



Malcolm X College

1900 W. Jackson Blvd.

Chicago, IL 60612

Phlebotomy Program

Policies and Procedures Student Handbook

General and Clinical Education

July/2019



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Malcolm X College Mission Statement

Malcolm X College provides accessible liberal arts and health-focused education that fosters personal and professional achievement.

Malcolm X College Vision

Malcolm X College will be a leader in post-secondary education to enlighten and empower the urban community.

Goals

- Provide comprehensive, updated, and articulated baccalaureate curricula, which enable students to transfer successfully to four-year institutions.
- Offer accredited career and occupational programs to prepare students for the workforce.
- Provide learning opportunities of different levels and types to promote learning, personal growth, skill improvement, and academic development.
- Sustain and augment partnerships with community organizations, businesses and industries, and K-12 schools in order to support community growth and enhancement.
- Institute an assessment process to evaluate student growth and improve instruction.
- Sponsor events and develop curricula in order to promote cultural and global awareness.
- Provide superior customized and comprehensive support services in order to increase students' access to and success in higher education.
- Maintain and develop administrative and fiscal policies and practices which foster fairness and accountability.

Pursuit of this mission is guided by our core values.

- **Accountability**: We emphasize diligence and innovation in order to promote efficient and effective learning.
- **Communication**: In order to promote understanding and accessibility we encourage sharing ideas and information.
- **Community**: We support our community by promoting collaboration and cooperation in activities that enhance the quality of life.
- **Diversity**: We value differences among individuals and prepare ourselves to live successfully in a global society.
- **Integrity**: Our policies and practices center around honesty, professional ethics, responsibility, and fairness.
- **Learning**: We promote student-centered learning and lifelong learning among faculty, staff, and students.
- **Quality**: We emphasize continuous improvement in the quality of student learning experiences.
- **Respect**: We appreciate and consider the choices, endeavors and relationships of others.
- **Service**: We are committed to providing supportive services that meet the needs of our students

Phlebotomy Program Mission Statement

The mission of the Phlebotomy Program is to graduate competent and ethical phlebotomists with the knowledge and the skills for career entry in the laboratory profession. It is also the department's mission to support the MXC mission by offering quality phlebotomy courses designed to prepare students to demonstrate the skills and behaviors compatible with those of professional phlebotomists.

Non-Discrimination Policy

The City Colleges of Chicago does not discriminate on the basis of race, color, national origin, sex, sexual orientation, religion, age, disability or marital status in its employment practices, admissions policies or access to its educational programs, resources, and activities.

Phlebotomy Program Overview

The program is completed in one semester, in a two-course sequence, which includes: Phlebotomy 109 Practicum and Seminar I- PBT 109 and Phlebotomy 209 Practicum and Seminar II- PBT 209. Introduction to Phlebotomy. Students are also required to enroll in and pass Biology 120 Medical Terminology for Health Professions before obtaining their certificate of completion in the Phlebotomy Program. The program consists of 16 credit hours. The PBT 109 course will cover the following topics: The Health Care Delivery System, Infection Control, Safety, Anatomy, Physiology, and Medical Terminology. This course provides students with an opportunity to understand principles of sterile and aseptic techniques, gives criteria for selection of site for venipunctures and capillary sticks and allows students to practice blood withdrawal procedures. The PBT 209 course will offer the following topics: A minimum of 100 successful unsupervised venipuncture using standard equipment is required for the completion of this course. Topics such as stress management, quality assurance and quality control, continuation of medical terminology, legal aspects of phlebotomy, data entry, and cardio-pulmonary resuscitation (CPR), will be discussed. The student will also be trained on how to perform a basic 12-lead electrocardiogram (ECG).

Persons seeking entry-level positions as phlebotomists in hospitals, medical centers, home health care centers, clinics and other healthcare delivery institutions can enroll in the Phlebotomy Program at Malcolm X College. Phlebotomists are much-needed healthcare professionals in the United States. The phlebotomist is responsible for procuring blood specimens from patients in various settings and transporting the specimens to the laboratory. The necessity for quality specimen collection and specimen preparation before testing is paramount to producing quality results for the most accurate diagnosis and treatment of patients. The phlebotomist is expected to be proficient in venous and skin punctures. The curriculum provides students with the knowledge and skills required for entry-level phlebotomist. The program is offered on-campus in the format of an accelerated program with students completing in one semester. The Phlebotomy program is Illinois Community College Board (ICCB) and National Phlebotomy Association Inc. (NPA) approved. Graduates are eligible to sit for a national certification exam, however being awarded an MXC Phlebotomy certificate is not contingent upon passing the phlebotomy certification exam. Those graduates that choose to become certified most often take the National Phlebotomy

Association (NPA), ASCP Board of Certification (BOC) exam, National Healthcare Association (NHA), or American Medical Technologist (AMT).

The Phlebotomy 109 and Phlebotomy 209 courses will provide the student with 200 hours of hands-on experience in both venous and capillary blood drawing in a clinical setting (i.e. hospital and ambulatory health care environment) and in the phlebotomy laboratory during clinical practicum.

Certification

Upon completion of the program, the student will be eligible to sit for the certification examination, administered by the National Phlebotomy Association Inc. (NPA) based in Maryland at the following address: 1901 Brightseat Rd. Landover, MD 20785 (301) 386-4200 or (301) 386-4203. NPA will send a representative to the college to administer the exam once they receive applications from a cohort of students; Malcolm X College is an official testing site for NPA. The fee for the examination is \$130.00; students can also take the online practice exam for an additional fee of \$70.00 go to the NPA website at www.nationalphlebotomy.org click on the Education Link or go to naltphle@aol.com.

The other organizations that can administer the exam are the American Society for Clinical Pathologists (ASCP) based in Illinois at the following address: ASCP Board of Registry, 33 W. Monroe ST., Suite 1600 Chicago, IL. 60603 (312) 541-4700, Fax (312) 541-4998. The fee for the examination is \$125.00 the students can apply by mail or online and take the test at a location designated by ASCP. MXC Phlebotomy program falls under the route two requirements for eligibility to the examination. Other national phlebotomy certification exams students can take are National Health career Association (NHA). The NHA examination fee is \$115.00; go to NHA website at www.nhanow.com, based in Kansas at the following address: NHA Certification, 11161 Overbrook Rd. Leawood, KS 66211 and take exam at a designated testing site, or the American Medical Technologists (AMT) based in Illinois at the following address: AMT Certification, 10700 W. Higgins Rd, Rosemont, IL 60018 and take the test at a location designated by AMT. The AMT fee for the examination is \$120.00; go to AMT website at www.americanmedtech.org.

Note: However, passing a certification examination is not a prerequisite for being awarded a certificate of completion by MXC. The agencies and is not a prerequisite for being awarded a certificate of completion by MXC. The agencies and contact information where more information can be obtained regarding eligibility, application, and contact information where more information can be obtained regarding eligibility, application, and procedural information are:

Program Accreditation/Approval

Malcolm X College Phlebotomy Program is an approved Phlebotomy Program from the National Phlebotomy Association (NPA), Inc. The program is in good standing with NPA. Upon successful completion of the program, the graduate will obtain a Certificate of Completion in Phlebotomy.

Program Goals

The goals of the Phlebotomy program are to provide a base theory and practice that is appropriate to develop entry-level phlebotomy skills to a phlebotomist. Provide a program with ongoing program approval guidelines that are maintained by National Phlebotomy Association, Inc. (NPA). The phlebotomy program will also demonstrate support of the college mission and goals. The program will support the profession by preparing graduates who are competent and ethical in the skill of phlebotomy. The program will continue to prepare graduates to successfully complete a national certification exam with high passing scores.

When students have successfully completed the basic certification in phlebotomy program in one semester Phlebotomy program, they should be able to:

- Demonstrate proficiency in all areas of phlebotomy related to pre-analytical processes of laboratory testing, recognizing and adhering to infection control and safety policies and procedures.
- Demonstrate the theoretical knowledge needed to assure the quality of phlebotomy processes through appropriate quality control methods, thus contributing to the accuracy of laboratory test results.
- Exhibit the professional attitudes and behaviors that are necessary for Phlebotomy Technicians.
- Meet requirements to take a national certifying examination for Phlebotomy Technicians.
- This course will train students to utilize necessary scientific principles and to select appropriate phlebotomy actions.
- This program shall train students to adapt phlebotomy methods to current developments in related fields.

Phlebotomy Advisory Committee

Direction and guidance for the program is achieved through the Phlebotomy Program Advisory. This committee recommends policies and procedures, helps to modify the curriculum, identifies program goals, strengths and weaknesses, and determines methods of program improvement. The committee usually meets twice a year during the Fall and Spring semesters.

Phlebotomy Code of Ethics

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

Phlebotomists must assume responsibility for the quality of their work and our employers rely on our program to produce ethical healthcare workers. The Code of Ethics of the American Society of Clinical Laboratory Science (ASCLS) sets forth the principles and standards by which clinical laboratory professionals practice their profession principles and standards.

Duty to the Patient

Clinical laboratory professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining individual competence in judgment services they provide. Clinical laboratory professionals maintain high standards of practice. They exercise sound judgment in establishing, performing and evaluating laboratory testing. Clinical laboratory professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to other healthcare professionals about the service they provide.

Duty to Colleagues and the Profession

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

Duty to Society

As practitioners of an autonomous profession, clinical laboratory professionals have the responsibility to contribute from their sphere of professional competence to the general well being of the community. Clinical laboratory professionals comply with regulations pertaining to the practice of clinical laboratory science and actively seek to meet the high standards of care, which the profession is committed.

Pledge to the Profession

As a clinical laboratory professional, I strive to:

- Maintain and promote standards of excellence
- 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
- Contribute to the general well-being of the community
- I will actively demonstrate my commitment to these responsibilities for my profession

Application Process

The Malcolm X College Phlebotomy program accepts applications for admission into the program for the Fall and Spring Semester cohort.

Program Admission Requirements

HIGH SCHOOL DIPLOMA

TO BE ACCEPTED TO THE PROGRAM THE STUDENT MUST HAVE THE FOLLOWING:

Eligible for English 96 (must meet one of the following):

- Within a years' time from the start of the semester
 1. CCC English Placement (CC RTW) score of 3 or above
- Within 4 years' time from the start of the semester:
 1. Score of ACT: 21 or higher, OR
 2. Score of SAT: 540 or higher

UPON ACCEPTANCE INTO THE PROGRAM, THE FOLLOWING ARE NEEDED:

**Proof of current health insurance.

**Proof of recent medical examination.

Malcolm X College Castle Branch- Phlebotomy: (Required prior to being placed in Clinical Rotation)

Attention all Phlebotomy Students:

Regarding your Castle Branch:

Background is good for 12 months cost to register is \$47. (Please see me if you had one within 12 months). The Background is a requirement of the Clinical Site prior to placement at the affiliated hospital and/or clinic.

Drug Screen and Medical Document Manager (\$69).

***Drug Screen- 30 days prior to start of Clinical (Do not order drug test until scheduled for Clinical Site)**

*Medical Documents- Measles (Rubeola), Mumps, Rubella, Varicella and Hepatitis within 10 years still will be acceptable (titers ONLY)

*TB or Quantiferon Gold

*Influenza Vaccination

* Admissions package

*Medical form

*Healthcare provider release

*Health History

*Physicial Assessment

*Student Healthcare Information Release

CPR card (valid certification prior to PHLEB 209)

*Insurance card

Note: Only required fees for the Phlebotomy Program are for Castle Branch to administer the Background, Drug Screen and Medical Document Manger. It is Manadatory all medical documents including your CPR card are to be uploaded to the Medical Document Manager in Castle Branch.

Program Outcomes:

The Malcolm X College Phlebotomy Program uses the following criteria to measure the effectiveness of the program.

- Student passing scores on National Phlebotomy Certification exam results
- Attrition Rate
- Retention/Graduation Rates
- Graduate Survey
- Employer Survey
- Faculty Survey
- Final Capstone Disease Project and Presentation

Program Assessment:

- National Phlebotomy Certification success rate in passing
- Retention/Attrition
- Job Placement
- Graduate Survey Success and Participation
- Employer Survey Success and Participation

Phlebotomy Program Courses

Course Descriptions

Phlebotomy 109 Seminar I- Introduction to Phlebotomy. This course will cover the following topics: The Health Care Delivery System, Infection Control, Safety, Anatomy, Physiology, and Medical Terminology. This course provides students with an opportunity to understand principles of sterile and aseptic techniques, gives criteria for selection of site for venipunctures and capillary sticks and allows students to practice blood withdrawal procedures.

Course Objectives:

1. To demonstrate a knowledge of laboratory terminology.
2. To become aware of the different types of medical facilities, the healthcare team and the role of the phlebotomist as a member of the team.
3. To become knowledgeable about the difference between contamination, asepsis and sterility

4. To become familiar with isolation techniques and immunity.
5. To develop an understanding of the infection process, the mode of transmission and portal of entry.
6. To obtain a basic understanding of the anatomy & physiology of body systems.
7. To understand the importance of specimen collection and correct patient identification.
8. To become familiar with equipment, supplies and reagents used in phlebotomy procedures.
9. **To successfully perform five (5) supervised venipunctures on fellow students: three (3) using the standard needle holder and evacuated tubes; one (1) using a butterfly needle; one (1) using a syringe.**

Phlebotomy 209 Seminar II- This course provides the student with 200 hours of hands-on experience in both venous and capillary blood drawing in a clinical setting (i.e. hospital and ambulatory health care environment) and in the phlebotomy laboratory during clinical practicum. A minimum of 100 successful unsupervised venipuncture using standard equipment is required for the completion of this course. Topics such as stress management quality assurance and quality control, continuation of medical terminology legal aspects of phlebotomy, data entry, and cardio-pulmonary resuscitation (CPR), will be discussed. The student will also be trained on how to perform a basic 12-lead electrocardiogram (ECG).

Course Objectives:

1. To become familiar with different types of communications styles.
2. To explain when dermal punctures should be performed and the equipment used.
3. To define quality control, quality assurance, total quality management, and continuous quality improvement, and discuss their differences and roles in quality phlebotomy
4. To become familiar with procedures to collect specimens which require special collection techniques.
5. To describe non-blood specimen collection, labeling and handling.
6. To explain the purpose of electrocardiogram (ECG) and identify the placing of the different leads.

7. To discuss why legal issues are important to the phlebotomist and the different types of laws which make up the legal system.
8. To be exposed to various types of patient through the clinical rotation at a healthcare institution.

Phlebotomy Program Basic Certificate Courses for Completion (1 Semester)

Phlebotomy 109

Phlebotomy 209

Biology 120

Advising, Academic Support, and Career Services

Questions regarding advising for Phlebotomy related questions, please contact an Academic advisor in the Advising Center at 312-850-7185 or other related questions can be discussed with the Phlebotomy Program Director at cdoby@ccc.edu. The college's Enrollment Services Division utilizes Advising Services to assist students with academic, career (employment, research career and resume), and personal choices. They can be reached by the information listed in the chart below:

Resource	Location	Contact Number
Advising Center	Room 1412	312-850-7185
Career Services	Room 1400 A	312-850-7267
Student Services (a broad range of services to assist students in achieving their academic and life goals).	1406	312-850-7120 or 312-850-7121

Student Support Services

Library Services

You will have access to the Educational Resource Center at the stated hours. Additionally, there are many online resources available through the college library website. Some of the resources include the catalog system and research databases that include access to many periodicals. Additional reference materials can be made available by contacting the MXC Faculty.

□ **Disability Services**

Malcolm X College does not discriminate on the basis of disability in admissions, access to or participation in its programs or activities. Requests for reasonable accommodations for a documented disability should be made to the Office of Disability in Room 1406 in the Student Services Department.

Program Essential Functions

In addition to the academic requirements of the program, students who are successful in the program and profession must be able to meet the following requirements, with or without reasonable accommodations:

Vision

The student must be able to:

- Read a patient's identification on an ID bracelet
- Verbalize a patient's identity by the use of two patient identifiers
- Read information found on a laboratory requisition
- Differentiate colors of conventional blood collection tubes
- Read information on a computer screen
- Read procedures and other necessary information in laboratory manuals and package inserts
- Read information on product packaging

Hearing

The student must be able to hear the following:

- Patient's speaking
- Equipment and alarms
- Telephone
- Co-workers

Tactile ability and manipulative skill

The student must be able to:

- Tactile ability and manipulative skill
- Discriminate veins from other structures that are not veins

- Identify the location and character of veins
- Perform venipunctures and capillary punctures smoothly enough with coordinated manipulative dexterity so as not to injure the patient

Communication

The student must be able to:

- Understand standard English
- Provide clear verbal directions to patients and coworkers in standard English
- Follow verbal and written directions in standard English
- Accurately read any printed information required for the job

Motor Function

The student must be able to:

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

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

DRESS CODE AND ATTIRE

Personal Appearance and Grooming

HANDS:

- Smooth, clean and free of hangnails
- No artificial nails
- Hold the palms of your hands toward you, no fingernails should be seen over the fingers

HAIR:

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

JEWELRY:

- No excessive jewelry (i.e., dangling earrings, large hoops)
- Earrings limited to one earring per ear lobe
- No necklaces hanging down too long to get caught in medical equipment
- Rings limited to wedding band or engagement ring
- No tattoos or body ornaments, unless covered

ATTIRE:

- Uniforms (white scrub set) are ordered from Prism medical at www.prismed.net (school code is C100 and password is Mlclmxcllg for Malcolm X College Phlebotomy program)
- Scrubs must be neatly pressed and buttoned; stain free
- Uniform to be worn each day of class (after 1st week of scheduled class) and during the entire clinical rotation (Uniform consists of white professional shoes, scrub set (top and pants), white laboratory/warm up jacket (with phlebotomy logo patch))
- Flat shoes, no open toes shoes, no sandals
- Shoes with a leather toe, no mesh toes, covered back, no clogs, athletic shoe acceptable (Professional shoe manufacturers: examples are Dansko, Nursemate)
- Socks to cover the ankle in coordinating color of scrub bottoms
- No sweaters or jackets over scrubs or white laboratory jacket
- Undergarments must be worn
- Clean T-shirts may be worn under scrubs, tucked in
- Conservative use of makeup and cologne
- Daily bathing required
- No Smoking. Smoking is prohibited during lab or clinical sessions (On MXC campus or at affiliated hospitals. (ONLY Smoke in designated smoking area))
- Good oral hygiene required
- Gloves and lab coats must be worn during lab

Note: Scrubs and Laboratory Jacket can be ordered online through CAREER Uniforms. Please type in the internet browser bar. Once at the MXC/CAREER Uniform site you will need to register an account. This can be done at checkout or from the home page by clicking on the login icon (to the right of the shopping cart icon). Click on the program tab (Phlebotomy) and this will lead you to the uniform/accessories page with the required uniform colors and logo for the Phlebotomy program.

General Attire

Proper dress is necessary to maintain the image of the profession and the MXC Phlebotomy Program. It is for this reason that guidelines for appearance must be established. Faculty of MXC Phlebotomy Program have the right to require that students be dismissed from class, lab or the clinical rotation until acceptable dress code is attained.

Classroom and Lab Attire

Students are required to wear solid color scrubs (white) in both lecture and lab. Student ID must be worn on the right side of the scrub top. You can get a MXC Student ID from security. Scrub Top- Solid (white) color, must be sized to fit. A T-shirt may be worn under the scrub top. Long sleeve T-shirts are permitted during cold weather.

Scrub Bottom- Solid color (white), must be size to fit. The distance of 1" from the floor to the hem of the pants is required.

Students who are not dressed in proper attire may not be permitted to participate in lab or be sent home from the clinical site.

Clinical Experience Attire

Students are required to wear White scrubs and White laboratory jacket (with the Phlebotomy logo patch) at the clinical site. This information will be made available to each student so you can have time to comply. Students can order scrubs at Career Uniform or Working Class Uniform.

ATTENDANCE AND PARTICIPATION

Participation/Attendance

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

syllabi. Classroom participation is an integral part of the Phlebotomy Program and attendance records are kept to determine class participation.

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

Tardiness, especially after laboratory or lecture instructions have been given, may constitute dismissal from that particular class. At the discretion of the program director and course instructor, extended or frequent absences may result in the student's dismissal from the course. Absences and extended tardiness may result in deduction of points from the student's grade as stated in the specific course syllabi. A student missing more than 20% of the graded assessments for the course will result in a failing grade for the course.

Classroom and Lab Attendance Requirements

Attendance to all lecture and lab courses in the Phlebotomy Program is mandatory. Accepting a seat in the Phlebotomy Program requires a firm commitment to be present in all classes. Students are required to participate in all aspects of the courses. Attendance will be taken in all courses. Regular attendance is an important part of the educational process and part of a student's academic performance. Failure to attend class may adversely affect a student's grade or standing in the program. Prompt arrival to class is expected of all students. Late arrival is disrespectful to faculty and students. Student arrival more than ten minutes after the time that class is scheduled to begin will be considered an absence for the class period. There are no make-up opportunities for lab or lecture courses. All vacations or work conferences or must be scheduled during scheduled MXC vacations or during semester breaks. In the event that a class/lab must be missed, it is the student's responsibility to communicate with the faculty. The responsibility of missed instruction falls upon the student to learn and missed assignments must be completed as determined by the faculty. If unable to participate in lab or clinical activities, documentation must be presented to the instructor. The student must provide documentation to the Faculty, in writing, verifying the reason for the absence immediately upon return. A student missing more than one unexcused lecture or laboratory experience will be given a grade deduction per the syllabus. Written verification of absence must be submitted to faculty upon return to class.

Conduct in the MXC Student Classroom/Laboratory

Student conduct shall support the standards, values and safe practices established by CLSI, NPA, and MXC Phlebotomy Program. Students have a responsibility to the following: Professional behavior is expected at all times, including, but not limited to: punctuality, attentiveness, patience, respect and cooperation. Do not give the perception of unprofessional attitudes or behavior. Perception is reality! Attendance in lecture and laboratory are necessary components of the learning process. If you must be absent from any class, it is your responsibility to obtain any announcements made during your absence. It is recommended that you check with a classmate to get these announcements. You have more control of the learning outcome by your own contribution to the learning process!

- Adherence to the professional behavior standards outlined in the student handbook provided to each student is important. Adhere to dress code requirements for both class and lab.
- No head phones or other electronic devices (i.e. cell phones, mp3 players, etc) are permitted. Please store these away in your book bag!
- Speaking negatively about other students in the course, or criticizing techniques used by program faculty will result in a verbal warning. If this persists a written warning will be used and become a part of the student's record. This can result in your removal from the program.
- No gum chewing.
- Come to class prepared with the necessary materials to be successful in the class.
- **Remember:** The Phlebotomy Program reserves the right to recommend the withdrawal of a student who appears academically, clinically, and/or personally unable to fulfill the professional responsibilities of the program.

Clinical Attendance Requirements

Attendance at all clinical sessions is required. Clinical hours are in the AM, so plan accordingly. Students are also responsible for their transportation to and from the clinical site. If an emergency arises that prevents you from attending, notify the clinical supervisor at the affiliated hospital, Director of Clinical Education at MXC (snicholson12@ccc.edu) and the Phlebotomy Program Director at MXC (cdoby@ccc.edu). Failure to notify the clinical supervisor at the affiliated hospital, Director of Clinical Education at MXC, and the Phlebotomy Program Director at MXC may result in your removal from the program. You are also required to notify the MXC Program Director and Director of Clinical education Faculty whenever you need to leave the clinical facility because of an emergency. Do it at the earliest possible time. Plan to schedule any appointments around your assigned clinical experience. There are no “vacation” days. It is your responsibility to document whom you have notified in case of absence, tardiness, or emergency. You will need to follow the facility’s protocol for reporting off or late. You will be scheduled for, in most cases, an 8 ½ hours shift or 10 hours shifts depending on the clinical site you are scheduled for your clinical experience. You are not to request to arrive earlier and leave earlier than your assigned shift. You are not to determine your schedule. . **Note: All Students will read and sign the clinical agreement form included in the Phlebotomy Student Handbook. Students are also responsible for providing their own transportation to attend clinical assignments. Failure to report to assigned site can result in your removal from the program.**

Contact the Phlebotomy Director at 312-850-7375 and email cdoby@ccc.edu and the Director of Clinical Education at 312-850-7192 and email snicholson12@ccc.edu at least two hours before the clinic session is scheduled to begin. In the event that a student reaches voice mail, please leave a message and within your email reference the voice message so you do not have to re-state the situation/scenario.

The student must also contact their clinical site to report the absence of the clinical session. The student must make arrangements with the site to make-up the absence after talking with Phlebotomy Program Director and Director of Clinical Education at MXC. It is the student's responsibility to provide documentation for the absence. Every two times a student is late for a clinic session will count as one missed session. If a student misses more than 1 session, the student’s clinical rotation can be terminated and another placement will not be made. Written documentation of the absence must be provided to the Phlebotomy Program Director.

Conduct in the Clinical Experience

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

Pregnancy Policy

Due to the possibility of a female student becoming pregnant during the time required to complete the curriculum in the Phlebotomy program, a pregnancy policy is hereby established.

1. The student must notify the program director and clinical supervisor as soon as possible.
2. Make up any time missed due to pregnancy.
3. Any aspects of clinical education that are not attainable, due to this circumstance, must be completed at a later date to meet competency levels.
4. Each individual situation will be dealt with on an individual basis.
5. The pregnancy policy may require that a student attend the program longer than the stated 4 months. The student is aware of this and agrees to this eventuality.
6. The specifics of each hospital's pregnancy policy will be observed once a pregnancy is identified.

PROGRAM POLICIES/STUDENT GUIDELINES It is your responsibility to become familiar with all college policies regarding appropriate conduct as well as your rights and responsibilities while you are a student at Malcolm X College. This information can be found in the current College Catalog and in the Phlebotomy Student Handbook. This is available through the MXC website.

STUDENT RIGHTS

As a MXC Phlebotomy student you have the right to:

- Expect safe working conditions in the learning environment.
- Be treated fairly no equitably without regard to race, color, religion, sex, sexual orientation, nationality, age, or disability.
- Know about policies and procedures of the Phlebotomy program and MXC.
- Expect that all records, including health information, will be kept confidential.
- Receive course syllabi, which contain course goals and evaluation policies.
- A student who seeks justice for what he/she perceives to be any unfair treatment by an instructor should follow the college grievance procedure. A description of student rights, grievance should follow the college grievance procedure.

Student Responsibilities:

As a MXC Phlebotomy student, you have the following responsibilities.

- You agree to MXC Phlebotomy student handbook.
- You conduct yourself in a professional manner with integrity. This includes demonstrating punctuality, attentiveness, patience, respect, and cooperation with all instructors and fellow students.
- Demonstrate a responsible attitude toward your work and others by acting in the best interest of the college.
- Be knowledgeable about and abide by MXC policies and Phlebotomy Program policies and procedures.
- Meet with your instructor or advisor regarding any academic concerns.
- Not represent someone else's work as your own.
- Practice safety precautions at all times.
- Dress appropriately and professionally for all classes and clinical experience.

Progression in the Program for PHLEB 209

A student must achieve a final letter grade of "C" or greater in PHLEB 109 to progress and continue enrollment in the PHLEB 209 course in the Phlebotomy Program. If a student does not complete PHLEB 109 with a "C" or better he or she will be allowed to re-enroll in PHLEB 109 for a second attempt until the student has sat out for one year from the end of the PHLEB 109 course. Once the year has elapsed, the student will need to write a letter of re-entry to the Program Director.

Progress Reports

The college has a midterm progress reporting system. The student may also check current grades on Blackboard at any time. It is the student's responsibility to check the grades posted to verify that these accurately reflect grades earned on all assessments. In PHLEB 109 AND PHLEB 209, grades are posted on Blackboard and can be viewed by students at anytime. Progress in the clinical experience is monitored

weekly by the clinical students at anytime. Progress in the clinical experience is monitored weekly by the program director in regards to attendance and mid-clinical grade.

Grading Procedures

At the beginning of each of the two semesters in the Phlebotomy program, students will receive a course syllabus outlining the requirements for passing. Grades in PHLEB 109 and PHLEB 209 courses are outlined in the syllabus, "A", "B", "C", "D", "F" or "I" (Incomplete). Students cannot progress to PHLEB 209 unless receive a letter grade of "C" or better. In PHLEB 209, students receive a grade of A", "B", "C", "D" or "F" by the clinical instructor. PHLEB 209 clinical practicum is 40% of the total score for the class. Students have six weeks into the following semester to remove any incompletes.

Grade Grievance Policy

See the MXC College Student Handbook for most current policy. The college handbook contains all the most current policy. These handbooks are available through student services and also available online.

Problem Resolution

If a student has a complaint or problem that is not addressed by the Grade Grievance procedure above, the appropriate order of college personnel to discuss this problem is, in this order: Instructor, Program Director, Health Science Chairperson(s), Associate Dean, or Dean.

Academic Behavior and Misconduct / Program Dismissal

Academic Integrity and Dishonesty CCC is committed to the ideals of truth and honesty. Students are expected to adhere to high standards of honesty and integrity in their academic endeavors. Plagiarism and cheating of any kind are serious violations of these standards. See link below for further explanation.

[http://www.ccc.edu/menu/Documents/Academic Student Policy/2017 Mar Academic Student Policy APPROVED.pdf](http://www.ccc.edu/menu/Documents/Academic%20Student%20Policy/2017%20Mar%20Academic%20Student%20Policy%20APPROVED.pdf)

Academic dishonesty is a serious offense, which includes but is not limited to the following: cheating, complicity, fabrication and falsification, forgery, and plagiarism. Cheating involves copying another student's paper, exam, quiz, or use of technology devices to exchange information during class time and/or testing. It also involves the unauthorized use of notes, calculators, and other devices or study aids. In addition, it includes the unauthorized collaboration on academic work of any sort. Complicity, on the other hand, involves the attempt to assist another student to commit an act of academic dishonesty. Fabrication and falsification, respectively, involve the invention or alteration of any information (data, results, sources, identity, etc.) in academic work. Another example of academic dishonesty is forgery, which involves the duplication of a signature in order to represent it as authentic. Lastly, plagiarism involves the failure to acknowledge sources (of ideas, facts, charges, illustrations, etc.) properly in academic work, thus falsely representing another's ideas as one's own.

In individual cases of academic dishonesty, sanctions may include one or more of the following: an F grade on an assignment where academic dishonesty occurred, a written warning, a failing grade for the course, and/or issuing of an academic dishonesty withdrawal (see ADH – Academic Dishonesty Withdrawal). The severity of the penalty is left to the discretion of the instructor, except the issuing of an

academic dishonesty withdrawal which requires Vice President approval. A student may appeal a finding of academic dishonesty (see Appeal Instructional Grading or Academic Dishonesty).

Withdrawal from the Phlebotomy Program

If a student chooses to withdraw from any course or from the program for any reason, the student should follow the withdrawal procedure outlined in the College Catalog and notify the Phlebotomy Program Director in writing. A return of any program materials is expected at that time.

Reinstatement

A student who has one time withdrawn or been dismissed due to academic performance from the Phlebotomy Program may apply in writing for reinstatement, within a one-year period of last attendance. After one academic year, a student must submit a complete application to be considered for admission through the normal application process. Any student who is re-admitted after one year of the original start date is expected to begin the program the next semester course is offered, No exceptions. Reinstatement is a privilege, and not a right. Therefore, submission of a petition for reinstatement does not guarantee reinstatement to the program. A Phlebotomy Admissions Committee will convene to act on all properly submitted reinstatement requests. Students will be notified of the Committee's decision.

The student must apply in writing and include the following:

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

Any individual who seeks reinstatement must maintain all of the program requirements including all GPA requirements during the entire waiting period and English 100 with a "C" or better and/or College entrance test taking and being placed out of English 100.

Course Evaluations

In PHLEB 109 and PHLEB 209 quizzes, one midterm, one final examination and one Capstone Disease Project and Presentation are administered and included for the formative and Summative assessment of students learning. However, in PHLEB 209 the Clinical Practicum (worth 40% of final grade) and the Capstone Disease Project and Presentation are also included in the students' Summative assessment for the final grade. PHLEB 109 and PHLEB 209 assessments include homework, discussion board, clinical paperwork, classroom activities, class participation, interactive assessment activities (use of Poll Everywhere, Quizlet, etc...), midterm and final exam.

Program Evaluations

Each student will complete these program evaluations at designated points:

- Course Instructor Evaluation (PHLEB 109 and PHLEB 209)

- Post Graduate Survey (six months following completion of the program)

Professional Behaviors Evaluation

A professional behaviors evaluation will also be completed for each student in PHLEB 209. This evaluation is intended to be used, as are all evaluation tools, as a constructive mechanism for you. A student must 'meet expectations' for a satisfactory Professional Behaviors evaluation to pass PHLEB 209. This evaluation will become a part of your file once it has been reviewed and student obtained at least a "C" or better. (See Clinical Evaluation package)

Course Syllabus

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

- Course description, course goals, instructional methods, and units of instruction
- Required textbooks, methods of evaluation, special course requirements
- Specific course objectives per the course the student is enrolled in
- Instructor Contact Information
- College Policies and Procedures

Student Progress Reports

Students will be informed of their lecture and laboratory progress via department and college midterm progress report policies. Students may access their grades via Blackboard, the course management system that MXC uses to deliver all courses. A conference to discuss a student's progress in the course may be scheduled with the faculty at the students' request. The faculty will make it mandatory to meet with all students who have a grade below a "C" to ensure the success of the students in the PHLEB 109 and PHLEB 209 course. No exceptions.

A lack of performance in the class, campus laboratory, and/or clinical practicum will result in a conference between the course instructor and the student. The student will be given a written consultation that identifies the deficiencies and prescribed requirements for improvement within a specified period. (See grading for the formative venipuncture assessment checklist included in handbook).

Clinical Policies:

Clinical Practicum

During PHLEB 209, you will be placed at one of the clinical facilities for your clinical experience. Students are placed random at the clinical affiliate sites by the director of clinical education and the assistance of the phlebotomy program director. The clinical rotation will be scheduled during A.M.hours only. No Exception. The schedule is subject to change depending on the clinical site. **A minimum of 100 successful unsupervised venipuncture using standard equipment is required for the completion of this course.** Students can complete their clinical rotation in 1-2 weeks depending on the number of venipunctures the student collects day to day during their clinical rotation. This phase of your training provides the opportunity to put into practice, the theory and skills, which have been learned in the simulated environment on campus. Because this is an authentic clinical setting, and you are working and interacting with patients and employees of the clinical facility, this component of your education must be treated with extreme care and respect. MXC must conform to the availability of the clinical affiliate in terms of number of students in their facilities and the days and the shifts, which are available for student placement. Therefore, the information listed below will be used in placing students for the clinical placement. All students MUST have a complete file medical documents, CPR, and background prior to be placed in clinical. NO EXCEPTIONS.

Clinical Affiliates

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

List of Clinical Affiliates:

ACL-Good Samaritan Hospital
3815 Highland Ave,
Downers Grove, IL 60515

ACL-Illinois Masonic Medical Center
836 W. Wellington
Chicago, IL 60657

Community First Medical Center
5645 W. Addison Street, Chicago, IL 60634

Jesse Brown V.A. Medical Center
820 S. Damen
Chicago, IL 60612

Loretto Hospital
645 S. Central Ave
Chicago, IL 60644

Mt. Sinai Hospital
1500 S. Fairfield
Chicago, IL 60608

Near North Health Services Corporation
1276 N Clybourn Ave
Chicago, IL 60610

Alverno-Presence St. Joseph
2900 N. Lake Shore Dr.
Chicago, IL 60622

Alverno-Presence St. Mary & Elizabeth
2233 West Division
Chicago, IL 60657

Provident Hospital of Cook County
500 E. 51st Street
Chicago, IL 60615

Quest Diagnostics (Contract in Process for MXC)
Locations can vary

Roseland Community Hospital
45 W. 111th Street
Chicago, IL 60628

Rush University
1650 W. Harrison
Chicago, IL 60612

St. Anthony Hospital
2975 W. 19th St.
Chicago, IL 60623

ACL-South Suburban Hospital
17800 Kedzie Ave
Hazel Crest, IL 60429

ACL-Trinity Hospital
2320 E. 93rd St.
Chicago, IL 60617

University of Illinois Hospital and Health Sciences System
1740 W. Taylor St.
Chicago, IL 60612

Clinical Placement

All students in PHLEB 109 who have successfully completed the necessary competencies, course assignments, successful mid-semester progress report, and all requirements in the application (including background and drug test) will qualify for assignment to a clinical affiliate for a clinical practicum. Students who successfully qualify for assignment to a clinical affiliate for a clinical practicum in PHLEB 209 must have an updated health record on file and are CPR certified prior to being placed for clinical.

- **Priority in clinical assignment will be given to students who have a complete student file for clinical placement and all documents uploaded into Castle Branch and a completed Background check in Castle Branch.** The faculty will determine, after communicating with the contacts at the clinical sites, the most appropriate days and hours available.
- MXC Phlebotomy students are placed at the clinical sites listed above (subject to change depending on the sites availability and schedule)
- Not all facilities are within MXC, so all students are responsible for their own transportation. It is your responsibility to provide reliable transportation, regardless of the location of your placement.
- It is also important for students to treat this clinical experience as a job. Absences and the lack of punctuality are not a favorable reflection on you and your work habits. These will negatively affect your ability to secure a position upon program completion.
- Clinical placements in PHLEB 209 are important for you to pass the basic certificate program for Phlebotomy 109, so students will not be provided additional opportunity to be placed in other clinical sites because of attendance, unprofessional behavior, and or permanent removal from a clinical site because not following the guidelines of the hospital and MXC College and the Phlebotomy program
- Once a placement is determined, a student cannot request a change unless you have been told by the Director of Clinical Education or the Program Director that another position is available. Only extraordinary circumstances will request for a change be considered.
- Communicating with another clinical facility, for purposes of obtaining a clinical placement will result in your removal from the program. Doing so places an unfair burden on clinical facilities that are already extending themselves to MXC Phlebotomy program.
- Leaving the clinical site for a non-emergent manner without prior approval will result in your termination; from the clinical practicum. *(Please note the clinical practicum is 40% of your final grade in PHLEB 209)*

Note: Past students will have one year from the end of the semester of the first attempt to move on in the Phlebotomy program before having to start over and retake PHLEB 109.

Clinical Experience Policies and Procedures

While you are a student in the clinical facility, it is your responsibility to follow all applicable policies and procedures of the clinical facility in which you are placed. You are expected to perform at the expected level as determined by the clinical supervisor. Failure to do so will result in your removal. This will subsequently result in the requirement for you to withdraw from the course, if the removal occurs prior to the college deadline for course withdrawal.

Because the clinical experience is a privilege extended to the college and you by the clinical affiliate, there are policies that must be followed. If in-appropriate behavior occurs, or if policies are not followed, the student will be removed. The facility has the right to ask for the removal of a student. The facility has the right to ask for the removal of a student. The college is required, by contract, to respect this request for

removal. Either the identification will be your MXC student ID or the clinical affiliate will provide identification for you to wear (above the waist).

Note: Students who are placed at Jesse Brown VA Hospital will be provided an ID badge. Please return the ID badge to the coordinator at the completion of the clinical rotation.

Clinical Evaluations

- Clinical Log Sheet will be completed by the student, which indicates the hours of the clinical experience and the number of phlebotomy procedures performed. This is also verified with a signature by the authorized individual in your clinical facility. The Clinical Evaluations will be complete by preceptor using the Clinical Evaluation Packaged provided to all students by their laboratory instructor. A copy of the clinical evaluation package will be provided to all students during week 4-6 of Phlebotomy 109. **Make a copy of your clinical log for your own records.**

Termination and Removal from Clinical Experience and/or Program

The following list, although not a comprehensive one, identifies situations for which you may be removed. This decision will be determined by the Program Director, MXC Director of Clinical Education, and/or Clinical Coordinator/Supervisor.

- Non-compliance with any policies identified above
- Perception or proof of alcohol or drug consumption prior to arrival at the clinical facility
- Non-compliance with facility policies and procedures
- Unsafe practices
- Non-compliance with absence notification procedures
- Non-compliance with HIPAA Privacy Standards or the ASCLS Code of Ethics
- Falsification of log sheets
- Not performing up to the standards of the clinical facility
- Uncooperative or unprofessional behavior as perceive by clinical coordinator or supervisor
- Absence or tardiness for 2 days without proper documentation (even though you may have contacted the clinical site and MXC Director of Clinical Education or Phlebotomy Program Director)
- Overstepping the boundaries of a student
- Students rotating at an Alverno laboratory are to also complete Modules online prior to being accepted at the hospital for clinical rotation

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

If your clinical experience is terminated or terminated from the program, you are required to officially withdraw from the course if this happened prior to the withdrawal date set by the college. A second placement will not be made.

Clinical Practicum Student Contract

Clinical experiences in the Phlebotomy Program at Malcolm X College are held at facilities that college has formed clinical agreements. These agreements provide the student with clinical instruction and practice to prepare them for employment. At the same time, these agreements provide the protection of the clinical affiliate and their clients. The college therefore requires that students agree to follow guidelines that conform to these agreements by reading and signing the Phlebotomy Student Handbook signature page and returning it to the Phlebotomy Program Director.

The clinical affiliate and/or the college has the right to terminate the clinical experience at any time for lack of attendance, tardiness, unethical or inappropriate behavior, poor attitude, lack of personal hygiene, failure of students to meet their performance standards or failure to follow their policies. The failure to follow the policies of the clinical affiliate may result in termination of the clinical rotation. The academic faculty, program director, and director of clinical education will meet to determine if a second placement in a subsequent term is appropriate or if the student should be dismissed from the Phlebotomy Program.

If any conflicts or problems arise while the student is in a clinical rotation, he/she is encouraged to bring them to the attention of the MXC Phlebotomy Program Director or Director of Clinical Education so that it can be resolved.

HEALTH RELATED PROGRAM RISKS AND GUIDELINES

Health Risk and Exposure

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

ALL students are required to have appropriate immunizations to enroll in and/or begin class for Phlebotomy 209 Seminar II and prior to beginning a clinical rotation at an affiliated hospital. All immunizations must continue to be kept up to date after students are admitted to the Phlebotomy 209 Seminar. Additionally, although all precautions are taken to minimize exposure and risk, there is always a slight possibility that pre-cautions may fail or that a student may accidentally expose him/herself. (See Incident Form). In the case of an incident, please use the Incident form to document any accidentally exposure. Please provide a copy to the Phlebotomy Program. Additional copies of the incident form are in the laboratory. All students interested in health-related programs of study must be aware of this slight, but real potential. All students are strongly encouraged to maintain personal health insurance.

Health Record Requirements

Before registration and/or classes begin for PHLEB 209, a completed health record is required to be on file in the students file, this includes all medical documents and immunizations (quantitative titers only) included in the student application. **Failure to update your health record for PHLEB 209 can lead to your inability to continue in the program.** The following information must be current in the students file:

- Health history
- CPR (current certification)
- Physical exam

- Hepatitis B vaccination (quantitative titers ONLY)
- Measles, Mumps, Rubella and Rubella (quantitative titers ONLY)
- Varicella (quantitative titer ONLY)
- TB test
- Influenza

Please provide copies to academic faculty to be filed in students' record.

Access to Healthcare Services for Accidents and Injuries

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

Student Exposure Incidents Occurring at MXC Student Labs

Universal precautions require that all blood and body fluid exposures be treated as though they are contagious: (complete Incident form immediately and return to Program Director and/or Health Sciences Administrator)

- Needle-Stick/Sharps Exposures:** Immediately cleanse the needle stick/Sharps wound immediately with soap and water and cover the wound with a bandage or gauze.
- Mucous Membrane Exposure to Blood-borne Pathogens:** Flush the exposed mucous membrane with water or sterile saline for 10 minutes. Use an eye-wash station to flush the eyes.
- An exposed student will directly notify his/her instructor of the exposure after cleansing the exposed area.
- The exposed student will obtain the "MXC Incident form and complete information regarding the exposure of the Blood and Body Fluid". Instructor and student sign completed form.

Any exposure to blood-borne pathogens requires the student to report immediately to a hospital emergency room or an urgent care facility for post exposure evaluation. Post-exposure prophylaxis for HIV, HBV, and HCV, when medically indicated, must be offered to the exposed worker (student). Post-exposure follow-up must include counseling worker or (student) about the possible implications of the exposure and his or her infection status, including the results and interpretation of all tests and how to protect personal contacts. The follow-up must also include evaluation of reported illnesses that may be exposure.

- Faculty and students are not required to be tested for HIV or disclose their HIV status. However, if a patient, instructor or student is exposed to another's blood via accidental needle stick, that student (or source of the needle stick) has a moral obligation to be tested for HIV or stick, or hepatitis.

2. Any expenses associated with an exposure incident are the responsibility of the student. Therefore, it is highly recommended that all students in health sciences have personal health insurance.

Student Exposure Incidents Occurring at a Clinical Facility:

The student is to notify his or her clinical instructor and immediately take appropriate preventive measures including:

- a. **Needle-Stick/Sharps Exposures:** Immediately cleanse the needle stick/Sharps wound with soap and water and cover the wound with a bandage or gauze.
- b. **Mucous Membrane Exposure to Blood-borne Pathogens:** Flush the exposed mucous membrane with water or sterile saline for 10 minutes using an eye-wash station.
- c. The student is required to follow the facility's protocol for reporting, evaluation and treatment of a blood-borne pathogen exposure within 24 hours.
- d. The exposed student will notify obtain the "MXC Incident form and complete information regarding the exposure of the Blood and Body Fluid". Instructor and student sign completed form. Any expenses associated with an exposure incident are the responsibility of the student. Therefore, it is highly recommended that all students in health science programs have personal health insurance.

Student Health Coverage (Insurance)

The District recognizes that certain courses of study and specific classes may place a Student at greater risk given the nature of the curriculum and associated laboratory, practicum or applied task required by the class syllabus. The District administers a Student Accident Health Plan* (SAHP), for Students enrolled in certain courses of study during the period of time the Student is engaged in official activities associated with the class, laboratory, practicum or applied task. While the District administers a SAHP, Students of Malcolm X College Health Sciences Programs are *encouraged* to have healthcare insurance coverage that will ensure the appropriate level of coverage should he/she be injured while engaged in any official course, lab or clinical activities on Malcolm X College premises and/or while engaged in such activities at an assigned clinical facility. *SAHP coverage may not cover the full amount of health costs associated with an injury incurred while performing program related tasks associated with a course, lab or clinical.* Students are required to report any injury immediately to the instructor present and to the Dean of the program for which he/she is currently enrolled.

Drug Use and Alcohol Abuse

Malcolm X College values the health and safety of its students and employees, and therefore supports local, state, and federal laws concerning illegal drugs. College Policy Student Code of Conduct, prohibits “the use, distribution, or possession of illegal drugs or alcohol on campus or off campus at college-sponsored event.

Harassment

Malcolm X College believes that all students should be able to work and learn in an environment free of all discrimination and form of harassment. To help ensure that students are not subjected to illegal harassment, and in order to create comfortable work and learning environment, the college strongly opposes and prohibits any offensive, written, spoken, or nonverbal conduct as defined and otherwise prohibited by state and federal law.

Policies and procedures for harassment, sexual harassment, and sexual misconduct are stated in college Policy Manual. For more information, or if you or someone you know is being harassed, you should follow the college policy on harassment.

Student Code of Conduct

As an enrolled student at Malcolm X College, you have agreed to abide by the an enrolled at Malcolm X College, you have agreed to abide by the Student Code of Conduct as outlined in the Policy and Procedure Manual on line. Students should familiarize themselves with the student code. Students are to exhibit high standards of academic integrity. Any Faculty at Malcolm X College expects students to exhibit high standards of academic integrity. Any confirmed incidence of Academic or Behavior Misconduct, including plagiarism and other forms of cheating will be treated seriously and in accordance with College Policy and Procedure.

Social Media Policy

Students enrolled in Health Sciences and Nursing programs at Malcolm X College must adhere to the Social Media Policy. Students must abide by the Standards of Conduct listed in the Academic and Student Policy Manual.

Prohibitions

Students are prohibited from taking and/or recording and/or sharing photos or videos of classroom and lab spaces while class and/or lab session held on campus or at clinical sites. Students are prohibited from taking and/or sharing photos or videos of clinical sites at any time. Students are prohibited from making any reference to any patient in their care, any patient in the care of an instructor, or any patient in the clinical facility. Students are prohibited from revealing any information in violation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Warnings

Students should be mindful of possible violations of HIPAA laws and the disclosure of individual identifying information. Ignorance of HIPAA laws is not a defense of violations and students who violate the law will be held to the standards of it regardless of knowledge or foreknowledge. Violating the social media policy and/or HIPAA law can result in immediate dismissal from the program and the student may be prohibited from being admitted into another MXC health sciences or nursing program.

As a student enrolled in a health care program, it is your responsibility to be aware that social media posts that reference activities in the classroom, lab, or clinical sessions of your health sciences program may inadvertently disclose protected information. Any inadvertent disclosure is subject to discipline under the prohibitions of this policy.

Penalties

Students in violation of the Social Media Policy are subject to disciplinary measures from their Program and/or the Department of Health Sciences and *depending upon the nature of the violation*, up to and including dismissal from the program and/or college. The judicial process as outlined in the Academic and Student Affairs Policy Manual will be followed for disciplinary matters. If a student is dismissed from the program/college for violation of this policy, no refund will be made regarding tuition, fees, and/or other Program costs.

Student Malpractice/Liability*

The District recognizes the need for students enrolled in health care curriculum to apply skills and techniques garnered in the classroom in a practical and professional setting. To that end, Malcolm X College contracts with health care institutions, health service agencies and community organizations to accept its students in clinical practice as required by programs of study. Certainly, the Institutions, agencies and practitioners accepting students require assurances that commercial Insurance is in place to protect the Institution against claims that may arise out of the actions of the Students. Students are responsible for any malpractice claims levied against them [personally] for actions that occur outside of scheduled clinical practice time.

*For both individual health insurance coverage, and student malpractice/liability insurance, students must adhere to the policies of the program and for any clinical site at which he/she is placed.

Non-Academic Formal Complaint Filing Procedure

The Complaints/Compliments Management System is an online portal, whereby City Colleges of Chicago (CCC) students, faculty, staff, and community members can submit a formal complaint or compliment regarding an academic or non-academic matter. Complaints and/or compliments can be submitted (Click link). <http://ccc.custhelp.com/app/feedback/college/ccc>

Procedure for Filing a Formal Non- Academic Complaint

Students, faculty, staff, and community member, once into the system must first select to file a complaint and select the appropriate CCC college location associated with the compliment or complaint. Next, the individual is required to select the appropriate category and select to provide supporting documents. Once the complaint is submitted, a notification is sent to the arbiter and a copy of the complaint and confirmation of the receipt is sent to the filer.

Each college department with a complaint category assigned to them, has a department lead (arbiter) designated to process the complaint and resolve issues in a timely manner. Per the CCC policy for grievances [or complaints] outside of the grade appeal process, students receive a response within five business days. A response may include, but is not limited to: a request for further information, a suggested resolution, or a final disposition. In the event a student wants to appeal a decision or is dissatisfied with the outcome, an appeal can be filed.

Oversight of Complaint Management System

All complaints are tracked from initial submission to final disposition and archived within Complaints/Compliments System. The Complaints/Compliments System is monitored by Malcolm X College's Ombudsman. Oversight of timely resolution of complaints through the system, in accordance with the CCC Non-Academic Student Complaint Policy is managed by a designated administrator (or Ombudsman) at each college.

Grade Appeals

The CRM system is separate from the process for filing a grade appeal. Grade appeals, as an academic performance only issue continue to be managed through the office of the Vice President at Malcolm X College. Please follow the grade appeal process found in the Academic and Student Policy Manual [here](#).

Academic Standing Procedure:

Academic Standing – Procedures.

A student must maintain a Cumulative Grade Point Average (CUM-GPA) of 2.0 or higher to remain in good Academic Standing.

Section 3.13 Non-Grade Designations Procedures: Non-Grade Designations – Procedures.

Non-grade designations are recorded on a student's permanent academic record and appear on the transcript. Non-grade designations issued to degree-seeking students do not apply towards graduation and are not used in Grade Point Average (GPA) calculations.

(a) ADH – Academic Dishonesty Withdrawal A student found to have engaged in academic dishonesty may receive an academic dishonesty withdrawal (ADH) designation. For more information, see Academic Integrity and Dishonesty.

(b) ADR – Administrative Removal from College In situations where a student’s presence at City Colleges constitutes a substantial and sustained threat to the health, safety and well-being of the college community, the President, in consultation with the College’s Supportive Intervention Team (SIT), and with the approval of the District SIT Team, can elect to remove the student from the College or all City Colleges, for a definite or indefinite amount of time. For more information, see Administrative Removal from College.

Prior to any removal being finalized, the student will be notified that a removal is being considered and the basis for the proposed administrative removal. The student will be given an opportunity to provide medical and other relevant information regarding the proposed removal to the Dean of Student Services for SIT review. See Supportive Intervention Team (SIT) for more information.

An administrative removal will result in an ADR indicator on the student’s permanent academic record. CCC policies for class withdrawals and refunds apply.

(c) ADW – Administrative Withdrawal Students are required to attend class. A student may be awarded an administrative withdrawal (ADW) at midterm if the instructor determines that the student is not actively pursuing completion of the course, based upon the instructor’s active pursuit criteria. Instructors are required to publish their measures of active pursuit and distribute them to students via their class syllabus during the first week of class. Active pursuit may be measured by class participation, taking required examinations, quizzes, submission of papers, work assignments, class attendance, etc.

(e) I – Incomplete Incomplete “I” designations are non-grade designations received by students who have actively pursued a course and are doing passing work at the end of the course, but who have not completed the course’s final examination and/or other specific course assignments due to extenuating circumstances. “I” grades are awarded upon request of the student and at the discretion of the instructor, and must be supported by documentation that explicitly explains the extent of the extenuating circumstances. Students must: • Have completed at least eighty percent (80%) of the course • Be able to complete all remaining course requirements without further classroom instruction

All remaining course requirements must be satisfied and turned into the instructor (or Department Chair in the absence of the instructor) no later than the midpoint of the following term (excluding the Summer term). Otherwise, the “I” grade will convert to an “F” grade.

Academic & Student Policy, March 2017

City Colleges of Chicago

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(f) NSW – No-Show Withdrawal Students are required to attend class. Students will be issued a no-show withdrawal (NSW) under the following circumstances (see No-Show Withdrawals (NSW) & Refunds for information about NSW refund policies): • Courses that meet more than once per week: students who do not attend the first two (2) class sessions will be withdrawn from the class by the instructor and issued an NSW. • Courses that meet once per week: students who do not attend the first class session of a course which meets only once per week will be withdrawn from the class by the instructor and issued an NSW.

Students who have been issued an NSW by the instructor may, at the request of the instructor, be reinstated (RNS) into the class. See RNS – Reinstatement (in a Class) for more information.

PHLEBOTOMY PROGRAM

ACKNOWLEDGEMENT OF PHLEBOTOMY STUDENT HANDBOOK

I have received a copy of the Phlebotomy Program 20 -20 Student Handbook. As a Phlebotomy student, I have read, understand, and had the opportunity to ask questions, and, further, accept responsibility for the all content within it.

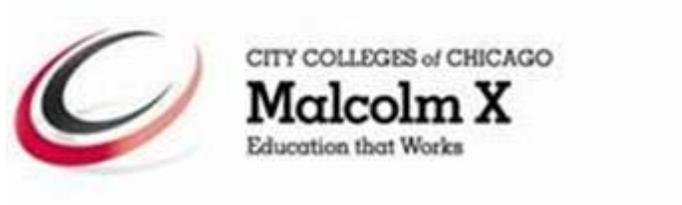
1. I am aware of and accept the health and safety risks involved in this profession. I am aware of and accept the health and safety risks involved in this profession.
2. I understand that I must comply with drug screening policies and procedures as I explained in the guidelines within this handbook. The drug screen and background policies are mandatory for the clinical affiliate.
3. I agree to abide by all policies and Code of Ethics of the program.
4. I am aware of clinical placement policies and procedures for PHLEB 209. I understand that my student file must be complete prior to being placed in clinical practicum; this includes medical documents, immunizations, drug screen, and background. (All are requirements of the clinical affiliate)
5. Passing PHLEB 109 is expected of all students to continue to be enrolled in PHLEB 209 and to be placed in the clinical affiliated.
6. I understand that neither MXC nor the clinical affiliate will assume cost of treatment or care for injury or medical conditions occurring during my clinical or student laboratory experiences.
7. I have read and can verify that I meet each of Phlebotomy Program Clinical Practicum Pre-requisites Functions, with or without reasonable accommodations.
8. I understand that failure to abide by the policies and procedures contained within this handbook will be grounds for disciplinary action and dismissal from the Phlebotomy Program.
9. I understand that depending on where I am placed that I may have to do required modules in order to be scheduled at the affiliated clinical. All modules are to be done in a timely manner.

Please date, sign, and print your name below and return to your instructor by the due date

Student Signature _____ **Date** _____

Printed Name _____

APPENDIX:



MXC Phlebotomy Program

Venipuncture Practicum

Competency Assessment Form Revised: June 29, 2016

Phlebotomist (PRINT): _____ **Date:** _____

Clinical Instructor (PRINT): _____

Clinical Instructor Signature: _____

Instructions: At the end of the rotation the clinical instructor will place a “” in the appropriate column.

Skills	1	0
1. Introduces self as student and states mission.		
2. Properly identifies patient.		
3. Washes or sanitizes hands.		
4. Puts on gloves		
5. Asks about blood drawing history and explains procedure if necessary		
6. Applies tourniquet properly		
7. Asks patient to clench fist		
8. Properly palpate appropriate veins to be used for venipuncture		
9. Choose acceptable vein according to appropriate selection criteria.		

10. Releases tourniquet		
11. Properly cleanses site using appropriate technique, ie, routine versus blood culture		
12. Selects and prepares appropriate equipment venipuncture equipment for the tests ordered.		
13. Applies tourniquet properly		
14. Asks patient to clench fist		
15. Positions evacuated tube in holder and uncaps needle if vacuum collection system used.		
16. Briefly inspects needle for defects		
17. Properly anchors vein.		
18. Inserts needle swiftly, bevel up, at the correct angle using aseptic technique.		
19. Uses proper technique to insert needle in same direction as the vein.		
20. Stabilizes holder while pushing evacuated tube onto needle in holder.		
21. Fill evacuated tubes in the correct order.		
22. Fill evacuated tubes with the correct volume		
23. Mixes blood with additive as necessary.		
24. Stabilizes tube holder during tube change to prevent needle from going farther into or coming out of the vein. If using a syringe pulls plunger back without causing needle to come out of vein.		
25. Releases tourniquet		
26. Removes last tube from holder		
27. Places biowipe/gauze over puncture site, removes needle.		
28. Immediately activates needle safety device according to manufacturer's instructions.		

29. Asks patient to apply pressure to puncture site.		
30. Labels tubes correctly.		
31. Labels tubes immediately after drawing at the chair or bedside.		
32. Inspects puncture site to make sure bleeding has stopped, applies bandage if necessary.		
33. Discards used materials in the appropriate receptacle (sharps, biohazard or regular trash).		
34. Disinfects work area.		
35. Removes gloves and immediately washes or disinfects hands.		
36. Leaves patient courteously.		
37. Skill performed within allotted time of 15 minutes.		
Total Number of Checks		

Comments (continue on back as necessary):

MXC Phlebotomy Program
Venipuncture Practicum
Competency Pre-Assessment Action Plan Form

USE WHEN CHECKS ARE PLACED IN SHADED AREAS OF COMPETENCY EVALUATION FORM.

Type of Procedure	Vacuum tube	Butterfly/Vacuum	Butterfly/Syringe	Needle/Syringe
CHECK ONE				

ASSESSMENT TYPE (check one): **First remediation** Second Remediation:

Description	
1. Please list the number(s) of the skills the student is deficient in:	#
2. Remediation was provided on	Date
a. The instructor explained specifically what the student was doing incorrectly.	
b. The instructor demonstrated the correct technique.	
c. The instructor observed the student practice the skill.	

After each step in the remediation is performed the instructor will observe the student performing the procedure and fill out a new competency evaluation form. Each of the skills shaded in gray on the competency form must receive a satisfactory evaluation based on stated criteria. Failure in one or more of the shaded areas will result in a failed competency. The student must obtain a passing evaluation in 30 of the 37 skills listed to pass.

Criteria for passing	Yes	No – Test Failed

Performed in allotted time of 15 minutes.		
Critical criteria met. All critical areas (boxes shaded gray) must be met for the competency to be successful.		

Scoring	
Total possible checks (points)	37
<i>Minimum required – NO gray boxes checked</i>	30
Total Student checks	

COMPETENCY (Check One): Pass Fail

INSTRUCTOR COMMENTS: Please provide a brief critique of the student’s performance by addressing positive and negative observations to assist student in improving their performance:

STUDENT COMMENTS (OPTIONAL):

 Instructor Printed Name Instructor Signature Date

 Student Printed Name Student Signature Date

Appendix C: Practicum Evaluation

Tool Description:

Clinical trainers observe the student's performance and complete the Task Objective forms during the student practicums. The students are evaluated on their ability to perform specific tasks in each area of their clinical rotation. The scores are based on a student's terminal performance of the task being graded and reflect entry-level competence. The scores from this evaluation are incorporated into the final grade of the practicum.

Factors that affect the collected data:

Factors that need to be taken into consideration when analyzing the data follow.

- Scoring is somewhat subjective
- Students are aware of impact of scoring on their MXC practicum grade (40% of final Phlebotomy 209 grade)

How to interpret the data:

Criteria are provided for clinical trainers for scoring, this helps to reduce any subjectivity or bias. The information provides the program with data to assess the cognitive and psychomotor skills taught in the Phlebotomy 109 Seminar I to determine if students are adequately prepared for their clinical training in Phlebotomy 209 Seminar II. The data also assesses entry-level competencies on students graduating from the program.

Sample Evaluation.

A sample evaluation and criteria for scoring are provided on the next 3 pages.

Tabulating and Reporting Results:

The faculty designs the evaluation. The evaluation is part of the practicum folder that the students take to their practicum sites. The clinical trainers complete the evaluation. The faculty receives the scores and inputs them into the gradebook on Blackboard. The faculty exports the gradebook and the Assistant Director of Research and Planning will analyze the data, assist in writing the assessment report and reviews the report with the faculty who provide recommendations for improvement.

Outcome

- Demonstrate entry-level competencies **for phlebotomy technicians**
 - Select the appropriate site and demonstrate the proper technique for collecting, handling and processing blood and non-blood specimens.
 - Adhere to infection control and safety policies and procedures.
 - Identify factors that affect specimen collection procedures, test results, and take appropriate actions within predetermined limits when applicable.
 - Perform point-of-care testing according to standard operating procedures.
 - Recognize legal implications when interacting with patients, peers, other health care personnel and the public.

Benchmark: program average for task objectives: not met <3 below average to unacceptable performance; met 3-4 average performance; exceeded >4 above average to outstanding performance.

Uniform Website:

Note: Scrubs and Laboratory Jacket can be ordered online through Prism Uniforms. Please type in the internet browser bar Prism Uniforms to order. Once at the MXC/PRISM Uniform site you will need to register an account. This can be done at checkout or from the home page by clicking on the login icon (to the right of the shopping cart icon). Click on the program tab (Phlebotomy) and this will lead you to the uniform/accessories page with the required uniform colors and logo for the Phlebotomy program.

Essential Performance Requirements

ESSENTIAL PHYSICAL AND PSYCHOLOGICAL PERFORMANCE REQUIREMENTS OF THE PHLEBOTOMY PROGRAM

The following list contains information regarding essential technical standards outlining the physical abilities and behavioral characteristics necessary for the student to successfully participate in and complete the physical therapist assistant program. These standards are not conditions of admission, but reflect the performance abilities and characteristics necessary to successfully complete requirements for performing a venipuncture, capillary puncture and patient care.

The student should carefully look over the technical standards for the program and ask questions if not familiar with the activities or functions listed. The student must decide if he or she has any limitations that may restrict or interfere with satisfactory performance of any of the requirements. It is ultimately the student's responsibility to meet these essential performance requirements if accepted into the

phlebotomy program. The student should consult with the Program Director to discuss any individual situation if he or she may not be able to meet these essential performance requirements.

HEARING – A student must be able to hear and understand patients and staff. Student must be able to assess and monitor patient sounds.

- Communicate and interact with patients, staff and families from a variety of cultural backgrounds.
- Follow verbal instructions.
- Hear patients verbally identify patient using two patient identifiers (name and date of birth).
- Ability to hear sounds and distinguish a variety of equipment alarms.

VISION– A student must be able to monitor and assess patient and equipment function; to provide safe and effective physical therapy care.

- Read written instructions and orders.
- Read fine print, monitors, and gauges.
- Differentiate color/character of sputum for signs/nature of infection/disease.
- Ability to see and distinguish a variety of equipment visual alarms.
- Ability to observe demonstrations and patients close up and at a distance to learn skills and to gather patient data (e.g., observe a patient's gait, appearance, posture, etc.).

TACTILE – A student must be able to assess patient's response to venipuncture procedures.

- Distinguish textures, degrees of firmness. Temperature differences, pulse rate, vibrations and strength.

MOBILITY – A student must be mobile and strong enough to support and move patients. Student should be able to work remaining in a standing position for 60 – 120 minutes able to move quickly from place to place to perform patient care and perform blood collection procedures.

- Support and transfer patients safely from bed to wheelchair, and modify patient position in bed.
- Move in and out of treatment areas.
- Respond to emergency situations in a timely manner.
- Reach equipment and parts of patient's body.
- Reach above shoulder height to manipulate equipment.
- Reach below waist level to manipulate equipment.

MOTOR SKILLS (fine and gross) – A student must be able to perform multiple motor tasks simultaneously. Fine and gross motor skills sufficient to handle equipment and provide safe and effective patient care; steady arm and hand movements while manipulating objects or assisting patients.

- Push/pull hospital beds; transport patients.
- Lift and move patients safely.
- Perform airway management and CPR.

COMMUNICATION – Students must be able to communicate orally and in writing with patients and members of the health-care team.

- Read and comprehend written material in English.
- Adept at using a computer, be knowledgeable in Microsoft Office Suite, be able to learn to use electronic medical records and be able to navigate and effectively use BrightSpace.

INTELLECTUAL AND COGNITIVE ABILITIES – Students must be able to measure, calculate reason, analyze, synthesize, integrate, and apply information. Problem solving, a clinical skill required of phlebotomists, requires all these intellectual abilities.

BEHAVIORAL AND SOCIAL ATTRIBUTES – Students must possess the emotional health required to use their intellectual abilities fully.

- Exercise good judgment
- Promptly complete all responsibilities attendant to patient care
- Develop mature, sensitive and effective relationships with patients and other healthcare workers.
- Tolerate physically taxing workloads and to function effectively under stress.
- Adapt to changing environments
- Display flexibility
- Learn to function in the face of uncertainties and ambiguities inherent in the clinical problems of many patients.
- Demonstrate compassion, integrity, concern for others, interpersonal skills, interest and motivation

*Student must be able to demonstrate all the above with reasonable accommodations.

Accidents

HAZARDOUS MATERIAL OR BODILY FLUID EXPOSURE

To avoid injury or illness related to hazard materials or bodily fluids, students should use personal protective equipment (PPE) when performing or simulating direct patient care in the classroom, laboratory, and clinical setting.

Any soiled linen should be placed in dirty linen container to be laundered. Linen saturated with blood should be placed in a biohazard bag. An instructor should be notified for appropriate disposal.

Any hazardous material will be marked accordingly and will have a Material Safety Data Sheet (MSDS) available in the laboratory work station.

A first aid kit will also be kept in the laboratory work station for minor incidents.

Any exposure incident should be treated by the appropriate medical professional as the nature of the exposure dictates. An incident report should be filed with security as soon as possible. MXC Security: (312) 850-7168

MEDICAL EMERGENCIES

In the case of any medical emergency, it is imperative to remain calm and seek help immediately by calling 9-911 from any campus phone or 911 on your cell phone. Notify an instructor and/or nearest MXC employee immediately. An incident report should be filed with security as soon as possible. MXC Security: (312) 8

INCIDENT FORM:

Incident Report

C2C Health Sciences

Date: _____

Student Name: _____

Program: _____

Details of

Incident: _____

Action Taken:

PHLEBOTOMY PROGRAM

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Please date, sign, and print your name below and return to your instructor by the due date

Student Signature _____ **Date** _____