with legal regulations</b>	<b>Met Not Met</b>
22.	Maintain confidentiality of privileged information according to federal, state and local regulations	Met Not Met
23.	Comply with the Patient's Bill of Rights	Met Not Met
24.	Follow criteria for the collection and processing of specimens used as legal evidence	Met Not Met
<b>25.</b>	<b>Model professional behaviors</b>	<b>Met Not Met</b>
26.	Model professional appearance	Met Not Met
27.	Demonstrate respect for diversity	Met Not Met
28.	Interact professionally (verbally and nonverbally) with patients and other healthcare professionals	Met Not Met
29.	Manage time effectively	Met Not Met
30.	Use appropriate medical terminology	Met Not Met
31.	Demonstrate honesty and accountability	Met Not Met

## Health Program Requirements

### Viewpoint

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

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

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

Due to the nature of the health professions, students are more susceptible to contracting and/or spreading disease. An up-to-date set of minimum health requirements must be on file in Viewpoint by the deadline given each semester. Each third party site, such as any healthcare facility, determines the health requirements necessary for entering their clinical space. NTC faculty and students are obligated to follow the site's policies in order to participate in the learning activities and complete the course. Failure to do so will prevent you from starting your clinical course(s), and thus jeopardize your progression in the program. Third party sites may change their health requirements for NTC faculty and students at any given time. In preparation for future changes, please be aware that the COVID-19 vaccination may be required from third party sites in order to participate in and complete your clinical courses.

Note: Some clinical sites may have additional health requirements that will need to be met. All costs incurred related to health requirements are the financial responsibility of the student.

## Requirement List

The following is the list of necessary documents that are required for students in health programs at NTC. These documents are required by the clinical sites and need to be current and in your file with Viewpoint. All requirements must be successfully completed prior to the start of the fall semester before clinicals. Clinical affiliates can deny students access to clinical classes if documentation is not completed. Students would not be eligible to take the clinical class and progress in the program.

Students will provide the following and upload documents into Viewpoint:

MMR (Rubeola/Red Measles; Mumps; Rubella/German Measles)	You need either immunization history of 2 doses of immunizations after 1 year of age at least one month apart <b>or</b> a lab titer (lab test) showing “immunity”
Varicella (Chicken Pox)	You need either immunization history of 2 doses of immunizations after 1 year of age at least one month apart <b>or</b> a lab titer (lab test) showing “immunity”
Tuberculosis (TB)  (Must be current within the past 12 months and must be updated annually without a lapse in time)	Documentation of 2 consecutive (annual or two-step) TB skin tests. OR Documentation of QuantiFERON blood test or T-Spot blood test  If positive, submit your clear chest x-ray
Hepatitis B Vaccination Series (this is a series of 3 vaccines and is optional)	Students need to complete the Hepatitis Declination form if they choose not to get the vaccines.  If students receive the vaccines dates should be provided. When completed a titer should be obtained indicated “immune” or “reactive”.  If students complete the series but do not obtain the titer the Declination form must still be signed with the item checked “prior vaccines”
Adult Tetanus, Diphtheria and Adult Pertussis Vaccine (T-dap)	Booster needs to be completed as an adult and then remains current for 10 years
Seasonal flu vaccine (anyone in clinical settings between October 1st and March 31st)	The flu vaccine needs to be completed prior to your start of clinical if it occurs in the months indicated <b>or</b> an Influenza Declination Form must be completed and then you will need to comply with agency policy related to protective devices while in the clinical setting.

Background Information Disclosure (BID) Form	The information provided here will be used to complete a DOJ CIB and Wisconsin Caregiver Background Check.
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### **COVID19 Information**

COVID19 vaccinations can now be uploaded into Viewpoint.

Clinical Education affiliates may restrict or deny unvaccinated individuals from participating in required clinical education activities. Therefore, NTC may not be able to find a suitable alternative, resulting in delayed or prevention of completion of the academic program.

If a student is exposed to a positive COVID19 individual, the health department or NTC will require the student to quarantine, which will cause the student to miss all in-person learning. If the student is unvaccinated, he/she will miss critical time and educational activities that may require the student to repeat the course.

NTC may change its vaccination policy in the future and require additional measures.

### **Criminal Background Check and Background Information Disclosure**

Part of the requirements for admission into health programs at NTC includes a criminal background check to verify that students are eligible to work in health related fields. The results of this background check provide the health program with information about the student's legal convictions based on the Department of Justice Crime Information Bureau. Failure to provide honest information on the Background Information Disclosure (BID) Form may result in denial of clinical experience by the healthcare agency and/or dismissal from the Phlebotomy program.

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

Northcentral Technical College (NTC) School of Health students need to complete the Background Information Disclosure (BID) form, Caregivers Background Check and additional clinical requirements such as immunization/titers in order to be placed at a clinical site. As part of the placement process NTC may need to send your clinical requirement documentation or information to the clinical site if requested. By uploading the information to Viewpoint or giving it to NTC staff or faculty, you are authorizing that the information provided may be shared with clinical sites as needed.

### **Record Retention for Enrolled Students:**

Current, enrolled students have a student activity file (written and practical exams, professionalism evaluations, and other communications) with each Phlebotomy program faculty member. Student activity files are stored in the following manner:

- Files are located in the 4th floor faculty office area, which is a locked, limited access space
- Files are not to be removed from the faculty office area
- Files contain confidential material, and must be in a locked drawer accessible by the faculty member only
- After students exit the program, files are moved to the locked storage room on 4th floor.

- Student activity files are kept for a minimum of 5 years
- After 5 years, the files are shredded and destroyed

## Health and Safety Considerations

### COVID19 Considerations

While many COVID related restrictions on campus have been lifted, we encourage you to continue the healthy habits that you've established including staying home when you're ill, washing hands and hand sanitizing and monitoring your temperature at home or utilizing the on campus kiosks. Caring about our campus goes beyond COVID and we encourage you to do your part to help us maintain a healthy campus community.

For NTC's up-to-date COVID 19 policy, please visit: <https://www.ntc.edu/timberwolves-together>

### Bloodborne Pathogen Exposure

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

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

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

### Latex Allergies

In recent years, latex allergy has been recognized as a significant problem for health care workers as well as patients. Latex allergy in the workplace can result in potentially serious health problems for workers. Workers in the health care industry are at risk for developing latex allergy due to repeated use of and exposure to latex gloves and other latex products. As a result, all incoming students will be assessed to determine a potential or known allergy/sensitivity to latex. A latex sensitivity questionnaire can be found in the appendix of this handbook. Please complete the questionnaire and return to the course instructor no later than the first day of classes. If "yes" is answered to one or more of the questions, it is recommended that the student speak with his/her physician about the potential or known allergy/sensitivity to latex to determine if it is best to continue to pursue a career in the health care field.

### Health Services

Numerous health services will be provided to NTC students at **no cost or reduced rates**, with a valid current student ID:

These services are available by appointment only at various Aspirus Business Health Clinics. Call 844-888-5873 for an appointment at a location near you.

Fees will be collected on the date of service from the student.

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

### **Mandatory Student Accident Insurance**

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

Please see the following web-site for additional information:

<https://www.ntc.edu/studentlifeblog/health-services/>

## **Classroom Code of Conduct**

### **Attendance Guidelines for Classroom**

Students are encouraged to attend all classroom sessions. It is critical that you attend all laboratory sessions in order to obtain sufficient hands on experience and practice of laboratory procedures. Attendance includes being on time. If you must miss a class due to a major illness or have another legitimate reason (family emergency, death in family, lack of transportation, etc.) for not being in class, you are required to call and leave a message or send an email to the course instructor ***prior*** to your absence, giving the reason for your absence. Students are responsible for material missed due to absence. You should set up a time to meet with the instructor so that you can receive the materials that you missed and discuss the timeline for makeup work.

### **Attendance Guidelines for Clinicals**

- Phlebotomy schedule to be arranged with clinical site
- Minimum of 16 hours (2 or more shifts) per week
- If you are absent due to illness, you must call the clinical site BEFORE your shift starts, then also notify your instructor
- More than one absence without notification (no-call/no-show) will result in dismissal from the clinical site and termination from the program

### **Excessive Absence**

Excessive absence is defined as missing more than 3 days in one semester. This may include classroom, laboratory sessions or scheduled days at the clinical site. Excessive absence will be reviewed by the program faculty and may result in the student being unable to progress in the Phlebotomy program.

### **Missed Laboratory Sessions**

Missed laboratory sessions will not be recreated for you to perform at a later date. Remember that you must demonstrate all competencies in order to pass the class. Please attend scheduled laboratory sessions so that you can be successful in the Phlebotomy program. If you are absent for any in-person session

for any reason, you will receive a 0 for professionalism for that day as professionalism cannot be assessed.

### Assignment and Test Due Dates

It is vital that you can demonstrate each of the competencies outlined in this course. To accomplish that, you must stay on track with timelines for assignments and tests. In order for you to leave this program with all the skills that you need, assignments and test must be turned before they are due.

- **Points will be deducted for late assignments and tests.**
  - **If assignment or test is turned in late, 20% of the total possible points will be deducted.**
  - **If an assignment or test is turned in more than one calendar day late, no points will be awarded.**
  - If you have a special circumstance or have problems with an assignment, please let the instructor know immediately. Please communicate your needs to your instructors as they arise.

### Exam Guidelines

The following guidelines apply to all written exams and quizzes taken on Canvas, proctored by Honorlock:

#### Allowed

- Scratch Paper Allowed
- Handheld Calculator Allowed (non-graphing, also, cell phones cannot be used as a calculator)

#### Not Allowed

- Open Book/Textbook Not Allowed
- Notes Not Allowed
- Restroom Breaks Not Allowed (Leaving your computer for any amount of time)
- Headphones/Earpieces Not Allowed
- Hats Not Allowed
- You Cannot Take Your Exam in Public Area
- Background Noise Not Allowed
- Talking to Another Person Not Allowed
- Cell phones Not Allowed
- Excessive looking off to the side or down Not Allowed
- Stopping and Re-Starting Exam Not Allowed

Additional Information for taking quizzes/tests/exams using Honorlock:

- You will be required to perform a complete room scan for tests taken and proctored by Honorlock. A room scan should show your desktop, what is to your left, what is to your right, what is in your lap, and what is behind the computer.
  - You will be required to use a small locker mirror during the room scan to show your computer keyboard, the computer screen and the wall behind your computer.
  - Once the room scan is completed, no reaching into pockets, reaching behind the computer screen, reaching to the left or right, or below your lap will be allowed. ○ If a



complete room scan is not completed, or if showing your computer keyboard and screen and wall behind the computer with the mirror is not done, then 5 points will be deducted from your raw quiz score.

- If a calculator will be used, show the front and back of the calculator to the camera during the room scan. The cover must be removed and NOT visible while taking the test.
- If scratch paper will be used, show the front and back to the camera during the room scan.
- Microphone must remain ON.

If any of the items in the above list occur during an exam or quiz, the score for that test will be recorded as “zero.” Furthermore, academic integrity concerns regarding cheating or plagiarism may result in dismissal from the program.

### **Academic Integrity**

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

Academic dishonesty such as, but not limited to, the following may result in immediate dismissal from the Phlebotomy program and withdrawal from all Phlebotomy courses. If the withdrawal date has passed, the student will be given a “D” for each course.

1. Submitting homework assignments copied from others. Both the student and the student that the materials were borrowed from will receive a “0” for the assignment and may be subject to dismissal from the program.
2. Falsifying laboratory results.
3. Cheating on a test.

### **Laboratory Safety**

Safety is the highest priority. Laboratory coats, gloves and other appropriate personal protective equipment must be worn whenever there is a risk of exposure to blood and body fluids. There is no eating or drinking allowed in the laboratory. If an event occurs in the lab area that creates a dangerous condition for you or another student, I will immediately call a halt to all activity until the situation is contained. Follow all instructions immediately and without question. An explanation will follow. Children are not allowed in the classroom.

Lab coats, gloves and masks will be provided to students during the program.

### **Dress Code**

#### Clothing

- Scrubs or Business Casual must be worn by all students while participating in Phlebotomy program courses (any course that begins with 10-513)
- Shoes: Closed toe shoes must be worn.

- Lab Coat: A disposable lab coat will be provided and must be worn for all lab sessions. Typically, one lab coat will last an entire semester. However, if the lab coat becomes visibly contaminated with blood or body fluids, or torn, the lab coat must be disposed of and the student must obtain a new lab coat.
- Hats: Nothing shall be worn on the head (baseball caps, scarves, etc) unless it is of a required religious nature. If the head covering falls below the shoulders it must be tucked securely inside the lab coat to prevent contamination by blood and/or body fluids.

### Hair

- Hair that is shoulder length or longer must be worn up or securely tied back.

### Jewelry

- Rings may be worn at the wearer's risk. Rings with stones have the potential to make small holes in gloves.
- A wristwatch and small earrings may be worn.
- No other body piercing jewelry is allowed.

### Hygiene

- Freshly showered/bathed
- Use deodorant/antiperspirant
- Fingernails must be clean and well trimmed (less than ¼"). No artificial nails allowed.
- Perfumes, colognes, or other scents (such as from cigarette smoke) are not allowed.

### **Personal Electronic Device Use**

You are encouraged to bring your personal electronic device for in-person class activities only, and as directed by your instructor. In order to promote an inclusive, safe and optimal learning environment for everyone, unrelated web browsing, texting, or social media will not be tolerated. If you need to text or take a phone call, please make sure that your device is on silent and you leave the room before responding. If you decide not to abide by this request, you will be asked to leave for the remainder of the class.

In order to audio record any classroom content or activities, you must obtain written permission from NTC Disability Services and receive the approved recording device. Before using the recording device during class, you must inform your instructor of your intent to use this accommodation. Furthermore, you cannot include any classmates on your audio recording without receiving their consent to be recorded. No audio recording is allowed during non-class time, which includes conversations during breaks, Student Connect Time, exam reviews, or other non-classroom content situations. No video recording of classroom activities, fellow students, or any faculty or staff is allowed at any time.

All electronic devices (phones, computers, etc):

- can be used in the classroom for educational purposes
- can be used to record pictures of cells or other lab related tests for educational purposes
- must be disinfected after each use in the lab and before leaving the lab
- can never be taken to a clinical site (hospital or outpatient clinic). Federal regulations prohibit the use of cell phones or other recordable devices in patient care areas.

Electronic communication devices are not allowed to be on your person, when at the clinical site.

## **Behavioral Expectations of Students**

### **Time Commitment**

Becoming a competent entry-level Phlebotomist requires time and dedication. The Phlebotomy program is an intense 2-semester program, containing 100 hours of a clinical experience. The time spent in lectures, labs, at clinical sites, and study time easily equates to a part-time job. Sacrifices in other parts of the student's life may be necessary in order to be successful.

### **Physical and/or Mental Impairment**

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

### **Student Impairment and Client Safety**

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

### **Outside Employment**

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

### **Laboratory Professional Code of Ethics**

As a laboratory professional, I strive to:

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

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

### **Phlebotomy Program Code of Conduct**

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

As an NTC Phlebotomy student, I will:

1. Demonstrate professional behavior while interacting with classmates, instructors, and other college and agency staff assisting in learning.
  - Refrain from inappropriate language and social network (Facebook, MySpace, etc.) disclosure.
  - Be punctual and attend class consistently.
  - Maintain confidentiality and privacy to include Health Care HIPPA policy.
  - Demonstrate accountability for actions and responsibility for learning.
  - Resolve conflict by communicating in a truthful and timely manner to the appropriate person(s).
  - Maintain professional boundaries with clients, faculty and health care providers.
  - Abstain from the use of alcoholic beverages or any substances that impair judgment in the academic and clinical settings.
  - Strive to achieve and maintain an optimal level of personal health.
2. Collaborate with academic faculty and clinical staff to ensure the highest quality of client care and the highest potential of my development.
3. Encourage and openly accept feedback from faculty, clinical staff and peers aimed at guiding my professional growth.
  - I recognize that my success is dependent on my ability to seek and use assistance when necessary.
4. Take appropriate action to promote the safety of clients, self and others.
5. Advocate for the rights of all clients regardless of social status or nature of health problem.
6. Positively influence healthcare environments by respecting human rights, values and choice of cultural and spiritual beliefs.
7. Maintain competence and promote excellence in the laboratory profession by actively pursuing lifelong professional development.
8. Uphold college, NTC's Phlebotomy Program and affiliated agency policies and codes of conduct related to academic and clinical performance.
9. Report any unprofessional conduct that violates standards within the code of conduct.
10. Refrain from any cheating or dishonesty, and take action to report dishonorable practices to proper authorities.

### **Confidentiality Statement**

As an MLT student, during the course of your clinical education, you will have access to protected patient health information, employee information and proprietary information.

You must maintain as confidential – patient, employee and proprietary information. This may include procedural information, specified educational materials, computer system user IDs and passwords, facility entrance cards and any other information that you are directed to maintain as confidential.

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

Failure to comply could result in dismissal from the clinical site and the MLT/Phlebotomy program.

## NTC Success Skills

Northcentral Technical College strives to help students reach their full academic and career potential. Success Skills are NTC's College-wide outcomes which address non-technical, personal life skills and/or attitudes that go beyond the context of a specific course, and which every graduate of an NTC program is expected to achieve.

NTC's Success Skills are:

- Communicates Effectively (speaking, writing, listening, audience, teamwork)
- Thinks Critically (problem solving, acquiring information, using technology & resources, evaluating, asking questions, creativity)
- Models Integrity (accountability, ethical behavior, quality, self-awareness)
- Respects Diversity (working with others, respectful interactions, recognizing bias, cultural diversity, global awareness)

## Academic Guidelines

### Performance Based Instruction

The Phlebotomy program is performance based instruction. In performance based instruction, what the student needs to be able to do as a result of the instructional experience, has been identified. Next, how the student can demonstrate that they have learned these skills has been determined. Then learning activities have been designed to help the student develop the skills that they will be expected to demonstrate in the classroom, laboratory and at the clinical sites.

### Methods of Evaluation

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

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

### Grading Guidelines

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

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

Grading Scale	
(94 to 100%) and you have met all course competencies	A
(92 to 93%) and you have met all course competencies	A-
(90 to 91%) and you have met all course competencies	B+
(85 to 89%) and you have met all course competencies	B
(83 to 84%) and you have met all course competencies	B-

(80 to 82%) and you have met all course competencies	C+
(75 to 79%) and you have met all course competencies	C
(65 to 74%) and you have met all course competencies	D
(0.00 to 64%)and you have NOT MET all course competencies	F

### Professionalism Assessment

Professionalism will be assessed weekly in the courses with face-to-face labs.

- You will have the opportunity to earn 4 points each week according to the following rubric.
- For each of the four (4) categories in the rubric, you will receive either a 0 or a 1 based on your professional behavior.
- If you are absent for any in-person session for any reason, you will receive a 0 for professionalism for that day as professionalism cannot be assessed.
- You must receive a score of 75% or higher on professionalism in order to pass a course with professionalism assessment.

<b>Work Productively</b> <ul style="list-style-type: none"> <li>• Follows written and verbal directions for lab activities.</li> <li>• Reviews written procedures first, before performing new tasks.</li> <li>• Is efficient in performing lab procedures. Can start and complete lab tasks in a reasonable amount of time.</li> </ul>	<b>1 pt</b>
<b>Think Critically</b> <ul style="list-style-type: none"> <li>• Pays attention to details. Notices if something is “not right” and will repeat or work to correct it.</li> <li>• Utilizes previous knowledge. Translates textbook learning into lab performance.</li> <li>• Is prepared for the laboratory session. Has necessary paperwork and has read the laboratory activity in advance.</li> </ul>	<b>1 pt</b>
<b>Models Integrity</b> <ul style="list-style-type: none"> <li>• Arrives to lab on time.</li> <li>• Performs own lab work. Refrains from utilizing other students’ results.</li> <li>• Adheres to lab safety rules without reminders from instructor.</li> </ul>	<b>1 pt</b>
<b>Communicates Effectively and Respects Diversity</b> <ul style="list-style-type: none"> <li>• Writes and speaks clearly and accurately.</li> <li>• Demonstrates respectful and inclusive interactions.</li> <li>• When challenges arise, addresses with the party involved directly and brings a workable solution. Does not gossip and create drama.</li> <li>• Accepts feedback as an opportunity to learn, without getting defensive or argumentative.</li> </ul>	<b>1 pt</b>

**Final Exam Guidelines:** All courses will have a written final exam.

**Written Final Exams:** Students must receive a score of at least 75% on the written final exam to pass each course.

**Written Final Exam Retakes:** One retake may be allowed, per instructor's discretion, during the entire program if all of the following are true:

- 1. all other course competencies have been met**
- 2. overall class average and test/quiz average are both 75% or above**
- 3. there are no incompletes recorded, including test/quiz retakes**

Note that the highest grade that will be awarded for a Final Exam retake is 75%

The retake of the final exam will be conducted on the next calendar day, or as scheduled by the instructor. If the retake score is 75% or above, the student will be awarded a score of 75%.

**The instructor may deem the student ineligible for a retake if concerns exist for reasons related to success skills.**

### **Student Complaints**

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

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

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

All written records of student complaints and associated follow-up will be maintained by the Program Director for a period of at least 10 years. The written complaint and resolution files will be kept in secure and confidential file storage. Only the Program Director and NTC Administration shall have access to these files. The Program Director has the right to share general information from the complaint file with faculty in order to improve the program.

### **Student Due Process**

Student Due Process policies are located at [www.ntc.edu](http://www.ntc.edu) under current students, policies and guidelines. These are designed for NTC students facing disciplinary action from campus violations or student ethics violations.

### **Academic (Grade) Appeal Form**

Students who receive a final academic grade that the student deems inaccurate or unjust have the right to appeal the academic decision. The Academic Appeal form will be used by students and staff to document the appeals process. The electronic version of the Academic Appeal form can be found at [http://www.ntc.edu/current-students/policies.html#academic\\_appeal](http://www.ntc.edu/current-students/policies.html#academic_appeal)

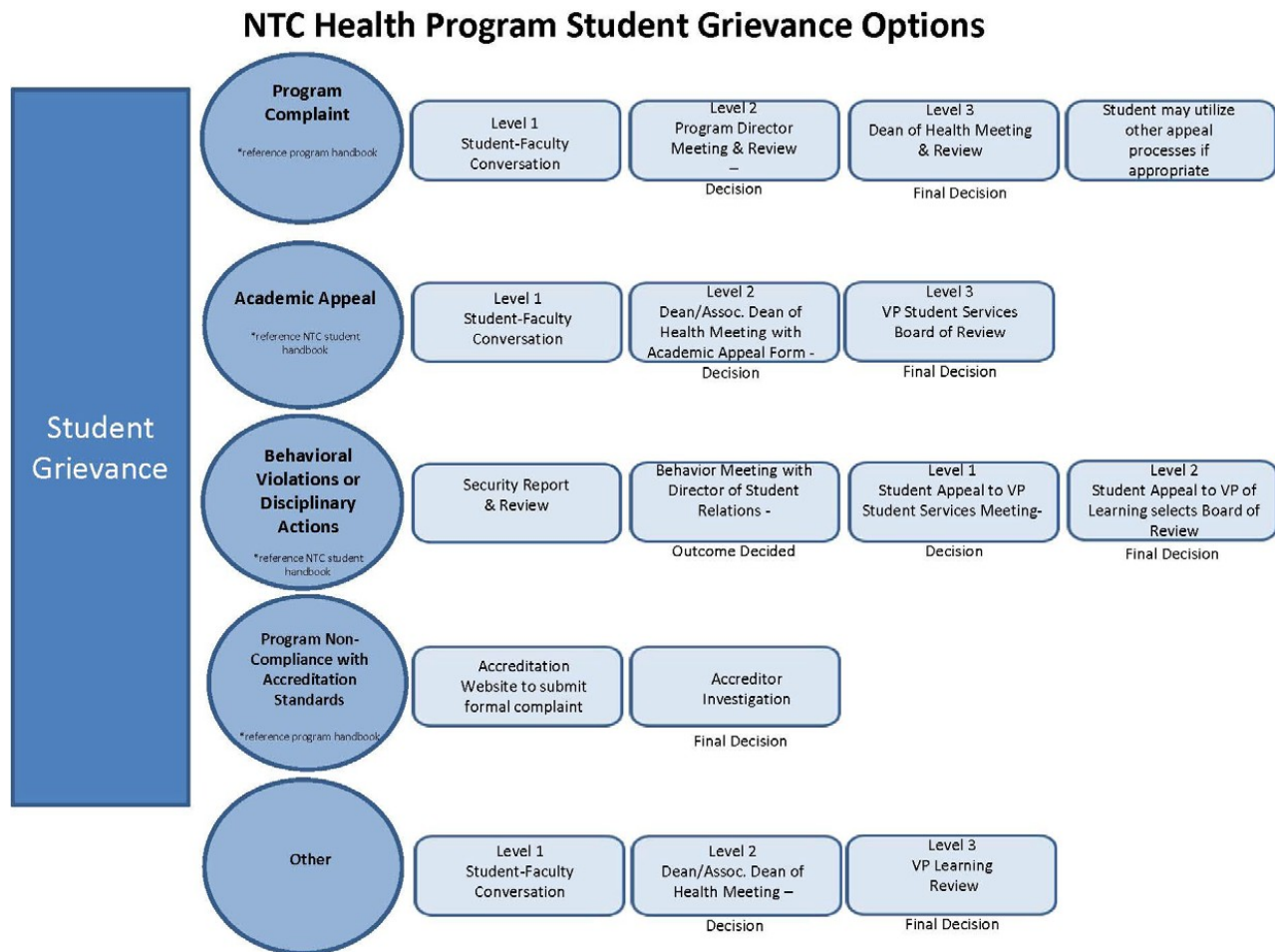
### **Discrimination and Harassment Complaints**

Because discrimination and harassment, a form of discrimination, are illegal practices, and because these actions can cause serious harm to the productivity, efficiency, and stability of all activities taking place at, or sponsored by, Northcentral Technical College, the District will take specific steps to investigate and eliminate discrimination and harassment. Complaints may be reported either formally or informally.

Discrimination shall mean any difference in treatment in any service, program, course, or facility of the Northcentral Technical College District because of the person's political affiliation, age, race, creed, religion, color, handicap (disability), marital status, parental status, sex, national origin, ancestry, sexual orientation, pregnancy, arrest record, conviction record, services in the armed forces, genetic testing, or use or non-use of lawful products off the District premises during non-working or non-class hours.

Students should go <http://www.ntc.edu/current-students/guidelines-procedures> to read the full policy and reporting steps.

### Student Grievance Options





## **Instructor-Student Relationship**

### **Objective**

The MLT/Phlebotomy Team recognizes the importance of maintaining a fair and unbiased learning environment for all students, including situations where an instructor has a familial relationship with a student. These guidelines aim to outline steps the program will take to ensure that the instructor-student relationship does not result in bias or inequality and upholds academic integrity.

### **Disclosure**

Any instructor with a direct family relationship with a student (e.g., parent-child) should promptly disclose this information to the MLT/Phlebotomy Team and to their direct supervisor before the start of the semester.

### **Assignment of Responsibilities**

To avoid any perception of bias, an alternate instructor will be assigned to grade assignments and tests for the student who is related to the instructor. The alternate grader should be an experienced and impartial faculty member familiar with the course content.

### **Course Delivery**

The instructor must ensure that all students, including their family member, receive fair and equitable treatment throughout the course. They should demonstrate professionalism, objectivity, and maintain appropriate boundaries.

The instructor must foster an inclusive and supportive classroom environment, promoting open discussions and ensuring all students have an equal opportunity to participate.

### **Conflict Resolution**

If any student, including the instructor's family member, believes there is bias, or unequal treatment, they should follow the established grievance procedure of the MLT/Phlebotomy Program to address their concerns. The established procedure involves speaking to the instructor, then Program Director, then Associate Dean of Allied Health.

In cases where conflicts arise, the MLT/Phlebotomy Team may appoint a neutral third party to mediate the situation and ensure a fair resolution for all parties involved.

## Resources for Students

### Health Learning Resource Lab

The HLRL located on the second floor of the Health Sciences Center is a simulation based lab for student learning. Phlebotomy students do not have scheduled activities in the lab, however, they can utilize the practice arms for venipuncture. The direct phone number is 715-803-1599.

### Scholarships

#### NTC Foundation

The NTC Foundation's scholarship program plays a vital role in providing funds that enable our students to pursue their educational goals. Numerous general and healthcare scholarships are available each year through the NTC Foundation. Some of the scholarships are specific health care students. Enrolled students are encouraged to submit an application each spring. Scholarship criteria varies with financial need, leadership, program etc. Additional information can be found at: [www.ntc.edu/scholarships](http://www.ntc.edu/scholarships)

#### Additional Outside Scholarships

Click on this link to view our updated list of scholarships: <https://bit.ly/ntcscholarships>

### Student Clubs and Professional Organizations

Students are encouraged to become involved in student activities, and professional organizations. These activities promote development of leadership skills, increase opportunities for communication, expand interest, and professional networking. NTC offers many opportunities for student involvement.

*American Society for Clinical Lab Scientists-Wisconsin* (ASCLS) is a state organization for laboratory professionals. They offer student rates for membership. Additional details located at [www.ascls-wi.org](http://www.ascls-wi.org).

*American Society of Certified Pathologists* (ASCP) is a national professional organization for laboratorians. They offer student rates. Additional details located at [www.ascp.org](http://www.ascp.org)

### Student Governing Association

The Student Government Association (SGA) is the voice of the students of NTC and represents the entire NTC student body (day, evening, regional campuses, IVC). The purpose of SGA is to provide students with a forum for discussing campus affairs concerning students. Find out more at [www.ntc.edu/studentlife](http://www.ntc.edu/studentlife)

### Additional Resources

American Society for Clinical Laboratory Science: [www.ascls.org](http://www.ascls.org)

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

American Society for Clinical Pathology (ASCP): [www.ascp.org](http://www.ascp.org)

Northcentral Technical College website: [www.ntc.edu](http://www.ntc.edu)

## NTC College Policies

### Equal Opportunity/Affirmative Action Policy

Northcentral Technical College does not discriminate on the basis of race, color, national origin, sex, disability or other applicable legislated categories, in its services, employment programs, and/or its educational programs or activities, including, but not limited to admissions, treatment and access. Students with questions regarding the college's nondiscrimination policies should refer to the current NTC catalog or student handbook available in Student Services or at this website: <http://www.ntc.edu/current-students/student-opp-admin-guidelines>

### NTC Student Policies and Procedures

Please review all of the NTC Current student procedures and personal conduct requirements published on the NTC website: <https://www.ntc.edu/students>

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## Appendix

### Appendix A: Laboratory Safety Rules

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

## Appendix B: Bloodborne Pathogen Exposure Policy

### Purpose

Northcentral Technical College (NTC) (College) values the safety of staff, student, and visitors in all activities associated with the College. It is particularly concerned for the safety of all individuals when working with bloodborne pathogens and their exposure to blood or other potentially infectious materials (OPIM). This policy is established to outline actions that should be taken in case of an occupational exposure of any member of the College. The policy extends to staff, work-study, student employee, and students, if they should experience an exposure. This policy outlines the recommendations of the College. Each exposed person has the right to weigh the risks and benefits and make their own choice about post-exposure evaluation and follow-up.

### Policy

All NTC supervisor/faculty or designated personnel will be given a copy of this policy and requested to be familiar with it ahead of time in case a potential exposure should occur. Exposure to blood-borne pathogens will be avoided as much as is reasonably possible. Should a potential exposure occur, immediate action will be taken to protect the exposed person. Starter packs of Bloodborne Pathogen Exposure (BBPE) forms, along with a copy of this policy, will be readily available to the School of Health Sciences Dean, Associate Dean and NTC Lab Safety Compliance Officer. Forms will also be available on the NTC shared drive S:\Health and on Canvas. Records will be kept of any event of potential exposure and the outcome in Maxient. Employee or Student who refuse post-exposure evaluation and follow-up will be asked to sign a statement of informed consent to decline treatment.

### Definition of Exposure:

Occupational exposure is defined as any contact with an infectious body fluid as a result of an injury with a needle or any other sharp instrument, or via mucous membranes or an existing cutaneous condition (wound, eczema, scratch, etc.). A potentially infectious body fluid that comes from a person who carries an infection is termed infectious. Bloodborne pathogens are infectious microorganisms found in human blood or other potentially infectious materials. These pathogens include, but are not limited to, Hepatitis B (HBV), Hepatitis C (HCV) and Human Immunodeficiency Virus (HIV).

A Bloodborne Pathogen Exposure incident is when an employee or student has contact with blood or other potentially infectious materials (OPIM) through eye, mouth, other mucous membrane, non-intact skin, or parenteral contact.

Examples of bloodborne pathogen exposures can include:

- Needlestick injuries from used needles or sharps
- Contact of your eyes, nose, mouth, or broken skin with blood
- Cuts from items contaminated with blood or OPIM.
- Splashes or punctures of blood or OPIM into eyes, mouth, or other mucus membranes or non-intact skin.

Examples of Other Potentially Infectious Materials (OPIM):

- Body fluid visibly contaminated with blood
- Cerebrospinal, pericardial, synovial, pleural and peritoneal fluids
- Vaginal secretions
- Amniotic fluid
- Semen
- Blood, organs or tissues from animals infected with HIV, HCV, HBV or other BBPs
- Saliva during dental procedures
- Any fluid where it is difficult to identify the presence or absence of blood

### Directions for Bloodborne Pathogen Exposure

#### 1. Immediately flood the exposed area with water

- A. Wash needlestick injury and/or cuts with soap and water
  - a. Do not squeeze the tissue because this could cause a “vacuum” where more pathogens are drawn into the blood stream.
- B. Irrigate eyes with clean water, saline, or sterile wash for five (5) minutes
- C. Flush splashes to nose, mouth, or skin with water for five (5) minutes

**2. Report all exposures promptly**

- A. NTC supervisor/faculty or designated personnel must document incident in Maxient and print the Exposure Form(s) Bloodborne Pathogen Exposure – Exposed Individual (BBPE-E) and/or Bloodborne Pathogen Exposure – Source Individual (BBPE-S) which are located on the NTC shared drive S:\Health, on Canvas, and at the end of this document. Copies of completed Exposure Form(s) and all other paperwork should be submitted as a pdf, or acceptable format, attachment to the Maxient report.
  - a. Exposure Form BBPE-E for Exposed Individual
    - i. Employee:
      - 1. An Individual on NTC’s payroll, working scheduled time, and identified under the Blood Borne Pathogen Program as having regular contact with infectious body fluid.
      - 2. A Student worker, on NTC’s payroll or paid through federal work study funds, working scheduled time, and identified under the Blood Borne Pathogen Program as having regular contact with needles and/or infectious body fluid. Student worker includes the following:
        - a. Work study
        - b. Student employee
    - ii. Student:
      - 1. An individual, enrolled in an NTC course, identified under the Blood Borne Pathogen Program as having regular contact with infectious body fluid.
        - a. This will include Student to Student contact and Student to patient contact.
  - b. Exposure Form BBPE-S for Source Individual
    - i. Source Individual means any individual whose blood or other potentially infectious materials may be a source of exposure to the Employee or Student.

**3. Post-Exposure Evaluation**

- A. Exposed Individual
  - 1. All Employees and Students who incur an exposure incident will be offered post-exposure evaluation and follow-up in accordance with the OSHA standard and the College’s Bloodborne Pathogen Exposure Policy.
    - a) Take a copy of Exposure Form BBPE-E to nearest Emergency Room
      - i. The Employee or Student will be offered the option of having their blood collected for testing of the Employee’s or Student’s HIV/HBV serological status.
      - ii. The Employee or Student will be offered post exposure prophylaxis in accordance with the Center for Disease Control and Prevention (CDC).
      - iii. The Employee or Student will be given appropriate counseling at the College’s cost concerning precautions to take during the period after the exposure incident. The Employee or Student will also be given information on what potential illnesses to be alert for and to report any related experiences to appropriate personnel.
      - iv. NTC ensures that all medical evaluations and follow-up, including prophylaxis, are available at no cost to the Employee or Student.

Employee or Student may decline post-exposure evaluation and follow-up care. Employee or Student must indicate refusal on the BBPE-E Exposure Form and sign a statement of informed consent to decline treatment. A copy must be turned in to NTC supervisor/faculty or designated personnel and retained for records.

- B. Source Individual
  - 1. NTC supervisor/faculty or designated personnel shall identify and document the source individual, if applicable, and complete Exposure Form BBPE-S.

- a) The source individual shall report the same emergency room as the exposed individual with Exposure Form BBPE-S.
  - i. The Source Individual's blood shall be tested as soon as feasible and after consent is obtained in order to determine HBV, HCV and HIV infectivity. If consent is not obtained, HIV, HBV, and HCV testing will be performed per Wisconsin Statute Chapter 252.
  - ii. When the Source Individual is already known to be infected with HBV, HCV or HIV, testing for the source individual's known HBV, HCV or HIV status need not be repeated.
  - iii. Results of the Source Individual's testing shall be made available to the Exposed Individual, and the Employee or Student shall be informed of applicable laws and regulations concerning disclosure of the identity and infectious status of the Source Individual.

#### 4. Post Exposure Follow-up

- A. Within fifteen (15) days of the completion of the evaluation, the Healthcare provider, who evaluates the Employee or Student, shall provide a written opinion to NTC and send a copy to the Employee or Student. Health care professionals shall be instructed to limit their opinions to:
  1. Whether Hepatitis B vaccination is indicated for an Employee or Student, and if the Employee or Student has received such vaccination;
  2. That the Employee or Student has been informed of the results of the evaluation;
  3. That the Employee or Student has been told about any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment; and
  4. All other findings or diagnoses shall remain confidential and shall not be included in the written report.

#### **Exposure Incident at Clinical Site:**

Employee and Student must follow the exposure control plan for the clinical site where the exposure occurred. Notify NTC supervisor/faculty or designated personnel of incident. NTC supervisor/faculty or designated personnel must document incident in Maxient. Copies of all applicable Exposure Form(s) and all other paperwork should be submitted as a pdf, or acceptable format, attachment to the Maxient report.

#### **Questions**

The Human Resources Department, Facilities Department and Director of Security shall have the responsibility to implement, ensure compliance and revise this policy as needed.

**Date Issued:** August 23, 2021

**Date Revised:** August 17, 2021

#### **References**

- OSHA Bloodborne Pathogens Standard, Standard Number 1910.1030
- CDC Bloodborne Pathogens, DHHS (NIOSH) Publication Number 2007-157
- Wisconsin Statute Chapter 252

#### **Attachments**

- Form: Bloodborne Pathogen Exposure – Exposed Individual (BBPE-E)
- Form: Bloodborne Pathogen Exposure – Source Individual (BBPE-S)

**Form: BBPE-E**

**Instructions:** If you are the **Exposed Individual**, complete the following and submit to Hospital Emergency Room.

EXPOSED INDIVIDUAL'S INFORMATION	
Name:	Date Completed:
Division/Department:	
Date of Exposure:	Time of Exposure: <input type="checkbox"/> A.M. <input type="checkbox"/> P.M.
Phone Number:	Type of Position: <input type="checkbox"/> Employee <input type="checkbox"/> Student <input type="checkbox"/> Visitor
EXPOSURE DETAILS	
1. Describe the task(s) you were performing when exposure occurred. Also, indicate building and room number:	
2. Identify the source of the body fluid to which you were exposed if known. (Source Individual is the person whose blood or body fluids provided the source of the exposure.)	
a. Source name, phone number, and address.	
3. Were you wearing personal protective equipment at time of occurrence? If so, please list the PPE you were using.	
4. List specifically the parts of your body that were exposed.	
5. Did a foreign object (needle, dental instrument, etc.) penetrate your body? If so, identify the object(s).	
6. Did you receive medical attention? If Yes, where, when and by whom?	
Additional information:	



**STATEMENT OF UNDERSTANDING**

**Exposed Individual:** I understand that NTC is required by law to attempt to obtain consent for Human Immunodeficiency Virus (HIV), Hepatitis B Virus (HBV), and Hepatitis C Virus (HCV) infectivity testing each time an Employee/Student/Visitor is exposed to the blood or bodily fluids of any individual. I have been informed that the test to detect whether or not I have HIV antibodies is not completely reliable. This test can produce a false positive result when an HIV antibody is not present and that follow-up tests may be required.

I understand that the results of these tests will be kept confidential and will only be released to the medical personnel directly responsible for my care and treatment and to the exposed Employee/Student/Visitor for his or her medical benefit and to others only as required by law. A representative from Human Resources will receive information necessary for the proper processing of the bill and to forward any information to appropriate claims processing.

**Exposed individual:** I have been fully trained in NTC’s Exposure Control Plan. I understand I may have contracted an infectious disease such as HIV, HCV or HBV. I also understand the implications of contracting these diseases. I have been offered follow-up medical testing free of charge by NTC to determine whether or not I have contracted an infectious disease such as HIV, HCV, or HBV. Despite all the information I have received, for personal reasons, I freely decline this post-exposure evaluation.

**CONSENT OR REFUSAL**

I hereby consent to:

- HIV Testing
- HBV Testing
- HCV Testing

I hereby *refuse* consent to:

- HIV Testing
- HBV Testing
- HCV Testing

Note: If you refuse consent, should this incident be deemed a significant exposure, your blood may be tested for HIV, HBV, and HCV per Wisconsin Statute Chapter 252.

**SIGNATURES**

Exposed Individual’s Name

Exposed Individual’s Signature

Witness Name

Witness Signature

Form: BBPE-S

**Instructions:** If you are the **Source Individual**, complete the following and submit to Hospital Emergency Room.

<b>SOURCE INDIVIDUAL'S INFORMATION</b>	
Name:	Date Completed:
Division/Department:	
Date of Exposure:	Time of Exposure: <input type="checkbox"/> A.M. <input type="checkbox"/> P.M.
Phone Number:	Type of Position: <input type="checkbox"/> Employee <input type="checkbox"/> Student <input type="checkbox"/> Visitor
<b>EXPOSURE DETAILS</b>	
1. Describe how the exposure occurred. Also, indicate building and room number:	
2. Identify the Exposed Individual, the person who was exposed to your blood or body fluids.	
Additional information:	

**STATEMENT OF UNDERSTANDING**

**Source Individual:** I understand that NTC is required by law to attempt to obtain consent for Human Immunodeficiency Virus (HIV), Hepatitis B Virus (HBV), and Hepatitis C Virus (HCV) infectivity testing each time an Employee/Student/Visitor is exposed to the blood or bodily fluids of any individual. I have been informed that the test to detect whether or not I have HIV antibodies is not completely reliable. This test can produce a false positive result when an HIV antibody is not present and that follow-up tests may be required.

I understand that the results of these tests will be kept confidential and will only be released to the medical personnel directly responsible for my care and treatment and to the exposed Employee/Student/Visitor for his or her medical benefit and to others only as required by law. A representative from NTC Human Resources will receive information necessary for the proper processing of the bill and to forward any information to appropriate claims processing.

**Source Individual:** I understand that an NTC Employee/Student/Visitor has been accidentally exposed to my blood or bodily fluids and that testing for HIV, HBV and HCV infectivity is requested. I am not required to give my consent, but if I do, my blood will be tested for HIV, HBV and HCV at no expense to me.

**CONSENT OR REFUSAL**

I hereby consent to:

- HIV Testing
- HBV Testing
- HCV Testing

I hereby *refuse* consent to:

- HIV Testing
- HBV Testing
- HCV Testing

Note: If you refuse consent, should this incident be deemed a significant exposure, your blood may be tested for HIV, HBV, and HCV per Wisconsin Statute Chapter 252.

**SIGNATURES**

Exposed Individual's Name

Exposed Individual's Signature

Witness Name

Witness Signature

### **Appendix C: Permission to Survey Employers**

Each year Northcentral Technical College (NTC) surveys employers of our graduates to gather information to improve our programs and services to better meet the needs of both students and employers within our community. The information collected is also essential to meet requirements set by outside organizations that accredit and approve programs at NTC. The survey distributed focuses on employer's satisfaction in regards to our graduate's technical work skills, interpersonal skills and general satisfaction with course work at NTC.

Students are assured that information obtained by representatives of NTC and the MLT program through contact with current and future employers will be reformatted to provide outside organizations with only general, summary information and not specific information that could identify responding employers or graduates by name or gender. Personal information and the responses of the employer are completely confidential.

My signature on the "Verification Signature Page" indicates that I have read this permission statement, and I grant NTC permission to survey employers.



## **Appendix E: Reasonable Accommodations Plans for Impaired Functional Abilities**

**Pertains to:** Health Occupations Program students/staff

### **Purpose:**

The purpose for having a “Reasonable Accommodations Plan” is for students who may suffer injury or health impairment during program enrollment, which results in their inability to meet certain Functional Abilities within their field of study.

### **Policy:**

If possible, NTC will make every effort, following an evaluation, to accommodate students with injuries or episodic health problems so that they can complete their laboratory sessions or clinicals while maintaining the same level of clinical standards and safety. Since the situations may vary widely, thus impacting on varied Functional Abilities, the evaluations must be done on an individual basis. NTC understands that while accommodations made to complete a program may be reasonable, they may not be reasonable for an employment situation.

### **Procedure:**

Following a hospitalization, injury, or health impairment which impacts on Functional Abilities and prior to returning to in person lab sessions or clinical:

1. The student must provide the Program Director with a medical release form signed by a qualified health care provider. If there are no work restrictions, then a plan will not be written.
2. A copy of work restrictions, signed and dated by a qualified health care provider, must be received by the Phlebotomy Program Director.
3. A “Reasonable Accommodations Plan” will be written, which outlines in part:
  - ways in which the student may function during laboratory sessions or clinicals while still meeting clinical objectives and maintaining all safety requirements
  - specific timeframes that the plan covers
  - a release of NTC from liability
4. The Phlebotomy Program Director will ensure that the student understands the plan, signs the form, and is given a copy.
5. A copy of the plan will be sent to the Dean of Health Science and copies of the plan and the health care provider’s work restrictions will be given to the laboratory instructor or clinical coordinator.