



# Phlebotomy Orientation

PHLB 0000

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## **Advisement Hours:**

M – Th 7am – 3pm by appointment

M – W 8am – 11am

## **PHLB Program Faculty:**

<https://www.davistech.edu/programs/phlebotomy#faculty>



Faculty

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## **Introduction**

Welcome to the Phlebotomy Program at Davis Technical College (Davis Tech). The purpose of this program orientation is to acquaint you with information specific to the program and its unique policies and procedures. You are required to read this document thoroughly and discuss any sections you don't understand with your instructor or an academic counselor. You may also review college policies on the Davis Tech website ( [www.davistech.edu](http://www.davistech.edu) ) or in Student Services.

## **Program Description**

This program will offer students the opportunity to learn valuable skills in the field of phlebotomy. Students in the program will receive training in necessary aspects of the phlebotomist's world such as the healthcare system, medical terminology, anatomy and physiology, and pathological conditions in relation to the clinical laboratory. Students in the program will study body systems, laboratory testing, specimen collection, infection control, and safety. In addition, requisitioning, transporting, processing, and quality assurance will also be covered. Important skills like venipunctures and other hands-on learning will also introduce students to this exciting profession.

## **Program Objectives**

- Demonstrate knowledge of the health care system and medical terminology
- Practice infection control and safety
- Demonstrate basic understanding of the anatomy and physiology of the body and their general pathological conditions in relation to the clinical laboratory
- Explain the correlation between specimen collection, sample integrity and the quality of patient care
- Discuss collection equipment, various additives, special precautions and interfering substances as related to specimen collection
- Understand and list standard operating procedures to collect specimens
- Discuss requisitioning, specimen transport and specimen processing
- Identify quality assurance and quality control in phlebotomy

- Identify verbal and non-verbal methods of communication that are effective and appropriate in the workplace
- Demonstrate knowledge of CPR and First Aid

### **Program and Course Materials**

The program and course materials listed on the website show general resources that you will need to purchase for this program. We recommend that you wait to purchase these materials until you begin each course. Curriculum is updated throughout the year and materials and pricing may change without notice.

### **Student Resource Center**

The classroom includes a Student Resource Center where you will find industry publications, periodicals, manuals, media materials. In addition, you will be given opportunities to use equipment and materials, such as computers with Internet access and software applications that are currently being used in industry.

### **Electronic Student Resources**

Your Canvas orientation course contains electronic learning resources that can be used throughout your time in the program. Each canvas course links to these resources, and they will be updated regularly. If you find a frequently used resource (website, video, tutorial, etc.) that you think would be helpful for other students in your program, consider sharing the link with your instructor.

### **First Aid Supplies**

The classroom also includes first aid kit, and other supplies needed in case of emergency. Evacuation maps can be found in strategic locations throughout the college.

### **Instructor Response Time**

Your instructor will respond to any question regarding the program, assignments, or assessments in 24 hours within the Davis Tech operational schedule.

### **Student Policies and Procedures**

You may find further information on institutional student policies and procedures here: <https://www.davistech.edu/policies-and-procedures> .

### **Program Safety**

You will learn more about program safety in PHLB 1000 Phlebotomy, but you will be expected to follow the safety standards that are taught throughout the program, which include:

- OSHA Guidelines
- Universal Precautions
- Laboratory Safety

### **Advisement**

Instructor advisement is important for your success at Davis Tech. Students who receive regular advisement are more likely to achieve their goals and complete their training program on schedule.



Your instructor is also available to meet with you during the advisement hours listed at the beginning of this orientation. These meetings are used for you and the instructor to accomplish the following tasks:

- Update contact information in Northstar, the Student Information System
- Review performance and attendance
- Define and clarify training and career goals
- Select appropriate courses according to interest and aptitude
- Select courses that achieve program completion requirements
- Discuss professional work ethic in performance, attendance, attitude, dress, behavior, and communication
- Discuss challenges with referral to appropriate institutional support systems that can help improve your success

## **Performance**

### **Work-Based Activities**

Students will enroll in a Phlebotomy Clinical where they will work in a health care environment to apply skills learned through their course work in a real-world setting. The instructor will work with phlebotomy partners to arrange and manage the details of the clinical. Consult with your instructor to see the written instructional plan that specifies the objectives, experiences, competencies, and evaluations for this course.

### **Progress**

Progress is calculated by the number of scheduled hours versus the amount of coursework completed. Program progress must be maintained at 67 percent or better to be eligible for financial aid. It is recommended that progress be maintained at 85 percent or better. This will ensure that you can complete the program in a timely manner. If you have difficulty meeting 85 percent progress, please meet with your instructor. If you do not complete a course by the end date, you will have to pay for the course again (adult students only), and a faculty member will help create a Student Success Plan to ensure your success on a second attempt.

### **Attendance**

Attendance must be maintained at 67 percent or better to be eligible for financial aid. The phlebotomy program requires 85 percent minimum attendance to ensure students can stay on track for timely completion of each course. Attendance is calculated using the number of scheduled hours versus the number of hours you are present in the classroom. To meet this requirement, you must be in class on the days and times that you are scheduled. Your attendance requirement may be higher depending on any sponsorship or financial aid stipulations that apply to you. You must log in and out of Northstar each time you attend class, so your attendance is documented.

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Talk to your instructor when an absence is necessary. Excused absences will be given for job interviews, Davis Tech sponsored activities, major illness and or major life events, off-site training, or high school activities. If you require an extended absence from the program, consult with your



instructor prior to the absence. If necessary, a counselor in Student Services may assist you in this process.

Students are expected to attend class for the hours they are scheduled. Failure to meet the required attendance standard will result in academic corrective action being taken. If you are absent for ten consecutive scheduled days, you will be withdrawn from Davis Tech. Per the College Student Records Policy, student attendance information may be released to potential employers.

You are responsible to sign in to Northstar at the beginning of your first class period and sign out at the completion of your last class period. Problems with signing in must be reported to an instructor as soon as possible.

## **Grading**

Davis Tech courses are competency-based, requiring you to demonstrate your knowledge and skill in a variety of methods according to industry-based objectives and performance standards. To demonstrate competency and receive a letter grade for each course, you are required to achieve 85 percent or higher on all graded activities. If you don't pass an activity, you will be required to rework it. Specific details for reworking an activity can be found in the Course Navigation section of your course syllabus.

The assignments and activities that will be used to calculate your grade will vary according to the course. The grade calculation for each course can be found in the course syllabus under Grading Practices.

Final grades for all courses are based on the following scale:

	B+	87% – 89%	C+	77% – 79%
A		84% – 86%	C	74% – 76%
A-	B-	80% – 83%	C-	70% – 73%

Written and practical tests will be given a percentage score. Letter grades are based on the final exam score (50 percent) and the final practical exam (50 percent).

## **Testing**

You must have a grade of 85 percent on the final written and practical exam to achieve certification. You will have two attempts to pass the final written and practical exam. If you are unable to pass after two attempts, you will not be able to participate in externship or achieve certification.

Upon the completion of PHLB 1000, you will be required to complete PHLB 1105, which is an externship course at a contracted work site. During the final week of your PHLB 1000 course, your instructor will contact you with upcoming scheduling information regarding this portion of the program.

## **Termination**

You may be dismissed from the program for failure to meet the academic standards stated in this orientation, or for inappropriate conduct as defined by Davis Tech, the College of Health Professions, the phlebotomy program, or the medical profession.



The following are some reasons that a student may be terminated from the phlebotomy program:

- Missing more than three classes (excluding CPR classes for those with alternate documentation). Those with prior documented CPR certification may miss the CPR classes with no reflection on their final attendance for those sessions only
- Failure to acquire clinical skills
- Unsafe actions at the clinical site that place the student, other students, staff or patients at risk of injury
- Breach of confidentiality
- Displays of behavior that are considered harassment, sexual or otherwise
- Cheating on tests
- Failure to complete externship due to absenteeism, lack of professionalism, or lack of skills

### **Professionalism/Personal Conduct**

Professional status as a phlebotomist is maintained and enriched by the willingness of the individual practitioner to accept and fulfill obligations to society, other medical professionals, and the profession of phlebotomy. As a phlebotomist, I solemnly pledge myself to the following code of professional ethics:

- A fundamental responsibility of the Phlebotomist is to conserve life, alleviate suffering, promote health, do no harm, and encourage the quality and equal availability of medical care.
- The phlebotomist provides services based on human need with respect for human dignity, unrestricted by consideration of nationality, race, creed, color, or status.
- The phlebotomist does not use professional knowledge and skills in any enterprise detrimental to the public well-being.
- The phlebotomist respects and holds in confidence all information of a confidential nature obtained in the course of professional work unless required by law to divulge such information.
- The phlebotomist as a citizen understands and upholds the law and performs the duties of citizenship; as a professional, the phlebotomist has the never-ending responsibility to work with concerned citizens and other health care professionals in promoting a high standard of medical care to all people.
- The phlebotomist shall maintain professional competence and demonstrate concern for the competence of other members of the health care team.
- A phlebotomist assumes responsibility in defining and upholding standards of professional practice and education.
- The phlebotomist assumes responsibility for individual professional actions and judgment, both in dependent and independent emergency functions, and knows and upholds the laws which affect the practice of the phlebotomist.
- The phlebotomist refuses to participate in unethical procedures and assumes the responsibility to expose incompetence or unethical conduct of others to the appropriate authority in a proper and professional manner.



## Physical Interaction

Students may be required to come into physical contact with their instructors and peers for instructional purposes throughout this program. This may include instances where a medical procedure is being performed on a student, or hands-on assistance from an instructor to demonstrate proper technique. Please be advised that student safety is a top priority at Davis Technical College. If you have questions about this policy, feel free to contact your instructor or student advisor.

## Dress Code for Classroom:

- Red Scrubs (available for this program in the bookstore)
- Closed-toe athletic shoes

## Dress Code for Externship Sites:

**Hair:** All students shall wear their hair in a clean and well-groomed manner. Extreme hairstyles or colors are prohibited. If you have long hair, you will need to keep it pulled back during patient care scenarios.

**Jewelry/Makeup/Tattoos:** Extreme makeup and jewelry are not permitted in the classroom or on an externship site. This includes tongue piercings and gauged earrings (clear or pink spacers for tongues and modest earrings for gauged ears are permitted). Tattoos must be fully covered by scrubs or professional wear. Clinical sites will not accept students who choose not to adhere to professional standards.

**Clothing:** During your externship time, scrubs, closed toe shoes, and a name tag will be worn. Scrub uniforms consist of a scrub top and scrub pants. Failure to adhere to the dress code will result in dismissal from the externship site until you are appropriately dressed. The following are prohibited:

- Extreme or unkempt clothing, including, but not limited to, baggy or “sagging” pants or shorts; excessively oversized jackets or coats; inappropriately short, tight or revealing shorts, skirts, dresses, shirts, etc.; clothing that is torn, ripped, or frayed
- Clothing which displays obscene, vulgar, lewd, or sexually explicit words, messages or pictures
- Clothing attachments/accessories which could be considered weapons, including, but not limited to, spikes on boots, bracelets or chokers, chains on wallets or belts
- Exaggerated cosmetics, body paint or body piercing
- Clothing that exposes bare midriffs, buttocks or undergarment
- Clothing that advertises substances students cannot legally possess or use
- Excessive jewelry, perfume or makeup

## Clean-up

The classroom is utilized by numerous students at different times throughout the day. You are responsible to make sure the work area remains clean and all practical supplies are put away prior to leaving the classroom.



## **Children/Visitors in the Classroom**

The Davis Tech Student Code of Conduct requires that children not be present during class times and at individual student conferences. Children create distractions, which jeopardize the quality of learning.

## **Cell Phone Usage**

Because cell phone usage in a clinical setting is prohibited, failure to comply can result in disciplinary action by the clinical site. Cell phone usage (including text messaging) in the classroom is unprofessional and not allowed. Ringers and/or speakers must be turned off.

## **Cheating**

Cheating will not be tolerated in any format. Anyone who is caught cheating will be dismissed from the program. If a student is caught texting during a test, it will be assumed as cheating.

## **Placement Services**

Placement services are available to you when you complete your program. These services include resume review, interview skills, and job placement assistance.

## **Student Follow-up**

Your success in finding employment is an indication of the quality of our instruction. To evaluate the effectiveness of our programs, we ask that you notify your instructor if you are already employed, you become employed, or your employment status changes. You may also report current military service, the pursuit of additional education, or reasons that may prevent you from completing your program or finding employment. If we do not receive a response from you, a Davis Tech employee will contact you to request your employment status.

