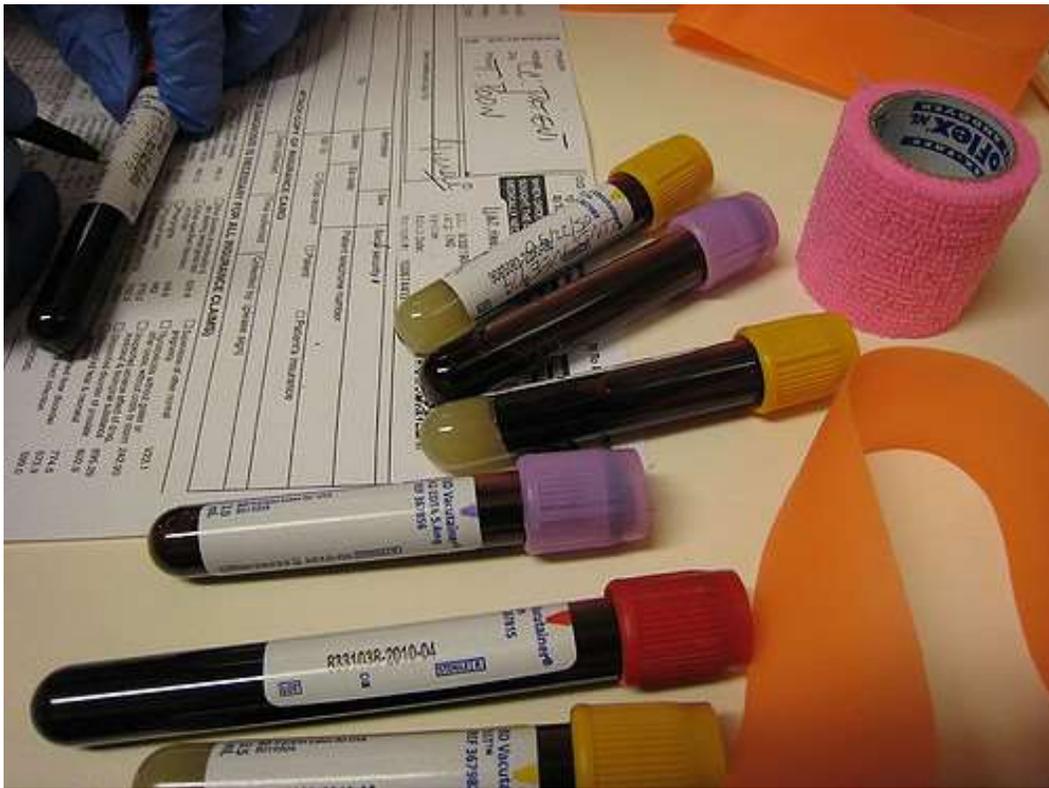




# College of The Albemarle *Workforce Development* Phlebotomy Program Student Handbook



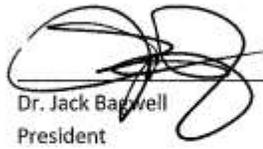
College of The Albemarle  
1208 North Road Street  
PO Box 2327  
Elizabeth City, NC 27906-2327  
(252) 335-0821

Revised: June 2009; October 2012; July 2013, July 2014, July 2015, May 2016, May 2017, May 2018

COLLEGE OF THE ALBEMARLE  
DIVISION OF HEALTH SCIENCES & WELLNESS PROGRAMS  
WORKFORCE DEVELOPMENT  
PHLEBOTOMY PROGRAM

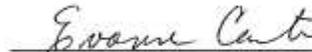
PHLEBOTOMY STUDENT HANDBOOK

Approved:

  
Dr. Jack Bagwell  
President

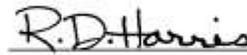
08.12.2020

Date

  
Dr. Evonne Carter  
Vice President of Learning

8/13/2020

Date

  
Robin Harris  
Dean  
Health Sciences & Wellness Programs

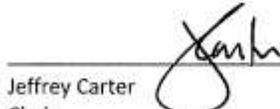
8/11/20

Date

  
Terri Riddick  
Program Coordinator  
Phlebotomy Program

6/3/20

Date

  
Jeffrey Carter  
Chair  
Allied Health Programs

7/15/20

Date

  
Michelle Coley  
Director of Health Occupations &  
Nurse Aide  
Health Sciences & Wellness Programs

4/18/2020

Date

## Introduction

This handbook supplements the policies and procedures adopted by the COA Board of Trustees. In the event of any conflict between a Board of Trustees' policies or any policy or provision of this Handbook, the Board of Trustees' policy shall be construed as setting forth the minimum expectations, rule or procedure applicable. In other words, some components of the policies set forth in this Handbook may impose greater obligations, expectations or responsibilities on students in the Phlebotomy Program than are generally applicable to other students. In the event that a student has a question or concern regarding inconsistencies in these policies, he/she should direct them to the Program Coordinator. The Program Coordinator may confer with the Division Chair, Vice President of Instruction and other administrative officials to resolve any such issue or conflict.

## Phlebotomy Program Mission Statement

The College of the Albemarle (COA) Phlebotomy Program prepares individuals with the knowledge and skills necessary related to obtaining blood and other specimens for the purpose of laboratory analysis. The COA Phlebotomy Program mission is to provide education and training in the field of phlebotomy while maintaining high standards of instruction and service delivery. This is accomplished by providing theory and clinical experiences in a professional environment that is conducive to diverse learning needs of students.

## Phlebotomy Program Goals

To provide sound education resulting in:

1. Competent graduates who could serve as quality employees for the healthcare community and who have a working knowledge of phlebotomy and healthcare at the entry level.
2. Graduates who have been adequately equipped with the knowledge that will allow them to successfully pass national certification exams; and,
3. A workforce to meet the needs of a growing healthcare community.

## Phlebotomy Program Student Learning Outcomes

Successfully perform venipuncture by vacuum collection devices.
List essential information that should be on laboratory requisitions and specimen containers for identification.
Demonstrate appropriate interaction and communication with patients and staff
Demonstrate a professional attitude and behavior in the workplace.

## General Information

The COA Phlebotomy Program is a one-semester certificate program. The North Carolina College System, overseen by the State Board of Community Colleges supports the COA Phlebotomy Program. The program of instruction is governed by regulations and requirements of the North Carolina Community College System and the Institutional Policies of COA.

## Admission requirements

1. Completing the following courses with a "PC" or "C" or better from a regionally accredited institution before registering.

Or

Achieving the minimum scores listed on one of the following placement tests:

	COMPASS	ASSET	ACCUPLACER	SAT	ACT
Reading	81	41	80	500	22
Eng/Writing	70	41	86	500	18
Math	47 Pre-Algebra	41 Numeric	55 Arithmetic	500	22
Math	66 Beginning Algebra	41 Intermediate Algebra	75 Early Algebra	500	22

2. Applicants must have completed one unit of high school biology with a "C" or higher. (May substitute BIO 090 or higher at a post-secondary institution)

3. Attend Phlebotomy Orientation. (1 week prior to start of class.) Will have handouts available for students who register after orientation.

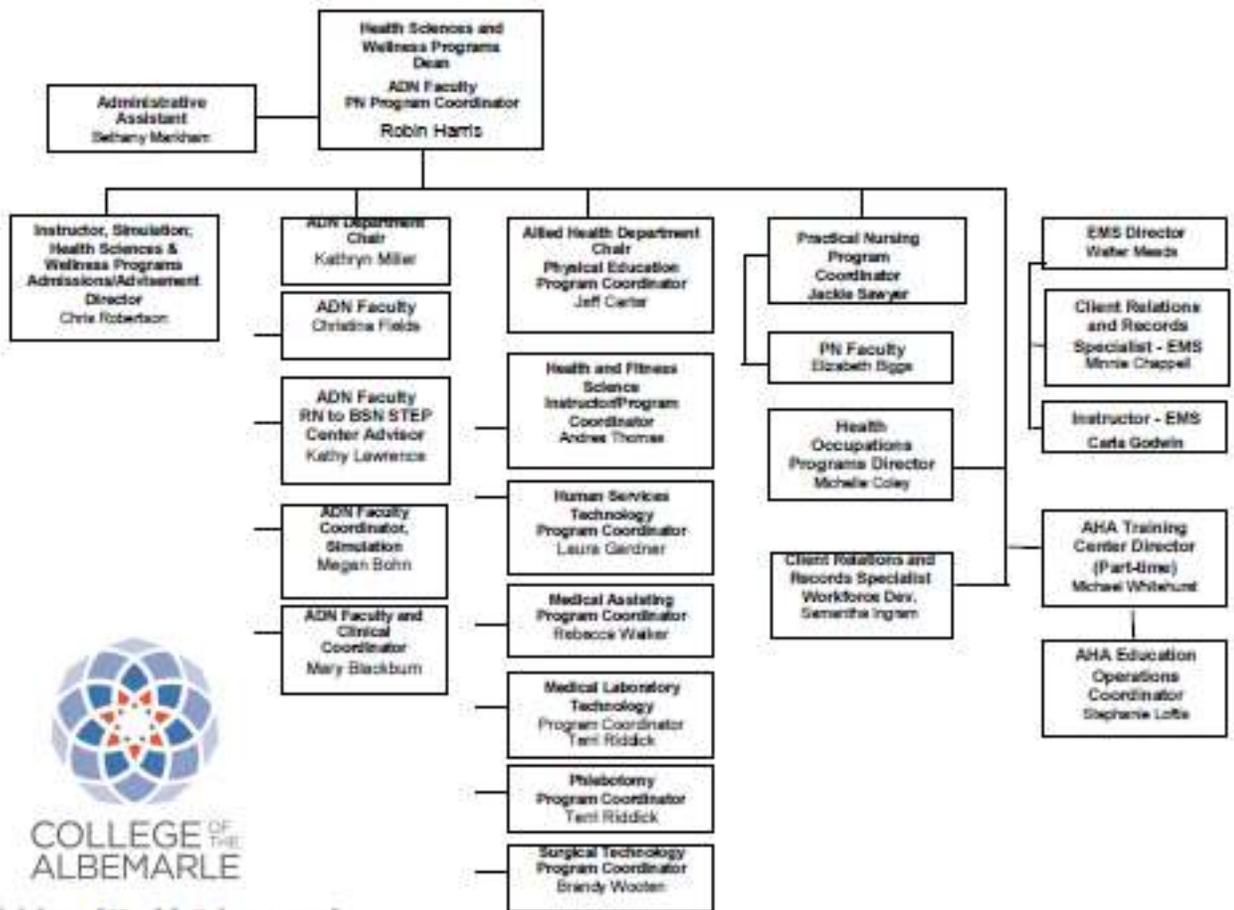
4. Register through Continuing Education (Payment due at registration)

5. Submit a Medical Health Form (A satisfactory physical exam including immunizations).

## Contact Information

Program Coordinator	Terri R. Riddick, BS, MT (ASCP), MPA 252-335-0821 x 2999 Office: Owens Center 207 terri_riddick@albemarle.edu
Health Occupations Coordinator	Michelle Coley, MSN, RN 252-335-0821 x 2257 Office: PA 207 Dare Campus michelle_coley04@albemarle.edu
Department Chair, Allied Health	Jeff Carter, MA Ed 252-335-0821 x 2260 Office: Owens Center 206 jeffery_carter@albemarle.edu
Dean: Health Sciences and Wellness Programs	Robin Harris 252-335-0821 x 2395 Office: Owens Center 205 robin_harris@albemarle.edu





COLLEGE OF THE ALBEMARLE

Division of Health Sciences and Wellness Programs  
2020-2021 Organizational Chart

## **Class Schedule**

MLA-3022: Phlebotomy Experience, consist of a total of 200 contact hours. The first 112 hours will be the didactic (lecture) portion of the course. This is delivered in a hybrid format. Most of the lecture portion of this class is delivered on-line. The students will meet as a group once per week to take test and practice skills in the student lab environment.

The second portion of this course will be the clinical practicum. The students will spend a total of 88 hours in the clinical setting. The practicum sites will be healthcare facilities within the college service area and the Tidewater region. The times will vary according to the individual site that is assigned to each student. The days of attendance for the clinical component will be determined by the facility assigned.

A variety of facilities are utilized for clinical rotations. Some of these include local hospitals, private healthcare provider offices, and public health departments.

## **Attendance**

Students are expected to attend every meeting of every course in which they are enrolled. If an absence should occur, it is the responsibility of the student to obtain all class notes, handouts, and assignments given on that day. It is NOT the responsibility of the faculty to seek out the student in order to provide this information.

Attendance at all scheduled tests is required. Failure to notify the instructor prior to missing a scheduled test will automatically result in a 7-point drop in test grade. It is the responsibility of the student to notify the instructor of possible times to reschedule the test. It is strongly encouraged that the test be rescheduled before the next class meeting, if at all possible.

Tardy is defined as not being in the classroom at the scheduled time for the beginning of class. *Three (3) tardies will calculate as one hour of absence. A pattern of excessive tardiness is unacceptable and could lead to dismissal.*

*Excessive student absences are defined as in excess of ten percent (10%) of the total course hours. Students who miss more than 10% of classes will be dropped from the roll. A pattern of excessive tardiness and/or absence from the clinical experience may necessitate the students assignment in the facility being cancelled, resulting in an unsatisfactory clinical evaluation and/or failure of the course. Any time that is missed during the clinical experience, is the responsibility of the student to make arrangements with the facility to make up the hours that were missed.*

When inclement weather occurs (snow, storms, etc.), students should listen to local radio and TV stations for information about the closing of the College of The Albemarle. Students may also call the main COA number, 252-335-0821, for information.

The general attendance policy for the College of the Albemarle can be found in the college catalog.

### **Academic Regulations**

The Academic Standards and Discipline Policy as found in the College of the Albemarle Catalog are adhered to for the Phlebotomy Program.

### **Grading**

The Phlebotomy Program follows the grading system described in the College of the Albemarle Catalog. It is as follows:

A	93-100
B	85-92
C	77-84
D	70-76
F	less than 70

The method of grade determination for the course is included in specific course syllabi. A grade of C or better is required for the theory and laboratory components, the first 8 weeks, and clinical component the second 5 weeks of the course.

### **Resources**

The lab contains equipment that will be utilized during the course of the semester. Please do not experiment with the equipment that you are unfamiliar with and have not covered in class. It is up to the students and faculty to maintain the classroom and equipment in proper order. Should you become aware of any materials or equipment that is not in proper working order, please report it immediately to the faculty. Material should not be removed from the classroom area without specific permission.

The College of the Albemarle Library and computer lab have various texts and software related to phlebotomy and other health care areas. In addition, Internet access is available in the library, computer lab, and the phlebotomy classroom.

Student Success and Enrollment Management provides programs designed to increase student retention and graduation rates, and promote a climate of support for the students. Academic Support services can help you develop study skills, test-taking abilities, and provide tutorial services for general education courses. If the student requires tutoring for Phlebotomy course, he/she should contact the Phlebotomy Program Coordinator. Student Success and Enrollment

Management is located in the AE-building and Academic Support is located in the C-building on the Elizabeth City campus. Students attending the Dare campus can receive information at (252) 473-2264.

### **Essential Functions of the Phlebotomy Student**

The safe practice of phlebotomy involves cognitive, sensory, affective, and psychomotor performance requirements. Therefore, the essential eligible requirements for students in the phlebotomy program shall be further defined according to the following standards.

#### **Physical and Emotional Standards:**

Phlebotomy students should possess and be able to demonstrate the following:

1. **Interpersonal Skills** – Inter personal abilities sufficient to interact with individuals, families, and other health care professionals from a variety of emotional, cultural, and intellectual backgrounds. For example, the phlebotomy student shall establish rapport with patients/clients and the health care team members.
2. **Communication Skills** – Communication abilities sufficient for interaction with others in the verbal and written form. For example, explain the venipuncture procedure to a patient/client.
3. **Cognitive Abilities** - Ability to be oriented to time, place, and person: organization responsibilities, and making decisions. For example, recognize and report physical problems that occur when attempting venipuncture on a given patient/client.
4. **Mobility** – Physical abilities sufficient to move from room to room and around patients in a wide range of positions, maneuver in small spaces, to bend, stoop, kneel, squat; stand and walk for extensive periods of time; and sufficient balance to enable carrying various items when walking. For example, trips from the laboratory to patient/client rooms.
5. **Motor Skills** – Gross and fine motor skills sufficient to provide safe phlebotomy procedures. For example, demonstrate proper needle insertion and withdrawal technique when performing venipunctures.
6. **Hearing** – Auditory ability sufficient to monitor health needs of patients/clients. For example, hear monitor alarms, emergency signals, patient/client requests.
7. **Visual** – Visual ability sufficient for observation and skills necessary in phlebotomist duties. For example, observe patient/client response to

venipuncture, changes in specimen color, and accurately read letters, numbers, and/or symbols at least 1/16 of an inch or larger from a safe distance.

8. **Tactile** – Tactile ability sufficient for collecting specimens. For example, identify potential sites for venipuncture, capillary, and arterial punctures.
9. **Health Status** - Students who pose a risk to the health, safety or well being of patients or other students, whether due to infectious diseases or otherwise, may be removed from clinical settings. If a student should contract or be a carrier of any infectious disease whether acute, chronic, active or inactive, it is the student's responsibility to report this immediately to the course/clinical instructor. Patient wellbeing, safety and health are the primary concerns of all clinical facilities and clinical sites. All clinical sites and clinical facilities, as well as COA, reserve the right to require medical verification that a student may participate in a clinical setting without posing a risk to the health, safety or well being of patients, other students or staff.

The College may take a number of steps and precautions at all campuses providing additional information and resources related to COVID 19 for students; implementing additional health and safety protocols; adjusting some facility, physical space and campus operations; and modifying classes and academic delivery as needed.

Students should understand that COVID-19 and other communicable diseases are a public health risk; that COA and clinical facilities cannot guarantee safety or immunity from any infection; and that each student voluntarily assumes all risks associated with participating in health science programs related activities on campus and at clinical facilities, including the risk of exposure or infection with COVID-19 and other infectious diseases.

**The above examples are illustrative only and are not all inclusive!** If a student or applicant believes that he or she cannot meet one of the standards without accommodations or modifications, the student should confer directly with the program coordinator to determine whether or not any additional accommodations can be provided and whether such accommodations are feasible. Students needing any form of accommodation are expected to engage in an interactive process with the program coordinator, and any other administrative officials, to determine what modifications or accommodations may be reasonable and appropriate.

### **Disability Services Statement**

College of The Albemarle seeks to comply with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Section 504 is a Federal Civil Rights Law, which prohibits discrimination against individuals with disabilities. The Americans with Disabilities Act expands the scope of institutional and service provider responsibility for providing reasonable accommodations to people with disabilities.

Elizabeth City or Edenton-Chowan students requesting accommodations based on a disability must register with the Disability Services Director, (Building AE, Room 119) (335-0821 ext. 2277). Students attending the Dare Campus should contact (Main Office, Room 108) (473-2264).

## **Student Conduct**

### **General Guidelines**

Students should be constantly aware that they represent the health science program and the College to the public when dressed in the COA program uniform and that they will be viewed by the College, by other professionals, and by the public in general as representatives of COA. Therefore, students are charged with portraying a positive image of health science and wellness occupations and the college. The COA health science program and the College reserve the right to dismiss any student whose on or off campus behavior violates any of COA's rules or policies governing expected conduct of students including those prohibiting any student from engaging in any criminal conduct; any conduct or behavior prohibited by COA policy; or any other conduct or behavior particularly while dressed in uniform or otherwise while representing COA that tends to portray the student, the program or COA in a negative fashion or otherwise tends to cause harm to the reputation of the program or COA.

### **Phlebotomy Student's Professional Behavior**

The following characteristics are consistent with professional behavior and are expected at all times:

To maintain professional conduct the MLT student:

- Refrains from loudness, profanity, sneering, rudeness, and sleeping in class or clinical
- Is truthful
- Listens receptively and respectfully
- Takes advantage of self-learning opportunities
- Assumes responsibility for course preparation and participation
- Approaches individuals with kindness, gentleness, helpfulness and respect
- Offers companionship without becoming involved in a non-therapeutic manner
- Accepts constructive criticism
- Is neat, clean and appropriately attired, wears make-up in moderation.
- Is consistently punctual
- Accepts assignments and willingly assists others
- Recognizes and performs within own limitations

- Uses break time appropriately
- Uses correct spelling and grammar
- Communicates in a medical professional manner
- Cooperates with agency policies
- Observes legal and ethical standards of practice
- The use of cell phones is prohibited in the classroom and clinical settings.
 

Refrain from using social networking, text messaging or other electronic media for posting insulting, disparaging or inflammatory comments regarding COA, the Health & Fitness Science program, any member of the COA campus community or affiliated internship sites and their employees. Criticisms of or concerns regarding these issues should be expressed through the COA chain of command so that the concerns may be addressed, and not in a manner which could disrupt the clinical program or operations at practicum sites. Students are also prohibited from disclosing confidential information through such media or from discussing confidential information in any other manner that may reach third parties outside of COA staff or clinical site personnel. COA Health Sciences and Wellness Programs Social Media Policy does not allow students in clinical/practicum/internship related activities to post ANY pictures or information depicting or while engaged in activities relating to hospital, practicum, and/or internship activities, facilities, staff, volunteers and/or patients without express, written consent from the College and the facility. This includes, but is not limited to, “selfies” taken while at these facilities and social media posts about facility events or staff. Such actions have the tendency to disrupt program activities, to portray the student and COA staff in a negative and/or unprofessional light, to potentially violate the rights of facility staff, volunteers or patients, and to otherwise negatively impact COA’s programs and reputation.

Each student is also required to maintain a reliable means of communication including a valid telephone number and email address via the COA Moodle account.

Students of the College of The Albemarle Phlebotomy Program are considered adults. Student conduct, which reflects the dignity and integrity of the college, is expected to be professional at all times. The Student Code of Conduct Policy stated in the College of The Albemarle Catalog will be adhered to at all times.

Eating and drinking are limited to designated areas of clinical facilities and the college; the use of tobacco products on the college campus or in the classrooms is prohibited. Chewing gum or using tobacco products are **not** permitted while in the clinical setting.

Students are expected to leave classrooms and labs clean and in order.

Students should be constantly aware that they represent the health science program and the College to the public when dressed in the COA program uniform and that they will be viewed by the College, by other professionals, and by the public in general as representatives of COA. Therefore, students are charged with portraying a positive image of health science and wellness occupations and the college. The COA health science program and the College reserve the right to dismiss any student whose on or off campus behavior violates any of COA's rules or policies governing expected conduct of students including those prohibiting any student from engaging in any criminal conduct; any conduct or behavior prohibited by COA policy; or any other conduct or behavior particularly while dressed in uniform or otherwise while representing COA that tends to portray the student, the program or COA in a negative fashion or otherwise tends to cause harm to the reputation of the program or COA.

### **Criminal Background Check and Drug Screening**

Phlebotomy students must successfully complete rotations at clinical sites as part of their program requirements. Phlebotomy students will be required by clinical sites to have criminal background checks and drug screens prior to clinical rotations. By applying for admission to any health science program, a student consents to drug and alcohol screening and criminal background checks and sex offender checks as required by the contracted clinical affiliate and may be responsible for payment. A written consent form must be signed by each student prior to the performance of a background check and drug screen. Information obtained within the criminal background check and sex offender check will be provided to any hospital or other clinical facility prior to clinical rotations upon request. **COA does not guarantee the admission of any student to any clinical facility or clinical site. A student's acceptance, participation and continuation at any clinical site is subject at all times to the approval and consent of the clinical site. Students must be able to attend and progress in the assigned clinical facility for each course. Alternate assignments will not be made because of inability to progress in an assigned clinical setting.**

For these reasons, all phlebotomy students must understand that it is critical that they comply with all policies and procedures of these clinical sites and that they must satisfactorily perform and conduct themselves at any clinical site at all times. Students are under a continuing obligation to supplement the information provided to COA and any clinical facility concerning background checks, criminal histories or convictions or any other background information. Failure to promptly provide updated or corrected information may be cause for removal from a clinical facility or clinical site and/or from the Phlebotomy program.

The presence, purchase, sale, consumption or use, and/or being under the influence of alcoholic beverage or controlled substances (except when used in strict compliance with the prescription) is strictly forbidden on campus, at campus sponsored functions, at clinical laboratory experiences or any time while in the COA Program uniform. Violations of the chemical abuse policy of the Program will render a student subject to disciplinary action up to

and including immediate dismissal from the Program with a grade of “F” and removal from all Program courses.

### **Clinical Performance Policy**

The faculty will provide learning opportunities in the classroom and laboratory to develop phlebotomist competencies before students are placed in clinical settings. Once students are placed in clinical settings, clinical faculty will participate in clinical practicum evaluations of students. The instrument used and method of grading for student evaluations are included in the course syllabus. The ability of students to meet clinical objectives, demonstrate phlebotomist competencies, and maintain patient/client safety is required to receive a passing grade. When a student is unable to meet these criteria, the faculty may dismiss the student from the clinical assignment resulting in failure of MLA-3022: Phlebotomy Experience.

Students must agree to comply with all rules and requirements of the clinical facilities to which the student may be assigned. Should a student be dismissed from a clinical facility for any reason, the student may be unable to complete the requirements of this Program and may be ineligible to receive a certificate of completion.

Students are expected to adhere to the College's Drug-Free and Smoke-Free Environment Policies and Student Code of Conduct. No smoking, use of tobacco, use or purchase of alcohol, drug consumption, or other violations of the College Student Code of Conduct are allowed in college vans, campus buildings, campus parking lots, or in or on the grounds of clinical facilities or any time while in a COA health science program uniform.

Students may not buy, sell or consume alcoholic beverages or illicit drugs while in a COA health science program uniform (including street clothes while in facilities) or lab coat. Violation of this alcohol/drug policy will result in disciplinary action up to and including a grade of unsatisfactory in clinical, consequently an "F" in the health science course, and immediate dismissal from the Program and all program courses.

Students may not smoke while in a COA uniform health science program uniform (including street clothes while in facilities) or lab coat. The smell of smoke on a student uniform will be considered unprofessional in the clinical setting and a “noxious odor”. The student will be removed from the clinical setting until they are able to return without the odor as determined by the clinical instructor. Any missed time will count under the attendance policy as absent clinical time for the course. Repeated violations of this policy may result in disciplinary action up to and including clinical failure and dismissal from the clinical site, and/or consequently dismissal from the program.

### **Patient/Client Privacy and Confidentiality**

**At no time** shall discussions regarding any patient/client be conducted in a public place (this includes breaks, lunch, elevator, etc.). The student will recognize that improper use of and/or

disclosure of protected health information may result in disciplinary action, up to and including dismissal from the program.

### **Visitors**

Family members/visitors **may not** accompany students to class, lab, or clinical areas due to legal implications and responsibility for safety of the persons attending state supported schools/colleges. **No** personal phone calls or personal visits are allowed in the clinical settings, except in emergency situations.

### **Student Service Work Policy**

1. Students are not encouraged to work as a phlebotomist, but may do so if the work is performed outside of the required academic hours.
2. Students must successfully complete their clinical evaluation before working independently as a phlebotomist to ensure all phlebotomy competencies have been demonstrated.
3. Service work by students must be paid, supervised and subject to the institution's employee regulations.
4. Students must inform their Phlebotomy Instructor or Program Director if they are performing any service work at any time during their clinical rotation.

### **Phlebotomy Certification Examinations**

Course completers of the College of the Albemarle Phlebotomy Program are encouraged to take a national certification examination for phlebotomy technicians. Certification represents the recognition of someone who has met all of the required qualifications specified by the certifying agency or association. COA recommends the American Society for Clinical Pathology (ASCP) Board of Registry.

ASCP Board of Registry  
PO Box 12277  
Chicago, IL 60612-0277  
312-738-1336  
[www.ascp.org/bor](http://www.ascp.org/bor)

Other certifying agency:

American Society of Phlebotomy Technicians (ASPT)  
P.O. Box 1831  
Hickory, NC 28603  
[www.aspt.org](http://www.aspt.org)

### **Certification Eligibility**

Students are at all times responsible for determining and maintaining their own eligibility for taking the certification exam.

### **Dismissal**

The Phlebotomy Faculty reserves the right to recommend the dismissal of a student from the Phlebotomy Program. The Program Coordinator has the right, authority, and responsibility to make a decision on such a recommendation.

### **Causes for Dismissal**

The COA Policy on Student Code of Conduct and the student disciplinary procedure set forth in the COA Catalog shall apply to all students in the Phlebotomy program. The following reasons, though not intended to be all-inclusive, also constitute cause for a student to be dismissed from any Phlebotomy Program.

- 1. Failure to meet the academic standards as set forth in the COA Catalog and the Phlebotomy Student Handbook.**
- 2. Health problems and disabling conditions.** A student's physical and emotional health is discussed at faculty-student conferences. It should be noted that health problems which result in excessive absences or non-completion of classroom, lab or clinical competencies may be grounds for dismissal from the Program. It is the philosophy of the Phlebotomy faculty that a student's personal health has priority over one's educational program. A student should not continue in the program at the expense of endangering one's health.
- 3. Excessive absences or habitual tardiness.**
- 4. Student performance in the clinical setting which (1) indicates difficulty in making clinical judgments or (2) conflicts with patient safety essential to safe Phlebotomy practice, leading to unsatisfactory clinical performance and failure.** Such behavior is defined as a failure to assess or act appropriately on information other students at the same level would recognize as important to patient health and safety. Any student who requires an inordinate amount of an instructor's time in the clinical setting because of concerns related to poor judgment, poor decision-making skills, or safety violations will

be subject to failure and dismissal from the Program.

5. **Intentional Falsification of information in any form – verbal, non-verbal, or written.** Any student who submits false, misleading, incorrect, and/or incomplete information as part of the Phlebotomy Program Admission Process or while enrolled in the program may be dismissed from the program.
  
6. **Cheating.** It is expected that all Phlebotomy students will be honest in their dealing with members of the faculty and staff at COA, their peers as well as with staff members and patients at all clinical facilities. Students are expected to report any observed instances of dishonesty to the instructor. Failure to do so makes the observer morally as guilty as the one who is cheating. Any instructor who discovers possible cheating or to whom it is reported will ensure that the matter is fully investigated. If after careful consideration of all evidence the instructor documents that cheating has occurred, the evidence will be presented to the Program Coordinator who will meet with all parties involved.
  - Cheating in any form as designated by the college Academic Integrity Policy will not be tolerated and could result in automatic, immediate dismissal from the program and the student will receive a grade of “F” for the course grade.
  - Students that are discovered sharing information or passing notes during any testing situation will be found guilty of cheating.
  - Students who are found in possession of any information on test content in advance of all students taking the test, during a test administration, or during/after a test review may also be found guilty of cheating.
  
7. **Plagiarism.** Plagiarism is the use of someone else's words, writings, thoughts, or ideas without giving proper credit. Taking a section of a book or a magazine article and copying it essentially word for word without giving proper credit to the author is one example of plagiarism. The instructor who detects a first instance of plagiarism will review with the student the circumstances which constitute plagiarism. The student will be required to re-submit the work to receive credit and the student's grade will be adjusted accordingly. A second instance of plagiarism during any period of the Phlebotomy Program will be considered cheating and treated as such. **Refer to Policy as printed in the College Catalog on Plagiarism and Cheating.**
  
8. **Infraction of health agency policies while on affiliation in that agency.** Each student is to review a copy of the Contractual Agreement between the College and the clinical agency as well as the policy regulations and rules of the affiliating clinical agency at the beginning of the course. It is the student's responsibility to understand and abide by these policies.
  
9. **Violation of the patient's right to confidentiality.** The Phlebotomy student is legally (Privilege Doctrine and HIPAA Regulations) and ethically obligated to maintain

confidentiality regarding any information concerning a patient's illness or treatment which is obtained in the normal course of his/her professional duties. No patient information is to be revealed without the patient's permission.

It is appropriate to discuss patient condition/Phlebotomy care in a learning situation such as instructor/student conference with the understanding that said discussion will not be repeated outside of the conference setting. The student will recognize that improper use of and/or disclosure of protected health information may result in disciplinary action, up to and including dismissal from the program.

10. **Negligent acts resulting in harm to patient.**

11. **Drug/Alcohol Use.** The substance abuse policy set forth COA's Policy and Procedure Manual shall apply.

(a) The presence, purchase, sale, consumption or use, and/or being under the influence of alcoholic beverage or controlled substances (except when used in strict compliance with the prescription) is strictly forbidden on campus, at campus sponsored functions, at clinical laboratory experiences or any time while in the COA Program uniform. Violations of the chemical abuse policy of the Program will render a student subject to disciplinary action including immediate dismissal from the Program with a grade of "F" and removal from all Program courses.

(b) Any student who diverts any controlled substance from a clinical facility will be dismissed from the Phlebotomy Program and may face criminal prosecution.

(c) Any student whose behavior or appearance provides reasonable suspicion that the student is under the influence of alcohol or non-prescribed controlled substances, any chemical that alters cognitive functions, and/or is abusing prescribed medications in violation of subparagraph (a) of this section - may be required to submit to a breath analysis, saliva test, urinalysis, or blood analysis. Phlebotomy faculty may make the determination that reasonable suspicion exists. Refusal to offer the required sample will be grounds for disciplinary action up to and including dismissal from the program. A positive test indicating use or being under the influence during class, labs, meetings or clinical rotations of controlled substances, mind altering chemicals or alcoholic beverages will be grounds for dismissal from the program and all program courses.

### **The Dismissal Process**

Any student who is recommended for dismissal from the Phlebotomy Program will have a conference with the Instructor to discuss the reason(s) for the dismissal. Then the student, the Instructor, and the Program Coordinator will discuss the reasons(s) for the dismissal. The

student will receive a letter stating the reason(s) for dismissal.

**Students dismissed from the program related to item number 1 will receive the grade as earned per the course syllabus and program academic policies.** Dismissal from the course will take effect immediately and the student will not be allowed to return to class, lab or clinical for that course. If a student is enrolled in multiple program courses within the same semester, the student will be allowed to complete any other program courses specific to progression within the program that they are enrolled in for the same semester, and then will be dismissed from the program at the end of that semester.

**Students dismissed from the program related to item number 2 will receive a grade of “W.”** The program dismissal will take effect immediately and the student will not be allowed to return to class, lab or clinical and will be immediately withdrawn from all program courses specific to progression within the program.

**Students dismissed from the program related to item number 3 will receive a final course grade of “F”;** and the dismissal from the course will take effect immediately and the student will not be allowed to return to class, lab or clinical for that course. If a student is enrolled in multiple program courses within the same semester, the student will be allowed to complete any other program courses specific to progression within the program that they are enrolled in for the same semester, and then will be dismissed from the program at the end of that semester.

**Students dismissed from the program related to items numbered 4, 5, 6, 7, 8, 9, 10 and 11, involving a program course will receive a final course grade of “F”;** and the program dismissal will take effect immediately. The student will not be allowed to return to class, lab or clinical for any program courses and will be immediately withdrawn from all other program courses specific to progression within the program.

**Any student dismissed from the Phlebotomy program for the above reasons with the exception of 1, 2, and 3 is not encouraged to apply for readmission to the program.**

### **C. APPEALS PROCESS**

The Grade Appeal policy set forth in the COA Catalog shall apply to all students in the Phlebotomy program. Students dismissed from the program related to items 1,2,3, and 4 shall have the right to appeal his/her grade and dismissal from the program as provided in the Grade Appeal procedure set forth in the COA Policy on Grading, Grade reporting, and Grade Appeal. The COA Policy on Student Code of Conduct and the student disciplinary procedure set forth in the COA Catalog shall apply to all students in the Phlebotomy program. Students dismissed from the program related to items 5,6,7,8,9,10, and 11, shall have the right to appeal his/her suspension or removal from the program as provided in the disciplinary appeals procedure set forth in the COA Policy on Student Code of Conduct.

### **The Dismissal Process**

Any student who is recommended for dismissal from the Phlebotomy program will have a conference with the instructor to discuss the reason(s) for the dismissal. Then the student, the instructor, and the Program Coordinator will discuss the reason(s) for recommendation of the dismissal. The student will receive a letter stating the reason(s) for dismissal. The dismissal will take effect immediately and the student will not be allowed to return to class, lab or clinical.

### **Complaints**

The Program Director and faculty are responsible for responding to complaints. Complaints should be made in writing, but may be verbally and/or anonymously. The Program Director or faculty is responsible for consulting with the appropriate individuals to develop a response to the complaint. A written response will be made, in response to a written complaint. If the response is unsatisfactory, the complainant may contact the Health Science and Wellness Programs Division Chair. If the response remains unsatisfactory to the complainant, the COA due process procedures described in the College of the Albemarle catalog should be followed. Records of complaints will be maintained by the Phlebotomy Program Director and/or the Health Science and Wellness Programs Division Chair.

1. Complaints regarding the Phlebotomy Program curriculum or its policies and procedures should be presented to the Program Director.
2. Complaints regarding the actions of a Phlebotomy Program faculty member should be directed to the faculty member involved. If the student feels uncomfortable with this, the Program Director should be contacted. If the complaint concerns the Program Director, the student should contact the Health and Wellness Programs Division Chair.
3. Complaints regarding the actions of affiliations should be presented to the faculty and/or the Program Director.
4. Complaints regarding individuals outside the Phlebotomy Program should be presented to the Program Director.

### **Due Process**

Any student having questions regarding courses, tests, clinical progress evaluations, or other concerns is expected to first seek assistance from the appropriate faculty. If a student has a concern he/she should address the faculty involved. If the problem cannot be resolved at this level, the student should refer to procedures described in the College of the Albemarle catalog.

## Clinical Dress Guidelines

All students will adhere to the following dress guidelines while in the clinical setting. Remember, the phlebotomy student should dress to convey professionalism.

1. Effective personal hygiene must be practiced at all times.
2. Perfumes are **not** permitted in any clinical setting.
3. Hair must be neat, clean, of natural color, and worn in a conservative style at all times.
4. Male students should be clean-shaven or have a neatly trimmed mustache/beard.
5. Make-up should be used only in moderation.
6. Lab coats and uniforms must be clean and neatly pressed.
7. Program selected colored uniforms must be worn at all times while in clinicals at an assigned site.
8. Clean white or black shoes are to be worn in the clinical settings.
9. Jewelry worn in the clinical setting should be conservative. Large Hoop earrings are unacceptable. Jewelry worn in nose, eyebrow, tongue, or other visible pierced body parts is **not** acceptable. Ear gauges are **not** acceptable in the clinical setting.
10. All visible tattoos are to be covered, at all times, while in clinicals at an assigned site.
11. Fingernails should be short, clean, and well manicured. Artificial nails are not allowed.
12. College of the Albemarle student ID must be worn at all times while in clinical rotations.

Clinical/lab attire will be addressed in each clinical course.

Each student is required to have the school's designated uniform the first clinical day or as designated by the program coordinator. The uniform must be neat, clean, well-pressed/ironed and well fitted throughout the student's participation in the program. Uniforms and physical appearance must meet the guidelines developed by the Program faculty and worn properly at all times while in uniform. Students will not be allowed to deliver patient health science

program uniform care if the uniform guidelines are not met and any missed time from clinical will count as attendance hours missed.

The COA health program uniform may only be worn when engaged in the role of a COA program student for an approved program activity. Students shall not visit units in assigned or unassigned health care agencies in a visitor role while wearing the COA student uniform. Students should not wear the uniform in public places such as grocery stores, malls, etc. either before, during, or after clinical experiences.

The College Student Code of Conduct applies to students at all times they are in a COA uniform – whether on or off campus; and whether or not they are actively engaged in a college sponsored event.

**Professional appearance is expected to promote patient/client confidence in your ability. The Phlebotomy student represents College of the Albemarle and the Phlebotomy profession. The student is expected to look neat and clean at all times. If the student is not appropriately dressed while in the clinical setting, the faculty will dismiss them from the clinical experience.**

## Facilities Utilized for Clinical Rotations

Each student will be scheduled for clinical rotations through one or more of the following clinical facilities that College of the Albemarle Phlebotomy Program has a contractual agreement. Every effort will be made to schedule each student in one acute care facility and one outpatient facility. Due to the fact that there are limited numbers of acute care facilities in this area, each student may only be able to spend limited time in this setting. Specific schedules are distributed to students prior to the start of PBT 101. Clinical facilities are listed below. This list is may change during the course of a semester.

Chowan Hospital  
211 Virginia Rd.  
Edenton, NC 27932

Sentara Albemarle Medical Center  
1144 N. Road St.  
Elizabeth City, NC 27909

Outer Banks Hospital  
4800 S. Croatan Hwy.  
Nags Head, NC 27959

Sentara Kitty Hawk  
5200 N. Croatan Hwy  
Kitty Hawk, NC 27949

Sentara OB/GYN  
112 Medical Drive  
Elizabeth City, NC 27909

Tarheel Internal Medicine  
102 Medical Drive  
Elizabeth City, NC 27909

Sentara Family Medicine  
1141 N. Road St.  
Elizabeth City, NC 27909

Albemarle Medical Specialists  
100 Medical Dr.  
Elizabeth City, NC 27909

Coastal Carolina Family Practice  
600 S. Church St.  
Hertford, NC 27944

Roanoke Chowan Hospital  
500 South Academy St.  
Ahoskie, NC 27910

Island Medical Center  
715 N Hwy 64-264  
Manteo, NC 27954

## Safety Agreement Form - Phlebotomy

Although there are certain hazards present in a medical laboratory, it is possible to make it a safe working environment. All personnel and students must agree to observe all safety rules, which are enforced by the employer or instructor. The following are some general rules, which will aid in your safety.

- Refrain from horseplay
- Avoid eating, drinking, smoking, gum chewing, or applying makeup in the work area
- Wear a buttoned laboratory jacket and closed-toe shoes (canvas shoes are not accepted)
- Pull long hair away from the face
- Avoid wearing loose hanging jewelry and keep your jewelry to a minimum
- Wear PPE (Personal Protective Equipment) when handling any biohazard specimen or chemical
- Disinfect the work area before and after procedures, immediately if there is a spill
- Wash your hands before and after procedures, before and after gloving, and any other time that is necessary
- Discard all contaminated materials into an appropriate labeled biohazard container. A rigid puncture-proof container, (Sharps), must be used for disposal of any object that would puncture a garbage bag, i.e. needles and lancets
- Wear safety goggles when working with chemicals or when splashes are likely to occur
- Avoid testing, smelling, or breathing chemicals
- Follow the manufacturer's instructions for operating equipment
- Handle equipment with care and store chemicals properly
- Report any broken or frayed electrical cord to your supervisor
- Discard any broken glassware into a "Sharps" container
- Use appropriate chemical spill kits to clean up spills
- Do not allow visitors in the working area of the Laboratory
- Report any accident to your supervisor

\_\_\_\_\_ I agree to follow all set rules as required.

\_\_\_\_\_ I have been informed that any biological specimen or blood product may possess the potential of transmitting diseases such as hepatitis and human immunodeficiency virus, which is the cause of AIDS.

\_\_\_\_\_ I understand that I must not remove any supplies or equipment from the lab without written permission. I am also aware that I should not practice invasive or potentially hazardous procedures on persons outside of the supervised laboratory setting.

\_\_\_\_\_ I understand that even though diagnostic products are tested for HIV antibodies and Hepatitis B Surface Antigen (HbsAg), no known test offers 100% assurance that products derived from human blood will not transmit disease.

\_\_\_\_\_ I am giving permission to have my blood collected by another student using venipuncture and capillary techniques as part of my learning process.

\_\_\_\_\_ I will follow all universal precaution measures but am aware that a blood spill, accident, or needle stick is a possibility of which I will not hold College of The Albemarle, staff or faculty, or fellow student responsible.

\_\_\_\_\_ I am covered by the malpractice insurance policy offered by College of The Albemarle.

\_\_\_\_\_ I am responsible for any medical attention (doctor's bill, etc.) that may be the result of an accident during laboratory classes.

Student's Name (please print): \_\_\_\_\_

Date: \_\_\_\_\_

Student's Signature \_\_\_\_\_

Date: \_\_\_\_\_

**College of The Albemarle  
Phlebotomy Program  
Venipuncture/Microcollection  
Informed Consent Form**

I, the undersigned, volunteer for venipuncture and microcollection procedures to be performed on me as part of the phlebotomy class. I am aware that these are invasive procedures and there are risks such as hepatitis, HIV, and other diseases.

I have read and agree to follow all lab rules and procedures listed for my protection and the safety of others as outlined in the safety agreement form. I have no knowledge of having any communicable disease such as hepatitis, HIV, or other disease such as anemia, cancer, TB, etc.

I understand that I may only perform venipunctures and microcollections within the lab/clinical setting and under the supervision of the instructor(s) or clinical supervisor(s).

I do not hold College of The Albemarle, faculty, or classmates responsible for any untoward effect from these procedures.

If applicable, I will obtain a physician's excuse which will exempt me from either/or both venipuncture and/or microcollection procedures to be performed on me before the beginning of PBT 100 course. The physician will need to specify which technique(s) I will be exempted from.

My grade will not be jeopardized by an exemption from these procedures.

Student signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Venipuncture/Microcollection Exemption Form

To Whom It May Concern:

The following student, \_\_\_\_\_, is exempt from **venipuncture** procedures to be performed on him or her.

The following student, \_\_\_\_\_, is exempt from **microcollection** procedures to be performed on him or her.

Physician's signature: \_\_\_\_\_

Date: \_\_\_\_\_

**College of The Albemarle**  
**Health Science Department**  
**Phlebotomy Program**  
**Phlebotomy Contractual Agreement**

I, the undersigned, have

- (1) received a copy of;
- (2) read;
- (3) received an explanation of;
- (4) and have had the opportunity to have my questions answered regarding

the policies and guidelines as stated in the Phlebotomy Student Handbook and the Health Science Program's Exposure Control Plan for Blood-borne Pathogens.

I also understand that I must comply with and follow these guidelines and policies during my enrollment as a Phlebotomy student at College of The Albemarle. I also understand that this signed agreement will be filed in my student file.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Student ID #

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Phlebotomy Program Coordinator

\_\_\_\_\_  
Date