



**PHLEBOTOMY PROGRAM**

**STUDENT HANDBOOK**

**2016 - 2017**

*“Striving for Excellence in a Caring Environment”*

## GENERAL COLLEGE INFORMATION

### **College Mission Statement**

South Florida State College is a comprehensive open-access institution dedicated to maintaining a student-centered learning environment that provides excellent educational programs, training, and services; and working in partnership with organizations and communities in providing leadership, educational opportunities, cultural offerings, and economic development for the College District.

### **Accreditation**

South Florida State College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees, certificates, and diplomas.

SACS  
1866 Southern Lane  
Decatur, GA  
30033-4097  
(404) 679-4501.

### **Equity/Equal Access/Equal Opportunity**

South Florida State College pledges to provide equal access and equal opportunity to education and employment for all regardless of race, color, gender, religion, age, national origin, marital status, or disability. The College adheres to federal and state laws controlling equal access and equal opportunity. This pledge covers all aspects of the educational and employment relationship with our students and employees. Concerns regarding this pledge are to be addressed to the EA/EO Student Coordinator, (863) 784-7107.

### **Americans With Disabilities ACT (ADA)**

South Florida State College seeks to ensure that programs, services, and facilities are accessible to and usable by persons with disabilities. Persons with disabilities who are otherwise eligible for services must help the College accommodate their individual needs by notifying College staff of specific equipment or resource needs. The College will make every effort to reasonably accommodate student disabilities.

Individuals have been assigned to assist in ensuring that students have access to the College's programs, services, and facilities. These persons are the ADA Student Coordinator and the ADA Employment and Facilities Coordinator. Their names and numbers are listed in the current College Catalog. Please contact these individuals if you require assistance.

## GENERAL PHLEBOTOMY PROGRAM INFORMATION

### *Program Goals*

Upon successful completion of the Phlebotomy Program, the student will:

1. Demonstrate employability and communication skills at a level expected for continued employment in the health care setting
2. Demonstrates an understanding of infection control standards necessary for safe patient treatment and handling of equipment
3. Demonstrates good critical thinking skills: able to provide solutions to questions or problems
4. Demonstrates professionalism, positive attitude, respect and caring for peers and patients, and ability to work as a team
5. Demonstrates proficiency in all phlebotomy procedures

### *Program Outcomes*

Upon successful completion of this program, the student will be able to:

1. Select appropriate equipment to perform venipuncture including needle, syringe or vacutainer, blood tubes, alcohol wipe, sterile gauze, tourniquet, and band aid
2. Select appropriate blood collection tubes for requested test, minimum sample requirements, according to patient needs
3. Observe recommended safety precautions when performing order of draw
4. Identify and prepare a suitable venipuncture or capillary site for adults and children
5. Demonstrate correct application of tourniquet
6. Demonstrate correct follow-up care following venipuncture procedure
7. Collect suitable specimen during capillary puncture
8. Assure patient identity prior to performing requested procedure and identify self to patient
9. Understand when to notify appropriate personnel of specimen collection irregularities or potential problems.
10. Gain informed consent from patient before performing procedure
11. Label specimens collected with correct and complete information
12. Properly dispose of all used equipment
13. Identify situations requiring special precautions such as ICU/CCU, Pediatrics, Nursery, Emergency Room, Surgery

## CODE FOR PROFESSIONAL CONDUCT

A code of professional conduct is an essential premise of any profession in which society places its trust. The student aspiring to membership in a profession inherits, along with the public trust, an obligation to adhere to the profession's established standards of conduct.

Students of South Florida State College Phlebotomy Program are expected to conduct themselves professionally during interactions with peers, faculty, staff, patients, and the public.

### **Guidelines for Professional Conduct**

Examples of professional behavior are given below, but not limited to these examples.

The student will be expected to:

1. Abide by the regulations and policies of the school, program and training sites.
2. Exhibit an attitude of respect, concern and cooperation toward peers, faculty, and staff.
3. Practice personal grooming and hygiene.
4. Accept responsibility for one's own work and results; demonstrate willingness to accept suggestions for improvement.
5. Recognize and respect the role and competencies of other professionals and cooperate with them for the benefit of the person served.
6. Refuse to participate in, or conceal, any unlawful, incompetent or unethical practice.
7. Demonstrate sound judgment commensurate with his or her level of training and experience.
8. Provide services without regard to race, creed, national origin, sex, age, handicap, disease entity, social status, financial status, or religious affiliation.
9. Exhibit concern primarily for the welfare of the individual served above all other considerations (i.e.-course requirements)
10. Protect the confidential nature of information gained from educational, practice, and investigation activities unless sharing such information could be deemed necessary to protect the well-being of the person served.
11. Maintain physical, mental, and emotional composure in difficult situations.
12. Refrain from lying, cheating, stealing, or intentionally misleading or deceiving anyone as to the known facts.

## Definitions

### LIE

To deliberately make an untrue written or oral statement or to deliberately create a false impression through words or actions.

### CHEAT

To intentionally mislead or defraud, or to endeavor to mislead or defraud another.

To use unauthorized assistance on submitted work or examinations designed to represent one's own effort.

### COLLUSION

To agree to cooperate for an unethical or deceitful purpose.

### STEAL

To take, obtain or withhold property from the possession of the true owner without permission.

### DECEIVE

To misrepresent, omit or distort information in such a way as to create an erroneous impression.

### PLAGIARISM

To steal and present the ideas or words of another as one's own without crediting the source.

### INTENT

To have in mind as a purpose or goal. An assessment of intent is essential to consideration of the ethical violations previously defined. However, denial of intent does not provide exoneration from the charge, since the intent can be inferred from the circumstances in which an unethical act was performed.

Student "Code of Conduct and Judicial procedures" is outlined on pages 60-71 of the SFSC Student Handbook. Any student found in violation of the code of conduct will be held to the judicial process as outlined in the handbook.

## *Student Behavior Guidelines*

1. **Take responsibility for your education.** There is a common myth among students that because they pay tuition they deserve to receive credit for the class. This is not true. In fact, students pay approximately 25 percent of the cost of their education; taxpayers pay the rest. Instructors are here to create a learning environment. Whether you learn depends on your willingness to listen, ask appropriate questions, and do the work necessary to pass the course. If your academic preparation from high school is weak or if you have been out of school for a period of time, you may have to work harder and seek more help in order to succeed.
2. **Attend every class.** You will find that students who attend every class, listen to the instructor and take good notes will be more likely to pass with a higher grade. If you have an emergency or illness, contact your instructor ahead of time to let her/him know that you will be absent. A local study showed that students who missed the first class meeting were more likely later to withdraw or fail. Important note: if you miss a class it is your responsibility to meet with the instructor, outside of regular class time, to determine a plan to make up the missed work.
3. **Get to class on time.** Students who walk into the classroom late distract the instructor and other students in the learning environment.
4. **Practice common courtesy.** Do not have private conversations, and turn beepers and cellular phones off. The noise is distracting to instructors and other students. Your instructor and classmates deserve your respect and support. Others may have different ideas and opinions from yours, they may ask questions you perceive to be “stupid,” but they deserve the same level of respect from you as you wish from them.
5. **Ask appropriate questions.** It’s good to ask questions and make comments, but keep them related to the discussion at hand. If you dominate the class time with too many questions and/or comments, the instructor and other students cannot participate in class discussions.
6. **Respect your instructor.** Openly challenging the instructor’s knowledge or authority in the classroom is not proper. If you take issue with the instructor’s information or instructional methods, make sure that your comments are made without confrontation or antagonism. You may want to discuss your issues with her/him privately.
7. **Instructors’ classroom policies, procedures and teaching styles vary.** Each instructor has the freedom and authority to set the guidelines and policies for their classroom (within the overall policies of the college).
8. **Come to class prepared.** Students who forget common classroom supplies such as a pencil, paper, books, test materials, etc. usually waste class time. Students who have not completed their assigned homework many times ask questions that could have been answered through their assignments.
9. **Turn in your work on time.** It is important to plan ahead. Students who wait until the last minute to do their work usually make lower grades and are more likely to miss deadlines.
10. **Do not bring children to class.** Children in classrooms are distracting to the instructor, other students, and you. Plan ahead for child care.
11. **If you are struggling with your coursework, seek assistance.** Your instructors are willing to assist you; however, there are other ways to get help. The Teaching and Learning Center has tutorial assistance available for many courses, Students Services can assist with course scheduling and career development, and specific courses, such as SLS1501 Master Student / College Success, are offered to help you succeed. If you have questions or need assistance, please make an appointment to see an academic advisor. She/he is willing to assist you so that you can be successful.

## PROGRAM POLICIES

### *Class Attendance Policy*

A tardy is defined as arriving 10 or more minutes late for class, leaving early, or being away from class without permission during class hours. The clock in the classroom or lab area will measure the official time. Consequences of being tardy are:

- **3% of the student's grade** will be dropped for every unexcused absence
- Three tardies may constitute one unexcused absence
- In addition to the loss of 3% per unexcused absence (or every 3 tardies), the student shall lose **1 point** off the final overall average for every hour missed during lab, clinic, or rotation.

The following is defined as an **excused** absence:

1. Serious illness – pneumonia, surgery, hospital confinement, or valid medical reason. A physician's note verifying illness shall be presented by the student should the instructor request it.
2. Death in the immediate family – mother, father, spouse, child, brother, sister, grandparents, or significant other. Documentation must be provided.
3. Statutory governmental responsibilities – jury duty, court subpoena. Documentation must be provided.

It is the joint responsibility of the student and instructor to discuss attendance patterns that will endanger the success of the student in the course. If it appears that a student will not be able to complete a course successfully, the instructor may advise the student to withdraw no later than the official withdrawal date of classes.

### *Dismissal Policy*

If the student must be absent from class/lab/practicum, he/she must contact the instructor directly or leave a message by voice mail or email before the start of class. Failure to do so may result in dismissal from the program.

Clinic hours lost will be subject to rules of grade assignment, which could be detrimental to the student's grade, and result in dismissal from the program.

In the event that a clinical facility cancels a student's assigned work time, the student must contact the instructor for reassignment. The facility in which the student is rotating does not have the authority to dismiss for the entire day. Failure to contact the instructor may result in dismissal from the program.

Demonstration of good critical thinking skills in the clinical setting, are imperative for wise, safe, and appropriate patient treatment. If a student is unable to consistently demonstrate knowledgeable problem solving skills, instructors/preceptors will counsel as to what constitutes good critical thinking skills. If the student is unable to demonstrate good critical thinking skills after 2 counseling sessions, a third infraction may result in dismissal from the program.

An earned grade of “F” in any core course, results in dismissal from the program.

### **Grade Policy**

Students MUST earn a grade of “C” or better in all Phlebotomy core curriculum courses in order to graduate.

A grade of “D” in any core course requires a student to repeat the course in order to graduate. A grade of “F” in any core course constitutes dismissal from the program.

A grade of “I” may be given at the discretion of faculty, however, once all course requirements are met, the highest grade reported will be a “C”. A student has 6 weeks to remediate an “I” grade.

### **CPR Policy**

Phlebotomy students will be certified in Healthcare Provider CPR, which includes AED training, during the first week of each program offering by a qualified American Heart Association Instructor.

Prior certification or current certification does not meet the requirement of the SFSC Phlebotomy Program, unless you are a Career Academy student.

Students who are unable to successfully complete the course due to illness or incompetence are required to retake the course at the local American Heart Association at the earliest opportunity. (There are generally two or three opportunities for students to complete the course on campus). Students cannot participate in lab activities with classmates or attend practicum without current CPR certification.

Students or personnel who demonstrate mental or physical limitations and request exemption from the policy must provide the following:

Written documentation on official letterhead with an original signature from a licensed physician stating the specific nature of the limitation and how it impacts the student’s ability to perform CPR and basic life support measures.

All documentation regarding Healthcare Provider CPR Certification or exemption is maintained in the office of the Dean of Health Sciences. Documentation is reviewed annually by faculty.



### *Communicable Disease Policy*

It is the policy of South Florida State College to place a high priority on the need to prevent the spread of communicable diseases. Communicable Disease means those diseases included in the Florida law and regulations as being communicable: including, but not limited to acquired immune deficiency syndrome (AIDS), chicken pox, hepatitis, measles, tuberculosis, meningitis, mononucleosis, and whooping cough, and for the purpose of this policy only, those communicable diseases which constitute a disability pursuant to the Americans with Disabilities Act.

SFSC Phlebotomy Program shall not discriminate against applicants, employees, students, or persons utilizing SFSC services, who have or are suspected of having a communicable disease. As long as employees are able to satisfactorily perform the essential functions of the job, and there is no medical evidence indicating that the employee's condition is a threat to the health or safety of the individual, coworker, students, or the public, an employee shall not be denied continued employment. Applicants shall not be denied employment nor shall a student be denied admission into the program, nor shall persons utilizing SFSC Phlebotomy services be denied treatment based on whether he/she is suspected of having a communicable disease so long as there is no threat to the health and safety of students, staff, or others involved. SFSC Phlebotomy Program will consider the educational or employment status of individuals with a communicable disease or suspected of a communicable disease on a case-by-case basis.

(Refer to "Employees/Students With Life-Threatening Illnesses #1080 (Policy 1.08) in the SFSC Manual of Procedures)

### *Substance Abuse Policy*

The Drug-Free Workplace Act of 1988 and the subsequent Drug-Free Schools and Communities Amendment of 1989 were developed to promote awareness of the hazards of drug use and to utilize the forces of the federal government to penalize any employer who does not actively work to develop and maintain a drug-free campus and/or workplace. South Florida State College strongly endorses the federal government's efforts to eliminate illegal drug activities on school campuses and in workplaces.

Drugs cause physical and emotional dependence. Drug and alcohol abuse increase the chances of violent, personal injuries, automobile accidents, heart disease, strokes, cancer, emphysema, liver disease, AIDS, brain cell destruction, and a long list of other diseases and symptoms of physical deterioration to the user. Even low to moderate doses of drugs and/or alcohol increase the incidence of a variety of aggressive acts, including spouse and child abuse. Also, the safety of employees abusing drugs and alcohol, and that of their co-workers, can be greatly jeopardized.

The US Department of Labor has proven that illegal drug users cause at least four times as many workplace accidents as nonusers. Thousands of these "accidents" have resulted in death or permanent disability to innocent coworkers and the general public.

Under federal and state laws, illegal drug activities can bring prison sentences ranging from probation to life imprisonment. For example, any person who sells, purchases, manufactures, delivers, or possesses with the intent to sell, purchase, manufacture, or deliver a controlled substance in possession of open containers of alcoholic beverages in vehicles under the Florida State Traffic Law Statute (310.1936) is prohibited.

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South Florida's Phlebotomy Program complies with the college's Substance Abuse Policy.

- No alcoholic beverages nor illegal drugs shall be in your possession nor consumed prior to or during a class session.
- The odor of alcoholic beverage on one's person shall constitute the same as consumption of prohibited items.
- The smell of an alcoholic beverage will result in the student being dismissed from class/lab/or clinic which will constitute an unexcused absence and may result in dismissal from the program.

## REQUIREMENTS/ACTIVITIES FOR GRADUATION

### **Checklist for Graduation**

Students must meet all admissions requirements and successfully complete all required courses in the Phlebotomy Program in order to receive their Occupational Certificate. The following list must be complete for course completion:

1. Submit a clean FDLE fingerprint background check
2. Current CPR for the Healthcare Provider certificate
3. Earn a passing grade of “C” or better in Basic Concepts of Phlebotomy
4. Submit documentation of 100 successful venipunctures
5. Submit documentation of 10 successful capillary punctures
6. Submit a completed clinical attendance record to Health Sciences Specialist
7. Evaluate all clinical sites attended
8. Have a student performance evaluation submitted by all clinical preceptors on record with course instructor

**South Florida State College  
Phlebotomy Program**

**Acknowledgment of Student Handbook Information**

I have read all information in the **Phlebotomy Program Student Handbook** and have been given the opportunity to ask questions concerning any information not understood. I understand that continuation in the program is contingent on my agreement to adhere to the stated policies and procedures.

Student Signature \_\_\_\_\_

Date \_\_\_\_\_

**South Florida State College  
Phlebotomy Program**

**Permission to Distribute Personal Information**

I, \_\_\_\_\_, give South Florida State College Phlebotomy Program permission to print the following (circled and initialed) on a list to be circulated among classmates. I understand it is my responsibility to keep contact information current by reporting any changes to the Health Sciences Specialist:

Name

Address

Phone number

Cell phone number

Email address

All of the above

Sign \_\_\_\_\_

Date \_\_\_\_\_

# South Florida State College Phlebotomy Technician Program INFORMED CONSENT

Student name \_\_\_\_\_ GID \_\_\_\_\_

**General Information:**

You will be participating in classroom, laboratory or clinical activities in which learning requires student subjects as part of the training procedures, demonstrations and/or experiments. As part of your learning activities you may be asked to perform specific skills or be asked to be the subject of specific skills practiced by other students.

Learning activities that use student subjects will be conducted under the direct supervision of the instructor who has been assigned to teach the course.

**Benefits:**

The experiences listed below have been selected because they are skills essential to the learning process and the instructor believes that realistic practice is essential for optimum learning. Participation will enhance the learning process and the acquisition of technical skills. Clinical sites expect students to come in with basic skills and, at a minimum, have performed actual “live,” venipunctures and capillary punctures on adult subjects. An alternative experience may not provide as realistic and opportunity to practice and, therefore, may result in less effective learning.

**Risks/Discomforts:**

Participation may create some anxiety for you. Some of the procedures may create minor physical discomfort. Specific risks/discomforts are listed.

**Your Rights:**

You have the right to withhold consent for participation and to withdraw consent after it has been given, however without this activity, you will not be able to successfully complete the program and will there for be disenrolled.

<b>Learning Activities</b>	<b>Specific Benefits</b>	<b>Specific Risks/Discomforts</b>
Venipuncture using both syringe and vacutainer	Student gains experience needed to prior to performing actual procedure on patients in a clinical setting.	Possibility of hematoma with venipuncture/slight temporary pain with puncture
Capillary puncture using finger	Student gains experience needed to prior to performing actual procedure on patients in a clinical setting.	Minimal possibility of infection when area is kept lean/slight temporary pain with puncture
Bleeding time	Student develops: a) proficiency in skills b) confidence c) ability to communicate appropriately with patient	Minimal possibility of infection when area is kept clean/slight temporary pain with puncture

I have read the entire Consent Document and understand the risks/discomforts and benefits described. Any questions I have were discussed with the instructor.

Student Signature \_\_\_\_\_