



***PHLEBOTOMY PROGRAM***

***Student Handbook***

*Division: Allied Health Sciences/Nursing  
Medical Laboratory/Phlebotomy*

**PHLEBOTOMIST<sup>PL</sup>**



## **MISSION STATEMENT SOUTHERN UNIVERSITY AT SHREVEPORT**

Southern University at Shreveport, a unit of the Southern University and A & M College System, a historically black comprehensive community college serving Northwest Louisiana and beyond, is committed to teaching and preparing traditional and non-traditional students for degree attainment, transfer, workforce, continuous learning and self-improvement. This preparation is available through multiple delivery methods and instructional sites for students seeking certificates, technical diplomas and associate degrees.

### ***ALLIED HEALTH SCIENCES/NURSING DEPARTMENT Mission Statement***

In keeping with the mission of the university, the Allied Health Sciences/Nursing Department of Southern University at Shreveport is committed to providing a quality education for students enrolled in Allied Health Science through the promotion of an environment that values cultural diversity, professionalism, and community service. The department maintains partnerships with health care organizations throughout its service area in an effort to remain current with cutting-edge technology.

### ***PHLEBOTOMY PROGRAM Mission Statement***

The mission of the Phlebotomy program of Southern University at Shreveport is to offer the Certificate in Phlebotomy Education which is committed to serving students and the medical laboratory community through guidance, excellent academic instruction and professional training utilizing traditional and innovative means while understanding the cultural diversity of individuals, and striving to make wise use of community and educational resources and materials. The program is committed to providing quality instruction by preparing the graduate to be employable and to be successful on the National Certification Examination in Phlebotomy.

# **TABLE OF CONTENTS**



<b>INTRODUCTION AND WELCOME.....</b>	<b>5</b>
HANDBOOK ORGANIZATION.....	7
HEALTH SCIENCES DIVISION POLICIES AND PROCEDURES .....	8
Policies and Procedures .....	9
Academic Dishonesty .....	11
Program Progression.....	11
Advising and Guiding Student through the Phlebotomy Program.....	11
Student Complaint Procedure.....	12
Grade Change Policies and Procedures.....	12
Teach Out Policy.....	13
Clinical/Practicum Policies .....	15
Professional Behavior .....	15
Professional Ethics and Confidentiality.....	15
Safe/Unsafe Clinical/Practicum Practices .....	15
Progressive Discipline .....	17
Student Appeals Procedure.....	19
Health and Safety Information.....	21
Professional Risks.....	21
Health Insurance.....	21
Accidents/Exposure .....	21
Accident Procedures .....	21
Exposure Response.....	22
HIPAA.....	22
Substance Abuse Policy.....	22
Pre Placement Drug Screening.....	24
Clinical Placement.....	24
Criminal Background.....	26
Emergency Instructions.....	26
PHLEBOTOMY PROFESSION .....	29
Description of the Profession .....	29
ASCLS Code of Ethics .....	30
Pledge to the Profession.....	31
MISSION AND GOALS.....	32
Program Mission .....	32
Program Goals.....	32
SCANS Competencies .....	33

Entry Level Competencies .....	33
Essential Functions and Technical Standards .....	34
Students with Disabilities.....	35
<b>PROGRAM POLICIES .....</b>	<b>36</b>
Admission Requirements .....	36
Program Length.....	37
Program Progression.....	37
Certification Eligibility.....	38
Transfer of College Credit.....	38
Program Readmission Policy.....	38
Readmission Criteria.....	39
Readmission Conditions .....	39
<b>GENERAL POLICIES .....</b>	<b>40</b>
Policies and Procedures .....	40
Procedures to Resolve Grade Disputes.....	40
Textbooks and Supplies .....	40
Attendance Policy.....	42
Grading and Academic Requirements.....	43
Exams .....	43
Dress Code.....	43
Clinical Visitation.....	45
Electronic Communication Devices.....	46
E-mail Access .....	46
Transportation .....	47
Employment.....	47
Noncompliance with Program Policies .....	47
Policy and Procedure Changes .....	47
Probation.....	47
Student Records.....	47
Restricted Laboratory Access.....	48
<b>HEALTH AND SAFETY INFORMATION.....</b>	<b>49</b>
Standard Precautions .....	49
<b>CLINICAL POLICIES .....</b>	<b>51</b>
Introduction.....	51
Clinical Site Information.....	51
Alternate Status for Clinical Rotations.....	52
Service Work Policy.....	52
<b>STUDENT SERVICES.....</b>	<b>53</b>
Advising and Counseling .....	53
Financial Aid.....	53
Library Services .....	53
College Computing Labs and Facilities for Students .....	53
Student Life.....	54
<b>PROGRAM FACULTY AND STAFF .....</b>	<b>55</b>
<b>STUDENT SIGNATURE PAGE.....</b>	<b>56</b>



## **INTRODUCTION AND WELCOME**

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

Southern University at Shreveport is accredited by the Commission on Colleges, Southern Association of Colleges and Schools <http://www.sacs.org/>  
The Phlebotomy Technician Program of Southern University at Shreveport is fully accredited by:

National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)  
5600 N. River Rd., Suite 720,  
Rosemont, Illinois 60018:  
(773) 714-8880.

<http://www.naacls.org>

Approval by NAACLS assures students that they will be provided with a quality education in Phlebotomy. Upon successful completion of the Phlebotomy Technician Program, the graduate is eligible to sit for national certification exams. Graduation from the program is not contingent upon passing an external certification exam.

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

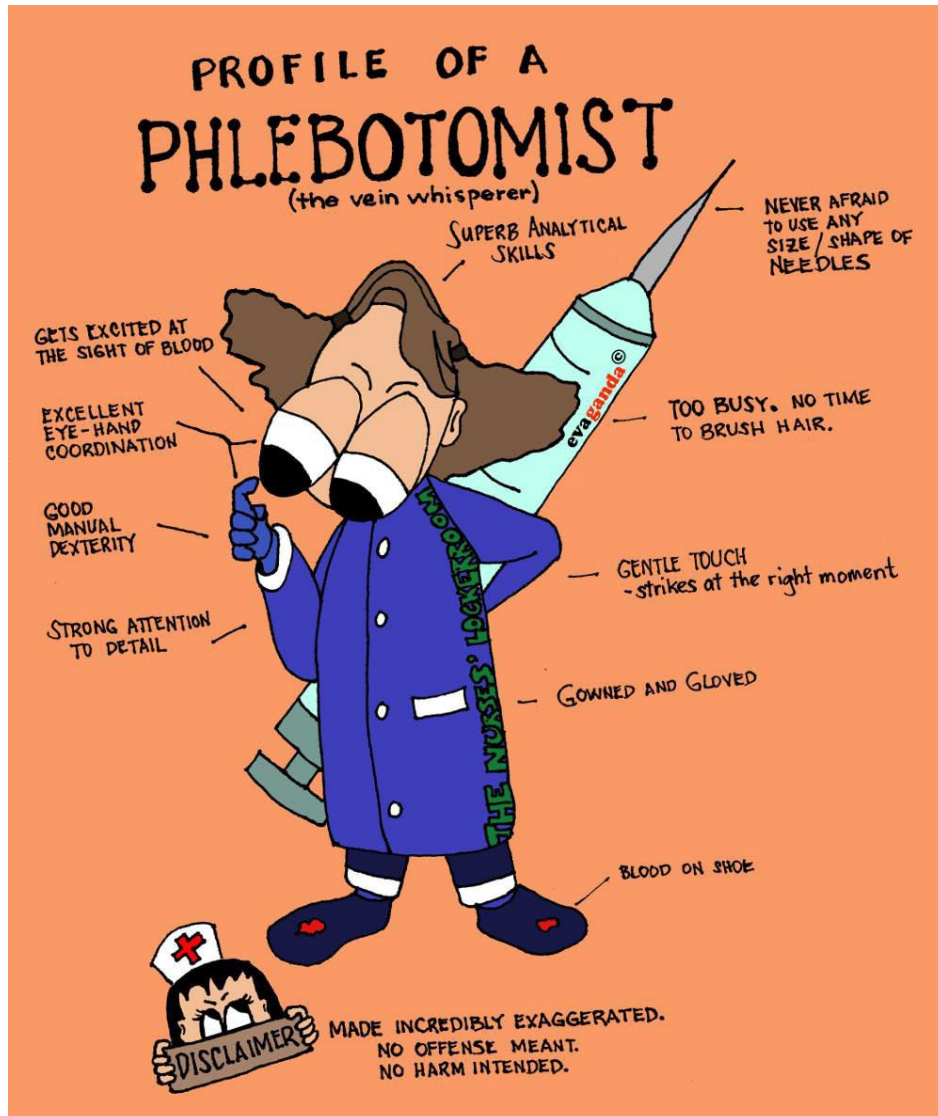
A copy of the Southern University at Shreveport Student Handbook is available at the MLK Jr. Campus's administrative offices or may be downloaded from the SUSLA website at: <http://www.susla.edu>.

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

# HANDBOOK ORGANIZATION

There are two sections to this Handbook. The first section deals with policies and procedures applicable to students in any health science program. The second section is the policies and procedures specifically for the Phlebotomy program.

Students are expected to abide by all of the stated policies and procedures in both sections.



# **ALLIED HEALTH DIVISION** **POLICIES AND PROCEDURES**

The Southern University at Shreveport Allied Health Science Division Policies and Procedures have been compiled by the Health Sciences faculty to provide information pertinent to all students in the Allied Health Science programs.

These policies and procedures should be used as a supplement to the Southern University at Shreveport Student Handbook and the program specific student handbook.

**Southern University at Shreveport does not discriminate on the basis of race, color, national origin, gender, age, disability or any other protected class. Title IX Coordinator and Section 504 Coordinator: Dr. Anjelica Hart, New Classroom Building(NCR), Office 125, 318-670-9367. Email: [ahart@susla.edu](mailto:ahart@susla.edu)**





## Policies and Procedures

Students enrolled in SUSLA Allied Health Sciences programs are expected to agree to and abide by the Student Discipline Policy and Student Rights and Responsibilities regulations as outlined in the SUSLA Student Handbook.

### ACADEMIC DISHONESTY

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

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

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

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

- using unauthorized notes or other study aids during an examination
- using unauthorized technology during an examination; only approved calculators may be used; no cell phones
- improper storage of prohibited notes, course materials and study aids during an exam such that they are accessible or possible to view;
- looking at other students' work during an exam or in an assignment where collaboration is not allowed;
- attempting to communicate with other students in order to get/give help during an exam or in an assignment where collaboration is not allowed (i.e. competency check offs)
- obtaining an examination prior to its administration;
- altering graded work and submitting it for regrading; (i.e. excessive erasing on answer sheet, and scantron)
- allowing another person to do one's work and submitting it as one's own;
- submitting work done in one class for credit in another without the instructor's permission;
- Removal of privacy screen on computer.
- Texting or sending pictures of notes, stolen exams, answers to exam to other student's cell phones, Facebook messaging page, or email address.

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

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

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

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

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

Social Media: The use of social media and other electronic communication is expanding exponentially as the number of social media outlets, platforms, and applications available continue to increase. Individuals use blogs, social networking sites, video sites, online chat rooms and forums to communicate both personally and professionally with others. Social media is an exciting and valuable tool when used wisely. The very nature of this medium, however, can pose a risk as it offers instantaneous posting opportunities that allow little time for reflective thought and carries the added burden that what is posted on the Internet is discoverable by a court of law even when it is long deleted. MLT/Phlebotomy students are welcome to use social media in their personal lives. This may include having a Facebook page, a Twitter feed or blogging on various websites. MLT/Phlebotomy students can positively use electronic media to share workplace experiences, particularly those events that are challenging or emotionally charged, but it is imperative not to mention patients by name or provide any information or details that could possibly identify them in order to protect patients' right to privacy.

Privacy relates to the patient's expectation and right to be treated with dignity and respect. Any breach of this trust, even inadvertent, damages the nurse/patient relationship and the general trustworthiness of the profession of clinical laboratory science.

Improper use of social media by nurses may violate state and federal laws established to protect patient privacy and confidentiality. Such violations may result in both civil and criminal penalties, including fines and possible jail time.

A student may face personal liability and be individually sued for defamation, invasion of privacy or harassment.

Particularly flagrant misconduct on social media websites may also raise liability under state or federal regulations focused on preventing patient abuse or exploitation. If the student's conduct violates the policies, the student will be dismissed from the program immediately.

### **PROGRAM PROGRESSION**

In order to successfully progress through Health Science programs, the student must:

1. Complete pre-requisite courses before progressing in the program.
2. Be enrolled in PHLEB courses at the same time.
3. Withdrawal from any PHLEB course prior to the college official withdrawal date will result in withdrawal from all other PHLEB courses regardless of the current grade in the course.
4. Achieve a minimum grade of "C" in all health science courses. (MLTC 105, PHLEB 101, PHLEB 210, and ALLH 210)
5. Satisfactorily meet course objectives.

### **Advising/Guidance through Phlebotomy Program**

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

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

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

Successful Progression Students should follow the course progression as published in the course catalog and program brochures.

## **STUDENT COMPLAINT PROCEDURE**

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

### ***Smoking***

Effective January 2, 2012, SUSLA implemented a smoke-free policy for all campuses and facilities. Many of the clinical facilities utilized by the Health Sciences programs are non-smoking facilities. Smoking is prohibited on the property. Students who are reported to have been smoking on the property of these facilities will be placed on immediate probation.

### ***Sexual and/or Racial Harassment Complaints***

If a Health Sciences student has a complaint regarding sexual or racial harassment the student should refer to the SUSLA Student Policies and Procedures located at: <http://www.susla.edu/> and the SUSLA Catalog. A copy of the catalog is available at each campus's administrative offices, or may be downloaded at: <http://www.susla.edu/catalog/>.

## **GRADE CHANGE POLICIES AND PROCEDURES**

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

### ***Assignment of Grades***

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

### ***Grade Change Appeal***

If a student believes that an error has been made in the assignment of a grade, he or she should follow the Grade Dispute Policy in SUSLA Student Policies and Procedures located at: <http://www.susla.edu/handbook> and the SUSLA Catalog. A copy of the catalog is available at each campus's administrative offices, or may be downloaded at: <http://www.susla.edu/catalog/>

## **Teach out policy**

### **Medical Laboratory Technician/Phlebotomy Program Addendum to Southern University at Shreveport Policy and Procedures for Reporting Substantive Change**

The purpose of this addendum is to define procedures for a teach-out plan specific to the Medical Laboratory Technician/Phlebotomy Programs Southern University at Shreveport

Substantive changes requiring development of a teach-out plan may include, but are not limited to: program closure due to low enrollment or low industry demand; relocation due to catastrophic loss of physical structure; sudden and unanticipated loss of faculty; sudden and unanticipated loss/reversal of program accreditation.

The Medical Laboratory Technology/Phlebotomy Department include the Medical Laboratory Technology Associate of Applied Science (AAS) and Phlebotomy Technician certificate (CTS) programs.

The Medical Laboratory Technology (MLT) AAS degree requirements include 35 credits of core MLT instruction divided among 18 courses in the five- semester curriculum. In addition, 15 support/general education courses with a total of 35 credits make up the balance of the 70-credit program curriculum.

The Phlebotomy (PBT) CTS Program includes 13 credits of core PBT instruction divided between 3 courses in the one semester- curriculum. In addition, 1 support/general education courses totaling 3 credits make up the balance of the 16-credit program curriculum.

The Medical Laboratory Technology/Phlebotomy the teach-out plan will ensure the continuity of instruction for active and enrolled students in the MLT/Phlebotomy Programs, allowing the student to reach the intended goal of successful acquisition of the degree/certificate and subsequent gaining of the required credential.

## **Substantive Changes and Resolution Plan**

In the event of program closure due to low enrollment or low industry demand, the program will continue to offer core MLT and PBT courses until such time as all enrolled students have met the degree requirements or a period not to exceed three years. No additional students will be accepted into the program in question during this teach-out period. Fully qualified faculty will be retained to instruct the remaining students, but faculty may be employed in a part-time capacity dependent on budget. All SACSCOC notification shall be done in accordance with Southern University at Shreveport Policy and Procedures for Reporting Substantive Changes through the Vice President for Academic and

Workforce Development, and Vice Chancellor of Student Services. Notification of our accrediting body, NAACLS, will be done by the standing Program Director through the University Chancellor.

In the event of catastrophic loss of physical structure (i.e., campus and/or laboratory classroom destruction), program operations can be relocated to the Southern University at Shreveport MLK Jr. campus.

All resources needed for laboratory instruction will be provided at the relocation area. While notification of SACSCOC is not needed in this circumstance, NAACLS will be notified of the change in location of instruction by the standing Program Director through the University Chancellor.

## **Student Notification**

All active and enrolled students will be notified of any substantive changes to the Medical Laboratory Programs via SUSLA email; mail; or phone call as soon a plan for teach-out has been initiated.

Advisement processes will be outlined to the student during this correspondence.

Depending on the event, all changes will be resolved as quickly as possible. This will provide a seamless and transparent transition for the enrolled students.

## Clinical/Practicum Policies

### PROFESSIONAL BEHAVIOR

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

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

### PROFESSIONAL ETHICS AND CONFIDENTIALITY

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

### SAFE/UNSAFE CLINICAL/PRACTICUM PRACTICES

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

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

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

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

- inappropriate use of side rails, wheelchairs, other equipment
- lack of proper protection of the patient which potentiates falls, lacerations, burns, new or further injury
- failure to correctly identify patient(s) prior to initiating care
- failure to perform pre-procedure safety checks of equipment, invasive devices or patient status

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

- failure to recognize violations in aseptic technique
- improper medication administration techniques/choices
- performing actions without appropriate supervision

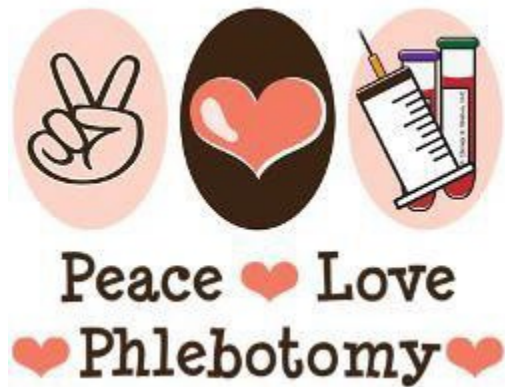
- failure to seek help when needed
- attending clinical while ill
- failure to properly identify patient(s) prior to treatments

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

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

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

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





## Progressive Discipline

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

### **Step 1: Warning**

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

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

### **Step 2: Conference**

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

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

### **Step 3: Probation or Suspension**

Probation action is implemented for:

- Unsatisfactory clinical performance
- Unsatisfactory clinical attendance and punctuality
- Inability to maintain physical and mental health necessary to function in the program
- Unethical, unprofessional behavior, and/or unsafe clinical practice
- Refusal to participate with a procedure
- Unsafe or unprofessional clinical practice that compromises patient or staff safety
- Behavior which compromises clinical affiliations
- Violation of clinical policies such as: Leaving clinical site without permission or contacting Clinical Coordinator or Program Director, changing clinical times or clinical days/dates with permission of Clinical Coordinator or Program Director
- Failure to comply with all terms outlined in the conference report

Probation is a trial period in which the student must improve or be withdrawn from the program.

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

#### **Step 4: Withdrawal**

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

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

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

- **Violations of patient confidentiality**
- **Academic dishonesty**
- **Falsification of documentation**
- **Unprofessional behavior/unsafe behavior that seriously jeopardizes patient, student, staff, or preceptor safety**
- **Unprofessional behavior that seriously jeopardizes clinical affiliations.**
- **Unprofessional behavior such as breaking the law, being arrested, convictions, drug violations, theft, etc.**
- **No Show. No call in (Dismissal from program)**
- **Violation of probation agreement- Immediate dismissal from the program**
- **Repeated violations/probations. Immediate dismissal from the program.**
- **Violation of clinical policies such as: Leaving clinical site without permission or contacting Clinical Coordinator or Program Director, changing clinical times or clinical days/dates without permission of Clinical Coordinator or Program Director. Immediate dismissal from the program**
- **Social Media Violation.**

**NOTE: If the occurrence is past the official college date for withdrawal from a course, the student will receive a performance grade of “D”.**

## **STUDENT APPEALS PROCEDURES**

When complaints about academic or non-academic matters cannot be resolved within the department, the procedure outlined below will be implemented. Any person may bring program related complaints to the attention of the program director. In all cases, the right of the student and/or faculty to due process shall be protected.

1. A written report shall be submitted to the program director explaining the complaint and identifying the individual(s) involved. The report shall be submitted within five (5) days of the incident initiating the complaint or before the beginning of the next term, whichever is sooner.
2. Upon receipt of the report, an initial conference between the program director, individuals directly involved, and clinical and/or program faculty meeting will be held to discuss the complaint.
3. If the complaint cannot be settled by the initial conference, any of the individuals directly involved may request, in writing, the appointment of an Allied Health/Nursing appeals committee to review the complaint and make recommendations. The Division Chair shall appoint an Allied Health/Nursing Appeals committee.
4. The Allied Health/Nursing Appeals committee shall hold a hearing at which time the involved parties will be given an opportunity to present their views. Examination of pertinent documents and/or witnesses may take place, if indicated.
5. Following the hearing, the Allied Health/Nursing Appeals committee will send its recommendations to the individual who appointed the committee.
6. The Division chair will then forward the decision of the Allied Health/Nursing Appeals committee to the Program Director. The decision shall be in writing and shall state the complaint, action(s) to be taken and the reasons therefore.
7. The decision of the Division Chair is rendered to Parties involved. If the decision does not provide a resolution, the parties involved have the right to appeal the decision to the Vice Chancellor of Academic and Student Affairs.
8. The Vice Chancellor of Academic or Student Affairs will initiate the appeals process.

The procedure outlined in this document shall be completed within three (3) weeks of receipt of the initial complaint or within two (2) weeks of receipt of request for review by the Allied Health/Nursing Appeals committee.

## SUMMARY OF STUDENT APPEALS PROCEDURE (*STEP by STEP*)

Attempt to Resolve  
Problem Informally

End

### **Problem Unresolved**

Submit Written Report  
To Program Director

Initial Conference  
Convened

End

### **Problem Unresolved**

Request Appointment of  
Ad Hoc Committee

Ad Hoc Committee Hearing

Committee Recommendation  
to Divisional Chair

Decision of Division Chair

End

### **Problem Unresolved**

Office of Academic or Student Affairs

Appeals Procedure initiated

## Health and Safety Information

### PROFESSIONAL RISKS

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

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

### HEALTH INSURANCE

The College does not provide personal health insurance coverage for students. All Health Sciences students are encouraged to carry some type of personal health insurance. Information about health insurance is available at: [www.susla.edu](http://www.susla.edu). Should medical care be required, it will be the responsibility of the student to assume responsibility for all costs of treatment/medical care unless it is an accident covered under the accident insurance policy.

### ACCIDENTS/EXPOSURE

Medical Professional Liability Insurance--*Medical professional liability insurance is required for each Health Science student enrolled in a clinical course with patient contact. This insurance is purchased automatically through Southern University at Shreveport registration fees collected each semester.*

*Accident Insurance*--Student accident insurance coverage is required for students participating in certain college sponsored laboratory/clinical activities. The maximum medical benefit is \$15,000. e. For covered classes, the student pays an insurance fee at the time of registration. Student Accident Insurance pays benefits for specific losses from accidents only. Benefits are not paid for loss due to sickness.

The student accident policy provides insurance coverage only while participating in specified laboratory/clinical classes. It does not extend to accidents involving automobiles and incidents outside the laboratory/clinical/classroom. For the most updated information, see [www.susla.edu](http://www.susla.edu).

### ACCIDENT PROCEDURES

1. Provide first aid for the student sufficient to get the situation under control.
2. If the accident occurs on campus, campus police are notified.
3. If the accident occurs in the clinical area, faculty responsible for the course in which the student is injured must be notified immediately of the incident.
4. If it appears that a physician should see the student, he or she may choose to see his/her own physician, go to a minor emergency center, or be transported to

hospital. The student can pay the bill at the time of treatment or assign benefits and request reimbursement from SUSLA's insurance company.

### **EXPOSURE RESPONSE**

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

### **HIPAA**

The Health Insurance Portability Accountability Act (HIPAA) Act requires that all protected health information be kept private and secure by all persons that handle, or have access to, that information. Since health sciences students, faculty, instructors, and staff use protected health information as part of the educational process (i.e. access to client health data to provide care and use of de-identified health data for educational assignments such as case studies and care plans). Students are not allowed to enter the clinical settings/fieldwork until this training has been completed. Any violations of HIPAA regulations will result in disciplinary actions up to and including dismissal from the program depending on the severity of the violation.

### **SUBSTANCE ABUSE POLICY**

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

Students will be asked to submit to drug screening by their SUSLA clinical instructor at the expense of the student in the following circumstances:

1. Observable indication of actual use or impairment such as slurred speech, lack of coordination, incoherency, marijuana or alcohol odors.
2. Possession of drugs, apparent paraphernalia or alcoholic beverages.
3. Detailed, factual and persistent reports of misuse by multiple colleagues.

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

4. Involvement in suspicious accidents.
5. Apparent lapses in judgment or memory.
6. Unusual lethargy.

#### Testing Procedure

1. Document student's behavior. Confer with department chair. If a department chair is the faculty member concerned about the student's behavior or if the department chair is unavailable, the conference will be with the division chair.
2. If a student denies being under the influence of unauthorized substances, a request for a drug screen will be initiated.
  - a. The student will sign a consent to undergo drug screening. \*
  - b. If the student refuses to consent to drug screening, the student will be immediately dismissed from the program.
3. Institute a Request for Drug Screen. Provide verbal and written instructions for the testing procedure, including time frames for the test.
4. Student is excluded from all clinical activities pending results of the drug screen.
5. Drug screen findings will be interpreted by the designated testing center within 24-48 hours.
6. Results will be sent to the Department Chair and Division Chair where they will be kept in a confidential, locked file. Records may be released only to the student or the decision-maker in a lawsuit, grievance or other legal proceeding against the University or its agents arising out of the positive drug test.
7. All positive drug screens will be reviewed by an independent Medical Review Officer. During the review process, the student will have the opportunity to:
  - a. Explain the cause of the positive drug screen.
  - b. Provide the name of the physician authorizing any prescription medications. The Medical Review Officer will contact the attending physician for verification. If verification is obtained, the student will be placed on probation. Any subsequent evidence of substance abuse will result in a recommendation that the student be dismissed from the program. The student may appeal the recommendation using the Student Complaint Procedure in the SUSLA Student Handbook.
8. If drug screen is positive and unexplained or unverified via the Medical Review Officer, the student will be:
  - a. Dismissed from the program and
  - b. Reported to the state licensing agency, if applicable.
9. A student who tests positive will be referred to a community resource for evaluation by the SUSLA counselor at the student's expense.

10. If the drug screen is negative, the student will be immediately reinstated in clinical by the department chair and will be provided opportunity to make up assignments. The student will be subject to all other objectives related to
11. safe behavior and care of clients.
12. Readmission to the program is based on program admission policies.
  - \* Please refer to the Consent for Drug Screening form located in the Appendices section at the end of this handbook.NOTE: Some clinical affiliates may require a preliminary drug screening prior to actual clinical practice in their facility.

## **PRE-PLACEMENT DRUG SCREENING**

**Rationale:** Health care providers are entrusted with the health, safety, and welfare of patients/clients. The safety and welfare of patients/clients cared for by our students is of primary concern in all Health Sciences programs and the clinical agencies that provide essential clinical experiences for the students. Clinical rotations are an essential component of Health Sciences programs and the University must meet the contractual obligations contained in affiliation agreements.

**Scope:** SUSLA does not require drug screening as part of the admission process. Clinical agencies can establish more stringent standards for meeting clinical requirements than those imposed as part of the admission process, if they so desire, to ensure compliance with JCAHO standards and agency regulations pertaining to human resource management. This may include (but is not limited to) additional background checks and/or pre-placement drug screening.

### **Clinical Placement:**

The Phlebotomy Program does not accept more students than it can place in clinical, but in the event that clinical placement(slots) are reduced due the student will be placed in rotation based on the following criteria:

### **GPA**

In the event of a tie (same GPA), then the following will be taken in consideration: attendance in the program, final exam score, or final lab practicum score.  
Overall evaluation of the student by the faculty.

**Process for Drug Screening:** The following process is to be followed when a clinical agency requires a drug screen prior to placement.

1. Faculty will notify the student of the requirement for a drug screen and the timelines to be in compliance with the clinical agency and provide all necessary consent forms.
  - The student must complete the drug screen within the timelines provided by the program. A drug screen outside that timeline will have to be re-submitted



- at an additional expense to the student.
2. Program will provide the student with a list of approved vendors to perform the drug screening.
    - **Student must pay the cost of the drug screening.**
      - Cost is non-refundable
    - Program will designate what level of drug screen is required.
    - Results from any company or government entity other than those designated by Health Sciences will not be accepted.
    - Unless specifically directed, clinical agencies will not conduct the drug screen; they must be performed by approved vendor.
    - For clinical sites that do conduct the drug screening, students must sign an authorization for the clinical site to release positive results to the Compliance Coordinator, the Executive Dean or their designee.
  3. Student will sign a HIPAA release giving the lab performing the test permission to provide results to the Program Director or Clinical Coordinator.
  4. Student will sign a release giving permission for SUSLA to release the results of a negative drug screen to the requesting clinical agency if required.
  5. **Refusal to consent to the drug screening will result in the student being withdrawn from the program.**
  6. Drug screen findings will be interpreted by the designated testing center within 24-48 hours.
  7. Results will be sent to the Department Chair or Clinical Coordinator where they will be kept in a confidential, locked file. Negative results of the drug screen will be released only to the student or the requesting clinical agency.
  8. Verification of a negative drug screen will be provided to the indicated clinical affiliate.
  9. All positive drug screens will be reviewed by an independent Medical Review Officer, provided by the vendor. There will be an additional charge if review by the Medical Review Officer is required and the student is responsible for all costs related to this review.

If after review by the Medical Review Officer, there is not a valid medical explanation for the positive screen, the test results will stand.  
(If the student refuses/fails to pay for costs associated with the Medical Review, the test results will stand).

    - Any appeal right based on a positive screen is solely among the applicant, the Medical Review Officer and the vendor.

### **Period of Validity**

Drug screening will generally be honored for the time the student is in the program unless there is a break in enrollment, defined as being out for one full semester. However, students may be required to test on a more frequent basis depending on the requirements of the clinical rotation site in which they are placed to meet their learning objectives.

### **Positive Drug Screen**

- A positive drug screen is any instance in which a drug screening report shows a positive test for one or more of the drugs on the panel.
- Any student with a positive drug screen will not be given placement in any

clinical facility and will be withdrawn from the program.

### **Confidentiality of Records**

- Drug screening reports and all records pertaining to the results are considered confidential information with restricted access.

### **Readmission**

- Any student withdrawn for a positive drug screen will not be eligible for readmission for a minimum of twelve months from the date of withdrawal.
- If accepted for readmission, the student must provide a negative drug test and satisfactory documentation of successful drug counseling and treatment, at the expense of the student.

### **CRIMINAL BACKGROUND**

Successful completion of a criminal background check is required for admission and continuation in all Health Sciences Programs.

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

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

Additionally,

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

### **EMERGENCY INSTRUCTIONS**

Southern University at Shreveport has procedures in place to help ensure the safety of students during an emergency. Emergency instruction signs are posted in each campus classroom. They indicate evacuation routes, outside rally locations, and indoor shelter-in-place areas. Administrators-in-charge and emergency evacuation coordinators are designated in all facilities to assist students and staff in an emergency. See the SUSLA Student Handbook or <http://www.susla.edu>.

### **General Emergencies**

To reach the SUSLA Police Department dial 6349 from any campus phone or 318-670-6349 from any cell phone, pay phone, or off campus. The SUSLA Police Department can better determine the student's location and will notify the local police and fire departments.

### **Medical Emergencies**

In the case of severe bleeding, breathing problems, or chest pains, call 911. For other medical emergencies, contact the SUSLA Police Department by dialing 6349 from any campus phone or 318-670-6349 from any cell phone, pay phone, or off-campus phone.

### **Severe Weather/Outdoor Hazards**

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

### **Fire**

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

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



### **Gunman on Campus**

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

1. Contact the SUSLA Police Dispatch by dialing 6349 from any campus phone or 318-670-6349 from any cell phone, pay phone, or off-campus phone.
2. Turn off lights, close and lock doors.
3. Get on the floor out of the line of fire. Seek available cover.
4. Wait until an “All Clear” given by a police officer or authorized, known voice

### **Contacting a Student in an Emergency**

With thousands of students at different locations, it is **not possible** for staff to contact students on campus except in cases of emergency. Staff members may inquire about the nature of the emergency and decide whether the student should be contacted. In order to contact students, campus staff will need the student’s ID number and class schedule. Under no circumstances will SUSLA permit persons to search for students on campus.



# **PHLEBOTOMY PROFESSION**

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

## **DESCRIPTION OF THE PROFESSION**

Phlebotomists are proficient in:

- collecting, transporting, handling and processing blood specimens for analysis;
- recognizing the importance of specimen collection in the overall patient care system;
- relating the anatomy and physiology of body systems and anatomic terminology to the major areas of the clinical laboratory, and to general pathologic conditions associated with body systems;
- identifying and selecting equipment, supplies and additives used in blood collection;
- recognizing factors that affect specimen collection procedures and test results, and taking appropriate actions within predetermined limits, when applicable;
- recognizing and adhering to infection control and safety policies and procedures;
- monitoring quality control within predetermined limits;
- recognizing the various components of the health care delivery system;
- recognizing the responsibilities of other laboratory and health care personnel and interacting with them with respect for their jobs and patient care;
- demonstrating professional conduct, stress management, interpersonal and communication skills with patients, peers and other health care personnel and with the public;
- demonstrating an understanding of requisitioning and the legal implications of their work environment;
- applying basic principles in learning new techniques and procedures;
- recognizing and acting upon individual needs for continuing education as a function of growth and maintenance of professional competence.
- 

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

*Reference: NAACLS Guide to Approval, 2001*

# ASCLS CODE OF ETHICS

## **Preamble**

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

## **I. Duty to the Patient**

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

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

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

## **II. Duty to Colleagues and the Profession**

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

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

## **III. Duty to Society**

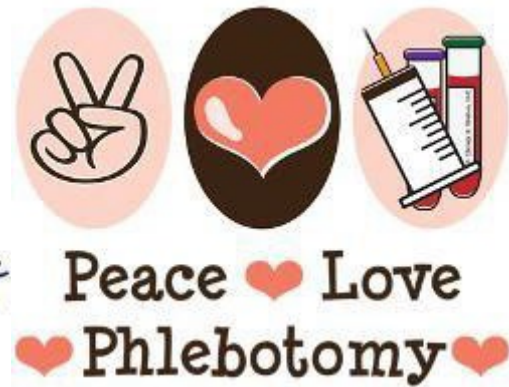
As practitioners of an autonomous profession, clinical laboratory professionals have the responsibility to contribute from their sphere of professional competence to the general well being of the community.

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

## Pledge to the Profession

As a clinical laboratory professional, I will strive to:

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



# **MISSION AND GOALS**

## **Program Mission**

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

## **Program Goals**

Upon completion of this program the student will successfully:

1. Demonstrate knowledge of the health care delivery system and medical terminology.
2. Demonstrate knowledge of infection control and safety.
3. Demonstrate basic understanding of the anatomy and physiology of body systems.
4. Associate the major areas and departments of the clinical laboratory with the laboratory tests ordered to evaluate a patient's pathologic condition or illness.
5. Demonstrate understanding of the importance of specimen collection in the overall patient care system.
6. Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.
7. Demonstrate proper techniques to perform venipuncture and capillary puncture.
8. Demonstrate knowledge of pre-analytical errors that can significantly alter results.
9. Demonstrate understanding of requisitioning, specimen transport and specimen processing.
10. Demonstrate understanding of quality assurance in Phlebotomy.
11. Demonstrate understanding of the basic concepts of communications, personal and patient interaction, stress management, professional behavior and legal implications of the work environment.



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

COMPETENCY	EXAMPLE
Resources	Following Standard Precautions, performs vein and capillary puncture procedures using only necessary supplies and within a predetermined reasonable amount of time.
Interpersonal	Demonstrates an understanding of the profession of Phlebotomy through ethical behavior when dealing with patients and other members of the health care team, including maintaining a professional appearance to relieve patient anxiety and maintaining patient confidentiality.
Information	Record quality control results for basic CLIA waived laboratory tests performed and point out unexpected results to a supervisor.
Systems	Use problem-solving skills to troubleshoot basic equipment or procedures that do not fall within standards, take corrective actions or inform an appropriate supervisor.
Technology	Perform vein and capillary puncture procedures using a variety of methods and equipment including vacuum collection system, microcollection devices, Winged Infusion Set, and Syringe and needle.

### Entry Level Competencies

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

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

1. Demonstrate knowledge of the health care delivery system and medical terminology.
2. Demonstrate knowledge of infection control and safety monitoring quality control within predetermined limits;
3. Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.
4. Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.

5. Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.
6. Follow standard operating procedures to collect specimens.
7. Demonstrate understanding of requisitioning, specimen transport and specimen processing.
8. Demonstrate understanding of quality assurance and quality control in Phlebotomy.
9. Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

Reference: NAACLS Phlebotomy Guide to Approval, 2001

### **Essential Functions and Technical Standards**

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

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

#### **1. The Psychomotor Demands required include:**

- a. Physical abilities to move about freely and maneuver in small spaces, stand and/or walk for long periods, and access areas within the healthcare facility.
- b. Physical ability, including sufficient mobility and fine motor coordination, to manipulate Phlebotomy equipment to safely collect and process patient specimens, maintain a safe, aseptic work environment, and accurately and safely operate a variety of laboratory equipment.
- c. Visual ability sufficient to discern colors and perform Phlebotomy procedures.
- d. Visual acuity to read and interpret test requests and physician orders.
- e. Hearing ability to respond to messages from patients and staff
- f. Ability to operate computers.

#### **2. The Cognitive Demands required include:**

- a. Establish and maintain effective working relationships including working as part of a team.
- b. Accurately remember and apply oral and written procedures
- c. Maintains accurate records.
- d. Ability to organize one's work for completion in a timely fashion.
- e. Ability to exercise critical thinking skills to solve problems.

### 3. **The Affective Demands required include:**

- a. Interpersonal abilities sufficient to communicate in a professional, positive, tactful manner with patients, physicians, nurses, other health care and non-health care employees, and laboratory personnel.
- b. The applicant must be fluent in English and possess adequate communication skills to permit regular, routine, timely, and productive interactions with faculty members, physicians, patients, and other students.
- c. Emotional stability to allow professional interaction with patients and staff, to respect patient confidentiality, use reasonable judgment and accept responsibility for actions.
- d. Must demonstrate the emotional health required for full utilization of intellectual abilities must be able to tolerate physical and emotionally taxing workloads and function effectively under stress
- e. Project a well-groomed, neat appearance.
- f. Ability to maintain patient confidentiality and to exercise ethical judgment, integrity, honesty, dependability, and accountability in the performance of one's laboratory responsibilities.
- g. Ability to perform Phlebotomy procedures accurately and quickly even under stressful conditions.
- h. Ability to exercise independent judgment and to think logically in the performance of one's duties.
- i. Ability to organize and to assume responsibility for one's work.

### **Students with Disabilities**

Qualified applicants with disabilities are encouraged to apply to the program. Southern University at Shreveport does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. An ADA/Section 504/Title IX Coordinator has been designated to handle inquiries regarding the non-discrimination policies. The following persons have been designated to handle inquiries regarding the nondiscrimination and disability policies respectively: **Title IX Coordinator and Section 504 Coordinator: Dr. Anjelica Hart, New Classroom Building(NCR), Office 125, 318-670-9367. Email: ahart@susla.edu**

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

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



# PROGRAM POLICIES

## **ADMISSION POLICY**

### **Admission Requirements**

Admission to Southern University at Shreveport does not automatically qualify a student for admission to the Phlebotomy program.

### **Admission requirements for the Phlebotomy program include:**

1. Completion of high school or GED equivalent.
2. Student must be 18 years or older
3. Meet current requirements for admission to SUSLA.
4. Submit a complete application for the Phlebotomy Technician Program.
5. Interview with the Phlebotomy Interview Committee
6. Brief narrative of intent
7. GPA of 2.0 or higher
8. Three (3) letters of reference

**Upon acceptance in the Phlebotomy program: MANDATORY REQUIREMENTS!!**

### **NO EXCEPTIONS**

9. Immunizations - Health Science students must comply with both Louisiana Law and Clinical facility requirements related to immunizations. Healthcare professions include inherent health and safety risks. A copy of your Louisiana immunization records is required once accepted in the Phlebotomy program. The required immunization form will be given to you.
10. Satisfactory health status as certified by submission of a completed Health Data Physical form signed by a licensed healthcare provider within the last twelve

- months. The Health Data Physical form will be given to you once you are accepted in the program. A student must submit a current Health Data Physical form if
- there has been a break in program enrollment for one year or more. Must be able to pass a Physician Physical Examination.
11. Submit documentation of a negative TB test or, if a previous positive TB test was obtained, record of a negative chest X-ray. Hep B series and current Titers for Hep B, MMR, Varicella Titer, and Tdap.
  12. Require criminal background check and a drug screen. ***Fee paid in your program fees.***
  13. Documentation of Current CPR (Healthcare Provider) certification. If not current must take the mandatory CPR certification course that will be scheduled by the Program Director. ***Certification paid for in your program fees.***
  14. Documentation of a current FLU vaccine.
  15. Must purchase uniform, shoes, classroom supplies, study materials, books, practice exams, etc.
  16. Enrollment in the following courses: ***PHLEB 101, PHLEB 210, and ALLH 210***
  17. ***A mandatory \$150*** entrance fee is required once accepted into the Phlebotomy program due by the *first day of class. Paid in your program fees. NON REFUNDABLE.*
  18. ***A mandatory \$90-\$150 National registry exam fee*** must be paid ***fourteen (14) days before*** completion of the program. Date will be given by the Program Director. ***NO EXCEPTION. This fee is requirement for the Phlebotomy 210 course. Fee due the Monday before the first day of Clinical Rotation.***

### **Program Length**

The Southern University at Shreveport Phlebotomy Technician Program is one (1) semester in length.

### **Program Progression**

In order to successfully progress through the program, the student must:

1. Satisfactorily meet course objectives.
2. Achieve a grade of “C” 70% or higher in Phlebotomy 101 to be eligible for the clinical rotation: Phlebotomy 210
3. Pass the PHLEB 101 Lab Competency Final with an overall average of “C” 75% or higher in order to be eligible for clinical rotation: Phlebotomy 210.
4. Pass the PHLEB 101 Lab Practicums with and overall average of “C” 70% or higher.
5. Student have to pass the PHLEB 210 Comprehensive Final (EXIT EXAM) with a 70% or higher. Student will be given two (2) attempts to pass the Exit Exam. The first test score will be averaged in the overall course grade. The retake test grade will not be averaged in the overall course grade but the student must pass the retake with a 70% or higher. If the student does not pass the EXIT EXAM in Phlebotomy 210 with a 70% or higher after two (2) attempts they WILL NOT be eligible for graduation nor be eligible to take the National Exam. Student will receive a grade of “D” for the Phleb 210.
6. Achieve a course overall average grade of “C” or higher in PHLEB 101, PHLEB 210,

MLTC 105, and ALLH 210

7. Successful students will be awarded an institutional certificate of completion of the requirements for the Phlebotomy Technician Program.

### **Certification Eligibility**

**Upon completion of the Program the graduate is eligible for the national examinations for Phlebotomy offered by ASPT, AMT, or ASCP.** *Passing of a national certification exam is not required for awarding the certificate of completion in Phlebotomy.*

### **Transfer of College Credit/Previous Students**

Credit will be given for Phlebotomy courses from other institutions. Students that have taken and pass the Introduction to Phlebotomy with a “C” or higher will have to participate in regular class lectures, labs, exams, and do all assignments for a refresher. The student will take the Comprehensive Final exam for Phleb 101(Introduction to Phlebotomy) and will need to score a **70% or higher** in order to continue on to the Clinical Phase (Phleb 210: Clinical Practicum). The student will have two (2) attempts to pass the exam. If the student does not pass the exam, they will not be able to continue in the Program. The student will be required to withdrawal from the PHLEB 210 (Clinical Practicum) course by the deadline for dropping courses with a “W”. **NO EXCEPTIONS!** If the student does not drop the PHLEB 210 they will receive a grade of “F”.

### **Program Readmission Policy**

A student who withdraws from the program or fails to achieve the minimum course grade for progression may be re-admitted **one time only** to the Phlebotomy Program upon the recommendation of the Phlebotomy Program Admissions Committee and according to the criteria outlined below.

### **Readmission Criteria**

- The student must apply for re-admission the following semester that the course is offered.
- The student must meet current admission requirements.
- The individual must submit a letter requesting re-admission to the Phlebotomy.
- The student must contact the Department Chair **four weeks** prior to the re-entry semester. This letter serves as a reentry request. It is in the individual’s best interest to address the criteria addressed below, if possible.
- Each reentry request will be evaluated by the Phlebotomy Admissions Committee, who will make the determination of whether to allow the student to reenter. Criteria used in this determination will include, but are not limited to:
  - The student's motivation, interest in the field, and compatibility with the profession as can be demonstrated by successful employment or volunteer activities in laboratory related area, attendance and participation in professional activities, and / or continuing college coursework in related studies.
  - The correction of any identified Program related problems.
  - Available space.
  - Students who fail a PHLEB course are required to retake all PHLEB courses

upon readmission even if the student has passed the PHLEB course with a “C” or higher. Student maybe granted permission to audit any PHLEB course that they may have passed with a “C” or higher with a written permission from the Program Director.

- The student will start the program over once readmitted. Student will be considered a first year student and will be required to participate in the program as a first year student

### ***Exceptions:***

1. Students who fail PHLEB 210 due to failing grades and readmit to the program with permission from the Program Director by the next semester will be allowed to take the weekly exams and the Exit Exam to earn a grade in the course. Student will not have to repeat the clinical rotations.
2. Students who fail PHLEB 210 due to failing grades and have been out of the program for more than one semester will have to repeated the full course requirements.

### **Readmission Conditions**

- The student must meet the current admission criteria including current negative TB test, clear criminal background check and drug screen as well as any other admissions requirements currently in effect.
- The student will be given, and expected to follow, the policies of the current Phlebotomy Student Handbook.
- Students that have taken and pass the Introduction to Phlebotomy with a “C” or higher will have to participate in regular class lectures, labs, and do all assignments for a refresher. The student will take the final exam for Phleb 101(Introduction to Phlebotomy) and need to score a **70% or higher** in order to continue on to the Clinical Phase (Phleb 210: Clinical Practicum). The student will have two attempts to pass the exam. If the student does not pass the exam, they will not be able to continue in the Program.
- Students who are unsuccessful during their second admission to the program and those students who are withdrawn for unsafe clinical practice are ineligible for readmission and may not re-apply to the Phlebotomy Program.



# **GENERAL POLICY**

## *Academic Policies*

### **Policies and Procedures**

Students enrolled in SUSLA Health Sciences programs are expected to agree to and abide by the Student Discipline Policy and Student Rights and Responsibilities regulations as outlined in the Student Handbook.

### **Procedures to Resolve Grade Disputes**

If you have a question about a grading policy and/or a specific assignment grade, you must raise your question while enrolled in the course. Meet with your instructor and discuss your questions or objections. Document in writing what you discuss and the outcome of that discussion in case you later request a formal “Review of Final Course Grade.”

If you are unable to resolve your questions or objections with your instructor, make an appointment with the department chair to discuss the matter or, if the instructor is the department chair, with the division chair

### **Textbooks and Supplies**

Phlebotomy textbooks are available at the MLK Jr. Campus Bookstores. Please visit the bookstore site for hours of operation: <http://www.susla.edu/bookstore>.

***The purchase of the required textbook is mandatory.***

Students are responsible for providing the following:

- Phlebotomy: Phlebotomy Handbook
- Success! Phlebotomy or the BOC (ASCP Study questions) OPTIONAL
- Phlebotomy Notes
- Gloves – must be non-latex or nitrile
- Scrubs- appropriately fitting and professional in appearance.
- Sharpie or other type of permanent, waterproof marker.
- Three ring binder for each course.
- Black or blue ink pen.
- Southern University at Shreveport Student Photo ID

It is strongly advisable that students have a dependable home personal computer with internet access. The College provides student access to internet accessible computers located at the Metro Center and MLK Jr. Campus.

## **Attendance Policy**

Students are expected to always come to class and clinical prepared. This includes bringing the correct textbook, any assignments which are due, materials for note taking, calculators and accessories to be used in lab or clinical. A student may be dismissed from class or clinical if not prepared.

## **General Applications**

Punctual attendance is expected for scheduled lecture, laboratory and clinical days for each Phlebotomy course. Routine medical or dental appointments, well child check-ups, etc should be scheduled outside of course time. Specific attendance policies are found in the syllabus of each Phlebotomy course. According to each course's syllabus, excessive absences will result in implementation of the Progressive Discipline Policy possibly resulting in dismissal from the course or program.

### **1. Classroom**

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

### **2. Laboratory**

Absences from student laboratory sessions are particularly disdainful. Laboratory schedules require a "building block" approach in which skills learned in one lab are utilized as the "building block" of another. The skills learned in student laboratory are essential for entry into the rotations in a clinical laboratory to develop competency. Missed laboratory sessions are very difficult to make up, critical lab skills must be demonstrated to the satisfaction of the course instructor. The amount of credit awarded for a missed lab will be 90% of the grade earned. ***Student must submit an excuse and be ready to perform the lab upon the return back to class unless other arrangements have been made.***

### **3. Clinical**

Regular and punctual attendance on all clinical days is required. Students should carefully review the attendance policies stated within the clinical courses syllabi. Absences or tardies from clinical for reasons other than health or emergencies will not be tolerated and the student will be subject to the Progressive Discipline policy which may ultimately result in being withdrawn from the Program. There will be ***no MAKE UP days*** for missed clinical days. Each day missed will result in "0" points earned. More than 2 days missed will be subject to dismissal from the program. Students may submit an excuse for the days missed in order to continue in the program. ***A student that is out of Dress Code will sent home immediately. The student will not be able to return to the clinical site for that day of violation nor will the student be able to make up the time for that day. NO Shows and No call in will be grounds for dismissal from the program.***

## Grading and Academic Requirements

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

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

A = 90-100%

B = 80-89%

C = 70-79%

D = 60-69%

F = 59% and below

## Exams

The protocols and expectations for taking exams in class will be outlined in each course syllabus. Course final exams will be conducted in class.

## Dress Code

1. Students will be expected to attend class clean and neatly dressed. MLT uniforms must be worn during all classroom, laboratory and clinical activities. Avoid wearing scrubs that are overly revealing, which may represent a safety hazard or which may be offensive.
2. Lab Coat: The lab coat must be worn, buttoned from top to bottom, at all times when working with biological samples. When not in use, the lab coat is to be stored on coat rack behind the lab door. If soiled the coat needs to be washed before using again.
3. Footwear appropriate for a laboratory setting will be required. This means that shoes must cover the foot and heel and be of material that provides protection from spills. (black leather)
4. Hair that is shoulder length or longer, or has tendency to fall or hang in the face **must** be worn up or securely tied back. Hair should be of natural looking color. Head coverings: Nothing shall be worn on the head (baseball caps, scarves, hats, etc.) unless it is of a required religious nature and has been pre-approved. If the head covering falls below the shoulders it must be tucked securely inside the lab coat to prevent contamination by blood and/or body fluids.  
Male students must shave regularly and be clean shaven. **No Beards or goat tees will be allowed.**
5. Loose or dangling jewelry will not be permitted. Jewelry should be limited to wedding rings and a wrist watch. A conservative necklace that is kept close to the skin (not dangling) and conservative earlobe earrings (no more than one pair) that do not extend more than ½ inch below the earlobe are acceptable.

6. Strong smelling perfumes or after-shave lotion are inappropriate in a laboratory and clinical setting.
7. Latex or other appropriate gloves must be worn when handling blood, body fluids or other biohazardous materials. Gloves will be provided by the school.
8. Identification: During clinical assignments students must wear their SUSLA photo ID badge identifying them as a Southern University at Shreveport student. The badge must be visible at all times. Wearing the badge clipped to a lanyard is acceptable as long as it does not create a safety hazard or dangle into the workspace.
9. Open wounds must be covered with a protective covering such as a Band-Aid.
10. No visible TATOOS and no visible BODY PIECING!!!! This includes tongue rings, nose rings, eyebrow rings, etc..
11. Items such as CD/ MP3 players, bluetooth phone accessories, etc., distract the student's attention or limit hearing and present safety concerns. Such items are NOT to be used during class or laboratory session or visible at any point during class time. Students must follow the guidelines regarding Electronic Communication Devices as outlined in the MLT Student Handbook. ***Electronic communication devices including pagers and cell phones must be turned OFF or set to MUTE during all class/lab sessions. Additionally, receiving or sending text messages is not allowed during class and laboratory times.***
12. Lecture classes may be recorded ***IF*** discussed and agreed to by the instructor.
13. ***Gossiping, sleeping, using profane or pejorative language, or engaging in disruptive behavior WILL NOT be tolerated. You will be asked to leave the class and marked ABSENT for the day!***

***Students not conforming to the dress code, and listed regulations may be sent home from class or clinical at the instructor's discretion. If sent home, a grade of "Zero" will be awarded for that day.***

### **Special Laboratory Requirements**

- A. It is the responsibility of the student to prepare for each lecture/laboratory session. Each student is responsible for his/her own work and for the cleaning up of their work station.
- B. Student laboratory performance is evaluated using designated criteria that may include:
  1. Laboratory and study question results.
    - a. Students are encouraged to work on laboratory study questions prior to the lab session as a means of preparing.
    - b. Completed laboratory study questions are due on the following the lab class procedure, unless otherwise stated by the instructor. ***NO LATE WORK WILL BE ACCEPTED!***
  2. Familiarity with procedure, to include selecting and utilizing appropriate specimens, procedure set-up and performance, and proper handling, labeling and disposal of specimens, tubes, etc.
  3. Organization and performance of individual tasks.

4. Proper use of equipment, glassware and pipets and clean-up of work area.
5. Completion of tests within a reasonable amount of time, and with the use of reasonable and minimal amount of reagents.
6. Correct calculation and/or interpretation of results with recognition of critical values or discrepancies being brought to the attention of the instructor(s).
7. Results reported in proper format and turned in on time.
  - a. *Results in pencil will have an immediate 5 point deduction for first offense and additional offenses will be automatically rejected.*
  - b. *Unless otherwise stated, lab results are due by the close of the lab. Exceptions must be verified by instructor.*
8. Results of laboratory practical exams.

C. Safety Regulations and Standard precautions

1. Blood, urine, and other biological specimens possibly containing pathogenic organisms will be used in this course; therefore, CDC guidelines (Standard Precautions) will be followed. Standard precautions are a set of infection control practices used to prevent transmission of diseases that can be acquired by contact with blood, body fluids, non-intact skin (including rashes), and mucous membranes. These measures are to be used when providing care to all individuals, whether or not they appear infectious or symptomatic.
2. Use barrier protection routinely to prevent skin and mucous membrane contamination with blood or other body fluids. This includes a buttoned lab coat.
3. Wear proper fitting medical grade gloves whenever there is possibility of coming in contact with blood, or body fluids.
4. Wear a mask, eye glasses or goggles, or face shield during procedures that are likely to generate droplets of blood or other body fluids to prevent exposure of the mucous membranes of the mouth, nose, and eyes.
5. Any open wounds, exudative lesions or weeping dermatitis must be covered with an occlusive dressing to prevent contamination.
6. Use biological safety hoods (Class 1 or 2) for procedures that have a high potential for generating droplets (e.g., blending, sonicating, and vortexing).
7. Decontaminate all laboratory work areas with an appropriate chemical germicide after a spill of blood or other body fluids and when work activities are completed. Laboratory countertops should be disinfected at least once per shift.
8. Clean and decontaminate scientific equipment that has been contaminated with 10% bleach or other appropriate solution.
9. Correct waste disposal-bloody or contaminated gloves or objects are placed in biohazard waste. Sharps are disposed of in sharps containers.
10. Respiratory Hygiene (Cough Etiquette)

11. Hand Hygiene: Wash hands immediately after gloves have been removed even when no external contamination has occurred. Also hand sanitizer is acceptable after removal of gloves.

Proper Hand washing; a review of procedure:

- a. Wet hands and apply a small amount of an antiseptic soap (3-5 mL).
- b. Vigorously lather hands and rub together for at least 15 seconds.
- c. Wash well between fingers and up the wrists.
- d. Rinse well with a moderate stream of water in a downward motion.
- e. Dry with a paper towel and use the towel to turn off the faucet. Dry skin adequately to avoid dermatitis.
- f. Use a hand cream as indicated to protect skin from cracking, etc.

**\*\*All accidents must be reported immediately to the instructor\*\***

### **Clinical Visitation**

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

### **Electronic Communication Devices**

In any learning setting, the use of electronic communication devices, such as pagers and telephones must be limited to emergency situations only. The devices must be set to silent mode at all times in the classroom. If it is necessary to respond to a call or page, the student should leave the classroom with minimal disruption, and may reenter the classroom at the next break. Students may not use a cellular telephone in the computer laboratory. If a cellular phone is used during any testing situation or during test review, it will be considered an act of academic dishonesty. Electronic communication devices may be used in the clinical setting for appropriate purposes only. These purposes will be determined by the clinical instructor. Tape recorders, PDAs, cameras and other recording devices are not to be used in the clinical setting for recording identifiable client data.

### **E-mail an Moodle Access**

All students must be accessible via an electronic mail address using the SUSLA email account. Students may utilize the computers on campus to check their Moodle and e-mail accounts. Moodle and E-mail accounts should be checked for new messages at least twice each week, if not more frequently.

## **Transportation**

Transportation to clinical facilities is the sole responsibility of the student. Students should be prepared to accommodate travel to any facility deemed appropriate to meeting course objectives within and outside the Shreveport and Bossier area.

## **Employment**

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

## **Noncompliance with Program Policies**

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

## **Policy and Procedure Changes**

All policies are subject to change by the Phlebotomy Program faculty as deemed necessary. Students will be notified of changes in writing and will sign the notification, which will be kept in the student file.

## **Probation**

Students are placed on probation, and may be withdrawn from the program, for unsafe or unprofessional clinical practice that is grossly negligent or failure to improve after verbal and/or written notification of unsatisfactory performance.

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

## **Student Records**

Academic and health information pertinent to each Phlebotomy student is maintained by the Program Director’s office. After the student graduates or withdraws from the program the files are moved to the secured storage room in the Program Director’s office and kept for seven (7) years. At that time transcripts and pertinent information will be sent to Academic Affairs and stored according to college policy. All other documentation will be destroyed according to college policy.

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

*Academic records may include:*

- Application(s) / Transcripts

- Signed HIPAA Confidentiality form
- Correspondence to and from the student
- Clinical evaluation tools
- Conference forms
- Probation forms
- Student information sheet

*Health records may include:*

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

### **Restricted Laboratory Access**

Due to the possible presence of potential biohazardous materials, the laboratory must be considered “off-limits” to non-SUSLA persons, such as student roommates, family members, the public at large, etc. The door to the laboratory will be kept locked except during times when a faculty member or their designee is present. Non-laboratory persons must be escorted by an SUSLA faculty member or their designee when in the laboratory. Exceptions to this policy include other Health Science faculty and their supervised students as well as SUSLA custodial personnel. Other exceptions to this policy are at the discretion of Program faculty. **At no time are individuals below the age of 18 allowed to be in the laboratory unsupervised.**



# **HEALTH AND SAFETY INFORMATION**

## **Standard Precautions**

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

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

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

1. It is the responsibility of the student to prepare for each lecture/laboratory session. Laboratory exercises must be read prior to attending the laboratory period to provide the student with the basic understanding of what will be expected of him/her during the laboratory session. A quiz may be given to test laboratory concepts.
2. Each student is responsible for his/her own work and for the cleaning up of their work station.
3. Eating, drinking or smoking will not be permitted in the laboratory. ***Avoid putting objects in your mouth.***
4. Wash your hands before leaving the laboratory for any reason. Proper hand washing is essential in preventing the acquisition and spread of potentially harmful organisms.
5. All accidents are to be reported immediately to the laboratory supervisor/instructor
6. Use barrier protection (gloves, mask, gowns, lab coat and face shield) as necessary to prevent skin and mucous membrane contamination with blood or other body fluids.
7. Exudative lesions or weeping dermatitis should be covered with an occlusive dressing to prevent contamination.
8. Gloves ***must*** be worn when
  - a. Cuts, scratches, or other breaks in the skin are present.
  - b. Performing phlebotomy or capillary blood collections.
  - c. Anytime it appears that contamination of the hands may occur.
9. Change gloves after **each patient contact** or when visibly contaminated with blood.
10. Wash hands or other skin surfaces thoroughly and immediately if contaminated with blood or other body fluids.
11. Wash hands immediately after gloves have been removed even when no external

contamination appears to have occurred. Organisms on the hands multiply rapidly in the warm moist environment within the glove.

12. Wear a mask, eye glasses, goggles, or face shield during procedures that are likely to generate droplets of blood or other body fluids to prevent exposure of the mucous membranes of the mouth, nose or eyes.
13. Wear a fluid-resistant gown, apron, or other covering when there is a potential for splashing or spraying of blood or body fluids onto the body. Handle sharps, such as needles, with extreme caution.
14. Place used needles, disposable syringes with needles attached, skin lancets and other sharp items into a **puncture-resistant** biohazard container specially designed for this purpose for disposal. The container should be located as close as possible to the work area. Phlebotomists should carry puncture-resistant containers with them on the phlebotomy tray.
15. Needles *must never* be recapped, purposely bent, cut, broken, removed from disposable syringes or otherwise manipulated by hand. The *needle safety device* must be activated IMMEDIATELY upon removal of the needle from the vein.
16. All specimens of blood and body fluids should be put in well-constructed containers with secure lids to prevent leaking during transport. Care should be taken when collecting each specimen to avoid contaminating the outside of the container and the laboratory form accompanying the specimen.
17. Should a blood or body fluid spill occur cover the spill with paper towels, soak thoroughly with disinfectant and wait 15 minutes before cleaning it up.
18. Decontaminate all laboratory work areas with an appropriate chemical germicide after a spill of blood or other body fluid, and when work activities are completed.
19. Laboratory counter tops and phlebotomy draw areas should be disinfected at least once per shift.
20. Rinse off all body fluids from reusable contaminated equipment prior to reprocessing according to the institution's policies.
21. Fill evacuation tubes, vials, and bottles by using their internal vacuum only. If a syringe is used, *the fluid should be transferred to an evacuation tube by using a safety transfer device* attached to the syringe, puncturing the tube stopper then allowing the correct amount of fluid to flow slowly into the tube along the wall. If a safety transfer device is not available the tube should not be held when puncturing the top, place the tube in a test tube rack, Styrofoam cup or some other suitable holder. Puncture the diaphragm of the rubber stopper and allow the vacuum of the tube to fill the tube. NEVER force blood into evacuation tube by exerting pressure on the syringe plunger.
22. Pregnant laboratory workers are not thought to be at greater risk of infection than others in the laboratory. However, if an infection does develop during pregnancy or the mother is a carrier prior to the pregnancy, the infant is at risk of infection by perinatal transmission. Therefore, pregnant laboratory workers should be especially aware of Standard precautions.

# **CLINICAL POLICIES**

## **Introduction**

Clinical course work allows students to apply the knowledge and skills obtained in the didactic component of the curriculum to real life experience in a clinical laboratory. The clinical courses are to provide students with clinical experience in and around the Metropolitan area hospitals and clinic laboratories. Students may also be provided with real or computer simulated learning activities.

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

## **Clinical Sites Information**

Students may be required to travel outside the Metropolitan area for some clinical rotations. Rotations on evenings, nights or weekends may be required. Non-traditional shifts may be created to accommodate the clinical sites. A list of clinical sites used for Phlebotomy rotations are list below:

- Minden Medical Center
- Barksdale AFB
- Overton Brooks VA Medical Center
- Ochsner LSUSHSC Medical Center
- Willis Knighton Health System
- Christus Schumpert Highland
- Desoto Regional Hospital
- Christus Coushatta Hospital
- Vivian Medical Center
- Minden Primary Physician

1. **A student who passes Phlebotomy 101 but fails Phlebotomy 210 (grade less than 70%) will *NOT* receive a certificate of completion and will *NOT* be eligible to take the national certification examination**
2. The successful completion of the Clinical Practicum course(PHLEB 210) is based on the following criteria:
  - a. Graded Student Evaluation submitted by the clinical faculty. Score must be 80% or higher.
  - b. Average of grades obtained on the exams of the four (6) assigned MedTraining modules must be a 80% or higher.
  - c. Average of grades on weekly exam must be a 70% or higher
  - d. **Perform a minimum of 152 clinical hours** – LUNCH DOES NOT COUNT.
  - e. Receive passing marks all shaded areas on the Competency Assessment form.
  - f. Submission of all required clinical documents.
  - g. Perform a minimum of 100 successful venipunctures
  - h. Perform a minimum of 10 capillary punctures

Students will be held to the highest level of work ethics. Excellent attendance, reviewing of lecture notes, laboratory procedures, textbooks and attentiveness to instruction provided are high among the expectations. The ultimate goal of each rotation is that the student is able to do the basic work at the bench with minimum supervision in most areas, regardless of the time or location of the rotation.

***Personal relationships with clinical personnel are strictly forbidden.***

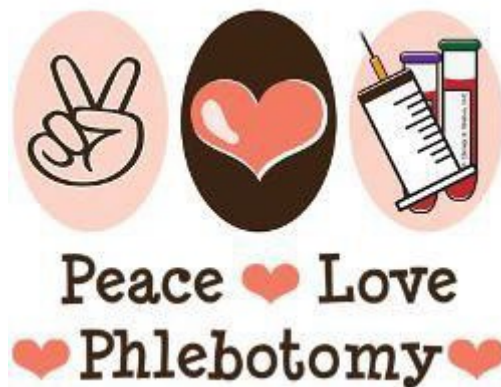
### **Alternate Status for Clinical Placement**

The Phlebotomy Program does not accept more students than it can place in clinical, but in the event that clinical placement(slots) are reduced due the student will be placed in rotation based on the following criteria:

- a. GPA
- b. In the event of a tie (same GPA), then the following will be taken in consideration: attendance in the program, final exam score, or final lab practicum score.
- c. Overall evaluation of the student by the faculty.

### **Service Work Policy**

Phlebotomy Technician students are not expected to perform service work and are not allowed to take the place of qualified staff during any clinical rotation. After demonstrating proficiency, students, with qualified supervision, may be permitted to perform procedures. A clinical institution which employs a currently-enrolled Phlebotomy student as a laboratory assistant will schedule the student for work during **non-instructional** hours. These paid hours may not count as clinical time as the student is performing the duties of an employee not a student in training. A student may be sponsored by a clinical laboratory facility and receive payment for training hours as long as the student performs the training activities with qualified supervision and the student is not replacing qualified staff.





## **STUDENT SERVICES**

### **Advising, Counseling, and Tutoring**

Advisors and counselors are here to help ensure your academic success at Southern University at Shreveport. Professional counselors are available to provide counseling, educational and career planning. They are available to provide confidential assistance to students by appointment and on a drop-in basis.

The counselors assist with the most frequently expressed student concerns:

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

The counselors are the people to see for any type of help you might need. If they are unable to provide the information or assistance you need, they will be able to refer you to someone who can. Phlebotomy instructor(s) or Department Chair may require a student to make an appointment with the counselor.

### **Library Services**

All SUSLA libraries offer access to the college online network of resources. Librarians are available to instruct and assist students in setting up their home computer to access

the Library catalog, electronic indexes and databases. The librarians are available to assist you with on-line computer searches for specific subjects and should be your first contact when working on research projects.

### **Student Life**

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



# **PROGRAM FACULTY AND STAFF**

*Associate Professor Patricia' Raphiel-Brown,  
MLS(AMT)*

*Program Director MLT/Phlebotomy*

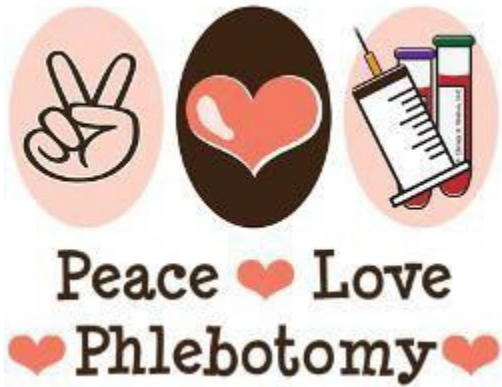
Office Telephone (318) 670-9350  
E-mail: pbrown@susla.edu

Cell Telephone (318) 422-5567

## ***Part-Time Faculty***

Sharon Glover, PB, ASPT  
Phlebotomy Clinical Instructor





## PHLEBOTOMY Student Handbook

### Signature page

Please read each statement below. INITIAL each statement in the space indicated to signify your understanding and agreement to abide by the policies and procedures in this Handbook. Print, sign and date in the space below.

1. \_\_\_ I have read and agree to comply with the student policies and procedures as outlined in the Student Handbook. Furthermore, I will agree to and will comply with the course requirements as listed in the Syllabus and Student Policies of the Phlebotomy Technician Program.
2. \_\_\_ I understand that while performing my regularly assigned duties, I may be exposed to blood, body fluids, or tissues. I will use the appropriate personal protective equipment required when there is an inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or a potential for spills or splashes of them. I understand that if I fail to use available personal protective equipment, I may be subject to disciplinary action.
3. \_\_\_ I have been informed regarding the inherent health/safety hazards in the health care field and release SUSLA from any liability for such hazards.
4. \_\_\_ I have read and agree to the "Substance Abuse Administrative Policy."
5. \_\_\_ I agree to criminal background checks and agree to immediately notify the Dean of Health Sciences in writing of any subsequent changes in criminal history that occur after the admission background check has been completed.
6. \_\_\_ I will complete all required clinical educational training modules and submit signed documentation to the Program as required.
7. \_\_\_ I have read the Essential Functions for the program and, to the best of my ability, believe I can meet them.
8. \_\_\_ **Program Progression**

In order to successfully progress through the program, the student must:



- a. Satisfactorily meet course objectives.
- b. Achieve a grade of “C” 70% or higher in Phlebotomy 101 to be eligible for the clinical rotation: Phlebotomy 210
- c. Pass the PHLEB 101 Lab Competency Final with an overall average of “C” 75% or higher in order to be eligible for clinical rotation: Phlebotomy 210.
- d. Pass the PHLEB 101 Lab Practicums with and overall average of “C” 75% or higher.
- e. Student have to pass the PHLEB 210 Comprehensive Final (EXIT EXAM) with a 70% or higher. Student will be given two (2) attempts to pass the Exit Exam. The first test score will be averaged in the overall course grade. The retake test grade will not be averaged in the overall course grade but the student must pass the retake with a 70% or higher. If the student does not pass the EXIT EXAM in Phlebotomy 210 with a 70% or higher after two (2) attempts they WILL NOT be eligible for graduation nor be eligible to take the National Exam. Student will receive a grade of “D” for the Phleb 210.
- f. Achieve a course overall average grade of “C” or higher in PHLEB 101, PHLEB 210, MLTC 105, and ALLH 210

Successful students will be awarded an institutional certificate of completion of the requirements for the Phlebotomy Technician Program

***Upon acceptance in the Phlebotomy program: MANDATORY REQUIREMENTS!!***

#### NO EXCEPTIONS

9. \_\_\_\_\_ Immunizations - Health Science students must comply with both Louisiana Law and Clinical facility requirements related to immunizations. Healthcare professions include inherent health and safety risks. A copy of your Louisiana immunization records is required once accepted in the Phlebotomy program. The required immunization form will be given to you.

10. \_\_\_\_\_ Satisfactory health status as certified by submission of a completed Health Data Physical form signed by a licensed healthcare provider within the last twelve months. The Health Data Physical form has been provided for me. I must submit a current Health Data Physical form if there has been a break in program enrollment for one year or more. I must be able to pass a Physician Physical Examination.

11. \_\_\_\_\_ Submit documentation of a negative TB test or, if a previous positive TB test was obtained, record of a negative chest X-ray. Tdap and Hep B series and current Titers for Hep B, MMR and Varicella Titer.

\_\_\_\_\_ Require criminal background check and a drug screen.

\_\_\_\_\_ Documentation of Current CPR (Healthcare Provider) certification. If not current must take the mandatory CPR certification course that will be scheduled by the Program Director.

\_\_\_\_\_ Documentation of a current FLU vaccine.

\_\_\_\_\_ Must purchase uniform, shoes, classroom supplies, study materials, books, practice exams, etc.

\_\_\_\_\_ Enrollment in the following courses: PHLEB 101, PHLEB 210, MLTC 105 and ALLH 210

\_\_\_\_\_ A mandatory \$150.00 entrance fee is required once accepted into the Phlebotomy program due by the first day of class. **NON-REFUNDABLE**

\_\_\_\_\_ A mandatory \$150 National registry exam fee must be paid on the day of Final exam. A mandatory requirement for completion of the program. Date will be given by the Program Director. NO EXCEPTION!

Printed Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

*This done before me* \_\_\_\_\_  
*NOTARY*

*On this day* \_\_\_\_\_, 20\_\_\_\_\_

*Affix my seal:*