

Otero College Phlebotomy Student Handbook 2022



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Phlebotomy Program Student Handbook

Welcome!

Our faculty, staff and partners would like to welcome you to the Otero College Phlebotomy Program. Whether you are a new or a returning student, we want to welcome you into an exciting and rewarding career path in the medical laboratory science health professions field.

We hope to make your educational experience here a rewarding and positive learning experience. We also hope that you will realize that your education has just begun, and that learning is a life-long process in the laboratory science profession. The faculty at Otero College (OC) strive to create an inclusive, compassionate, and understanding environment for all students.

At Otero College we believe in being partners in learning. We will do what we can to provide insight, guidance and extra support when needed, but also expect responsibility and accountability from you as you excel in your education. This handbook is designed to help you become oriented with the policies and procedures affecting your education while enrolled at Otero College and the Phlebotomy Program. Please read the information carefully and keep this as a reference for your questions. You will be asked to sign and acknowledge that you have read and understand the information and policies contained in the Handbook prior to the start of the semester.

We are excited to have you in our program and hope that you will feel free to ask questions or to approach us with your concerns.

Best wishes for a successful year!

Faculty and Staff
Otero College

Phlebotomy Student Handbook

This Phlebotomy Student Handbook contains pertinent information affecting students, current through the date of its issuance. This handbook is a living document that can be found on the Otero MLT. The handbook will be updated annually, at minimum, and the program reserves the right to make appropriate changes, as necessary. Students are expected to consult the most updated version of the manual for updates. To the extent that any provision of this handbook is inconsistent with State or Federal law, State Board for Community Colleges and Occupational Education Policies (BPs) or Colorado Community College System Procedures (SP's), the law, BPs and SPs shall supersede and control. BPs and SPs are subject to change throughout the year and are effective immediately upon adoption by the Board or Chancellor, respectively. Students are expected to be familiar with and adhere to the BPs, SPs as well as college directives, including but not limited to the contents of this handbook.

To access BPs and SPs, see [Board Policies and System Procedures](https://www.cccs.edu/about-cccs/state-board/policies-and-procedures/) or also found at <https://www.cccs.edu/about-cccs/state-board/policies-and-procedures/>

Nothing in this handbook is intended to create (nor shall be construed as creating) an express or implied contract or to guarantee for any term or to promise that any specific process, procedures, or practice will be followed, or benefit provided by the college. Otero College reserves the right to modify, change, delete or add to the information in this handbook as it deems appropriate.

INTRODUCTION

PHLEBOTOMY CERTIFICATE

MISSION STATEMENT OF OTERO COLLEGE

Institutional Mission

To provide quality higher education that is accessible, transforms lives, expands employment opportunities, enriches our communities, promotes individual and global cultural diversity, and fosters economic development.

Vision

Otero College will provide superior educational opportunities and be a valued partner with the communities we serve.

Value Statement

The special spirit of Otero College celebrates learning as the process that changes and improves lives. By setting standards of excellence for ourselves, and by placing a high value on integrity, honesty, teamwork, communication, and innovation, we assist

students in realizing their greatest potential. We hold ourselves personally accountable for our stated values and the public trust placed in us.

OTERO PHLEBOTOMY MISSION STATEMENT AND PROGRAM SUMMARY

Mission and Program Summary

Otero College's Phlebotomy certificate program is designed to prepare certified phlebotomists for entry level employment.

The classes are taken over one or two semesters with a total of 5 credits. The program teaches the acquired professional skill of performing vein punctures (drawing blood), collection of other blood and body fluid samples, and preparing those samples for processing by various laboratory methods.

Students will study through an online/hybrid format, classroom study, laboratory assignments, and supervised clinical experience. They will follow guidelines developed by National Accrediting Agency for Clinical Laboratory Science's (NAACLS) phlebotomy competencies. Successful students of this program receive a certificate of completion from Otero College. The student is then eligible to take the national certification exam for the American Society of Clinical Pathology (ASCP) Phlebotomy Board Exam.

Successful completion of the exam is not required for the certificate or for employment in some facilities. Students may pursue an Associate of Applied Science for Medical Laboratory Technician or other health care degrees.

The Phlebotomy certificate graduate may find a rewarding career in such work environments as the hospital laboratory, doctors' offices, outpatient clinics, minor emergency centers, veterinary offices, and industrial labs.

ACCREDITATION

The OC Phlebotomy program is accredited by the National Accreditation Agency for Clinical Laboratory Science (NAACLS), their contact information is:

National Accreditation Agency for Clinical Laboratory Science (NAACLS)
5600 North River Road, Suite 720
Rosemont, Illinois 60018
Phone 773-714-8880,
FAX 773-714-8886

[NAACLS Web address](https://www.naacls.org/) or <https://www.naacls.org/>
[NAACLS Email address](mailto:info@naacls.org) or info@naacls.org

This status designation allows students to be considered as graduated from a fully approved program and allows students to sit for certification exams from American Society of Clinical Pathologists which may be required for employment.

PHLEBOTOMY PROGRAM OUTCOME MEASURES AND COMPETENCIES

We will adhere to the NACCLS entry level phlebotomist competencies as our program's student learning objectives.

NAACLS Entry-Level Phlebotomist Competencies-

- A. Demonstrate knowledge of the health care delivery system and medical terminology.
- B. Demonstrate knowledge of infection control and safety.
- C. 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.
- D. Demonstrate basic understanding of age specific or psycho-social considerations involved in the performance of phlebotomy procedures on various age groups of patients.
- E. Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
- F. Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.
- G. Follow standard operating procedures to collect specimens via venipuncture and capillary (dermal) puncture.
- H. Demonstrate understanding of requisitioning, specimen transport and specimen processing.
- I. Demonstrate understanding of quality assurance and quality control in phlebotomy.
- J. Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

PROGRAM OUTCOME MEASURES

Locally the goal of the Phlebotomy Program is to graduate middle level professionals prepared with entry level skills to work as members of the medical laboratory team.

1. 75% of students who take the ASCP PHB exam will pass the exam within the first year of graduation.
2. 70% of student who have begun the final half of the program go on to successfully graduate from the program.
3. 70% of graduates either find employment in the field or a closely related field, (for those who seek employment), or continue their education within one year of graduation.

The impact of the Phlebotomy Program on our service area will be measured by the number of jobs that our students will occupy in the Southeastern Colorado region. This will include data from all our contracted internship sites as well as other medical facilities throughout our area. A shortage of qualified laboratory employees is acute in our Southeast Colorado area. One of the goals of this program is to fill this need.

LICENSE IN GOOD STANDING/PUBLIC AWARENESS

While the ASCP BOC is nationally recognized, some states have additional licensing requirements before a graduate can work in that state or territory. Currently, Colorado does not require a license to work as a phlebotomist. As of the day of this writing, the listed states have additional licensing requirements. Students should research each state in which they might be seeking employment to ensure that licensing requirements are met. The following links can help guide the student to determine if this program will meet their future employment desires. The ASCP Web Site has a tab for state licensure requirements. [State Licensure Requirements per ASCP or also found at https://www.ascp.org/content/board-of-certification/get-credentialed](https://www.ascp.org/content/board-of-certification/get-credentialed)

The following states have licensure requirements and graduation from the NAACLS Accredited Otero College Phlebotomy Program does not guarantee employment in states that require licensure.

California	Montana	Tennessee
Florida	Nevada	West Virginia
Georgia	New York	Puerto Rico
Hawaii	North Dakota	
Louisiana	Rhode Island	

Completion of Phlebotomy Certificate does not guarantee employment.

STUDENT APPLICATION PROCESS

1	Complete an online OC college application at www.otero.edu Student must be a high school graduate or have a GED/HSE certificate. Students may begin the program while in High School, but they must have a High School Diploma or equivalent and be 18 years of age before beginning the internship portion of the degree.
2	Submit transcripts to admissions@otero.edu
3	Obtain your Student ID or S#

4	Students must submit required vaccination and documents for general admission to Otero College. Additional requirements are required for internships to complete the Phlebotomy Certificate. See below
5	Complete the MLT/Phlebotomy Orientation and receive a passing score on the post test at MLT/Phlebotomy Orientation Orientation must be completed with a passing grade by the add/drop date of the semester.
6	Students must be at College Level readiness for English, Math and Science. All students must contact student services for placement evaluation and college readiness before enrolling in phlebotomy courses.
7	Contact the program director for registration for Phlebotomy Certificate Courses. The degree begins in January-Spring Semester. Currently the MLT and Phlebotomy program do not have an additional application. All MLT and Phlebotomy courses require Program Director Approval.
8	MLT 131 Hematology I is a compressed class and moves very quickly. Students must have safety training complete by the add/drop date to continue in the course. Failure to complete these requirements by the add/drop date will result in administrative drop from the course.
9	Students must meet the legal, health, and compliance requirements as outlined in this handbook before internship rotations will be scheduled. See individual sections for additional requirements. Failure to meet these requirements will prevent the student from completing the degree. All compliance documents must be complete by the add/drop date of the internship. Failure to complete these requirements by the add/drop date will result in administrative drop from the course.
10	Colorblindness testing – to be done in class or on D2L. Colorblindness may eliminate a student from the program if it cannot be reasonably accommodated.
11	Advance placement and credit for experiential learning is not an option for the certificate. All courses or their equivalents must be completed. Specific life experience and professional experienced students are welcome to challenge a class and take the Final Exam at the MLT/Phlebotomy Program Director's discretion. Experience will be evaluated on a case-by-case basis.

STUDENT STANDARDS OF CONDUCT

Along with Phlebotomy Student Handbook, the Otero College Phlebotomy Program follows the policies and procedures listed under the Student Code of Conduct/Student Code of Behavioral Expectations and Responsibilities. Students are expected to adhere to both sets of policies and procedures at all times. Any student who does not follow these or any program requirements shall be subject to disciplinary action, up to

and including dismissal from the Phlebotomy Program and expulsion from Otero College.

Complete information for the Otero College Student Code of Conduct can be accessed at the website listed below. The Phlebotomy Program also has additional policies and expectations for phlebotomy students. (See also Technical Standards/Essential Requirements Policy, and the phlebotomy Program Code of Conduct section below).

The Otero College Student Code of Conduct can be accessed at:

[Otero College Student Code of Conduct also found at https://www.otero.edu/catalog/general/catcodeofconduct.aspx](https://www.otero.edu/catalog/general/catcodeofconduct.aspx)

Title IX: Preventing and Reporting Sexual Harassment and Sexual Misconduct

Otero College is firmly committed to maintaining a work and learning environment where students, faculty, and staff are treated with dignity and respect. Sexual harassment, sexual misconduct, and acts of discrimination are illegal, often demeaning for the individual student or employee, and can disrupt the college's positive learning and working environment. As such, all members of the college community have a responsibility to be aware of what behaviors constitute these actions/offenses and to help create an environment free of harassment or discrimination. Information regarding sexual misconduct is available in SP19-60 Civil Rights and Sexual Misconduct Resolution Process and may be accessed at: [SP 19-Civil Rights and Sexual Misconduct Resolution Process](https://www.cccs.edu/policies-and-procedures/sp-19-60-civil-rights-and-sexual-misconduct-resolution-process/) also found at <https://www.cccs.edu/policies-and-procedures/sp-19-60-civil-rights-and-sexual-misconduct-resolution-process/>

Non-Discrimination Statement

Otero College prohibits all forms of discrimination, harassment, and retaliation including those that violate federal and state law, or the State Board for Community Colleges and Occupational Education Board Policies 19-60. The College does not discriminate on the basis of sex/gender, race, color, age, creed, national or ethnic origin, ancestry, physical or mental disability, family status, veteran or military status, pregnancy status, religion, genetic information, gender identity, gender expression or sexual orientation in its employment practices or educational programs and activities.

Otero College will take appropriate steps to ensure that the lack of English language skills will not be a barrier to admission and participation in vocational education programs. In addition, Otero College prohibits retaliation against any person because such person has opposed any discriminatory or unfair employment practice or filed or participated in any investigation or grievance process on campus or within the Equal

Employment Opportunity Commission, the U.S. Department of Education Office for Civil Rights, or other human rights agencies.

Information regarding civil rights or grievance procedures can be accessed at [Title IX Otero College Information](#) also found at <https://www.otero.edu/catalog/general/cattitleix.aspx>

The College has a designated Affirmative Action (AA) Officer, Equal Opportunity (EO) Officer, and a Title IX Coordinator with the responsibility to coordinate the college's civil rights compliance activities and procedures. If you have any questions, please contact the college's designated AA/EO officer and Title IX Coordinator. See contact information below.

Civil Rights and Grievance Officer 719-384-6824
1802 Colorado Ave
La Junta, CO 81050

Academic Integrity

The Academic Integrity for all Otero College students is quoted below:

Academic Integrity: Plagiarizing, cheating, or committing any other form of academic misconduct including, but not limited to, unauthorized collaboration, falsification of information, and/or helping someone else violate reasonable standards for academic behavior. Students who engage in any type of academic dishonesty are subject to both academic consequences as determined by the instructor and to outcomes as set forth in the Student Behavioral Expectations and Responsibilities Resolution Procedure.

Cheating: The act of using or attempting to use an examination or other academic work, material, information, or study aids which are not permitted by the instructor. Cheating includes, but is not limited to:

- Using books, notes, or calculators or copying from or conversing with others during examinations (unless such external aids are permitted by the instructor).
- Having someone else do research, write papers, or take examinations for someone else.
- Submitting work completed in one class to fulfill an assignment in another class without prior approval from the instructor(s).
- Stealing, distributing, selling, and buying tests or having someone take an exam on someone else's behalf.
- Fabrication: The invention of material or its source and its use as an authority in academic work. Fabrication includes, but is not limited to:

- Inventing the data for a scientific experiment.
- Inventing the title and author of a publication in order to use the invented publication as a source.
- Knowingly attributing material to an incorrect source.

Plagiarism: The act of using someone else's work without giving proper credit to the original source. The work can be written, artistic, musical, language, symbols, or media. Reusing one's own work without proper citation (or approval of instructor) is also plagiarism. The Otero College catalog link for this policy is: [Academic Integrity also found at](https://www.otero.edu/about/policies/academic_policies/AcademicIntegrityViolationsPolicy.pdf)

https://www.otero.edu/about/policies/academic_policies/AcademicIntegrityViolationsPolicy.pdf

PHLEBOTOMY ACADEMIC AND PROFESSIONAL STANDARDS

Any student who does not follow these or any program requirements shall be subject to disciplinary action, up to and including dismissal from the Phlebotomy Program and expulsion from Otero College.

OC faculty are responsible for the quality of students' educational experiences. Inherent in this responsibility is the assessment of individual progression based on both academic and professional standards. In addition to the standards of conduct identified in this Phlebotomy Student Handbook and OC Student Handbook, students are responsible for complying with the program's essential performance requirements below. Failure to meet these standards may result in academic dismissal from the Phlebotomy Program and in disciplinary action, up to and including expulsion from Otero College.

The following essential performance requirements must be consistently demonstrated:

1. **Communication** –
 - a. Demonstrates in verbal and nonverbal interaction respect for others' opinions, active listening skills, assertiveness, and professional courtesy.
2. **Preparedness** –
 - a. Plans and arranges time. Completes assignments prior to class or clinical. Uses learning materials and resources in order to actively participate in learning activities.
3. **Attendance** –
 - a. Takes initiative to clarify and confirm schedule. Is present without exception in required classes, orientation sessions, and clinical practicum, and community-based assigned observations and clinics. Demonstrates initiative and follow through in meeting scheduled assignments. Students are required to notify the course Faculty of impending absences, tardiness, or early departure. (See individual course syllabi).

4. Ethical and professional conduct-

- a. A student in the Phlebotomy Program must be committed to professionalism. Professionalism includes: responsibility for your actions, honesty, dependability, punctuality, preparedness, motivation, and proper grooming to name a few. Cheating cannot be tolerated in a profession that is reliant on precise, reliable data. It is better to be wrong and admit that than to try to cover up mistakes that can lead to inaccurate information being received and acted on by the medical providers who care for patients. Therefore, professional conduct in class is a precursor to professional conduct in the employment community. Cheating on tests, experiments, data logs, time sheet recording will not be tolerated and can be just cause for dismissal.

5. Equipment –

- a. Anticipates supplies and equipment that will be necessary to complete course/clinical assignments and learning activities, and proactively prepares to have these resources available.

6. Conflict Management –

- a. Demonstrates collaborative problem-solving skills in the event conflict relevant to the course or clinical occurs. Conflict management skills include: engaging in timely and constructive dialogue with the immediate participants to clarify the issue, consulting in a timely fashion with advisor, clinical scholar/instructor, or preceptor; accurately identifying the negotiable and non-negotiable issues; and determining an effective strategy to achieve mutual goals, and follow through respectfully with the decision. Constructively uses opportunities throughout a course or clinical to communicate questions and concerns relevant to course outcome competencies. Comments on course, faculty, and preceptor evaluations with specific, constructive feedback on effective teaching and learning strategies, as well as recommendations for improvement.

7. Obligation to the Client–

- a. Demonstrates accountability in accepting assignments for patient care and carrying through with responsibilities within the designated time frames. Communicates whereabouts (breaks, lunch, meetings, etc.) and assures continuity of care at all times. Uses clinical judgment and self-assessment skills to determine when assistance is needed in accepting an assignment. Leaving the internship assignment without an acknowledged communication is sufficient for course failure.

8. Respect Demonstrated to Client, Peers, and Health Care Providers –

- a. Courtesy, consideration, respect and regard are conditions for learning. The student must demonstrate attentiveness, politeness, consideration for

others in all learning environments. Refrains from intruding, interrupting, distracting, or otherwise limiting the opportunities for learning. A student may be removed from the class/clinical for disrespecting the learning environment and interfering with the learning of others. Return to the class/clinical is dependent on commitment to demonstration of civility. Civility will be evaluated by the following criteria: Interacts with all others demonstrating respect, tolerance, and caring. Body language, nonverbal behaviors, including voice tone, and personal opinion must at all times demonstrate professionalism and collegiality. Demonstrates respect for the diversity of race, ethnicity, religion, sexual orientation, gender, age, socio-economic status of clients, peers, and other care providers.

- b. Professional conduct and courtesy toward peers, Faculty, staff, patients, and families are expected in all classes, conferences, labs, simulations, and clinical experiences. Tardiness (being late more than 5 minutes), personal conversations, profanity, extraneous noise, leaving class frequently, etc. are distracting to others in the learning environment. Cell phones must be turned off or on silent mode during class, lab time, and simulation time.
9. **Emotional and Physical Readiness –**
- a. Engages in self-monitoring and demonstrates emotional and physical health necessary for clinical activities. If willingness or ability is deemed inadequate, by the clinical scholar/instructor or preceptor, the student will be dismissed from clinical for the day. Students suspected of abusing alcohol, drugs, or other illegal substances will be subject to immediate removal from the clinical area after consultation with the clinical instructor, or faculty. The course program director will be notified, and appropriate referral initiated. The student may not be permitted to return until an evaluation and recommended follow up is complete. Documentation of the student's emotional and physical readiness may be required. In the event of a medical necessity, make-up time for missed class/clinical will be arranged within the scheduled term if possible.,
10. **Drugs and Alcohol: See Drug Testing Policy-**Students must abide by the Program Alcohol and Drug Testing Policy.
11. **Unsafe clinical practice: Unsafe clinical practice may be considered just cause for dismissal.**
- Which including but is not limited to:
- a. Reporting information that is not verified or was not obtained by the student. Any substantiated instance of falsification of medical records will result in dismissal from the Phlebotomy Program.

- b. Failure to report errors. Any mistake, accident, or unusual occurrence involving a student must be reported immediately to the instructor and to the appropriate healthcare team member so that prompt action can be taken to initiate treatment or to alleviate harm.
- c. Assuming responsibilities or performing skills in which the student has not been instructed in or those not within the Scope of Practice Safe practice is considered unsafe clinical practice.

12. Confidentiality:

- a. The student must safeguard the patient's right to privacy by maintaining confidentiality of information concerning the patient. As part of this, the student must understand and comply with the Health Insurance Portability and Accountability Act (HIPAA) at all times.
- b. Any violation of confidentiality will not be tolerated and will be considered just cause for dismissal. Students must sign and date and Student Oath of Confidentiality that is available in this Student Handbook.

PHYSICAL, COGNITIVE, PSYCHOMOTOR AND AFFECTIVE DOMAIN FUNCTION REQUIREMENTS FOR MEDICAL LABORATORY TECHNICIAN AND PHLEBOTOMIST

1. Physical Requirements: The position of Medical Laboratory Technician and Phlebotomist has been given a strength ratio of LIGHT WORK by the US Dictionary of Occupational Titles (exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force 2/3 or more of the time to move objects). The position involves walking, standing, and sitting for prolonged periods as well as stooping, bending, lifting, and carrying. The ability to operate and control equipment is necessary to include starting, stopping, adjusting, and observing gauges, dials, etc.
2. Data Conception: Requires the ability to gather, collate, or classify information about data, people, or things. Reporting and/or carrying out a prescribed action in relation to the information is frequently involved.
3. Visual Observation: The student must possess visual acuity sufficient to allow for each of the following:
 - Differentiation of colors and color changes during the performance of laboratory procedures. Color blindness, of itself, does not preclude admission. Accommodations will be made on an individual basis.
 - Observation of patient conditions during phlebotomy procedures.

- Differentiation and identification of specimens using microscopic techniques.
 - Reading lab instrument technical procedure manuals, standard operating procedures, specimen labels and other pertinent materials for patient care and professional practice.
4. Numerical Ability: Requires the ability to add, subtract, multiply, and divide all units of measure.
 5. Form/Spatial Ability: Requires the ability to inspect dimensions of items and to visually read information and data.
 6. Motor Functions: The student must possess motor and dexterity skills sufficient to permit each of the following:
 - Performance of venipuncture at the patient's bedside or at other designated locations.
 - Lift and handle typical hand-held medical laboratory equipment and tools.
 - Manipulate clinical laboratory instruments and equipment in a manner consistent with standards of medical laboratory practice.
 - Perform all routine functions and tasks required in the various departments of the medical laboratory.
 7. Communication Skills: The student must possess verbal and non-verbal skills adequate for transmitting to and receiving information from patients and hospital personnel. The student must be able to read, write, speak, and comprehend English with sufficient skill to communicate.
 8. Behavioral and Social Skills: The student must exhibit behavioral and social skills that are acceptable to the college and hospital settings. A student must have the capacity to demonstrate full utilization of the student's intellectual abilities, emotional stability, exercise good judgment and promptly complete all responsibilities. The student must be able to tolerate physically and mentally taxing workloads and function effectively under stress. As a component of education, a student must demonstrate ethical behavior, including adherence to the professional and student honor codes. Student must be able to attend to work assignments and instructions/orders given.

Otero College Phlebotomy Student: Technical Standards/ Essential Requirements Policy

1. Disability Related Information - Students are expected to participate fully in activities required by the program. See the physical, cognitive, psychomotor, and affective domain function requirements for medical laboratory technician and phlebotomist
2. It is recommended that students requiring accommodations set up their initial appointment with the ADA coordinator prior to starting the Phlebotomy Program.

Students having a temporary medical condition that inhibits or restricts their activities while in the program should also contact this department.

3. Should a student become unable to participate fully in the Program's activities, the student may be granted an Incomplete or be administratively withdrawn. Questions regarding a grade of Incomplete or an administrative withdraw should be directed to the MLT and Phlebotomy Program Director.

REQUESTS FOR ACCOMMODATIONS

It is the policy of Otero College to provide reasonable accommodation to qualified students with disabilities so they can meet these required technical standards. Whether or not a requested accommodation is reasonable will be determined on an individual basis. Determining what is a reasonable accommodation is an interactive process which the student should initiate with the ADA coordinator –Student Success Center, McBride Hall 132, 719-384-6931.

Americans with Disabilities Act (ADA)

Otero College Community abides by the Americans with Disabilities Act (See link: [U.S. Department of Education Disability Discrimination](https://www2.ed.gov/policy/rights/guid/ocr/disability.html) also found at <https://www2.ed.gov/policy/rights/guid/ocr/disability.html>) by providing student accommodations when appropriate through Accessibility Services. Accessibility Services strives to create an accessible environment by providing reasonable and appropriate services and accommodations for students with documented disabilities. The college is committed to providing quality educational support for the diverse needs of its students. Accessibility Services is available to the Otero College community – students, faculty, and staff – for consultation and collaboration on disability issues.

Procedures for Documentation of Disability

Students with a disability are required to contact the Disability Services Specialist at 719-384-6963, if they need assistance. The specialist will evaluate the documentation of disability, facilitate reasonable and appropriate accommodations, and monitor academic progress. It is the responsibility of the student to supply adequate documentation of disability and bear the cost of provision of such documentation. When documentation is received, the student and the specialist determine reasonable and appropriate accommodations and details for permission to conference. Instructors in each of the student's classes are then notified of necessary accommodations.

Any student eligible for and needing academic accommodations because of a disability must speak with the Disability Services Specialist. New students should do this 6-8

weeks* before the semester begins and returning students should do this 4-8 weeks before the beginning of every semester.

It is the student's responsibility to self-advocate for approved accommodations that are not being provided since accommodations cannot be provided retroactively.

Please note that accommodations will not be provided even on a provisional basis if there is no indication of a qualifying disability as determined by an Accessibility Services Accommodation Request Determination review. Also, required course Standard Competencies or required essential job duties of an internship or practicum may not permit the implementation of any supported accommodation(s).

All students, with or without a documented disability, must adhere to the Student Code of Conduct.

Please contact Accessibility Services if you are struggling with a full-time course load only to qualify for health insurance benefits, whether you have a disability or not.

***Even if you haven't met these timelines, please still call the Disability Services Specialist for information or an appointment.**

OUTSIDE EMPLOYMENT

It is expected that if you have outside employment, it should be kept to a minimum to achieve program success. It is the sole responsibility of the student to arrange work schedules to avoid conflicts with class, lab, simulation, and clinical requirements. If financial aid is needed, the student should consult the Financial Aid Office.

ATTENDANCE/TARDINESS

Due to the fact that the clinical experience is limited in time, the following policy will be upheld:

1. Punctual attendance to class/lab is required. College policy provides that at the instructor's discretion a student's grade may be lowered one letter grade after three absences in any course. Three instances of tardiness constitute one absence
2. Students are not allowed any unexcused absences on clinical internship rotations. Unexcused absences may result in dismissal from the class. Any excused absence must be made up even if it must involve a weekend or a holiday. This must be scheduled with the clinical coordinator at the clinical facility. Internship Coordinators are asked to validate the student's lab book form recording the students' attendance. The student is responsible for making arrangements with the clinical coordinator for make-up.
3. Attendance at the internship site as scheduled is required. Up to two make-up days for missed internship (with proper notice) will be scheduled at a time convenient for the course instructors. This may be during or after the scheduled

completion of the course. Absences can result in a grade deduction. Refer to syllabi for individual course evaluation.

4. **Punctuality is required.** The students must report to the internship site at the time designated for the course. A student anticipating being late or absent to internship is **required to notify the internship site and the instructor.** Tardiness may result in being sent home from the clinical site and receive an unexcused absence for the day. According to policy, this could result in dismissal based on the next section.
5. No call, or no show to any assigned internship experience will result in a zero for the day and will not be made up. This may result in failure in the course. After first no call, no show the student will be placed on warning. Repeated no call, no shows will result in more serious disciplinary action, up to and including dismissal from the program.
6. Please review your internship and personal schedule for the whole semester. Due to limited clinical internship access, requests to change dates must be submitted to the internship coordinator two weeks prior to the scheduled internship day. Changes will be reviewed and approved only if slots are available. Requests received after the two-week prior deadline will not be considered
7. Participation - Participation in all class activities is essential for success. This includes arriving in the classroom prior to the start of class and/or logging in and attending synchronous WebEx lectures online with all the needed course materials, having completed any reading or homework assignments that may be required, along with participation in the various in class activities. These activities may include, but not be limited to lectures, discussions, demonstrations, lab work, online assignments, and group projects.
8. *Nonparticipation activities may include, but not be limited to not actively participating for the required time on D2L, absenteeism, tardiness, inattention, use of electronic devices not directly related to classroom activities, failure to complete reading, homework or lab/project assignments, and disruptive behavior.
9. Participation or the lack thereof may be reflected in your grade. Students are expected to participate in all classes/labs except in cases of severe illness or other emergencies. Students who miss class/lab are responsible for obtaining information and material such as announcements, important information and handouts that are given during class/lab. It is the student's responsibility to monitor announcements and important information which will be posted on classroom electronic platform. Instructors may give point deductions as per syllabi.
10. Arriving late, leaving early or being disruptive is unprofessional and unacceptable. If tardy, students cannot enter the class/lab until break or at the discretion of instructor. If the student does not participate in class for three

contact hours and the lack of participation is unexcused, the student’s final grade for the course may be reduced by one letter grade.

11. Students must attend and are expected to attend class regularly. If a student has three or more unexcused absences from lecture, the student will be in danger of earning a failing grade in the course and/or may be automatically withdrawn from the course. Two or more unexcused absences from clinical, lab and/or simulation will result in failure of the course and the student will be required to retake the whole course. Phlebotomy lab attendance and proficiency is required prior to entering the clinical experience.

Otero College Phlebotomy Tuition and Fees

Associated Fees [Otero College Tuition and Fees](#)

Other program specific are fees described below

PROGRAM APPROXIMATE COSTS

(This is not an all-inclusive list and the costs are estimated and subject to change without notice.)

Phlebotomy Certificate: 2 Semesters or 2 classes in 8 weeks compressed schedule.

Expenses	<u>Resident/Non-Resident</u>
1. Tuition and Fees 5 credit hours	See semester schedule
2. Phlebotomy Lab Fee (paid per semester hour) Subject to pricing at time of ordering.	Not to exceed \$150
3. Books and Supplies	\$120 Approximate
4. Physical	\$80.00 Depending upon insurance and/or income
5. Required vaccines and/or titers	Variable according to insurance coverage
6. Compliance tracker account	\$27.5 one time fee
7. Background check	\$34.20 one time fee as long as student remains continuous in program.
8. Urine Drug Screen	Annual \$46.00
9. CPR Course	\$30.00
10. Graduation fees	\$20.00
11. Malpractice Insurance	\$15.00 included in tuition
12. ASCP Certification Exam – final semester	\$135 (2019)
13. Affiliation costs (Clinical experience at hospitals not in this area) a. Travel expenses – variable	(Dependent upon location of clinical site)

Expenses	Resident/Non-Resident
b. Lodging expenses - variable	
14. Day Care expenses –	variable
15. Uniform and acceptable footwear	variable

PHLEBOTOMY COURSE DESCRIPTIONS AND CURRICULUM

MLT 131(1031) Hematology I

2 credits

Covers an introduction to phlebotomy and hematology testing. This is an introductory course for Medical Laboratory Technician students and a complete hematology module for phlebotomy students.

This course is required to receive a Phlebotomy Certificate.

Recommended: High School Biology

NOTE: Students must complete the safety training and the program orientation before the add/drop date or risk being administratively dropped from the course.

HPR 180(1080) Phlebotomy—**optional for MLT**

3 credits

Provides students with the opportunity to supplement coursework with practical work experience related to their educational program. Students work under the immediate supervision of experienced personnel at the business location and with the direct guidance of the instructor.

Students successfully completing this course may apply for a National Phlebotomy Registry Examination

Prerequisite: MLT 131 Hematology I with a 70% or better.

Due to the nature of the internship applying skills learned in MLT 131, HPR 180 must be completed within 18 months of completing MLT 131. Failure to complete HPR 180 within 18 months of completing MLT 131 will result in student being required to retake MLT 131.

Students must have all compliance requirements met by the add/drop date of the course or risk being administratively dropped from the course.

Phlebotomy Certificate Curriculum

Suggested Sequence of Courses for Students Entering in Spring Semester

Spring 1 st Year	Credit	Theory(hr/wk)	Lab(hr/wk)
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MLT 131-Hematology I			
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(Compressed in 8 weeks)	2	2	4
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HPR 180 Phlebotomy Internship			
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(Compressed in 8 weeks)	3	30 hrs + Internship=	105
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OR Summer Semester 1st year

GRADING AND PROGRESSION

Classes and Clinical: A grade of “C” must be attained in each course. See individual syllabus for details.

Grading Scale:

90-100	A
80-89	B
70 -79	C
60-69	D
Below 59	F

Students must maintain a 70 or better average in all phlebotomy courses. No grade below a C in phlebotomy courses will be acceptable. Students must pass the laboratory and theory portions of each phlebotomy course. Failure of either the laboratory section or the theory section will result in failure of the course.

Grade Calculations:

- All course grade calculations are determined by the course syllabi.
- Students should refer to individual course syllabi for complete explanations of possible course points, quizzes, exams, and any other assignment. It is the student’s responsibility to clarify all grading questions with the instructor.

Test /Assignments:

A. Scheduled Exams: All Exams are to be taken at scheduled times and must be completed prior to the end of the course. Student arriving late to scheduled exams will be given the option of taking the exam in the remaining scheduled time or rescheduling the exam in the testing center for the full amount of time. If a student is unable to take an exam at the scheduled time due to extenuating circumstances, the student must call and notify the instructor in their office prior to the scheduled test time (or as specified in the individual course syllabi). Arrangements to take the exam at a scheduled make-up time must be made with the course instructor prior to missing the exam. If a student is absent from a test, the student may be required to take a different test than the one administered to the class. This test may be of a different format as well (essay, short answer, etc.). At the discretion of the instructor, the student may receive a 10-point deduction or 10% deduction, (whichever is greater) for taking exams late.

B. Exam Procedures:

- Tests scratch paper, when handed out, must be handed back to the faculty immediately following a test. The students name, date and exam number must be on

the top of the paper. All test scratch paper must be accounted by the end of the scheduled exam on testing day. Test scratch paper not handed in and accounted for will result in the student receiving a zero for the exam.

- Remove all papers, books, notes, and electronic devices from your desk area and person. All electronic devices must be turned off during the exam. If a cell phone rings during the exam the student will be asked to leave and may receive a zero on the exam.
- Students are not allowed to wear smart watches during the exam.
- Nothing is allowed on the student's desk except for computer for testing, pencils, pens, and approved calculators unless specified by the faculty.
- Clear water/drink bottles with labels removed are approved. Reusable water/drinking bottles will need to be approved by your instructor/s.
- No hats/sunglasses are to be worn during testing in the classroom.
- Students may wear earplugs during an exam.
- It is the student's responsibility to mark all answers on the computerized or paper exams.
- It is the student's responsibility to verify all directions on the test before turning in or submitting the exam.
- No questions should be asked of faculty about exam content during a test except for grammar or typographical error questions. Faculty will not answer or interpret any exam content during a test. Definitions of words/terms will not be given during a test.
- It is the student's responsibility to contact the faculty for scheduling a make-up exam.
- Make-up exams will be given by appointment only and may be given in the Nursing/Allied Health Department offices, a classroom with a proctor, or in the Testing Center. See individual course syllabi.
- Allowing a student to take an exam early will be at the discretion of the instructor.
- Students are allowed one week to take a missed exam. If the exam is not taken within this time frame, (unless prior approval from Faculty), the student will earn a grade of "0".
- If the makeup exam is not taken, the test grade will be recorded as a "0".
- The faculty will provide calculators to be used during testing if applicable
- Some courses may administer unscheduled quizzes. See specific course syllabi for related policies.
- Recording devices of any kind are prohibited in the classroom during exams.
- If a student must leave class during a test, the test must first be completed and submitted in the testing management system. If the student finds it necessary to leave immediately, prior to completing the test, the student may be required to make-up the test in the Testing Center within one week of the original test.
- Exams, quizzes, and test material are the property of Otero College phlebotomy Program, and the information should not be distributed under any circumstances. This includes talking to other students about what is on the exam, recording, taking screenshots, pictures of questions, written, typed, or by any other forms. Failure to

adhere to testing policy may result in dismissal from the Otero College Phlebotomy Program.

C. Assignments

At the discretion of the instructor, late assignments may not be accepted or may have a grade reduction.

D. Exceptions

Any exceptions to the above will be at the instructor or program director's discretion.

E. Consequences Related to Unmet Student Learning Outcomes

Student behaviors that do not meet Student Learning Outcomes (SLOs) are addressed in order to maintain patient safety and assist students towards being safe, professional, and competent in their laboratory practice. Specific student behaviors are considered so that an appropriate consequence is given. Consequences include written reflective assignments, clinical make-ups, meeting with Program Director (PD), dismissal from program and remediation through a Performance Improvement Plan (PIP). A PIP is a formal plan that identifies student behaviors that do not meet SLOs and are related directly to patient safety. The student is expected to demonstrate responsibility for their professional growth by completing the components of their PIP as detailed.

- Upon awareness of a student behavior that does not meet an SLO outlined in the student's evaluation tool, the instructor will note the date, time, and communicate with Program Director. The PD will determine whether the behavior involves a direct patient safety issue, violation of clinical facility/Otero College policy, or is a behavior, which is not directly related to patient safety (i.e., being late more than five minutes or being unprepared.)
- Student behaviors that do not meet the professional SLO but are not an infraction of HIPAA, facility or Otero College policy will result in counseling with the PD and forming a PIP plan. If the infraction is a violation of HIPAA, facility, Otero College Policy, immediate dismissal from the program may result.
- Record of the student's behavior will remain in the student record throughout the student's time in the Phlebotomy Program. Repetition of the behavior will result in appropriate consequences. Depending on the nature of the behavior and clinical facility input, failure and dismissal from the Program may result. If the student remains in the Program, the Director will determine the consequence. Documentation of the student behavior will remain in their record throughout the remainder of the Program.

The PIP meeting will generally cover the following:

- The student will discuss or document their perception of the student's own behavior, related to the event.

- Faculty will respond to student's perspective. Faculty will explain the significance of the student's behavior in terms of how it impacts the SLOs and, ultimately, their future as a laboratory professional.
- Faculty will review the elements of the PIP
- Faculty will review consequences of not completing remediation assignments and/or consequences of repeated behaviors that do not meet SLOs.
- The student will verbalize their understanding of the PIP requirements (which will be documented on the Plan itself), all parties present will sign, and the student will receive a copy of the PIP via student's Otero College email account.
- The short term and long-term goals will be evaluated according to the time frame and consequences outlined in the PIP to determine the student's progression in the Phlebotomy Program.
- The PIP will remain active throughout the student's time in the Phlebotomy Program to ensure continued success and meeting SLOs.
- A second offense for a student who is on a PIP will result in a repetition of the process above. A second offense may be a repetition of the original behavior or a behavior that does not meet another SLO that directly relates to patient care. The original PIP will be adapted to assist the student to satisfy the SLOs.
- A third offense of not meeting SLOs that relate to direct patient safety will result in a meeting with the Program Director to determine dismissal from the PHLEBOTOMY Program.
- This PIP process is a general outline of the steps utilized by the program to manage student performance and success. However, certain offenses may be so severe or egregious that the student will be considered for immediate dismissal from the program. This will be determined by the Program Director and Student Services and/or the Director of Allied Health.

PROGRESSION

Progression within the Program:

Students will progress to the next semester by:

Completing each phlebotomy course sequentially with at least a 70% grade.

Progression when withdrawal or failure occurs:

- a. Students who receive a "D" grade or below in any required phlebotomy course will be counseled and may be required to exit the phlebotomy Program.
- b. If a student has exited the program and wishes to be considered for re-entry, they must submit an updated application on the OC website and be placed on the admission list for consideration for the next available slot.
- c. If a student withdraws with a failing grade or fails 3 classes during a 2-year program of study, they will not be readmitted or allowed to proceed in the

program. These classes may include the same course, or a combination of courses.

- d. Readmission, in the next cohort is based on slots available in the next cohort, completion of all required paperwork by assigned deadlines, and attendance to the orientation. Readmission cannot be guaranteed. See Readmission plan below.
- e. Withdrawal/Adding/Dropping
 - a. Adding/Dropping Classes - After the first five days of classes, all courses added must be approved by the instructor of each course added. Students may officially drop classes during the first 12 class days of the term. Failure to officially drop by the deadline does not negate any financial obligation. Students wishing to drop or add a course or withdraw from college must secure necessary forms from the Student Services Center.
 - b. Administrative Withdrawals - The college reserves the right to withdraw students from classes at any time during any given semester. Generally, these withdrawals are initiated as a result of non-attendance of classes, non-payment of tuition, or disciplinary problems. Such withdrawals do not negate any financial obligation on the part of the student. See Safety, Orientation, and Compliance requirements which may result in a student being administratively dropped.
 - c. Withdrawal from College - If a student withdraws from a course any time after the 12th class day until the end of the 12th week of the semester, the grade of "W" will be recorded on the student's permanent record. A student who withdraws from the college before the end of the semester must obtain a withdrawal form from the Student Services Center. Leaving school before financial obligations are cleared will cause the withholding of all credit earned at the college. Students attending college under the GI Bill (GI Bill is a registered trademark of the U.S. Department of Veterans Affairs) are required to notify the VA certifying official in Student Services and the Veterans Administration whenever there is a change in training status.
 - d. Students need to consult the Otero College current academic calendar for the last date to withdraw with a grade of "W". It is the student's responsibility to keep up with the dates and deadlines for withdrawal. Any student who withdraws from a course in the Phlebotomy Program is subject to the Otero College Phlebotomy Program's Progression/Dismissal Policy and/or Student Readmission Policy guidelines. Student's withdrawing from any phlebotomy course with a grade of a "D" or below at the time of withdrawal will be considered as receiving a failing grade for that course for the purposes of re-entry into the Phlebotomy Program.

- e. If a student wishes to withdraw from a phlebotomy course, the student should contact their lead Faculty or Phlebotomy Program Director to be officially withdraw from the course.
- f. Prior to withdrawing, check with Enrollment Services and Financial aid to understand how dropping courses may affect your Financial Aid.
- f. Incomplete
 - a. Otero College acknowledges an “I” grade, representing an incomplete for a course. An “I” grade will be issued only if the student in the Phlebotomy Program has completed more than 75% of the course requirements and has an emergency that cannot be resolved prior to the end of the semester. For phlebotomy courses that have a lecture, lab, and clinical component, more than 75% of the course requirements in each of the course’s components need to be completed in order for an Incomplete to be considered.
 - b. If the course faculty and director approve an Incomplete, the student is responsible to sign and agree to a contract for work that needs to be completed. All remaining work must be satisfactorily completed by the contracted date prior to the end of the next semester, or a grade of “F” will be issued for the course. Students receiving an incomplete grade in a phlebotomy course will not be allowed to continue into any following courses until the incomplete is completed and a passing grade is earned.
 - c. Please see your faculty advisor if you are needing to discuss an “I” incomplete for your course/s.
- g. Causes for Dismissal resulting in ineligible reentry for at least two years
Violations serious enough to justify a review by program officials for dismissal include, but are not limited to the following:
 - Failure to pass a required phlebotomy course or courses.
 - Violations of Student Handbook “Code of Conduct”.
 - Failure to follow attendance policy.
 - Falsifying test results or hospital records.
 - Disclosure of patient information to unauthorized persons.
 - Any willful act or conduct detrimental to patient care or to hospital operation.
 - Failure to pass a Clinical Department Rotation after remedial period.
 - A clinical summative evaluation of a grade of unsatisfactory “U”, due to violation of standards of care or practice.
 - Requiring remediation in more than one Clinical Department Rotation.
 - Academic suspension as explained in the OC policy.
 - Failure of student to successfully adapt to the clinical setting as determined by clinical/college faculty and the MLT Advisory Committee.
 - Criminal behavior or conviction of a felony.

- Dishonesty, unethical, illegal, or unprofessional behavior, unsafe patient care.
 - Irresponsible, unsafe, unprofessional conduct in class, laboratories, simulation, or clinical experiences.
 - Suspicion of impairment from drugs or alcohol or erratic behavior.
 - Violence of any kind either verbal or physical.
- i. Students must also maintain the professional behaviors identified for the Phlebotomy Program. A student who does not achieve these standards may be dismissed from the Phlebotomy Program.

Readmission plan and Procedure

Reasons that a student will be considered ineligible for readmission include but are not limited to:

The student has been dismissed from the program or disciplined by the college for documented acts of dishonesty, unethical, illegal or unprofessional behavior, unsafe patient care, including violation of guidelines in the Phlebotomy Program Student Manual or have three (3) course failures (see Program Guidelines).

An updated application must be submitted on-line at Otero College Website (<https://www.otero.edu/>) including the student's current address and telephone.

The Phlebotomy Director reviews requests for readmission. Students will be notified regarding the status of their request prior to the semester in which readmission is requested. All readmissions will be based on space available within the Phlebotomy Program. **There is no guarantee that a semester re-entry may occur.**

Returning Students

Students returning to the program after sitting out one or more semesters will be required to complete the following items before the semester starts:

1. Complete a background check and drug screen
2. Complete all of the online safety classes.
3. Complete the Immunization and Health Form. You must have an updated PPD, flu shot, and statement from your doctor letting us know of any limitations you might have.
4. Meet with a phlebotomy advisor for other orientation requirements.
5. Retake any courses which have exceeded the time limits.
6. All students continuing after an absence, withdrawal, or course failure will be subject to the current policies of the MLT/Phlebotomy Program.

After the semester starts, phlebotomy faculty may require the demonstration of technical skills and theory training to ensure that knowledge and skills are current and up to date to be eligible for continuation in the program.

Progression to graduation:

Approval of graduation with a Phlebotomy Certificate is contingent upon:

- Completion of all required MLT and HPR courses with a minimum of “C” grade
- Completion of all stated competencies.
- Graduation is not dependent upon successfully passing the ASCP PHB Certification Exam.

Graduation

Graduation requirements are presented in the Otero College Catalog. It is the student’s responsibility to follow and complete all required graduation process and applications by the due dates. Requests for graduation must be processed as indicated in the Otero College catalog/semester bulletin/schedule. Students will be responsible for submitting forms with correct information to the Records and Registrar Department as well as ensuring all transfer credits are correctly recorded. Financial obligations must be taken care of, or the processing of paperwork for transfer, graduation, transcript processing, etc. may be in jeopardy. Students who graduate from Otero College are eligible to attend the annual graduation ceremony. See link for graduation application and deadlines: **Graduation Application** also found at <https://www.otero.edu/servicesandsupport/graduationapp.aspx>

Transfer of credits:

Once you have a certificate in Phlebotomy the next step would be to receive an AAS in the Medical Laboratory Technician Program. Please see the MLT/Phlebotomy Program Director for the next step in completing the AAS MLT degree.

LABORATORY SAFETY

STUDENT HEALTH AND SAFETY POLICIES

The health and safety of our students is extremely important to the administration and staff of Otero College. That is why all the OSHA regulations must be followed in the student laboratories.

In the event that a student experiences an illness or accident while on campus, Otero College students will be strongly encouraged to seek medical assistance with their own

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primary care provider or by visiting the emergency care facility at Arkansas Valley Regional Medical Center.

During clinical rotations students are required to follow all health and safety policies of the facility where they are assigned. Each clinical facility has emergency facilities available. OC Workman's Compensation policy is implemented if an injury occurs during a student's clinical rotation.

Please see the following websites for more information:

[Medical Amnesty Policy](https://www.otero.edu/about/policies/campus_security/Medical_Amnesty_Policy.pdf) also found at

https://www.otero.edu/about/policies/campus_security/Medical_Amnesty_Policy.pdf

[Reporting Crimes and Emergencies Section 8](https://www.otero.edu/about/policies/emergency/pdf/EOP%20wo%20Appendixes%20PUBLIC_2.2020.pdf) also found at

https://www.otero.edu/about/policies/emergency/pdf/EOP%20wo%20Appendixes%20PUBLIC_2.2020.pdf

Worker's Compensation: Reporting Injuries



TO: All OJC Clinical and Practicum Student Interns

FROM: Human Resources Department

SUBJECT: Worker's Compensation coverage & Designated Medical Provider

OJC provides Worker's Compensation coverage to student interns under the following conditions:

- Student association with the "employer" is placed by Otero College.
- Student does not receive remuneration from "employer"; and
- On-the-job training is not performed on OJC campus or OJC extension facility.

Work-related injuries and illnesses must be treated by one of OJC's designated medical providers (listed below). Emergencies and/or serious injuries occurring after-hours (when the designated medical provider nearest you is closed) should be treated at the nearest emergency medical facility, with follow-up care provided by a designated medical provider. **If an unauthorized medical provider is used, the student is liable for costs incurred.** Example of forms to be completed attached.

By law, all work-related injuries and illnesses must be reported to the Human Resources Office within four (4) working days of the occurrence.

La Junta Area
Arkansas Valley Family Practice
2317 San Juan
La Junta, CO 81050
(719) 383-2325

Pueblo Area
Concentra
4112 Outlook Blvd Suite 325
Pueblo, CO 81008
(719) 562-6300

Lamar Area
Prowers Medical Center
2101 South Memorial Dr
Lamar, CO 81052
(719) 336-4343

A. General Safety

Students participating as patients in lab will be under the guidance of a phlebotomy instructor. No one shall attempt to provide any other invasive medical procedure to other students and live actors unless being directly observed by the instructor.

1. Students may not participate in laboratories with biohazards and chemicals until safety modules are complete.
2. Instructors or lab staff must be informed of any injuries or accidents immediately.
3. Closed-toed shoes must always be worn in the lab. In addition, shoes must be solid with no mesh or holes.
4. Long hair must be tied back so as not to make contact with equipment or biohazards.
5. Instructors may add additional rules at any time to ensure the safety of all individuals in lab.
6. Clean up any water spills immediately. Inform lab instructors or lab staff of spills of any kind.
7. All sharps will be placed into the sharp's container, no exceptions. The lab instructor will discuss this with you in greater detail during appropriate labs. Dispose of contaminated material in the appropriately marked containers and bags.
8. All furniture and manikins will be returned to their respective places after each lab.
9. All trash should be picked up and placed in the trash receptacle. All sharps, broken glass, or biohazard bag contaminants should be placed in the appropriate receptacles.

B. Electrical equipment:

1. Know your equipment before usage to preventing mishaps.
2. Check for frayed or splitting cords, missing dials, or general damage to the equipment. Report damages to the faculty or lab staff immediately.
3. Ensure equipment is not resting on the electrical cord.
4. Ensure electrical cord does not become a tripping hazard.
5. All equipment must be plugged into the proper electrical outlet.
6. Unplug electrical cords by gripping and pulling from the plug base and not from the cord.
7. Ensure equipment is turned off before leaving the lab.
8. Return equipment to its appropriate location if directed by lab Faculty or staff.

C. Student's personal items.

Books, coats, etc. shall be placed in an area that should not obstruct entrances and exits to the lab to protect the personal safety of everyone. Personal Items may not be brought into the "dirty" section of the laboratory.

ADDITIONAL POLICIES

PHOTOGRAPHIC RELEASE

I understand that photographs and videos can and will be made at various times while participating in the simulation lab. Photographs may be used for educational and/or marketing purposes. Examples may include project illustration, classroom presentations, academic conference presentations, fundraising presentation/proposals, newspaper publication, magazine publication, Otero College affiliated websites and promotional materials such as brochures and flyers. Your name may or may not be identified in these photos. Videos will only be used for educational purposes. Examples include Faculty training and Faculty evaluation. Additional written permission will be obtained to use videos for promotional material. Upon signature of this acknowledgement of policies, you are granting Otero College permission to use these photographs and videotapes. No remuneration will be provided to any student for the use of photographs or videotapes derived from the photos or videotapes now or in the future.

WEATHER/ SNOW POLICY

Otero College generally always stays open unless roads are impassable, or in case of an unforeseen emergency. Weather conditions and closures are based off service area and/or area of clinical rotations.

For clinical information during inclement weather, you should contact your clinical instructor or your next point of contact from the clinical snow guidelines and procedures. Clinical **may** be held or delayed even during weather closures for the Otero College campus.

In the event of a campus closure or delay, phlebotomy students are expected to check their student emails and refer to D2L course information often to get the most up-to-date information related to schedule changes.

CHILDREN

Children of students are generally not allowed in the phlebotomy classes, laboratories, simulation, or clinical facilities. Children of students are not permitted to wait in an Otero College Building unattended while a student is attending class or lab. Students should arrange for childcare prior to class. Please contact your instructors or Program Director for extenuating circumstances.

SERVICE DOGS/PETS

Pets are not allowed in the phlebotomy classroom or laboratory. Due to the nature of the biohazards and safety considerations in the phlebotomy laboratory, service dogs in the laboratory will be evaluated on an individual basis with consultation with the Disabilities Officer.

SOCIAL MEDIA

MLT/Phlebotomy students are expected to adhere to the Otero College Standards of Conduct. Furthermore, MLT/Phlebotomy students are advised to exercise good judgment when using social media. A few recommendations on how to avoid problems are highlighted in The National Council of State Boards of Nursing (NCSBN) White Paper: A Nurse's Guide to the Use of Social Media (2018): NOTE: Nurses in this documents has been replaced with Healthcare Professional.

- First and foremost, healthcare professionals must recognize that they have an ethical and legal obligation to always maintain patient privacy and confidentiality.
- Do not share, post, or otherwise disseminate any information, including images, about a patient or information gained in the nurse-patient relationship with anyone unless there is a patient care related need to disclose the information or other legal obligation to do so.
- Do not identify patients by name or post or publish information that may lead to the identification of a patient in violation of the Health Insurance Portability and Accountability Act (HIPAA). Limiting access to postings through privacy settings is not sufficient to ensure privacy.
- Maintain professional boundaries in the use of electronic media. Like in-person relationships, the healthcare professionals has the obligation to establish, communicate, and enforce professional boundaries with patients in the online environment. Use caution when having online social contact with patients or former patients. Online contact with patients or former patients blurs the distinction between a professional and personal relationship. The fact that a patient may initiate contact with the healthcare professionals does not permit the healthcare professionals to engage in a personal relationship with the patient.
- Promptly report any identified breach of confidentiality or privacy.
- Abide by all policies and procedures for social media set forth by clinical facilities.

(Reference: National Council of State Boards of Nursing [2018]. White Paper: A nurse's guide to the use of social media. Retrieved from National Council of State Boards of Nursing)

Otero College phlebotomy faculty ask MLT/Phlebotomy students, when posting, to be mindful of the copyright and intellectual property rights of the Phlebotomy Department.

Understand that all social media conversation that are exchanged through Otero College accounts/social media channels may be subject to public records law. Each student is legally responsible for individual postings. Students may be subject to liability if individual postings are found defamatory, harassing, or in violation of any other applicable law. Students may also be liable if individual postings include confidential or copyrighted information (test and/or lecture materials, music, videos, photographs, text, etc.).

EMAIL COMMUNICATION

All email communication will be through Otero College Student and Faculty College email accounts. Faculty will not acknowledge student's email messages via personal email accounts. It is the responsibility of the college Faculty, according to the Family Educational Rights and Privacy Act (FERPA) to maintain confidentiality by communicating only to the student enrolled in class and not others who may have access to personal email accounts. Students can only email Faculty utilizing Faculty's college email accounts. Grades are only to be communicated via posting on D2L and the student college email account.

TUTORING PROCEDURE

Tutoring is available for students struggling to be successful through self-referral or instructor recommendation. Students are encouraged to take advantage of this service at the earliest indication of the need for additional help/support. Students are accountable for following tutoring recommendations.

Students who request individualized tutoring under the above guidelines are expected to:

- Maintain regular class attendance
- Be current in their class assignments or are trying to become current
- Students who are placed with individual tutors are expected to:
 - a. Keep schedule appointments with tutors
 - Call the tutor if they are not able to meet as scheduled (the tutor has set aside time from their busy day to meet).
 - Do all their own assigned work.
 - b. They miss two scheduled sessions without informing the tutor.
 - c. Are disrespectful of the tutor in any way.
 - d. Do not attend class regularly.
- Students who are maintaining a failing grade during a course may be required to attend tutoring to continue in the course.

STUDENT GRIEVANCE

This student grievance procedure is intended to allow the student an opportunity to present an issue which they feel warrants action, including the right to secure educational benefits and services without regard to sex, race, national origin or ancestry, creed, color, disability, or age and have the issue considered in a prompt and equitable fashion. Otero College will follow the Non-Discrimination Policy. Copies of the **Student Grievance Procedure** also found at https://www.otero.edu/about/policies/student_grievance.aspx are available from the Vice President of Student Services.

The Student Concerns Policy is stated above and can be accessed in the Otero College catalog at Student concerns and Grievances

We encourage all students to use the following options in sequential order prior to meeting with the Vice President of Academic and Student Affairs.

1. The student should first meet with the instructor and attempt to resolve the problem.
 - a. If there is no resolution, proceed to step 2.
2. The student must state the concern in writing and meet with Program Director.
 - a. If there is no resolution, proceed to step 3.
3. If the student contests the Program Director's decision, he/she/they must submit the request in writing to the Director of Nursing and Allied Health.
 - a. If there is no resolution, proceed to step 4.
4. Vice President of Academic and Student Affairs.
 - a. The request should include documentation of everything that the student wants considered in the decision.

Clinical Internship Requirements and Policies

Clinical Internships are scheduled the 4th and 5th Semesters of the MLT Program and 2nd semester if student is completing a Phlebotomy internship.

The faculty and personnel of the Phlebotomy Program do not guarantee or promise that any student will be accepted to every facility's clinical lab for training for the Phlebotomy Program. Denial of attendance at one or more internship sites may result in dismissal from the program. The following is required for internship rotations to be scheduled.

Requirements for Clinical Internships may change due to changing health conditions and clinical facility policies. Students must comply to policies instituted during their completion of the program. Tuition will not be refunded after the official drop date for a failed drug or background test or failure to complete compliance requirement

COMPLIANCE TRACKER

Students are required to order a compliance tracker through cccs.castlebranch.com/

This is a one-time cost, and all vaccination and compliance documents will be stored here. Students are required to upload all documentation and provide documentation upon request from Castlebranch. It is the student's responsibility to keep track of the due date and expiration dates of these requirements.

Failure to adhere to the deadline will result in removal from the clinical schedule which may result in failure of phlebotomy course/s.

BACKGROUND CHECK

Students must pass and complete background check through CastleBranch. The cost is \$34.20. The background check can be ordered at cccs.castlebranch.com/. Select "Place Order" "Otero Junior College" "Medical Laboratory Technology" "I am applying to the program and need to order a background Check".

Please see list of disqualifying offenses at the following link
Castlebranch CCCS List of disqualifying offenses also found at
<https://cccs.castlebranch.com/disqualifying-offenses.pdf>

It is the student's responsibility to refer to this list to determine eligibility for the program. Failure to pass the background check will result in immediate dismissal from the program. Tuition will not be reimbursed.

If the background investigation reveals information relevant to the application, the designated individual responsible for background checks may request additional information from the applicant. Any offenses uncovered as a result of the background check shall be reviewed on a case-by-case basis. A non-passing background investigation may result in a student not being admitted or not being allowed to continue in the Phlebotomy Program.

In addition, all re-entering students or students transferring into the Program must repeat the CBI and drug testing before they will be allowed to into the Phlebotomy Program.

Violation of Disqualifying Criminal Offenses

Any violation of the disqualifying criminal offences that occur after admission to the Phlebotomy Program must also be immediately reported to the Program Director in writing.

Failure to inform the Program Director will result in immediate administrative withdrawal from the current phlebotomy course(s).

VACCINATION REQUIREMENTS

Please contact Rachelle Martin at 719-384-6898 or rachelle.martin@otero.edu or Angela Tarrant at 719-384-6813 or angela.tarrant@otero.edu to get a list of required vaccinations. Vaccinations include but may not be limited to:

- Annual flu
- Hepatitis B (3 vaccinations)
- MMR (2 vaccinations)
- Varicella- Chicken Pox (2 vaccinations) or healthcare provider documentation of history of disease with dates
- DPT vaccination within the past 10 years
- COVID 19 Vaccination-
- Meningococcal- Incoming freshmen residing in student housing are required to complete and return a standard certificate of immunization.
- **Otero Vaccination Policy- Also found at <https://www.otero.edu/about/policies/vaccination.aspx> Note: Some clinical facilities have additional requirements. Students must adhere to clinical facility policies where they are placed.**

OTHER COMPLIANCE REQUIREMENTS

- Annual 2 Step PPD testing, Interferon, or T spot testing (Tuberculosis testing).
- Annual Health Form: The student must submit a completed physical exam form before beginning clinical rotations.
- American Heart Association Basic Life Support Health Care Provider CPR certification
- Liability insurance—see program costs
- Personal Health Insurance
- Workman's compensation agreement
- Yearly Safety, OSHA and HIPAA training
- Transportation to and from clinical internship facilities

DRUG TESTING

To ensure the safety of patients, Faculty, staff, and students, the use of drugs or alcohol by students is prohibited when participating on campus in MLT/Phlebotomy Program classes, clinical, simulation, or labs at Otero College.

The Otero College Department Phlebotomy Program conforms to the common health profession requirement for random drug testing. Both initial enrollment in the OC Phlebotomy Program and subsequent placement at clinical sites is contingent upon presentation of a negative drug test. Drug testing must be completed by the testing company selected by OC.

Clinical facilities require students to have a drug screen done prior to attending internship. This will be arranged through the college. Please plan to follow the procedures promptly when notified.

Some facilities require their own background and drug testing. Students must comply with the facility's policy to which they have been assigned. Drug tests will be ordered for all students preparing for clinical rotations. At the instructor's or clinical request, a reasonable suspicion drug test may be ordered. See reasonable suspension section below.

Order a drug test through cccs.castlebranch.com/

Initial Drug/Alcohol Testing

All students enrolling in the OC Phlebotomy Program, in addition to other established entry criteria, must agree to initial and reasonable suspicion drug/alcohol testing. Additionally, students will be required to adhere to drug/alcohol testing requirements of clinical internship sites which may include initial, reasonable suspicion and/or random drug/alcohol testing. The drug test and any necessary transportation to a testing facility must be paid for at the student's expense. For initial drug testing, students must use the designated lab and testing date identified by the OC Phlebotomy Program Department.

Please refer to the Otero College Student Conduct policy related to drugs and alcohol.

Although possession and use of marijuana consistent with the requirements of the Colorado Constitution is no longer a crime in the State of Colorado, the possession and use of marijuana in all its forms (including CBD oil products containing THC, etc.) remains illegal under federal law. Consistent with federal law, including the Controlled Substances Act and the Drug-Free Schools and Communities Act, the use and/or

possession of marijuana continues to be prohibited while a student is on campus, including any time the student is in a clinical experience or representing the college.

Only the person for whom a prescription drug is prescribed can bring the medication on Otero College property or a clinical setting. The prescription drug must be in its original container. The student must use the prescription drug only in the manner, combination, and quantity prescribed.

Suspicion based testing.

Students may also be subject to reasonable suspicion-based testing while in the Program if a student is having performance problems or if the faculty member or clinical staff directly observes behavior that may be alcohol or drug related. The student will be requested to submit immediately to drug or alcohol testing at the student's expense. If this must be performed at an alternative site, safe transportation must be arranged, and the student is responsible for paying for transportation. Continuance in the Phlebotomy Program is contingent on consent by the student for testing. Students will have the opportunity to discuss the results of their drug test with a member of the human resources staff. All background investigation and drug testing information are kept confidential.

Any violations of the Program or college drug and alcohol policy will be subject to disciplinary action, up to and including expulsion from Otero College.

Students testing positive will be immediately dismissed from the clinical agency. If a positive test is reported, the student must meet with the Program Director and be administratively withdrawn from the MLT/Phlebotomy Program.

Refusal to Participate

Students may refuse to participate in initial, random, or reasonable suspicion-based testing. However, those students refusing the initial test will not be admitted into the Phlebotomy Program and any student who refuses to test based on random selection or reasonable suspicion while they are in the program could lead to disciplinary action, up to and including dismissal from the Phlebotomy Program and referral for student discipline under the College Code of Conduct. The OC Department of Phlebotomy Program supports and enforces a zero (0) tolerance alcohol and drug policy. If a student fails a drug test, they will be dismissed from the program.

The program has the right to access and review the results of any testing. If the test is positive and/or the student is impaired the student will be sent home via alternative transportation, at the student's expense. The student will be dismissed from the program and the criteria under prior section "Initial Drug/Alcohol Testing" as well as "Program Re-enrollment" must be followed.

Continuation in the Phlebotomy Program is contingent on consent by the student for testing.

Definitions:

- Alcohol Testing: Providing a breath, blood, or urine sample to determine the presence of alcohol.
- Authorized Lab: A collection site or sites identified by the Otero College Nursing and Allied Health Program where students may present themselves for the purpose of taking a drug test.
- Controlled Substance: has the meaning assigned by the Title 21 United States Code (USC)
- Controlled Substances Act Section 21 USC 802 and includes all substances listed on Schedule I through V as they may be revised from time to time (21 CFR 1308), such as amphetamines, natural and synthetic opiates, marijuana, cocaine, barbiturates, methadone, phencyclidine, benzodiazepines, and propoxyphene and their metabolites, methaqualone, and prescription drugs for which the student does not have a current prescription.
- Drug Test: Providing a blood and/or urine sample to be analyzed for the presence or absence of specific controlled substances, as well as for substitution, adulteration, or dilution of the sample.
- Positive Test: The presence in the test sample of illegal drugs and/or metabolites, or of prescription drugs and metabolites for which the student does not have a current prescription (excluding medical marijuana), at levels exceeding current testing guidelines. Dilute test results may be considered a positive test result.
- Drug: Any substance (other than alcohol) that is a controlled substance as defined in this section.
- On Duty Time: Beginning when a student arrives at a clinical rotation site until the time, the student leaves the clinical rotation site, or all time actively participating in any Otero College Program class, lab, simulation, or other activities including volunteer activities.
- Reasonable Cause: When the college or clinical rotation site believes the actions or appearance or conduct of a student who is on duty is indicative of the use of alcohol or a controlled substance.
- Suspicion-Based Testing: The student may be required to submit to a drug test if Program personnel or clinical site personnel have reasonable cause to believe that a student's performance problems or displayed behavior may be substance related.

Clinical Facility Policy Based Testing

Clinical facilities may subject students and faculty to random drug/alcohol screening (at the facility's expense) in accordance with facility policy. The program has the right to access and review the results of testing. If the test is positive the student will be dismissed from the program and the criteria under prior section "Initial Drug/Alcohol Testing". "Program Re-enrollment" must be followed.

Program Enrollment/ Re-enrollment upon positive drug test

Students who refuse either the initial drug test or a random or suspicion-based drug test or whose test results are positive for controlled substances must show proof that they have been evaluated by a certified substance abuse professional/ Licensed Chemical Dependency Health Counselor. Proof that the substance abuse professional or LCDHC is certified must be given to the OC Phlebotomy Program Department Director. Students must show proof of successfully completing the prescribed program (highly recommend 1 year of treatment). This proof must be reviewed and approved by the Phlebotomy Program Director and the division Dean. If re-enrollment is approved, student will be subject to unannounced drug/alcohol testing during the duration of the program, at the student's expense. If any test is positive student will be subject to disciplinary action, up to and including dismissal from the Phlebotomy Program (and referral for student discipline under the College Code of conduct) and the student will be ineligible for re-entry. Adulterated or diluted drug tests may be considered positive test results.

Reporting of Accidents/Injuries

Any accident or injury occurring in the clinical setting should be reported to the clinical instructor immediately. The clinical instructor will provide the student with the required documentation for the accident/injury. The student is responsible for completing all forms, including the Worker's Compensation form, in the required time frame. The student may be contacted by the Clinical Coordinator for further instructions. Additional information may be requested from the student's medical care provider to ensure it is safe to return to the clinical setting.

Any accident or injury occurring at the college or in the lecture/lab setting should be reported to the faculty immediately.

Use of Electronic Devices During Clinical Rotations

MLT/Phlebotomy students that use tablets, cellphones, laptops, smart watches, and any other such electronic devices during clinical rotations do so with the understanding that

such devices will be used only as authorized by the facility and/or Otero College Phlebotomy Department guidelines.

No personal phone conversations or texting are allowed while at the clinical site unless the student is on their break in a private space away from all patients, common patient care areas, and common work areas.

No student shall videotape or audio record clinical instructor or fellow students during the clinical rotation for personal or social media use. At NO time shall patients be videotaped or photographed.

Students who discuss confidential or unprofessional information do so at the risk of disciplinary action which may include course failure and/or dismissal from the Phlebotomy Program.

CLINICAL ROTATIONS AND FACILITIES

Please be aware that clinical rotation may require you to travel to sites as far away as Walsenburg, Lamar, Trinidad, Pueblo, Eads, or you could be as close as the hospital in La Junta. These sites will only host one student at a time. Students must be willing and able to travel to any site to finish internships in a timely manner. Efforts will be made to place students in a convenient site but there are many limitations.

Clinical sites may refuse to place a student for any reason. If a student is denied an internship spot at any clinical location due to any reason, accommodations will be as follows:

If a student is denied an internship spot at any clinical location due to any of the following reasons:

1. Due to lack of enough clinical internship sites, no immediate placement can be made. The student will be placed in the next available clinical site or clinical rotation slot. End dates for the internship may be extended as needed.
2. Due to lack of attendance in class or in a clinical internship site, resulting in an incomplete. The student will be placed in the in the next available internship site as soon as course requirements are complete.
3. Due to a violation of the Drug or Alcohol policy. See the Drug policy

Dismissal from a Clinical Site

Examples of behaviors that may result in immediate dismissal from the clinical setting include but are not limited to the following: Unsafe and/or unprofessional behavior at the clinical site, inappropriate attire worn to the clinical agency, lack of preparation for

patient care, failure to maintain current BLS/Health requirements on file, late occurrences, and failure to notify instructor of late arrival, aggressive or inappropriate behavior towards staff, peers, faculty, or other clinical partners.

Dismissal from the clinical agency as a result of inappropriate behavior will result in a clinical course failure or dismissal from the Phlebotomy Program. If a clinical agency/facility requests that a student NOT return to their facility (to complete a clinical the student is currently in or for a future clinical) due to behavioral issues, substances/drugs, etc., the Phlebotomy Program may terminate the clinical experience for the student and/or assign a failing grade.

The clinical instructor, in conjunction with the Program Director, has the right to send a student home and record the day as an absence and follow the Performance Improvement Plan (PIP) process if they feel the student is unprepared or unable to perform in a safe and competent manner. See the Performance Improvement Plan Process.

Clinical Incidents

A clinical incident is defined as any occurrence that will require an “unusual occurrence” (or as defined by the facility) form to be completed.

1. Student immediately reports the incident to the clinical instructor.
2. Clinical instructor investigates the incident.
3. Clinical instructor will advise the student to report the incident to appropriate staff.
4. Student and clinical instructor will complete any and all paperwork required by facility.
5. Clinical instructor will notify the Program Director of the incident.
6. Student writes a summary of the nature of the incident and submits one copy of this to the clinical instructor, one copy to the Program Director.
 - a. Summaries are to be submitted within three working days of the incident. Other written assignments may be required.
7. Clinical coordinator will discuss the incident with the Program Director.
9. Action/follow-up will be determined depending on the severity of the concern.

Clinical Tardiness

Tardiness is defined as reporting to the clinical instructor after the designated start time. Consequences for being late for each course are presented below.

In all instances of tardiness, it is the student’s responsibility to personally inform their clinical instructor of their pending tardiness. This notification shall be made telephonically as soon as possible but no later than the designated start time.

Notifications after the designated start time do not qualify as notifications for the purposes of the following discussion. If the student cannot connect with their clinical instructor telephonically, they will leave a message (for example: voice mail, text message, or email) providing details for the reason for their tardiness and their estimated arrival time.

However, if the student must leave a message, the student is responsible to verify that the instructor has received the message. Notifying another student to inform the clinical instructor one will be late is not acceptable. If a student is late, the student must report to their clinical instructor upon arrival. The time at which the student notifies the clinical instructor of their presence will be the recorded reporting time for determination of tardiness.

Consequences:

First occurrence:

- If the student has properly notified the clinical instructor and is late five minutes or less, then the clinical instructor will inform the lead instructor, note the late occurrence on the clinical evaluation tool and the student may be allowed to stay in the clinical setting.
- If the student is late more than five minutes or does not notify their clinical instructor prior to the designated start time regardless of how many minutes the student is late, the student may not be allowed to remain in the clinical setting for that day and will receive a clinical absence in their clinical evaluation. The student will be required to do a clinical make up. Clinical make up space is not guaranteed, and if there is no make-up time available, the student may take an incomplete in the course and return the next semester to complete the hours required for clinical. This will affect student's progression in the Program as well.

Second occurrence:

- If the student has properly notified the clinical instructor and is late five minutes or less, the student will be allowed to stay in the clinical setting. The clinical instructor will notify the lead Faculty of student's late occurrence and note it on the clinical evaluation tool.
- If the student is late more than five minutes or does not notify their clinical instructor prior to the designated start time regardless of how many minutes the student is late, the student may not be allowed to remain in the clinical setting for that day and will receive an unexcused clinical absence on their clinical evaluation. The student will be required to do a clinical make up. Clinical make up space is not guaranteed, and if there is no make-up time available, the student may take an incomplete in the course

and return the next semester to complete the hours required for clinical. This will affect student's progression in the program as well.

Third or subsequent occurrences:

- These occurrences and consequences are regardless of notification or time. The student will not be allowed to remain in the clinical setting for that day and will receive a clinical absence in their clinical evaluation.
- A PIP will be instituted, and student will formulate a plan to decrease the number of late arrivals.
- Clinical make up space is not guaranteed, and if there is no make-up time available, the student will receive an incomplete in the course and return the next semester to complete the hours required for clinical. This will affect student's progression in the Program as well.

Clinical Absences

Attendance at clinical sessions is mandatory. If a student must miss a clinical, the student must notify the clinical instructor one hour prior to the clinical start time. The clinical instructor will report the absence to the lead instructor. A student who does not abide by the reporting policy may be subject to the Performance Improvement Plan (PIP) process.

All missed clinical time must be made up. It is the student's responsibility to adjust their schedule to meet the prescribed makeup dates/times/shifts. Clinical space and Faculty may not be available to accommodate makeup days; there is no guarantee of clinical make-up time.

Absences not made up will result either in an incomplete grade, withdrawal or, failing grade and may affect progression in the Program or graduation. A percentage of will be subtracted from the internship grade as per syllabus. Three or more absences from clinical during the Phlebotomy Program may result in disciplinary action up to and including dismissal from the Phlebotomy Program.

Return to Clinical after Illness or Injury

A doctor's or medical care provider's clearance may be required before the student returns to the clinical area following illness or injury. The Program Director retains the right to ask for documentation from the provider before allowing a student to return to the clinical setting. Students with casts, splints, or a condition that inhibits movement may also require a doctor's clearance.

Students who are under the care of a physician and taking medications which may impair judgement or the ability to safely perform Phlebotomy duties/technical standards will need to contact the Program Director to discuss course of action. Student may be required to suspend clinical rotations or withdrawal from the class until they are no longer taking the medication in question. The clinical site may utilize their employee policies to determine which medications are in question. The Program or the clinical sites retains the right to ask for a doctor's clearance in this situation.

Additional Clinical Internship Information

- a. Every effort will be made by the OC phlebotomy staff to provide opportunities to meet the NAACLS mandated experience required.
- b. After sufficient training and after a clinical instructor has signed off your competency, a student can perform laboratory procedures under minimal supervision during the internship period. Be aware, a clinical site cannot substitute a student for an employee. If this becomes an issue at a clinical site, inform your OC instructor of the situation.
- c. Clinical Site Non-Responsibility for Pay. Students assigned to a clinical facility are not considered employees of the facility. Therefore, students are not eligible for benefits, pay, unemployment, workman's compensation, etc. The student will follow all rules, policies, and regulations of said clinical facility. The student may not be paid for clinicals at a facility they work in.
- d. Service work is non-compulsory. You cannot be involuntarily required to work hours in addition to the hours designated as internship hours. If this situation occurs, please inform one of the OC faculty. If a student volunteers to work extra hours outside of the internship hours, that is considered acceptable by the OC Phlebotomy Program.
- e. An instructor, if at all possible, shall visit each student at their clinical site at least once during their rotation.
- f. Understand the Colorado Community College System (CCCS) Disqualifying Offenses for Health Programs may be different than Disqualifying Offenses from some health care facilities and/or hospitals.
- g. As a student, I understand I may be assigned to a clinical rotation with stricter disqualifying offenses than those required by the CCCS for admission; and could impact my progress in the MLT/Phlebotomy program.
- h. Clinical internship rotations do not imply or guarantee employment.
- i. Students will need to continue to wear masks in all clinical settings, lab settings, simulation, Lecture, and clinical facility per the requirements of the State of Colorado and recommendations of the Centers for Disease Control and Prevention. Students are required to report symptoms of COVID-19 or exposure to their lead instructor or Director of Nursing and Allied Health as soon as symptoms occur and are required to fill out the link below.

COVID-19 Form also found at <https://form.jotform.com/202994535422155>

Please note: Students that do not adhere to the policy above and COVID-19

requirements or are found to place other students, clinical facilities, or patients at harm by intentionally failing to disclose exposure may be subject to dismissal from the Phlebotomy Program.

Students may be required to adhere to additional policies or procedures should the need arise.

Otero College Phlebotomy Program reserves the right to change policies related to COVID-19 adherence should the need arise.

Clinical Evaluation

Students are responsible for having Preceptor fill out the daily professionalism evaluation and overseeing the task sheet completion. When the rotation is complete, students are to provide the preceptors with the paperwork for final signatures including the laboratory director's signature. The laboratory director will mail the paperwork to the program director in the provided envelope. Any student who receives a red flag warning, will be counselled by the program director with input from the preceptor, laboratory director, and the student. A Performance Improvement Plan will be created. If the red flag warning is issued again, the student may be removed from the clinical site. At the program director's discretion, the student may be placed at another site, or issued a failing grade for the internship. See dismissal from program offenses.

POLICIES RELATED TO CLINICAL ASSIGNMENTS

Clinical Rotations/Assignments

Students may be assigned to the clinical facility where they are employed. If assigned to the same unit, the student may need to have permission from the employer. Students cannot be paid for clinical rotations where they are employed.

The Program Director, Clinical Coordinator, and/or full-time Faculty retain the final decision for clinical placement. **NO** switching of clinical group assignments will be made by any student.

Flexibility is essential. Students must be prepared to attend clinical/simulation any day of the week or any hours due to limited clinical facilities in the community. Due to the rapidly changing health care environment, clinical settings or assigned times may change on short notice. The phlebotomy faculty make every effort to notify students of changes as quickly as possible.

Students are responsible for providing their own transportation to clinical agencies as assigned and are expected to meet all clinical schedules as established. Students must follow all parking guidelines and policies of the clinical facilities to which they are assigned. Parking guidelines and policies will be given to students in each course during clinical orientation.

Students must comply with all policies of individual clinical sites to which they are assigned.

Students must adhere to required student documentation required for clinical and comply with due dates. Students without current documentation will not be allowed to go to a clinical site under any circumstance and will be held out for that semester.

Clinical Site Placement Decisions and Priority

Clinical Site Placement is based on the following criteria in order of listing. This applies both to initial site placement and in situations where original site placement is discontinued due to emergency situations or at the discretion of the laboratory manager.

1. If students are currently working in a lab, they are given preferential placement according to the laboratory manager's discretion for areas that can host the student and provide the necessary clinical experience.
2. Students who have all compliance documents submitted will be sent to clinical sites next.
3. Students are given preference in order of compliance documents submitted if the first two items do not apply. Submission dates of compliance documents will determine preference of available sites.
4. After the 1st three items are applied, students will be given preference based on GPA.

Sites currently in an affiliation with Otero Junior College Phlebotomy

Program:

Arkansas Valley Regional Medical Center - La Junta, Colorado
Centura Penrose- Colorado Springs, Colorado
Centrua- St. Francis-Colorado Springs, CO
Centura - St Mary Corwin Hospital – Pueblo, Colorado
Centura- St. Thomas More- Canon City, Colorado
Crowley County (Core Civic) Correctional Facility- Olney Springs, Colorado
Heart of the Rockies Regional Medical Center – Salida, Colorado
Keefe Hospital—Cheyenne Wells, Colorado
Lincoln Community Hospital, Hugo, CO
Powers Medical Center – Lamar, Colorado
Rio Grand Hospital- Del Norte, Colorado
San Louis Valley Health Regional Medical Center/Conejos County Hospital, Alamosa and La Jara, CO
Southeast Colorado Hospital—Springfield, Colorado
Spanish Peaks Regional Medical Center – Walsenburg, Colorado
Weisbrod Memorial Hospital – Eads, Colorado

DRESS CODE:

Adherence to the general regulation of the college, as written in the college catalog, is required while on the OC campus.

In portraying a professional image, it is a student's responsibility to adhere to the following guidelines during internships.

NOTE: When in any area of the clinical setting, a student is to be identified with the school by wearing an approved Otero College facility issued badge as appropriate, name tag, and school picture ID.

ALSO NOTE: Individual clinical sites may have varying requirements. Students must adhere to the requirements of the facility they are placed in.

1. Scrub tops and bottoms are recommended. The scrubs should be clean and neat without stains or obvious wrinkles. The uniform should fit properly and be in good condition. Undergarments will be worn and should not be visible through the uniform and must remain inconspicuous. No hats are to be worn during clinicals.
2. If an undershirt is worn, it must be plain (no print). A plain short-sleeved or long-sleeved tee-shirt or turtleneck may be worn under the uniform top. If wearing long sleeves, must be able to push up to safely perform sterile skills and hand washing.
3. A disposable lab coat may be required. Students may be required to provide their own disposable lab coat which can be purchased through the Phlebotomy Department.
4. Soft rubber heeled professional shoes are recommended. No mesh shoes or clogs permitted. Shoes must be clean and free from debris. Close-toed and closed-heels only. No open-toed shoes.

Uniform during Pregnancy: Pregnant students may wear maternity scrubs with the same color requirements. The uniform must cover the abdomen.

Clothing and accessories worn on and off campus during phlebotomy program activities should remain free from profanity and offensive language and symbols.

PERSONAL APPEARANCE AND HYGIENE:

Hair: Hair must be clean, well-groomed in a neat and simple style and of a natural human color. No abnormal hair coloring is allowed at clinical sites. Hair which is collar length or longer, must be neatly secured, and pulled back so that it does not fall forward when leaning over. Hair accessories must be small, plain, and of a neutral color. Cloth headbands are permitted in the clinical settings if not prohibited by facility. The clinical instructor may determine if further modifications are necessary.

Beards, sideburns, and mustaches must be neat, trimmed and clean. If required to wear N-95s, students must adhere to CDC recommendations and facility requirements about length of facial hair.

Make Up/Fragrances

Only basic make-up should be used.

No fragrances are permitted.

Perfume or shaving lotion is not permitted.

Students should also ensure that offensive body odors are not present.

Fingernails

Fingernails must be kept clean, trimmed, and of reasonable length. No artificial fingernails or enhancements are allowed, per CDC guidelines.

Piercings/Jewelry

- Visible body piercing, including tongue piercing must be removed. No facial, tongue, nose, lip, or eyebrow jewelry is allowed in any clinical setting.
- Minimal rings and small pierced earrings (1 studded set) are permitted.
- Ear spacers of any size are not allowed.
- Visible body piercings other than earlobes are not allowed
- No bracelets or necklaces.

Only the following jewelry may be worn in clinical:

- A watch with a second hand (required).
- Wedding band
- Two small post earrings allowed per ear (no dangling earrings). Must not be larger than 1/8" diameter; round: white or yellow metal or pearl-type.
- A clear/ flesh tone plug may be worn to replace facial piercings. Flesh colored gauges may be worn in ear lobes unless facility or clinical site prohibits.
- Exception to jewelry policy will be a medical alert bracelet or necklace which should be shown to the clinical instructor prior to clinical starting. Religious or culturally based jewelry and accessories will be considered for exemption by Otero College Phlebotomy Faculty and will be determined by facility policy.

Tattoos

Students with tattoos must follow agency policy when in the clinical setting. Some clinical agencies do not require that tattoos are covered unless they are derogatory, offensive or contain bad language or symbols, while other clinical sites may request they be covered. Otero College reserves the right to request the student to cover tattoos should they be found offensive in nature. Students are not required to cover tattoos in class, lab, or simulation at the college unless for noted reasons above.

Smoking/Offensive Odors

Smoking, the use of e-cigarettes, and the use of chewing tobacco is not permitted at the clinical site or while on college campus.

A student who smokes cigarettes must take precautions that smoking odor is not present on clothes or breath during a clinical day.

All clinical facilities are now non-smoking campuses. You will not be allowed to smoke during clinical hours. You are not allowed to leave the clinical setting to smoke.

Miscellaneous

Leave all valuables at home when at clinical sites. The clinical sites and Otero College are not responsible for lost or stolen items.

Certain agencies may have additional dress codes to be followed.

Individual Clinical Laboratories may have additional regulations. Those regulations must be followed.

Non-Compliance with Personal Appearance/Grooming Policy

Students who are not in compliance with the clinical/simulation dress requirements/personal appearance/grooming policies will not be allowed to participate in clinical.

- If compliance can be immediately corrected at the clinical site and is corrected, the student will be allowed to attend clinical.
- If compliance cannot be instantly corrected, requires something to be brought to the clinical site, or the student returning to their vehicle, the student will be sent home with a clinical absence for the day. The clinical instructor will inform the lead instructor and the student will be required to make up the clinical time.

The Faculty, Program Director and Director of Nursing and Allied Health reserve the right to change Phlebotomy Program policies. The phlebotomy student will be informed in writing of policy changes in a timely manner. Any changes will also be posted on D2L, the Otero College MLT/Phlebotomy Department website, and announced in the classroom/lab setting.

PROGRAM DIRECTOR AND FACULTY:

MLT and Phlebotomy Program Director:

Angela Tarrant M.Ed., MT(ASCP)SMcm

Angela.Tarrant@ojc.edu

719-384-6813

Curriculum Coordinator and Faculty:

Catherine Bollacker MT(ASCP)

Catherine.bollacker@ojc.edu

719-384-6816

Signature/Evaluation/Forms

Responsibilities of Student

While involved in any clinical learning experience, the student will adhere to facility/agency policies.

Patient Confidentiality

The student recognizes that the knowledge and information acquired concerning any patient's health care and medical records or any other personal or private information is confidential information. The student agrees that this confidential information will not be disclosed or used except for the clinical learning experience (i.e., in relation to giving care and sharing information in conference or classroom situations with other students.) Patients are not to be discussed in elevators, hallways, cafeterias, on buses transporting students to clinical, etc., wherever someone other than an authorized person may overhear. Students have received HIPAA training.

Students may not use any electronic means of transmitting confidential patient information to include but not limited to blogs, social networking sites, transmitting or taking photos or video, texting, or emails. Violations of the patient's Health Insurance Portability and Accountability Act (HIPAA) rights will be grounds for dismissal from the PHLEBOTOMY Program and will result in a clinical failure.

FERPA: Family Education Rights and Privacy Act

The Family Educational Rights and Privacy Act of 1974 (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable Program of the U.S. Department of Education.

Otero College students must be aware that this law applies to them and must not disclose any other student's information without their permission. Student information includes the use of the student's name, S number or SSN, photo, or other personally identifiable information. Disclosing student information includes providing class schedules to unauthorized third parties for purposes of locating students. An example would be posting a clinical group list on Facebook or other social media.

OSHA Compliance

Student has received blood-borne pathogen safety training and standard precaution training.

Unauthorized Removal of Supplies

No agency supplies/materials may be deliberately removed from the agency and taken home, to the college, or anywhere else for any reason. If an authorized agency staff person gives equipment to the student to share for information purposes at the college, the student will be certain the supply/equipment is not contaminated and notify the clinical instructor or course lead Faculty for guidance.

Signed _____

Print Name _____

Date _____ Student S # _____

mm/dd/yyyy

Academic Year _____

(Original to be kept in student file and uploaded to Castlebranch)

Acknowledgement of Written Requirements

I understand that I am responsible for providing the Phlebotomy Program with any necessary required documentation such as initial immunization forms, proof of background checks and required updates for BLS or immunizations throughout the entire Phlebotomy Program. I understand that I must provide copies of any requested documentation to Castlebranch Compliance Tracker. I understand that lack of proper documentation means I am not eligible to attend clinical under any circumstances. I understand that TB and BLS-American Heart Association cannot expire during the academic semester, or I will be removed from the clinical schedule resulting in possible failure of course.

Failure to provide required documentation may also require withdrawal from the Phlebotomy Program. If withdrawal is necessary, I understand that I will be required to submit a Student Readmission Plan requesting re-entry to the Phlebotomy Program and to follow the readmission policies found in the Phlebotomy Program Student Handbook.

Otero College Phlebotomy Program does not provide copies of prior immunizations or health records. Students are responsible for keeping all originals for their records.

My signature authorizes Otero College to release information concerning Program requirements (such as immunizations, BLS and background check information) to clinical facilities if requested.

Student signature:

Signed _____

Print Name _____

Date _____ Student S # _____

COLOR BLINDNESS

I have watched the video screening for color blindness.

I understand that differentiation of colors and color changes during the performance of laboratory procedures may be necessary. Color blindness, of itself, does not preclude admission or employment unless reasonable accommodations cannot be made.

It may be necessary for the student to obtain further testing to be aware of their colorblind status after participating in the colorblindness exercise.

Please check the appropriate box after viewing the video

- I will not need further testing for colorblindness
- I may need further testing for colorblindness and will inform the Phlebotomy Director as soon as possible if accommodations may be necessary

Printed Name _____ S number _____

Signature: _____ Date _____

Required Vaccinations

- Annual flu
- Hepatitis B (3 vaccinations)
- MMR (2 vaccinations)
- Varicella- Chicken Pox (2 vaccinations) or healthcare provider documentation of history of disease with dates
- DPT vaccination within the past 10 years
- COVID 19 Vaccination-
- Meningococcal- Incoming freshmen residing in student housing are required to complete and return a standard certificate of immunization.
- **Otero Vaccination Policy- Note: Some clinical facilities have additional requirements. Students must adhere to clinical facility policies where they are placed.**

OTHER COMPLIANCE REQUIREMENTS

- Annual 2 Step PPD testing, Interferon, or T spot testing (Tuberculosis testing).
- Annual Health Form: The student must submit a completed physical exam form before beginning clinical rotations.
- American Heart Association Basic Life Support Health Care Provider CPR certification
- Liability insurance—see program costs
- Personal Health Insurance
- Workman’s compensation agreement
- Yearly Safety, OSHA and HIPAA training – done thru Medtraining.com and/or in class
- Transportation to and from clinical internship facilities

I acknowledge that the above vaccinations and compliance requirements are required for participation in the health science programs.

Printed Name _____ Signature _____

Date. _____

Otero College

PHLEBOTOMY Program

SELF ASSESSMENT OF PHYSICAL AND TECHNICAL ABILITIES

Physical Requirements: The position of Medical Laboratory Technician and Phlebotomy has been given a strength ratio of LIGHT WORK by the US Dictionary of Occupational Titles (exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force 2/3 or more of the time to move objects). The position involves walking, standing, and sitting for prolonged periods as well as stooping, bending, lifting, and carrying. The ability to operate and control equipment is necessary to include starting, stopping, adjusting, and observing gauges, dials, etc.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Data Conception: Requires the ability to gather, collate, or classify information about data, people, or things. Reporting and/or carrying out a prescribed action in relation to the information is frequently involved.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Visual Observation: The student must possess visual acuity sufficient to allow for each of the following:

1. Differentiation of colors and color changes during the performance of laboratory procedures. Color blindness, of itself, does not preclude admission.
2. Observation of patient conditions during phlebotomy procedures.
3. Differentiation and identification of specimens using microscopic techniques.
4. Reading lab instrument technical procedure manuals, standard operating procedures, specimen labels and other pertinent materials for patient care and professional practice.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Numerical Ability: Requires the ability to add, subtract, multiply, and divide all units of measure.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Form/Spatial Ability: Requires the ability to inspect dimensions of items and to visually read information and data.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Motor Functions: The student must possess motor and dexterity skills sufficient to permit each of the following:

- Performance of venipuncture at the patient's bedside or at other designated locations.
- Lift and handle typical hand-held medical laboratory equipment and tools.
- Manipulate clinical laboratory instruments and equipment in a manner consistent with standards of medical laboratory practice.
- Perform all routine functions and tasks required in the various departments of the medical laboratory.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Communication Skills: The student must possess verbal and non-verbal skills adequate for transmitting to and receiving information from patients and hospital personnel. The student must be able to read, write, speak and comprehend English with sufficient skill to communicate.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Behavioral and Social Skills: The student must exhibit behavioral and social skills that are acceptable to the college and hospital settings. A student must have the capacity to demonstrate full utilization of her/his intellectual abilities, emotional stability, exercise good judgment and promptly complete all responsibilities. The student must be able to tolerate physically and mentally taxing workloads and function effectively under stress. As a component of education, a student must demonstrate ethical behavior, including adherence to the professional and student honor codes. Student must be able to attend to work assignments and instructions/orders given.

_____ I am capable of meeting these requirements

_____ I am not capable of meeting these requirements

_____ I am capable of meeting these requirements with the following accommodations:

Physical Restriction: An individual is constantly exposed to various forms of latex in the laboratory setting. Known and or developed latex allergy may result in a potential life-threatening situation.

_____ I am aware of this exposure and that it can life threatening.

Laboratory Safety: An individual in this class is exposed to various biohazardous blood and body fluids. OSHA standards must be followed at all times to limit exposure. OSHA standards are taught and reviewed in each phlebotomy class.

_____ I am aware of this potential biohazard exposure and will follow OSHA standards of safety at all times within the classes for the Phlebotomy Program.

OC PHLEBOTOMY PROGRAM

LETTER OF AGREEMENT

I **have read** the student handbook for the Phlebotomy Program and know I must comply with the rules and regulations, including the Code of Conduct, as stated and as updated during my participation in the program. I also understand that in order to meet the requirements of the Phlebotomy Program, I must maintain at least a “C” in **each** Phlebotomy and related courses. I am aware of the essential functions of the phlebotomy program and have completed the Self-Assessment of Physical and Technical abilities to the best of my knowledge. I have completed the phlebotomy orientation modules with a passing score and, I have been made aware of and understand the policies for progression in and completion of the OC Phlebotomy Program

Printed Name _____

Signature _____

S number _____ Date _____