Phlebotomy Technician
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Introduction and Welcome

Welcome to the Phlebotomy Program at Turtle Mountain Community College (TMCC). The Phlebotomy Program offers a nine month certificate in Phlebotomy. The faculty and staff wish you success in the pursuit of your educational goals. We are glad to have you and will treat you with courtesy and respect. The student is our only product and consequently, our most important product. Therefore, we are here to assist you in gaining an education both within the classroom and in clinical activities scheduled for application of knowledge gained from the classroom.

The Turtle Mountain Community College is accredited by the Higher Learning Commission 230 South LaSalle Street, Suite 7-500 Chicago Il. 60604 The Clinical Phlebotomy Program at TMCC is approved by the National Accrediting Agency for Clinical laboratory Sciences. (www.nacls.org) 5600 N River Rd., Suite 720, Rosemont, Illinois 60018: (733) 714-8880. Approval by NAACLS assures students that they will be provided with a quality education in Laboratory Science. Upon completion, Phlebotomy Program, the graduate is eligible to sit for national certification exams. Graduation from the program is not contingent upon passing an external certification exam.

The purpose of this handbook is to detail policies and procedures specific to the Phlebotomy Program. It is constructed to be used as a supplement to the Turtle Mountain Community College catalog and TMCC student handbook. The policies and procedures set forth in this handbook are designed to support the success of the student.

A copy of the Turtle Mountain Community College catalog and student handbook is available at the Campus’s Student Services offices or may be downloaded from the TMCC website at http://www.tmcc.edu
DESCRIPTION OF THE PROFESSION

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

Phlebotomists are proficient in: COMPETENCIES

• Collecting, transporting, handling and processing blood specimens for analysis.

• Recognizing the importance of specimen collection in the overall patient care system.

• Relating the anatomy and physiology of body systems and anatomic terminology to the major areas of the clinical laboratory, and to general pathologic conditions associated with body systems.

• Identifying and selecting equipment, supplies and additives used in blood collection.

• Recognizing factors that affect specimen collection procedures and test results, and taking appropriate actions within predetermined limits, when applicable;

• Recognizing and adhering to infection control and safety policies and procedures;

• Monitoring quality control within predetermined limits;

• recognizing the various components of the health care delivery system;
• Recognizing the responsibilities of other laboratory and health care personnel and interacting with them with respect for their jobs and patient care;

• Demonstrating professional conduct, stress management, interpersonal and communication skills with patients, peers and other health care personnel and with the public;

• Demonstrating an understanding of requisitioning and the legal implications of their work environment;

• Applying basic principles in learning new techniques and procedures;

• Recognizing and acting upon individual needs for continuing education as a function of growth and maintenance of professional competence.

Upon graduation and initial employment, the Phlebotomist will be able to demonstrate entry level competencies in the above areas of professional practice.

**CODE OF ETHICS**

The students enrolled in the Phlebotomy Program will apply the seven teachings of the Anishinabe as their “code of ethics.”

**THE SEVEN TEACHINGS**

**WISDOM**

The Phlebotomy student through an educational program will gain the “Wisdom” needed to be a medical professional and become an important part of the Medical Laboratory Team.

**LOVE**

The Phlebotomy student will be taught a “Love” for their profession and through that love will perform work that is ethical, of high quality and above all with compassion.

**RESPECT**

The Phlebotomy student will be taught the importance of respecting ones leaders and co-workers of whatever medical team they are a part of they will learn to “Respect” and protect the dignity and requests of the sick
**BRAVERY**
The Phlebotomy student will be taught the tools needed to have the “Bravery” to take that initial step to encounter their first patient with confidence.

**HONESTY**
The Phlebotomy student will be taught the importance of “Honesty” in following performance procedures correctly and how, by not doing so could effect a patient’s results and ultimately their diagnosis and treatment.

**HUMILITY**
The Phlebotomy Student will be taught the “Humility” of acknowledging making a mistake and not to try and cover it but correct and learn from it.

**TRUTH**
The Phlebotomy Student will learn the “Truth” about their patients conditions and will be taught to hold those truths in strict confidence as if they were their own.

**General Admission Information**

**Student Responsibility for Satisfying Requirements**

Each student has complete responsibility for complying with the instructions and regulations set forth in the catalog, for selecting courses that will satisfy his/her educational objectives, and for satisfying course prerequisites. Student Services and advisors are always available and willing to assist students. The college does not assume responsibility for student misinterpretation of policies and procedures presented in the catalog. Any question concerning the content should be referred to the Dean of Academic Programs, Dean of students, the Registrar, or Advisor.

All correspondence regarding admission to the college should be addressed to the Admission Office. Each student is urged to make application for fall/spring semester admission as early as possible. If a student is denied admission to the college, he/she may appeal to the Admission and Financial Aid Committee for a case review. Any questions concerning appeal procedures should be addressed to the Admissions/Records Technician.

**Selective Admission Policy**

Turtle Mountain Community College has an open-admission policy for most of its programs. However, the college does reserve the right to institute a selective admission policy in programs
of study where limitations are necessary. Such as in the Allied Health Programs where student numbers may be limited by Certifying Agencies.

General Admission Requirements-New Students/Students Seeking Readmission

AN APPLICANT WHO WISHES TO BE CONSIDERED FOR ADMISSION MUST HAVE THE FOLLOWING DOCUMENTS ON FILE.

1. A complete application for admission;
2. An official transcript from an accredited or approved high school with the date of graduation, or the official transcript of the General Education Development (GED) examination;
3. A Certificate of Degree of Indian Blood from a federally recognized tribe, if applicable.
4. A completed FAFSA file (Free Application for Federal Student Aid) All students need to complete the FAFSA
5. A completed FERPA (Family Educational Rights Privacy Act) form.

The student may be required to prove legal name, via social security card. The student will be required to complete all of the above admission requirements before registering. If any of the requirements are not satisfied, a letter will be sent to the student. It is the responsibility of the student to ensure all documents are received before registering for classes. Students who have completed all admission requirements will receive a letter of acceptance. The letter will contain information on orientation, registration and first day of classes. **Twelve students are accepted into the Phlebotomy Program beginning Fall Semester (AUG) of each year.**
A candidate for the Phlebotomy certificate program is expected to participate fully in activities required by all courses in the program. A student in the program must have the abilities and skills of four varieties: observation, communication, motor and behavioral.

Reasonable accommodations will be made for disabilities. Must register these accommodations with the TMCC counselor. However, a candidate is expected to perform in a reasonably independent manner. The skills listed below are essential requirements for this program. Applicants and students should possess these abilities or be able to demonstrate the ability to satisfy these criteria with the help of compensatory techniques, assistive devices or other reasonable accommodations. We invite and candidate for the program to meet with Special Services to discuss any potential issues associated with meeting these requirements.

• Visual Observations: The applicant must be able to participate actively in all demonstrations, laboratory exercises, classroom activities and clinical experiences the various programs.

• Communication Skills: The applicant must be able to communicate effectively with patients in order to elicit information, describe changes in mood, activity posture, and assess non-verbal communication. The applicant must be able to effectively transmit information to patient, peers, faculty and staff in addition to all members of the health care team.

• Motor Function: The applicant must possess sufficient motor functions to perform all skills necessary to carry out required techniques and/or perform point of care at the bedside. Students must have adequate muscle function and dexterity to walk, stand for long periods, bend, lift, and provide emergency treatment to patients.

• Behavioral and Social Attributes: The applicant must be able to demonstrate rational and appropriate behavior. The clinical experience places students under considerable mental and
emotional stress as they undertake responsibilities and duties impacting the accuracy in collecting and delivering Laboratory Specimens whose results ultimately effect the diagnosis and treatment of patients. Individuals should give careful consideration to the mental and physical demands of the program prior to making application. The applicant must be able to exercise good judgment in addition to the development of mature and sensitive relationships with patients. Applicants must also be able to tolerate taxing workloads function effectively under stress, adapt to changing environments. Applicants need to display compassion integrity, concern for others, show interest and motivation

It will be explained that they must complete all the General education classes with a 2.0 GPA before being allowed into a Clinical rotation.
Curriculum Guide Certificate

The mission of the Turtle Mountain Community College Phlebotomy Technician Program (TMCC) is to provide a curriculum centered in phlebotomy theory and practice, preparing students for entry level positions as Phlebotomy Technicians in a variety of Medical settings. The TMCC Phlebotomy Program will follow the requirements/standards as put forth by the National Accrediting Agency for Clinical Laboratory (NACCLS) 5600 N. River Rd. Suite 720 Rosemont, IL 60018. Participants in the Phlebotomy Program must maintain a 2.0 GPA in all Phlebotomy courses. Upon successful completion of all components a Certificate of completion will be granted from the approved TMCC Phlebotomy Technician Program. Students will then be eligible to take the National Certification Registry Exam. **Passing a Certification Exam is not contingent on receiving a certificate of completion in Phlebotomy**

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**COURSE DESCRIPTIONS**

**CLS 103 Phlebotomy**

This course provides instruction in the skills needed to properly collect and handle blood and other specimens for diagnostic purposes. Emphasis placed on ethics, patient interactions, communication both verbal and non-verbal, legalities related to phlebotomy, universal precautions, safety, national patient safety goals, and health care delivery systems.

*Prerequisite: Enrollment in a Health Career Education Program.*

**CLS 104 Phlebotomy/Clinical Internship**

This course provides the student with the opportunity to put into practice the theory and skills of phlebotomy. This course takes place in one of the Turtle Mountain Community College affiliate hospitals. Students are mentored by the Clinical Laboratory Supervisor and Medical technologists. Students are required to have 135 hours in the laboratory and 100 unassisted venipuncture draws as well as 5 capillary (dermal) punctures. 75 hours of journaling, recording case studies and problem solving documentation.

*Prerequisite: CLS 103*

**CLS 105 Clinical Seminar**

This course provides the student the opportunity to review with Phlebotomy faculty specific learning objectives, practice procedures they are having problems with in Clinical Practicum, expand knowledge of point of care testing and preparation for the National Certification Exams.

*Prerequisite: CLS 103*
CLS 108 Laboratory Techniques       1 Credit
This course covers the basic principles and techniques used in the clinical laboratory. Emphasis is placed on terminology, basic microscopy, safety, and computations. Upon completion, students should be able to perform various basic laboratory analyses and utilize basic theories of laboratory principles.

CLS 177 Job Readiness       1 Credit
Job readiness is designed to prepare students to get, keep and excel at a new job. Basic employability skills include effective communication, problem solving, resume building, and interviewing. The course is also designed to help participants develop good work habits that facilitate their ongoing success. Instruction typically include lectures, discussions and role playing.

CIS 101 Computer Literacy       3 Credits
This course is an introduction to the understanding and use of computers with particular emphasis on microcomputers. Lectures and student work focuses on dispelling fears and gaining confidence by attaining knowledge and skills using computers. No prior computer experience is expected.

BIOL 115 Human Structure and Function/Lab       4 Credits
This course is designed to familiarize the students with the organization and development of the body, cell development, and function of all eleven systems in the body. Disease processes and treatment associated with each system will be presented.

BOTE 171 Medical Terminology
This course provides the student the ability to talk and understand the language of medicine. Student will learn the meaning of suffixes, prefixes and combining forms. Medical abbreviations and terms associated with each body system, as well as terms and abbreviations associated with diseases and treatment of those diseases.

Prerequisite: Enrollment in Allied Health Education Program.
PSYC 100 Human Relations in Organizations 3 Credits
This course is designed to teach students human relations in business and industry with emphasis on how people can work effectively in groups to satisfy both organizational and personal goals. Motivation, emotional and mental health, communication techniques and coping with stress are explored.

ENGL 110 College Composition I 3 Credits
The first of two courses in the one-year composition sequence. Introduces students to college-level writing as a process of developing and supporting a thesis in an organized essay. Requires students to read and think critically. Emphasizes using appropriate style and voice as well as the conventions of Standard English and citation.

HPER 210 First Aid/CPR 2 Credits
This standard course in first aid technique deals with shock, control of bleeding, splinting, burns, CPR, and emergency procedures. Students completing this course receive a First Aid/CPR certification card.
Phlebotomy students are required to take the course Clinical Rotation (CLS 104.) This class consists of 8 weeks of training in a Turtle Mountain Community College Affiliation Hospital or Clinic.

During this time the student puts into practice the policies, procedures and techniques they have learned in Phlebotomy (CLS 103) (CLS 108) students interact with Laboratory Personnel, Providers, Nurses, other hospital employees and most importantly the patient.

While at the clinical Rotation Affiliate site the students are directed to comply with the policies and procedures of the Affiliate including those governing the use and disclosure of individually identifiable health information under federal law, specifically 45CFR parts 160 and 164. Solely for the purpose of defining the student’s role in relation to the use and disclosure of the Affiliates protected health information, the trainees are defined as members of the Affiliate’s workforce, as that term is defined by the Affiliate when engaged in activities pursuant to the agreement with the Affiliate. **Nevertheless, the students are not and shall not be considered to be employees of the Affiliate.**

**SERVICE WORK POLICY**

Turtle Mountain Phlebotomy Students are not expected to perform service work and are not allowed to take the place of qualified staff during their Phlebotomy rotation. Students are not and shall not be considered to be employees of the Hospital. However, after proving proficiency a Clinical Affiliate whom elects to employ a Phlebotomy student as an assistant Phlebotomist will schedule the student for work during non-instructional hours.
Clinical Rotation Sites currently Affiliated with Turtle Mountain Community College are as follows:

- Quentin N Burdick Memorial Health Care Facility Belcourt, North Dakota
- Presentation Medical Center Rolla, North Dakota
- North Land Community Health Center Rolla, North Dakota
- Heart of America Medical Center Rugby and Dunseith North Dakota

The TMCC Phlebotomy program accepts twelve (12) students per Academic year. We have Affiliation with four(4) Clinical sites. Therefore there should be no problem placing all students in Rotation. However should there be a problem with placement, the students will be selected by enrollment date and GPA.

Students are required to complete competency evaluations while in a Clinical Rotation. The Professional Performance Standards are monitored throughout the Clinical Rotation. Noncompliance with these standards can result in removal from the program.

HEALTH AND SAFETY

The Turtle Mountain Community College does not have a Medical Services Office for students. We do have First Aid Stations that contain basic first aid materials, some medications. They are placed in several locations throughout the college. Students essentially are responsible for their own health needs. Should a student become ill staff are trained to call 911 and are trained in basic life support.

Phlebotomy students are required to provide proof of rubella titer, tetanus immunizations, and negative Tuberculin test or neg. chest x-ray. Proof of immunity against measles, mumps and rubella if born after Jan 1, 1957.

It is required that the Phlebotomy students complete 3 doses of the Hep B vaccine before entering rotation or sign a waiver of refusal.
The Phlebotomy students receive training in General Laboratory safety, Chemical Safety, Blood-borne pathogens, Electrical, Fire, Radiation, Ergonomics, and needle stick injury training during their CLS 103 Introduction to MLT class the first semester. Students are required to read the policies and procedures for all Laboratory experiments and exercises before actual instruction begins. Listed below are MLT Safety policies are addressed and reviewed in all Phlebotomy courses.

These policies include:
- Contagious Diseases
- Student Guidelines for Bloodborne Pathogen Exposure
- Exposure Classification for Bloodborne Pathogens
- Exposure Classification for Hazardous Chemicals
- Health Science Exposure Chart
- Latex Allergy Policy

The College has a Critical Alert system, known as ALERT NOW that is available to all students, faculty and staff. Each year a student, faculty or staff member can go on-line and list their phone numbers (home or cell). The system is designed so that if there is a critical emergency at any one of the campuses [such as medical emergencies severe enough to interrupt classes, weather emergencies or other emergency situations that would interrupt or cancel classes], anyone registered on the system will receive a phone call notifying them about the emergency and giving further instructions if classes are cancelled or a campus is closed. While on rotation students are considered to be eligible for the same emergency health care as employees of the Affiliate site. All the clinical rotation Affiliates comply with the Emtela laws.

LABORATORY SAFETY MANUAL

SECTION I:
GENERAL SAFETY REQUIREMENTS

Safety in the laboratory requires every student’s participation and cooperation. Noncompliance with safety precautions not only endangers the individual, but also compromises the health and safety of fellow students.

I. Student Responsibilities- Each student’s responsibilities include:

- Complying with all safety policies and procedures;
- Maintaining awareness of the risks associated with assigned duties;
- Taking all necessary and appropriate safety precautions relevant to performance of duties;
- Becoming familiar with emergency procedures prior to accidental spills, overt personal exposures, fire,
- Reporting unsafe conditions or practices to the Instructor;
- Reporting all incidents resulting in injury or exposure to hazardous agents to the Instructor.

The following rules and procedures apply to Turtle Mountain Clinical Training Laboratory

A. Personal

1. **Hand washing**- is the most important single precaution to prevent the spread of infections. Hands should be washed with soap and water, if visibility soiled, or waterless hand cleaner after: completing a task removing gloves immediately upon accidental contact with contaminated materials. Protective hand cream may be applied in the laboratory in the designated hand washing area.

B. Dress Code

1. The use of a long sleeved laboratory coat (buttoned closed) or a back closed gown is required when working with patient specimens.
a. **Clothing** worn by laboratory students/Instructors should be clean, neat and in good repair.

b. **Clothing** worn by laboratory students/instructors should provide protection to the skin in the event of a chemical splash or spill. (OSHA laboratory standards (29CFR1910.1450 App. A) state that "Personnel(Instructors/students) should not wear loose (e.g. saris, dangling neckties, and over large or ragged laboratory coats), skimpy (e.g. shorts, strapless, cropped or halter tops) or torn clothing... Short trousers or miniskirts are inappropriate laboratory attire because laboratory coats open in the front when a person sits thereby exposing the legs above the knees to potential spills.

2. **Personal Protective Equipment (PPE)** such as fluid resistant gowns, gloves, goggles, face masks, face shields should be available and are required when there is significant probability that potentially hazardous substances may be splashed on the worker.

3. **Shoes** should be fluid impermeable material, leather or synthetic, and should cover the entire foot. Shoes with open toes are not unacceptable. Because cloth shoes will absorb chemicals or infectious fluids, they are not recommended.

C. **Specific precautions when working in the laboratory:**

1. Food and beverages must not be stored in refrigerators, freezers, or other areas where biological materials are present. The laboratory area will designate those places where food and beverages may be stored, and identify them with appropriate signs

2. Eating, drinking, or chewing gum are not permitted in laboratories where biological materials are handled and work is performed. The laboratory shall designate areas where eating, and drinking are permitted.
3. Application of cosmetics and handling of contact lens will follow the guidelines for eating and drinking.

4. Long hair must be tied back when working near open flames or mechanical equipment, where there is a possibility of entanglement, and when working with
specimens.

5. Always use protective equipment that is provided for working with hazardous materials. Be familiar with the location and operation of eye washers, the location of fire extinguishers and other safety equipment.

6. No mouth pipetting. Mouth pipetting is prohibited.

7. Laboratory personnel will assure that only visitors or maintenance personnel who have been advised of the potential biohazards and have been warned to avoid touching any working surfaces will be allowed through the laboratory.

8. Smoking. The Turtle Mountain Allied Health Building is smoke-free. There are no designated smoking areas within the building.

9. Students are offered appropriate immunizations or test for agents handled in laboratory (ex. TB skin test annually, Hepatitis B vaccine

D. Disposal of biological materials and expendable supplies

1. Unless there is evidence of contamination with blood, urine may be disposed through the sewage system. Use caution to prevent splatter. The empty container must be disposed in red bag lined trash containers or may be autoclaved.

2. Those specimens contaminated with blood should be disposed of in red biohazard bags or placed in buckets lined with biohazard bags to be incinerated.

3. Other body fluid, solid, and semi-solid waste including laboratory supplies (e.g. microbiological cultures) and urine should be placed in containers or buckets lined with biohazard bags, and sent to your designated area to be incinerated prior to disposal. The fill level must be below the rim of the container.

4. All specimens received in the designated area must be incinerated prior to disposal.

5. Specimen transport bags bearing the biohazard sign and gloves should be discarded in red bag trash.

6. Trash and paper, in the laboratory is also to be placed in biohazard bags.
7. Only Red biohazard and autoclave bags are to be used in the laboratory areas.

E. Safe handling of Needles

Most needle sticks can be prevented by "safety awareness" on the part of the user. The Needle sticks can be prevented if the approved containers are used properly and with caution.

1. Recommendations for safe handling of needles and other sharps
   a. Needles containing safety devices, when available, are always to be applied after use when (ex. butterfly, protective needles and syringes).
   b. Needles and other sharps are never to be discarded directly into the trash.
   c. Needles and other sharps must not be unattended (i.e. on furniture, trays, equipment or in beds and linen).
   d. Needles are not to be clipped or bent. Destrucips and similar devices are not to be used.
   e. Needles are never to be recapped by hand.
   f. Employees must never reach into any container used for disposal of contaminated sharps.

F. Sharps Disposal

Items considered sharps are: needles, syringes, slides, glass pipettes, glass capillary tubes, scalpels and knives.

SECTION II:

STANDARD PRECAUTIONS

PRECAUTIONS

Standard Precautions expands the coverage of Universal Precautions by recognizing that any body fluid may contain contagious microorganisms

A. Nature of the risks

1. HEPATITIS: Most cases of laboratory associated hepatitis are caused by one of the following agents: Viral hepatitis, Hepatitis B virus (HBV) and Hepatitis C which accounts for most of the transfusion-associated Hepatitis cases seen in the
USA. Laboratory acquired Hepatitis is now recognized as a major occupational hazard to laboratory workers handling biological materials.

2. AIDS: The etiology of Acquired Immunodeficiency Syndrome (AIDS) is a retrovirus called Human Immunodeficiency Virus (HIV). Transmission occurs from infected persons through direct intimate contact involving mucosal surfaces, such as sexual contact or through parenteral spread such as shared needles and syringes. Airborne transmission and spread through casual contact has not been documented.

B. General safety requirements
All precautions listed under Section I of this manual will apply to standard precautions.

C. Standard Precautions Principle
Since medical history and examination cannot reliably identify all patients with blood-borne pathogens, all body fluids are treated as if known to be infectious for HIV, HBV, and other blood borne pathogens. Standard Precautions are designed to reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection in the hospital. Standard precautions apply to blood and body fluids, secretions, excretions and all tissues. Standard precautions do not apply to sweat.

D. Exposure categories

1. Category I: Tasks that involve exposure to blood, body fluids, or tissues. All procedures or other job-related tasks that involve an inherent potential for mucous membrane or skin contact with blood, body fluids, or tissues, or a potential for spills or splashes of them, are Category I tasks. Use of appropriate protective measures should be required for every employee engaged in Category I tasks.

2. Category II: Tasks that involve no exposure to blood, body fluids, or tissues, but employment may require performing unplanned Category I tasks. The normal work routine involves no exposure to blood, body fluids, or tissues, but exposure or potential exposure may be required as a condition of employment.

E. Standard precautions barrier protection.
Standard precautions include general safety precautions plus:

1. Gloves will be worn when

   a. Handling blood, tissues, body fluids or items contaminated with blood or body fluids including specimen containers, laboratory instruments, counter tops, etc.

   b. Performing venipuncture, changing gloves and washing hands between each patient.

   c. Student’s hands are abraded or active dermatitis is present.

2. Gloves will be replaced as soon as possible when contaminated, before touching non-contaminated items or surfaces.

3. Always wash hands with soap and water, for at least 15 seconds, following the removal of gloves or use an alcohol based hand rub solution.

4. To protect the mucus membranes, masks and eye protection, face shields splashguards or safety cabinets must be used if splashing or spraying of blood or body fluid is anticipated.

5. All lab coats, gloves, and other personal protective equipment must be removed prior to leaving the work area.

6. Soiled gloves, masks and other disposable personal protective equipment will be discarded into red bag-lined receptacles after use.

**GENERAL INFORMATION**

Please refer to the TMCC WEB SITE for the following information:

- Under Current Student you will find the  
  
  **Student Hand Book and College Catalog**

- Under Community Resources you will find  
  **HEART Project**
• Under **TMCC Referral Guide** you will find resource people and programs. These sites will give you additional valuable information.