

Medical Laboratory Technician Program



Policies and
Procedures
Handbook
FY2022



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Description of the Medical Laboratory Profession

The Medical Laboratory Technician is an allied health professional qualified by academics and skills training to provide quality service in the field of clinical laboratory science.

CODE OF ETHICS

THE AMERICAN SOCIETY FOR CLINICAL LABORATORY SCIENCE (ASCLS)

Preamble

The Code of Ethics of the American Society for Clinical Laboratory Science sets forth the principles and standards by which Medical Laboratory Professionals and students admitted to professional education programs practice their profession.

Duty to the Patient

Medical Laboratory Professionals' primary duty is to the patient, placing the welfare of the patient above their own needs and desires and ensuring that each patient receives the highest quality of care according to current standards of practice. High quality laboratory services are safe, effective, efficient, timely, equitable, and patient-centered. Medical Laboratory Professionals work with all patients and all patient samples without regard to disease state, ethnicity, race, religion, or sexual orientation. Medical Laboratory Professionals prevent and avoid conflicts of interest that undermine the best interests of patients.

Medical Laboratory Professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining the highest level of individual competence as patient needs change, yet practicing within the limits of their level of practice. Medical Laboratory Professionals exercise sound judgment in all aspects of laboratory services they provide. Furthermore, Medical Laboratory Professionals safeguard patients from others' incompetent or illegal practice through identification and appropriate reporting of instances where the integrity and high quality of laboratory services have been breached.

Medical Laboratory Professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to patients and other health care professionals. Medical Laboratory Professionals respect patients' rights to make decisions regarding their own medical care.

Duty to Colleagues and the Profession

Medical Laboratory Professionals uphold the dignity and respect of the profession and maintain a reputation of honesty, integrity, competence, and reliability. Medical Laboratory Professionals contribute to the advancement of the profession by improving and disseminating the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession.

Medical Laboratory Professionals accept the responsibility to establish the qualifications for entry to the profession, to implement those qualifications through participation in licensing and

certification programs, to uphold those qualifications in hiring practices, and to recruit and educate students in accredited programs to achieve those qualifications.

Medical Laboratory Professionals establish cooperative, honest, and respectful working relationships within the clinical laboratory and with all members of the healthcare team with the primary objective of ensuring a high standard of care for the patients they serve.

Duty to Society

As practitioners of an autonomous profession, Medical Laboratory Professionals have the responsibility to contribute from their sphere of professional competence to the general well-being of society. Medical Laboratory Professionals serve as patient advocates. They apply their expertise to improve patient healthcare outcomes by eliminating barriers to access to laboratory services and promoting equitable distribution of healthcare resources.

Medical Laboratory Professionals comply with relevant laws and regulations pertaining to the practice of Clinical Laboratory Science and actively seek, to change those laws and regulations that do not meet the high standards of care and practice.

Pledge to the Profession

As a Medical Laboratory Professional, I pledge to uphold my duty to Patients, the Profession and Society by:

- Placing patients' welfare above my own needs and desires.
- Ensuring that each patient receives care that is safe, effective, efficient, timely, equitable and patient-centered.
- Maintaining the dignity and respect for my profession.
- Promoting the advancement of my profession.
- Ensuring collegial relationships within the clinical laboratory and with other patient care providers.
- Improving access to laboratory services.
- Promoting equitable distribution of healthcare resources.
- Complying with laws and regulations and protecting patients from others' incompetent or illegal practice
- Changing conditions where necessary to advance the best interests of patients.

Essential Requirements

A Medical Laboratory Technician performs laboratory analyses, evaluates and reports laboratory results, recognizes and solves basic laboratory problems, and assists in maintenance of the laboratory equipment and instrumentation.

To accomplish these tasks the following essential requirements must be demonstrated:

- The ability to read, write, communicate verbally, and perform basic math calculations.
- The ability to understand and accurately follow directions from spoken and/or written material.
- The ability to manage time effectively.
- The ability to cooperate.
- The ability to begin or follow through on a project (display initiative).
- The ability to organize.
- The ability to work (and make sound judgments) under high stress.
- The ability to think critically.
- The ability to see and discern colors.
- The ability to sit, bend, reach, push, pull, and lift up to 25 pounds.
- The ability to correlate information.
- The ability to prioritize.
- The ability to interact effectively and sensitively with people.
- The ability to display empathy to people.
- The ability to adapt to change.
- The ability to be accurate.
- The ability to seek help and find information.
- The ability to work independently and as a team member.
- The ability to accept responsibility, limitations, and implications of one's own actions.
- Excellent manual dexterity.
- Consistent display of professional behaviors, including good personal hygiene.

An acceptable demonstration of these essential behaviors and/or abilities is a requirement for success in the Medical Laboratory Technician program. They represent basic entry level competencies for the MLT program. Evaluation or measurement of these competencies will occur during the education and clinical segments of the program and will be accomplished by various means including: written tests, completion of projects, clinical assessment of practical skills, and instructor observation.

Medical Laboratory Technician – A.A.S. Program

Mission

The Medical Laboratory Technician Program at Lake Superior College provides quality education and technical expertise using the most recent advances and technology available. The program is designed to prepare students in entry-level occupational skills, to promote technical competency while enhancing personal development, to increase economic opportunity, and to contribute services to local, regional, and global communities. Students are educated in accordance with the guidelines established by the national certification agencies for Medical Laboratory Technicians. Upon completing the program requirements, graduates will function as entry-level Medical Laboratory Technicians as outlined by the professional role delineation.

Program Accreditation



The Medical Laboratory Technician program is NAACLS accredited. NAACLS is located at 5600 N River Road, Suite 720, Rosemont, IL 60018, www.naacls.org

The Lake Superior College MLT program received a 10 year accreditation award October 2017.

Program Goals

To implement the program mission the following goals have been established:

- To commit to the development of competent entry-level Medical Laboratory Technicians.
- To provide a broad occupational education by using a variety of resources and experiences which prepare students to become Medical Laboratory Technicians with an Associate of Applied Science (AAS) degree.
- To coordinate the course of study to provide development and general education opportunities which support entry-level literacy, including the ability to articulate and communicate ideas and engage in critical thinking and problem solving exercises.
- To provide a supportive learning environment and offer equal opportunities for all people without regard to their race, creed, color, gender, sexual preference, national origin, age, marital status, status with regard to public assistance, religion or disability.
- To maintain a high level and quality of instruction which may include incorporation of innovative teaching techniques and the latest in technological advances, as appropriate.
- To provide responsive student services including advisement and referral services.
- To develop in students the professional attitudes and ethics required of Medical Laboratory

Technicians.

- To support life-long learning and self-development and to educate students in the merits of continuing professional education.
- To collaborate with business organizations, industry and other higher education institutions for professional opportunities.
- To commit to on-going program improvement and development through a system of self-study and assessment.
- To demonstrate accountability to students and governing agencies.

Program Outcomes and Competencies

Throughout the MLT program, the students acquire various skills that prepare them for entry-level positions. The graduates of the Lake Superior College Medical Laboratory Technician program will:

1. Comply with laboratory safety and compliance procedures and policies.
2. Demonstrate knowledge of principles, operations, and maintenance of laboratory equipment and instruments.
3. Demonstrate organized work skills resulting in efficient time and material management and utilization.
4. Employ quality assurance techniques to monitor procedures, equipment, and competency.
5. Correlate laboratory findings to common disease processes.
6. Demonstrate standard specimen collection and processing practices employed in medical laboratory professions.
7. Model professional behaviors, ethics, and appearance.
8. Identify pre-analytical, analytical, and post-analytical variables that affect test accuracy and take appropriate actions.
9. Perform mathematical functions as required by laboratory procedures.
10. Perform information processing functions in the clinical laboratory.
11. Communicate verbally and in written format with colleagues and patients in a professional manner.
12. Perform a variety of diagnostic and screening test procedures according to standard operating procedures.
13. Relate basic discipline principles (hematologic, chemical, immunologic, etc.) to laboratory test procedures and test results.

Please Note: The ability to relate to people, a capacity for calm and reasoned judgment, and a demonstration of commitment to the patient are essential qualities for a Medical Laboratory Technician. MLTs must demonstrate ethical and moral principles essential for gaining and maintaining the trust of professional associates, the support of the community, and the confidence of the patient and his/her family. As health care professionals, they must respect each patient and the confidentiality of patient information at all times.

Certification and Licensure as an MLT

The granting of the AAS degree after completion of the MLT program courses is not in any way contingent upon the student passing an external certification or licensure exam.

Graduates of an accredited MLT program are eligible to sit for either the ASCP or AMT National Certification Exams. The MLT program faculty strongly encourage all program graduates to take the national certification exam. It is most beneficial to take the exam as soon as possible after graduation. Most employers require employees to be certified or certified within a certain period of time after hire. It should be noted that some states are requiring MLTs to be licensed. As of February 2020, the states of Minnesota and Wisconsin do not require licensure.

According to the ASCP, the following 11 states require state licensure: California, Florida, Georgia, Hawaii, Louisiana, Montana, Nevada, New York, North Dakota, Tennessee, West Virginia. The territory of Puerto Rico also requires licensure. This list changes from time to time so if you plan to leave Minnesota or Wisconsin to seek employment, please be sure to check with the individual state regarding MLT licensure. This information and links are often available on the American Society for Clinical Pathology (ASCP) and The American Society for Clinical Laboratory Science (ASCLS) websites.

Description and Requirements of the Medical Laboratory Technician Program at Lake Superior College

The Medical Laboratory Technician program offered by Lake Superior College is a two-year program. Students must complete pre-program and pre-technical courses with a GPA of 2.8 or better and meeting all requirements, as listed in the program guide sheet, for admission to the program. The MLT program consists of 3 semesters of didactic and laboratory work and a 1 semester clinical practicum. A new cohort of students begin each Fall Semester. Students are only admitted for the Fall semester. The MLT program admits up to fifteen students each fall but the number admitted depends on the number of qualified applicants and the number of clinical sites available for clinical practicums. Students should carefully review the program guide sheet with their advisor to ensure they meet all pre-program criteria before completing an application to the MLT program. All students must apply to become an LSC student first, then, the student can apply to the MLT program. Students should not register for courses until formally admitted to the program by the program director or if directed to do so by their advisor.

Program structure, grade, background check and health requirements

The program consists of 65 credits of general education and technical courses.

The 22 credits of general education and general allied health courses include: ALTH1410 Medical Terminology, ENGL1106 College Composition I or equivalent, PSYC1135 Lifespan Development or equivalent, BIOL1140 Human Anatomy & Physiology I, BIOL1141 Human Anatomy & Physiology II, CHEM1110 Aspects of Chemistry I, BIOL1170 Microbiology, ALTH1440 Medical Ethics or equivalent.

The 43 MLT specific technical course credits to be taken during the program must be taken in sequence and are only offered once per year. This includes: MLTN1400 Introduction to MLT and

instrumentation, MLTN1410 Immunology and Serology MLTN1420 Hematology, MLTN1422 Medical Microbiology, MLTN1424 Urinalysis and Body Fluids, MLTN1426 Immunohematology, MLTN1428 Clinical Chemistry, MLTN1430 Molecular Diagnostics, MLTN2420 Special Hematology, MLTN2422 Special Medical Microbiology, MLTN2426 Special Immunohematology, MLTN2428 Special Clinical Chemistry, MLTN2444 Medical Laboratory Skill Development, MLTN2500 MLT seminar and MLTN2505 Medical Laboratory Technician Clinical Practicum.

Eleven of the technical credits are reserved for the clinical practicum which is assigned only during the third semester of the program or the last semester of classes for a student.

Assignments are made at health-care facilities with which LSC has affiliation agreements (legal contracts). Available sites are covered later in this document.

LSC has engaged in legal contracts with its affiliates. These contracts place many obligations on us. Students who have attendance problems, do not complete their health and immunization records, background studies or other requirements prior to the assigning of clinical sites will NOT be assigned a clinical slot.

All courses must be completed with a "C" (70%) or better as well as 70% or better in the exam, assignments, affective evaluations and laboratory sections of each course. All program requirements including personal health and background study requirements must be met before a clinical assignment will be made. An Associate of Applied Science degree is awarded upon satisfactory completion of all program requirements including the clinical practicum. See the section regarding grades for more specific information on grading policy.

Attendance at orientation is mandatory. Students who do not attend orientation will have their registration removed from the MLT courses.

Evidence of good physical and mental health including recent immunization status is a program requirement. Students admitted in the spring or summer for the following fall cohort are required to complete the following health requirements after admission to the program, and before their stated deadline, based on admission date. Students who cannot complete this in time must work with the program director. Students may not be able to continue in the program if the following requirements are not met by the student by the deadline.

Health and Background Check Forms

All forms and instructions required for health assessment, immunizations, required background studies and instructions for setting up an electronic document tracking account are available on the Allied Health and Nursing Blog <http://blogs.lsc.edu/alliedhealthnursing/>. This information is also covered in orientation.

Electronic Document Tracking

All health forms, immunization proof, MN DHS background check with fingerprinting, CPR and first aid requirements must be uploaded into an account established for electronic document tracking.

You MUST use the data system with which LSC has contracted. This information will be available on the Allied Health and Nursing blog and from your program director. Once given the information for the correct document tracking system, including the log in information, you must create your

own account following the instructions provided on the Allied Health and Nursing Blog. There is a fee to create this account.

For students admitted to program will be given a deadline for completion of all health and background studies. Students who do not complete health requirement before this time and who have not contacted the program director will have their registration for the program removed. Flu shots are the exception and are due late October. Late admission students, those admitted after May 30, will have a different deadline for forms completion, usually during their first semester in the program. Students who do not complete their health and background studies on time and have not contacted the program director will not be accepted into the second semester of the program. Flu shots are the exception and due late October.

Lake Superior College contracts with professional companies that provide secure storage for documents. These companies allow the program director access to these documents to ensure that students have met the health requirements. LSC maintains legal documents called affiliation agreements (contracts) which require us to provide proof to the clinical sites that students designated for placement at the clinical site meet all the health standards of the clinical site. Not all clinical affiliates require the same documentation. As such, you may be required to pay for accounts with more than one document storage company. Health requirements may change at clinical affiliates for any reason at any time and students will be expected to adhere to the requirements of their assigned facility. Hard copies of some documents are often required.

Specific instructions for creating an electronic storage account(s) is provided to students after acceptance of the program. Even if a student meets health and background requirements, a clinical site may still choose to reject a student for any reason. Work with the program director to address concerns early in the program.

Physical Exam

All students are required to complete a physical exam at the clinic of their choice. The physical exam form must be completed **by the physician or the physician's designee** indicating that after **fully examining** the potential student that the health of the potential student allows them to work in a safe manner in the healthcare environment. The physical health form is available for download from the LSC Allied Health and Nursing blog.

Hearing and Vision

The physical form includes sign off for hearing and colorblindness.

Be aware that the laboratory, emergency room and other areas of the hospital can be noisy places. People with hearing impairments may not be a good fit for an environment where there is significant background noise, such as a laboratory. Your physician should perform a *full hearing assessment* before he or she signs your form and before you begin the MLT program.

Colorblindness is a significant hindrance to personnel who choose to work in the medical laboratory. Be advised that St. Luke's and Essentia Health, as well as other clinical facilities, will test you for color blindness before hire. All males, and females who may have a concern, should have their vision assessed using the Ishihara color plates (also called pseudo-isochromatic

plates) before the physician signs the physical form and before you commit to the MLT program. Be aware that using a website to test yourself is *not in any way diagnostic* as conditions under which the tests are given affect the results. Furthermore, there are different types of color deficiency and additional test plates for color deficiency other than Red/Green deficiency. You must have a professionally administered exam by a physician or physician's designee.

The completed physical form must be uploaded to the electronic data base or provided hard copy to the program director. In order for electronic document companies to accept the physical form, ALL information must be complete. NO blank spaces. That means that if you do not have a maiden name, you write N/A. You write NO Allergies on the line asking about allergies, even though you check the line above. A blank space is interpreted as an incomplete answer on your part; *not as a negative answer*. Incomplete forms are not accepted.

Immunizations

To finalize admission to the program, students must have their physician sign that they are up to date on MMR, Tetanus, diphtheria, pertussis, and all other childhood vaccines and also provide proof of the vaccine administration on letterhead paper or website. Students must have had the full hepatitis B series. Alternatively, the student may order a titer to prove immunity to hepatitis B or begin the immunization series upon admission and prove completion of the series before attending the clinical practicum. Students must have proof of chicken pox. This means either a direct diagnosis from a physician at the time of the disease and letter confirming that the patient was diagnosed by a physician at that time or the student must have a titer performed or take the chicken pox vaccine. Students must prove that they have had an annual test for Tuberculosis, either Mantoux, Quantiferon or Tspot. If it has been more than 12 months (even by 1 day) since your last TB test, and you choose the Mantoux, you must complete a Two Step Mantoux process. If the first Mantoux is negative, you must return for a second Mantoux series *1-3 weeks after the first*. Both tests must be negative. Students who test positive should meet with the program director to determine the next course of action.

Be aware that many clinical sites also require a flu shot or have other specific requirements or recommendations regarding immunization status. Students who wish to attend clinical practicum must meet the clinical site requirements BEFORE assignment of clinical sites during the 2nd fall semester.

Students who do not have all requirements completed will not be assigned a clinical slot. Students who fail to sign the health occupations and immunization form or to provide the information requested in the Health Examination and Immunity Requirement forms should understand that a clinical site may refuse placement at their facility. The Health Occupational Programs do not guarantee an alternative facility placement.

Background Studies

Both Minnesota and Wisconsin laws require that any person who provides services that involve direct contact with patients at a health care facility licensed by the Minnesota Department of Human Services or the Wisconsin Department of Health Services, have a **background study** performed by that state. All students are required to pass a Minnesota background study, including fingerprinting, in accordance with current state requirements. Students who may complete clinical rotations in Wisconsin *must also* comply with Wisconsin law and complete the

Wisconsin background study. Wisconsin background studies may be done by Allied Health and Nursing at this time but in the future will likely be completed online. Minnesota background studies including fingerprinting are applied for, and paid for, by the student. Instructions are provided on the Allied Health and Nursing blog website. There are fees associated with the background studies and these fees are collected by the state.

All students are required to pay for and complete a national criminal background study. This is also required before beginning the clinical practicum at their facility. There is a fee associated with this background study and it must be completed through the LSC approved vendor using a code provided by the Allied Health and Nursing department. Background studies done through employers or other vendors are not acceptable. Follow the instructions on the Allied Health and Nursing Blog.

If a student is disqualified from having direct patient contact as a result of the state or national background study, and this disqualification is **NOT SET ASIDE** by the Commissioner of Health, he/she will **NOT BE PERMITTED TO CONTINUE** in the Medical Laboratory Technician program. It is the student's responsibility to pursue the "set-aside" of any state or federal background study disqualification NOT the program directors', the college's, or the clinical sites' responsibility. Set asides usually take a significant amount of time. Students may be required to step out of the program until the set aside is complete.

MLT Course Schedule

Below is a detailed list of the courses and the order in which they are taken. MLT program courses must be taken in order unless specific arrangements have been made with the program director.

Pre-technical and pre-program work

English, math and GPA requirements must be met before beginning the program. These are detailed in the school catalog and the program guide sheet that is posted on the program website.

ALTH1410 Medical Terminology, ENGL1106 Composition I or equivalent, PSYCH1135 or equivalent, BIOL1140 Anatomy and Physiology I, CHEM1110 Aspects of Chemistry I or CHEM1210 (MLS track) and BIOL1170 Microbiology must be completed with a GPA of 2.8 or better before program admittance. This is a total of 17-19Cr depending on personal course choices. Use the program guide sheet and work with your advisor to ensure you are prepared to enter the program.

First semester after admission to the MLT program (1st Fall semester 11 credits):

- MLTN1400 Introduction to Medical Laboratory Techniques and Instrumentation (2Cr)
- MLTN1574 Collection Skills (1cr) 8 week course
- MLTN1410 Immunology and Serology (3Cr)
- MLTN1424 Urinalysis and Body Fluids (2Cr)
- BIOL1141 Anatomy and Physiology II (4Cr)

Second semester of the MLT program (1st Spring semester 12-14credits):

- ALTH1440 Medical Ethics and the Law (1Cr) or PHIL1130 Ethics (3Cr) (MLS track)
- MLTN1420 Hematology (3Cr)
- MLTN1422 Medical Microbiology (3Cr)
- MLTN1426 Immunohematology (2Cr)
- MLTN1428 Clinical Chemistry (2Cr)
- MLTN1430 Molecular Diagnostics (1Cr)

Third semester of the MLT program (2nd Fall 12 credits):

- MLTN2420 Special Hematology (3Cr)
- MLTN2422 Special Medical Microbiology (2Cr)
- MLTN2426 Special Immunohematology (2Cr)
- MLTN2428 Special Clinical Chemistry (3Cr)
- MLTN2444 Medical Laboratory Skill Development (2Cr)

Fourth Semester (2nd Spring, 12 credits):

- MLTN2500 Medical Laboratory Technician Seminar (1Cr)
- MLTN2505 Clinical Practicum I (11Cr)

TOTAL CREDITS 65

NOTE: MLT coursework is not offered during the summer sessions. However, due to potential scheduling difficulties, students should be prepared to occasionally have clinical practicum rotations in the summer. While both the college and clinical sites try to avoid this, sometimes it is necessary to ensure that all students have adequate time in rotation at the clinical sites.

Courses in the MLT program may only be taken by students formally admitted to the MLT program. They may not be taken out of order.

Teach Out Plan

Orderly Academic program shutdown or suspension

In the event that the administration of Lake Superior College or Minnesota State should decide to discontinue the MLT program, every effort will be made to follow the following teach out plan:

1. No new students will be admitted to the program
2. All students currently participating in the program will be allowed to finish
3. Only courses needed for the completing students will be offered
4. Students may decide to transfer to another MLT program. Acceptance of any coursework completed at LSC will be up to the accepting institution.
5. Students may choose to leave the MLT program.

Example: Administration decides in February 2019 to close the MLT program.

- Second year students are participating in clinical practicum at this time. Students participating at clinical sites will complete their clinical work, seminar course and be allowed to graduate.
- First year students are in second semester courses at this point. Students will be able to finish the courses in progress. They will be offered courses for fall of 2019 according to the program planner.
- Only second year courses will be offered.
- No first year courses will be offered fall 2019.
- Clinical practicum will also be arranged for spring of 2020 and the students allowed to complete their degree and graduate.
- Students who do not pass classes during this second semester spring of 2019 will need to leave the program as no three year option will be offered.

Lake Superior College defines “Academic program closure ” and “Academic program suspension” on their website at <http://www.lsc.edu/policies/3-36-1-procedure-academic-programs/>

Emergency Shutdown plan

In the event that an emergency occurs, such that, Lake Superior College deems that the campus must be closed, or the MLT lab specifically must be closed, immediately on an emergency basis for an indeterminate amount of time, for any reason, the following plan will be put into place:

1. If lecture rooms are not available, MLT lectures will be converted to online delivery.
2. MLT laboratory sessions will be moved to an appropriate Minnesota State affiliate.

Associated Program Costs and Fees for MN residents (updated February 2020):

- Application fee to LSC (\$20.00 but currently waived): \$0.00
- Application fee to MLT program \$0.00
- Tuition per credit \$160.89
- Online per credit \$187.70

Fees are per credit, per semester

- MLT program tuition differential \$49.64/credit
- Access fee (parking): \$5.00/credit + tax
- Student Activity fee: \$7.61/credit
- Student Association fee: \$0.35/credit
- Athletic fee: \$2.88/credit
- Technology fee: \$10.00/credit
- Textbooks: (approximately) \$1000.00

Other costs to be aware of for Allied Health and Nursing:

- Background studies (may change as LSC does not set these fees): MN \$51.50, WI \$10.00
National \$65-\$200+ (varies based on number of names and states)
- Physical examination/Immunizations: Based on your insurance
- Hepatitis B Immunization: Based on your insurance
- Mantoux test/Quantiferon/Tspot Based on your insurance
- Test Out/Credit by Exam Fee: 50% of tuition
- Personal property fees may also apply \$10-\$50.00 one-time fee
- National Certification Exam (after program completion): ASCP about \$220.00

Program surcharges and personal property fees are attached to the MLTN technical courses and vary. This is a per credit surcharge and is in addition to tuition. Currently this charge is \$48.20 per credit. Personal property fees vary by course and may cover basic liability insurance during clinical practicum, practice exams and other services or goods that might be provided to the student through LSC. Please check the LSC website for more current information.

<https://www.lsc.edu/current-students/student-payment-office/fees/>

Textbooks

The required textbooks are listed on individual course syllabi and through the LSC store. All books are purchased in the first year and used through graduation and to study for the board exam. They can be purchased at the college bookstore or online. Many periodicals and reference materials/books are available in the library and through the library online. The library provides an MLT resource page with direct links to information specific to our courses and projects and to journals that you cannot otherwise access. Please take advantage of this wonderful resource.

<http://lsc.lib.mnscu.edu/subjects/guide.php?subject=medlabtech>

Liability and Health Insurance

Liability insurance is included as an additional fee for any practicum course. The fee is attached to the tuition. This is a mandatory requirement for MLT students while at the college and on practicum.

Scholarships and Financial Aid

There are many scholarships available through the LSC Foundation, including one that is available to second year MLT students. Please use the LSC Foundation website instructions to apply for scholarships. Applications usually open in February, but be aware that application deadlines change each year.

Several scholarships for MLT students are available through professional societies such as ASCP and ASCLS, St. Mary's Essentia Auxillary and other sources.

Do not wait until the applications for scholarships are open to begin your application. Start writing practice essays ahead of time and have some examples and ideas ready to edit and submit when the application opens.

An Emergency fund is available through the LSC Foundation. Students must apply and justify the emergency need. Application is made through the foundation. Funds may be provided in a variety of formats including a short-term loan or a grant.

Program Director and Instructors

The program director is the correct source for specific questions regarding the program. The program director is Virginia Haynes, MS, Biochemistry and Molecular Biology, MLS(ASCP)^{CM}. (218) 733-5952, virginia.haynes@lsc.edu. Part-time permanent faculty includes Crystal Schmidt MLS(ASCP)^{CM}.

Adjunct faculty include: Denise Miller MT(ASCP), and Dave Demars BS, MLT(ASCP)^{CM}. The Medical Director is Dr. Krista Warren, a pathologist from Essentia Health. The Dean of Allied Health is Anna Sackette-Urness, MSN RN. Other adjuncts may teach courses from time to time. All instructors must be ASCP certified, have a Bachelor of Science level education and experience working in the clinical laboratory. The MLT program has a standing advisory board made up of laboratory professionals from the community who have a stake in the success of the program.

Behaviors of Successful MLT Students and Graduates

Professional Behaviors

Students are expected to demonstrate interest in the field of laboratory science and in the skills and level of competence required to be successful in this career. **Professional behavior is expected at all times.** Specific professional behaviors assessed during classroom, lab, and college or outside community activities include:

- **Commitment to Learning:** The ability to self-assess, self-correct; to identify needs and resources of learning; and to continually seek new knowledge and understanding.
- **Interpersonal Skills:** The ability to interact effectively with patients, families, colleagues, other healthcare professionals, and the community, and to deal effectively with cultural and ethnic diversity issues.
- **Communication Skills:** The ability to communicate effectively (i.e. speaking, use of body language, reading, writing, and listening) with varied audiences and varied purposes.
- **Effective Use of Time and Resources:** The ability to obtain the maximum benefit from a minimum investment of time and resources.
- **Acceptance and Use of Constructive Feedback:** The ability to identify sources of and seek out feedback and effectively receive, use, and provide on-going feedback for improving skills and personal interaction.
- **Problem-Solving:** The ability to recognize and define problems, analyze data, develop and implement solutions, and evaluate outcomes.
- **Responsibility:** The ability to fulfill commitments and to be accountable for actions and outcomes.
- **Critical Thinking:** The ability to question logically; to identify, generate, and evaluate elements of logical argument; to recognize and differentiate facts and assumptions; and to distinguish the relevant from the irrelevant.
- **Stress Management:** The ability to identify sources of stress and to develop effective coping behaviors.

Interest and Initiative

Students are expected to demonstrate initiative and interest in learning and are expected to participate actively in a variety of learning opportunities on and off-campus. Doing so helps to build the student's professional portfolio, develop strong references for job interviews, build confidence and skill, and broaden the student's knowledge base. Low levels of motivation, poor focus, and/or inconsistent attendance are likely to result in poor learning of subject matter and

difficulty successfully completing courses, developing technical skills, finding employment in the field, and keeping a job after graduation. Students displaying poor soft skills, including lack of empathy for other students or for patients will be asked to leave the program.

Electronic Requirements and Academic Honesty

Students should review the LSC policy and individual course syllabi regarding academic honesty, intellectual property and the use of electronics and social media on campus, off campus and in classrooms. Course information, including answers to quizzes, tests, worksheets and all other course information including any videos or recordings should not be posted on social media or shared through electronic means unless part of a course assignment.

Cheating includes looking up answers in any reference format when taking an online quiz or exam, reusing/recycling old projects or essays, sharing questions or answers on worksheets or exams with other students or posting to social media or anywhere on the internet and any other activity that does not reflect honest achievement.

Use of any electronic device such as cell phones or Smartwatches in class and during exams and quizzes is forbidden. Students should not record any class unless they have express permission of the instructor and all fellow students in writing. Review the LSC academic honesty D2L website. Students who violate academic honesty policies will be asked to leave the program.

Professional Appearance (Dress code)

In addition to the professional behaviors listed above, students are expected to follow general hygiene and grooming guidelines, which are in the interest of safety and professionalism while attending laboratory sessions. The MLT program appearance guidelines mirror requirements of the clinical sites and is supported by the MLT program advisory board. Adherence to these guidelines is expected. Students who do not adhere to the guidelines may be asked to leave the laboratory.

- Consistent hand washing and/or use of non-soap and water hand hygiene solutions while in lab.
- Hair: Hair will be clean and tied back while in the lab. Hair will be of a natural color.
- No hats, scarves or other headpieces are allowed in the lab. Headpieces for religious observance may be worn if it short and the ends are tucked into the lab coat to avoid collecting infectious organisms.
- Fingernails: Fingernails must be clean and neatly trimmed to be no more than the height of the tips of the fingers. Artificial nails are not allowed
- No offensive body odor, strong perfumes, colognes or strongly scented cosmetics or hygiene products. No odors from smoking.
- Use good oral hygiene. You will be in close proximity to patients.
- Neat, clean, modest and appropriate clothing should be worn during class, community, and lab

activities. No tank tops or low-cut shirts/blouses, no bare midriff, no low or baggy pants and no T-shirts with slogans. Students should wear scrubs in the student laboratory and must wear scrubs at the clinical sites. *Scrubs should not be worn in public places.* Scrubs should be tailored if necessary to avoid hems dragging on the ground.

- No chewing of gum, eating, drinking, applying cosmetics or lip balm in the lab.
- No sandals or open-toed shoes can be worn in the lab. Closed-toed shoes should not be made of mesh or have holes through which sharps (needles) or fluids could easily pass. Solid shoes that cover the top of the foot must be worn and be made of a material that will inhibit penetration by sharp objects such as needles. No high heels. Shoes must have a solid supportive sole. No untied shoes. All shoes must be laced and secure.
- Socks that cover the ankle must be worn in the lab.
- No shorts, capris, crop pants or skirts of any length worn in lab. Long pants that cover the ankle must be worn.
- Beards and mustaches must be closely trimmed and neat.
- No dangling earrings or other jewelry, no facial piercings in the lab that hang out away from the skin (take the jewelry out or switch to something flat). No oversized rings in the laboratory. Typically, the only piercings allowed are in the ears.
- Tattoos should be covered to the extent possible. Offensive tattoos must be covered (offensive messages, profanity, nudity, etc.)
- Additional grooming habits and appearance issues may be addressed in affective evaluations and will be addressed before the clinical practicums.

Respect

Students are expected to show respect for faculty, clinical preceptors and fellow students by refraining from activities that disrupt class and/or lab. Disruptive behaviors may include but are not limited to:

- Arriving late to lecture or lab, thus disruption of the lecture or lab in progress
- Refusing to follow attendance policy
- Refusing to follow the dress code for the program and clinical sites
- Allowing cell phones to ring in lecture or lab
- **Using a cell phone or Smartwatch during lecture or lab for any reason**
- Excessive sidebar conversations during lecture or lab, especially during lectures and class discussions, or student presentations
- Lying to instructors, cheating and not complying with program requirements
- Disrespect may include any behavior including manner of dress that disrupts the learning environment and the educational goals of the program and college.

Affective Evaluations

Faculty will provide oral and written feedback to students regarding professional behaviors observed. Copies of written feedback will be placed in the student's file. Students not demonstrating an appropriate level of professional behavior will be asked to develop a plan for improvement along with a contract indicating what behaviors need to be addressed and within what time- period.

Promptness and Attendance

Students are expected to be on time for academic lectures, labs, and educational experiences held either on or off campus. **Being on time includes being IN THE APPROPRIATE ATTIRE (in the lab or lecture) at the START of the lecture or lab class (worksite disinfected, work station inventory completed and ready to work). This will require you to arrive 10 minutes before the start of the lab session. Students should arrive for lecture 5 minutes before lecture and never after the official start of the lecture, which is always on the hour.**

Instructors MAY DEDUCT points for arriving late to lecture, lab, or other educational experiences including scheduled time for the class at the library, tours off campus, guest speakers and other events. Instructors may also choose to award extra points for participation to students who are fully engaged.

A student who arrives late is a distraction to the class and is disrespectful to the instructor and fellow students. The instructor has the right to lock the door when class starts and not allow late students to enter. This includes and will often be the case during exams and practical exams when other students will be concentrating.

Except for serious reasons beyond their control, students should remain in class for the entire class period. Most needs can wait until after class. Try to use the restroom before you come to class. Students leaving the classroom during lecture is very disruptive. If you have serious or important reasons (medical, family) for an early exit from class, see the instructor before class to make arrangements for a graceful exit, for instance during a break in the lecture.

Students who know ahead of time they will be absent from class, lab, or any educational experience *must notify the course instructor ahead of time and arrange IN ADVANCE to make-up work missed.*

Students should NOT miss class for personal events such as medical, legal, or academic appointments. Students should make all attempts to schedule medical, dental, and other appointments at times other than scheduled class/lab hours. Students should also not miss class for concerts, conferences, moving, shopping, family events, etc. These are all unexcused absences. Students will not be able to make up any work done during an unexcused absence.

- Acceptable reasons for missing class include illness or death in the family.
- Other extenuating circumstances as agreed to by the program director.

Students who must miss a class, lab, or other educational experience unexpectedly due to illness should call or email the course instructor PRIOR TO THE START of class or lab. This is expected on a job and is expected in a professional program. Students who will miss more than three days

of classes or more than one exam or two labs in program classes will need to bring a letter from their physician to the program director. Students who miss more than one week per month may be asked to bring a physician's note or be dismissed from the program.

Program coursework is NOT optional. You are expected to complete all coursework and complete it on time.

Exams

All students are expected to be present for scheduled testing situations including quizzes, tests, final exams, and skill checks. *Any student who misses an exam FOR ANY REASON including illness will have 5% deducted from their final score unless they bring a note from their physician on official letterhead.*

Any student who misses one of these testing situations MUST:

- A. Notify the instructor PRIOR to the time of the test AND**
 - B. Take the test during the student's FIRST DAY back to school.**
 - Only in EXTREME circumstances when "B" is impossible, will the students take the test at another time *arranged with the instructor.*
 - **At the instructor's discretion, students who are absent from class and miss a test or quiz will receive a "zero" grade on all tests, quizzes or assignments not completed upon return.**
 - Students who do not notify an instructor of an absence may not be allowed to take the exam on return and will receive a zero.
 - Students missing two or more midterms may be asked to withdraw from the program.
- IT IS THE STUDENT'S RESPONSIBILITY to obtain and make up any work which is missed.
 - Individual instructors may have additional specific attendance policies for their courses. These policies will be stated in the course syllabi and it is expected you will follow these policies.
 - If absences are without good reason, become habitual, or place the student in jeopardy of failing, the student will be referred to a college counselor (Early Alert) and individual contracts will be arranged with the student to deal with the situation. This policy is outlined in the LSC policies. <http://www.lsc.edu/policies/3-17-4-non-attendance/>

Effective Learning

In order to integrate, relate, and understand lecture and lab material, the successful MLT student will:

1. Attend all lecture and lab sessions.
2. Utilize lab time effectively. Students who are NOT actively participating in lab activities and/or who are distracting other students may be asked to leave.

3. Study class material BEFORE lecture and lab.
4. Utilize open lab times to practice new skills and review previously learned skills (scheduled with individual instructors).
5. Clarify material and ask questions of the appropriate instructor as needed.
6. Utilize the Learning Centers at the college for study skills information and test-taking strategies.
7. Discuss program-related issues with program director/advisor at the EARLIEST sign of academic difficulty.
8. Seek assistance from a college counselor at the EARLIEST sign of personal problems that interfere with the ability to succeed in school.

Academic Integrity

MLT students must adhere to moral and ethical principles in the classroom and at the clinical sites. This includes BUT IS NOT limited to that of honesty regarding the following:

1. Cheating on a test: Copying from another's test paper or test questions, using unauthorized materials during a test, knowingly using, buying, selling, stealing, transporting, or soliciting in whole or in part the contents of an unadministered test, substituting for another student or permitting another student to substitute for oneself to take a test, or bribing another person to obtain an unadministered test.
2. Plagiarism: Meaning the appropriation, buying, receiving as a gift, or *obtaining by any means* another person's work and the unacknowledged submission or incorporation of it in one's own work.
3. Collusion: Meaning the unauthorized collaboration with another person in preparing written work offered for credit.
4. Recycling one's previous work to be graded anew for a current course.
5. Students who violate the integrity of their responsibilities in the performance of their role as a MLT student will be subject to dismissal from the MLT program.

Students should read the LSC policy on academic honesty and read the entire D2L site on academic honesty for more examples. Examples may be given in class, and quizzes or worksheets may be incorporated into classwork. If you suspect another student of engaging in academic dishonesty, the course instructor and/or program director should be notified.

Appeal Process

This procedure is to be used when a student wishes to challenge or appeal an MLT policy or instructor decision. The steps are to be followed up to the point that a resolution is achieved.

It is the student's responsibility to initiate the procedure in the proper sequence to avoid delay or dismissal of the appeal.

STEP 1:

- a. Appeal of a grade: The student presents the issue verbally and/or in writing to the instructor involved.
- b. The faculty member will attempt to resolve the issue directly with the student.
- c. Appeal of an MLT policy: The student presents the issue verbally and/or in writing to their advisor.

STEP 2:

- a. If necessary, the student may ask their advisor/counselor to meet together with her/him and the involved instructor in an attempt to resolve the issue.

STEP 3:

If the issue is not resolved after Step 2, the student submits a written appeal to the program director. The appeal is to include:

- A. The issue
- B. The desired outcome
- C. The justification for the desired outcome

This will be presented to the entire program faculty for a decision. Directors or faculty from other related programs may also be asked to review the request. The student may choose to appeal in person. The student may be contacted to clarify or answer questions from the faculty. The program director or advisor will inform the student in writing of the decision.

STEP 4:

If the student chooses to appeal the faculty decision, continue by following the Student Grievance Procedure, found in the LSC Student Handbook.

Communications

Students are expected to check their LSC college email a MINIMUM of 3 times a week. Faculty are legally REQUIRED to send student and program information to students by this primary mode of communication.

Failure to check email is NOT A VALID EXCUSE for missing important announcements. The official communication for Lake Superior College is the student LSC email account. Private email accounts are not used due to the potential for FERPA risks.

Communication is vital! Problems cannot be resolved until they are made known. Do not expect your instructors to know you have a problem without having presented it to them in a concise and professional manner. Serious problems require resolution. This means you not only need to communicate the problem but you must have a plan for resolving the issue so you can attend all courses, pass all exams and complete all work in a timely manner.

Name or Other Changes

It is the student's responsibility to notify the MLT Program Director in writing of any changes in personal status. Such changes include: name, address, and telephone number.

Withdrawal from the Program

Students considering withdrawing from the MLT program should discuss this matter with their personal advisor and the MLT program director. Withdrawal is a formal procedure and needs to be completed by the student in Enrollment Services. Students need to follow LSC policies and procedures regarding program and course withdrawal. Be aware that withdrawing without contacting an advisor may affect financial status. If you must withdraw without direct discussions with the program director, please notify the program director as a courtesy.

College Policies

College and Program Policies and Procedures: The MLT program abides by Lake Superior College policies, including but not limited to policies of non-discrimination. The most current college policies can be found at <http://www.lsc.edu/policy/>. MLT students are expected to have a working knowledge of the location of LSC policies and procedures as found in the LSC student handbook and online.

MLT students are expected to have a working knowledge of the content of the MLT Program Policy and Procedure Manual which is provided to students on the program website, during orientation, annually at the start of each fall semester and when updates are completed to notify students of important policy changes. The manual may be updated at any time. A quiz or test which assesses this knowledge may be administered annually and must be passed with a score of 70% or better. If not passed, the quiz or test will be repeated until passed.

Additional Information

MLT Open Lab: The MLT Laboratory is H360. Additional lab time must be scheduled with the instructor of the class. Students may not be in the laboratory without prior permission. The presence of an instructor is required.

Student workers: Student workers are only to enter the lab when scheduled to work. Student workers may not admit other students, or anyone else, into the laboratory at any time. Student workers found to be misusing their privilege of laboratory access will have their access revoked. Student workers should refrain from any activity in the lab that is not an assigned duty and use only the laboratory office computer for work related computer needs or to check email. Students should be courteous to maintenance personnel and behave in a professional manner.

Safety

All students and faculty engaged in learning in the MLT program must be aware that participation in the program includes the risk of exposure to blood borne pathogens and chemicals. As such, safety policies and procedures are an essential part of the MLT program.

Early in the fall semester, program safety policies and procedures are presented during mandatory safety training during the first lectures. In some instances, a separate mandatory workshop may be held outside of class hours. For first year students, safety training will occur at the beginning of the fall semester. Students will take a quiz and be issued a certificate for completion of the basic training and the quiz.

Safety will also be incorporated into every course in the first year of the program. The safety information covered will be both general review and specific to that course. During the first classes of spring semester, instructors may choose to cover chapters on safety in the textbooks and safety questions may be incorporated into exams and/or quizzes and labs throughout the program at any time. Students should be prepared to answer safety questions or demonstrate safe practices at any time during the program.

At the beginning of the second year of the MLT program, all second year students must view the safety PowerPoint online and take the "update" quiz. Safety is incorporated into all second year courses, as well. Students are expected to adhere to all safety guidelines, rules and training and must use all equipment in a safe manner at all times. Any student not following safe laboratory practices during student labs puts other students and instructors as well as maintenance workers at risk. Any student who is operating in the lab in an unsafe manner and/or not in compliance with safety training will be tutored on the error. If the safety violation is egregious, in other words, puts others at immediate risk, the student may be asked to leave the class and may be removed permanently from the course and the program for safety violations.

Consistent and proper use of barrier and personal protective equipment (PPE) is continually evaluated and reinforced. The dress code is for the safety of the student and is enforced. Students violating the dress code or not using PPE correctly will be asked to leave the class to acquire the correct clothing, or tutored on PPE use, as appropriate. Students who are repeat offenders may be asked to leave the program for repeated safety violations.

Students will follow all safety rules throughout the program and during clinical practicum. Clinical sites may provide additional safety training and expect students to adhere to their policies while in their facility.

Books containing Material Safety Data Sheets (MSDS), now called SDS, the chemical hygiene plan (CHP), Exposure control plan (ECP) and training records are maintained in the lab. These materials should be accessed as required. Students who have questions regarding chemical use, biohazard materials use, waste collection and disposal or other safety questions after training should always ask the instructor before acting. Students are also encouraged to access the MSDS, ECP and CHP at any time.

The student laboratory is subject to OSHA inspections and follows OSHA guidelines as well as CDC guidelines for Blood borne pathogens as they apply to the laboratory. OSHA may come to inspect our laboratory at any time. Students will learn to recognize, understand and use the National Fire Protection Agency (NFPA) labeling. We follow all pertinent guidelines for the storage of chemicals, collection of chemical waste and collection and disposal of all biohazardous materials. To prevent the transmission of blood borne pathogens, transfer of pathogens from fomites and person to person transfer through needle sticks and aerosols, students are trained to understand Standard Precautions and are provided the correct personal protective equipment for the work required.

Engineering controls are also provided in the lab. These include a Biosafety cabinet, a fume hood, flammable storage cabinet, acid/base storage, hard sided sharps disposal containers, clean glass disposal box, phlebotomy equipment that includes needle covers or needle retraction devices, bleach or disposable sanitizing wipes, splash shields, goggles, face shields, and equipment to clean up chemical and biohazard spills in the laboratory should they occur. Students are trained to use all safety equipment properly and they expected to use the equipment when needed.

Safety training is incorporated into the classes as listed below.

Fall semester		Spring semester	
Course	Training	Course	Training
MLTN1400 Intro to MLT and Instrumentation MLTN1410 Immunology/Serology	Initial safety training and quiz required for first year students. Students are issued a certificate upon completion	MLTN1420 Hematology MLTN1422 Medical Microbiology MLTN1424 Urinalysis and Body Fluids MLTN1426 Immunohematology MLTN1428 Clinical Chemistry MLTN1430 Molecular Diagnostics	Safety is incorporated into each course, especially laboratory work, as required. Instructors observe and direct students to safety needs. Medical Microbiology lab incorporates safety training that is particularly pertinent to the microbiology lab including correct disposal techniques.

Fall semester		Spring semester	
Course	Training	Course	Training
MLTN2420 Hematology MLTN2422 Special Medical Micro MLTN2426 Special Immunohematology MLTN2428 Special Clinical Chemistry	Second year students must review the safety PowerPoint for update training and take the update quiz. Safety continues to be part of the courses and students may be quizzed at any time.	MLTN2500 MLT seminar MLTN2505 CPI MLTN2510CPII	Students may undergo additional onsite safety training at the beginning and during their clinical practicum. Safety materials may also be provided as part of the D2L learning portion of the clinical practicum.

Phlebotomy

Before beginning phlebotomy training, students must agree to volunteer for phlebotomy practice, which is an invasive procedure. Students must understand that there is potential for exposure to communicable diseases during this process. Students are trained in the correct use of phlebotomy equipment with practice on artificial arms before they transition to humans. Safety training regarding the use of engineering controls and good technique are integral to this training. Students with specific concerns should address these privately with the instructor so arrangements can be made to comply with all safety regulations. Students with very difficult veins, physician waiver or other concerns may be temporarily placed on a waived list and cannot be drawn until the instructor indicates that the student is released for venipuncture practice. Phlebotomy is an integral part of the duties expected of MLTs. Most students overcome any anxiety about drawing blood or being drawn by others. Many even enjoy the patient contact aspect of phlebotomy. However, those students who feel they cannot surmount their anxiety about drawing blood, or being drawn by others for practice, should consider fields outside of MLT or even other Allied Health fields that require invasive procedures.

Student Records and Exam Copies

The MLT program maintains files that include advisor records, department/student contracts or correspondence, checklists, exams and clinical education performance evaluations and potentially other program related records. All student files are kept in locked file cabinets.

Copies of health and immunization records, background check information and other such documents with personal information that are required documents for the program are kept in a

secure location elsewhere on campus. National background studies must be performed online and are not stored on campus. Electronic services may be used to collect required health and background check information from students. In this instance, files are not stored on campus. An electronic service company maintains the files for the students in a secure manner. These files are used by the MLT program to ascertain that a student meets all health and background requirements for attending clinical practicum as provided for in legal contracts with affiliated clinical sites.

Student transcripts are maintained by the LSC registrar indefinitely. All policies relating to accessing or use of personal transcripts is available online at the LSC website.

Services Available on Campus

Learning Center

The Learning Center provides a variety of student services including tutoring in math, science, writing and composition, study skills, English as a second language, and test-taking hints. All at no cost to the student. The Learning Center also offers small study rooms for group work. Students should not hesitate to contact the Learning Center if they feel they are struggling in any course. Instructors may refer students to the Learning Center if concerns arise. The learning center is open year round and tutor schedules are available on their website.

Library

LSC is fortunate to have an excellent library and highly qualified librarians. The library has a wide variety and number of reference materials including hard copy books, periodicals, references, films on demand, DVD's, and access to almost all electronic journals that are appropriate for various MLTN course needs. When completing research projects for the MLTN program, students should not hesitate to contact the library for help. Periodicals that may be inaccessible online, or be costly, are obtained by the library at no cost to the student, per request. The MLT program schedules a session with the librarians once during a student's program for an intensive understanding of what is available for the student both in hard copy and electronically. There are computers and technology rooms in the library as well as standard study rooms available for student use.

The library also curates a dedicated Medical Laboratory Technician resource page at <http://lsc.lib.mnscu.edu/subjects/guide.php?subject=medlabtech> that contains a tremendous amount of selected information geared toward the Medical Laboratory Technician(MLT) and Medical Laboratory Scientist (MLS) professions as well as program needs.

Do not hesitate to contact a librarian regarding your needs, they are very helpful and have many resources that you will find helpful for your studies.

Student Technology Center

Computer access and assistance is available in the Student Technology center, E1001. The center also assists students with online classes, student logins, software, printing, print cards, scanning email, student portal, and blogs. Students can walk in, make an appointment, instant message, or call for assistance (218-733-1016). The helpdesk available for troubleshooting

computer access issues.

Health Services

Health Services on the LSC campus does not offer healthcare. It is a health resource for students. It provides students with educational information, referrals to healthcare agencies, health insurance information, and health promotion programs. Information is available in Health Services and on their website for many health service options in Duluth for Minnesota State health insurance. Students can also pick up information on other health insurance options through Health Services as well as much educational information.

<https://www.lsc.edu/current-students/health-education-resources/>

NOTE: Health Insurance is strongly recommended for all health care students. Should accidents occur, students may be sent to the hospital for evaluation and/or treatment. Associated expenses would be the student's responsibility. If an accident occurs while on an practicum, emergency care is provided by the facility, at the expense of the student.

Dental Hygiene Clinic

LSC dental hygiene students provide services to the public such as cleanings, x-rays, and fluoride treatments as part of their academic learning program out of the College's Dental Hygiene Clinic. Expanded treatment options (sealants, mouth guards, and whitening) are available as needed for student experiences as part of the academic program requirements for the LSC Dental Hygiene Clinic and are not intended to take the place of a dentist appointment as there is no exam and diagnosis provided. Supervising dentists are on site at every Dental Hygiene Clinic, but they do not provide dental services. If any issue is noticed during the cleaning process (such as the need for periodontal treatment), the patient is referred to their own dentist. There is no income level requirement for treatment at the Dental Hygiene Clinic. Patients must be willing to take the extra time required to be treated in a teaching clinic; appointments take longer than in a dental office because every step of the student hygienist's work is checked by an instructor before the process is continued. Appointments are scheduled on a first request basis, one semester at a time, without exception. See the dental clinic for information regarding scheduling an appointment.

Massage Therapy

LSC massage therapy students offer massages to the public during massage therapy clinics for a fraction of the price of retail massages. Schedule a massage with one of our students at a discount and enjoy a discount on the price of a massage while offering a student the opportunity to practice their skills. The massage therapy schedule can be accessed at <http://www.lsc.edu/massage-therapy-program/>

Telephones

Personal calls should never be made on phones in the classroom, lab or offices. Office, classroom, and lab telephones are NOT to be used by students. The following exceptions apply:

- When an emergency occurs in a classroom, students are specifically to use ONLY the classroom phone to call 9-911. This provides a direct and faster line to multiple first responders, which also clearly indicates location of the call. This provides the fastest possible response and reduces confusion to dispatch when multiple people call on cell

phones to the same situation.

- Cell phone use should always be avoided in classroom/laboratory emergencies to allow the fastest possible response.
- The exception is when an emergency such as fire requires immediate evaluation and calls are made from outside the building.
- Student workers may use the lab office phone to call supervisors while they are working, if they have immediate questions and the supervisor is not in the lab.
- Instructors will indicate if other situations dictate that students use the classroom/lab phone, such as during simulation laboratory sessions.

If a student is expecting a critical phone call on their cell phone, they should notify the course instructor prior to the start of class. They should put their cell phone on vibrate (in their pocket), and when it vibrates, step out of the classroom or lab to answer the call. Students should use their own personal cell phones for such calls and **ONLY** outside the classroom. This means that students participating in lab must remove their gloves, remove their lab coat and wash their hands before leaving the lab to answer the phone.

Disabilities

Students with documented disabilities may request reasonable accommodation through the campus Disabilities Services Coordinator. Requests should be made early in the term. Disability services is located in S1962. The phone number is (218) 733-7702

<http://www.lsc.edu/current-students/disability-services/>

Veteran's Resource Center

The Veterans Resource Center is located in E1016 (218) 733-7766. The Veteran's Resource Center assists **eligible student veterans, active duty personnel, dependents, reservists, and National Guard members** with G.I. Bill benefits and questions regarding state and federal educational benefits programs. This on-campus office is available to you and your family members if you are a veteran, current military member or dependent. Contact the Veterans Resource Center with your concerns or questions regarding VA benefits, employment, family assistance, and transition issues. <http://www.lsc.edu/current-students/veterans-resource-center/>

**Refer to Student Services Website for additional services available through Lake Superior College <http://www.lsc.edu/current-students/student-services/>

Academic Standards

Admission Policies: The MLT program can accept up to 15 students in the technical portion of the program each fall semester. Acceptance is based on completion of applications to LSC and the MLT program, completion of pre-technical courses and pre-program courses as outlined previously in the section on program structure. Fewer students may be accepted if clinical sites are not available. However, this changes rapidly and is hard to predict.

It is expected that students will use the program guide sheets and meet with an advisor before applying to the MLT program. Students who apply to the program but who do not meet the requirements will not be offered a slot in the program

All pre-program courses must be completed with a grade of “C” or better and a minimum GPA of 2.8. Students must meet minimum Math and English requirements as listed on the program guide sheet. Transcripts indicating completion of these courses at another institution must be on file with, and accepted by, Lake Superior College prior to beginning the MLT program in fall semester. Students who transfer to LSC from another MLT program must meet the same grade, math and English requirements as other students. They may not have any “D” grades in their pre-technical, pre-program or MLT coursework. Students with prior “D”, “F” or “FN” grades in any course are admitted to the program only with program director approval.

All students are required to complete an application to Lake Superior College before completing an application to the MLT program. Please follow the instructions on the LSC Website or contact your advisor.

Students must apply specifically to the MLT program. Students are not eligible to register for MLT courses unless formally admitted (receive a letter of acceptance) to the MLT program through their application process from the program director.

The program director notifies all students with completed applications of their acceptance status by June 30. Students who must complete coursework through the summer can potentially be admitted provisionally, if there is a slot available and the student completes the coursework with a “C” or better.

The program director may choose to accept the maximum of 15 students per year based on market demand, expected attrition, adequacy of staffing levels, available clinical placement and adequacy of lab space.

Orientation

Students accepted into the program or considering applying to the MLT program should attend a pre-orientation or orientation session in the spring semester of admission, whichever is offered. Contact your advisor or program director for a date and meeting time.

Students accepted into the program will attend a mandatory orientation session, usually held during the spring or summer months. Failure to attend this orientation session may result in withdrawal of the student’s acceptance into the program. Students will be advised of the orientation date upon admission to the program.

Grades

All lecture/lab courses and the clinical experience (practicum) in the MLT program must be taken in sequence.

Course sequence and/or curriculum may change based on changes in accreditation requirements, guidance from the advisory board, mandatory changes from the state legislature, MNSCU or other reasons. Students will be subject to the program planner under which they

entered the program. All courses are A-F grading except Clinical Practicum courses which are pass or no credit (fail).

1. When a student starts the MLT technical courses, that student follows the program planner in place that year.
2. Earning a D in any course means you are no longer on track to finish MLT on time and are no longer considered in the program. You may be asked to leave the program. You may not take MLT program courses repeatedly or out of sequence unless a specific exception is made by the program director.
3. MLTN technical courses are only offered *one time per year*. All students must complete the program within 24 months from the original start date. An exception may be granted to extend to 36 months-called an extension plan. A student will only be allowed to use an extension plan if approved by the program director. The student must be in good standing, and generally, no more than one student may be on extension as this impacts the subsequent class of students. A specific plan for a student awarded an extension must be devised. Students will not be allowed to register for courses unless the program director has offered an extension plan. Students who do register without permission will have their registration and extension plan revoked. There is NO 3-year version of the program and an extension is NEVER automatic. Most students needing an extension for poor grades will not be given an extension.
4. Students may take only those courses for which they have received permission to register. Students who register for courses they are not qualified for will have their registration revoked.
5. Satisfactory progress is evaluated according to school and program policy. Students who are not meeting the minimum standards will be asked to withdraw from the program. This may occur at any time in the program.
6. General education classes can be completed prior to admittance to the technical program or certain courses can be integrated throughout the program as outlined in the program planner. Students must earn a minimum grade of "C" in all General Education courses applied to the MLT program to earn the AAS.
7. A passing grade of "C" is required in all the technical courses on the MLT program planner in order to satisfactorily complete the program and graduate. You must earn a "C" in all program courses to be eligible to sit for the ASCP or AMT board exams and become certified.
8. **Students need to pass course midterms, and final exams with a minimum of a 70%. Practical Exams have higher Pass requirements of 80-100%. This will be noted in the syllabi of each course. If the student fails to achieve 70% on the midterm exam, they may be given a makeup test, on which they must achieve an 80% on in order to get 70% for the test grade (as they had a chance to take the test twice). If they fail to achieve 80% they will not successfully pass the course and will either receive a "D" for their final grade or will need to withdraw from the course. Students who do not earn passing grades on laboratory practical exams may be given a retest at instructor discretion based on the student's overall performance. Students who do not earn 70% on final exams may be given a retest at instructor discretion and based on previous course performance. Students must earn 70% on the laboratory category of each course. Students who do not earn 70% on quizzes, lab work and regular exams will need to discuss their performance with the program director and may be put on**

contract to improve their grades. In some cases, they may be required to complete a retest for that exam at the discretion of the course instructor. Students who are failing a course will be advised to withdraw from the course and potentially from the MLT program based on overall performance.

9. The evaluation process and specific requirements for individual courses is stated in each course syllabus.
 - a. Grading scale for MLT technical courses is as follows:
 - b. A=90-100%
 - c. B=80-89%
 - d. C=70-79% *Minimum % necessary to pass any MLT course.
 - e. D=60-69% student receives a D for the entire course if you fail any category
 - f. F=<60% student must withdraw from the program
10. Missed labs for a student who does not have a valid letter from a physician: 1st missed lab: 10% will be automatically deducted. Student will make up the lab per instructor scheduling. 2nd missed lab: Student will receive a zero. The lab must be made up at instructor discretion or the student will earn an incomplete for the course and finish the lab during the summer or following semester. Three missed labs: You will be asked to withdraw from the course or receive a fail.
 - a. It is often very difficult or impossible to recreate a laboratory lesson for a single student. You are entering a LABORATORY profession and therefore, laboratory participation is NOT dispensable. Skill development in the lab occurs in a stepwise manner and is of critical importance. Students who miss labs generally cannot obtain the skill levels required to work in the clinical laboratory.
 - b. When lab tours and other off campus events are scheduled, these are considered as regular labs. Attendance is mandatory and missing a tour or other event is the same as missing the entire lab period on campus.
11. Excessive absences from lab and/or lecture for ANY reason, including illness, accident and death in the family: students may be asked to withdraw from the program. If the student is in good standing at the time of withdraw they may apply to return at a later date to complete the program. Students in poor standing may not be allowed to return. If a student is in good standing and the illness, death occurs at the end of the semester where the student has completed the course past the LSC official last date of withdrawal, at the instructor's discretion, the course instructor(s) may allow the student to take an incomplete and complete missed work later. However, this should not comprise more than two weeks of work.
 - a. Excessive absences would include, missing all courses for one week or more without contacting instructors and the program director, not making any attempt to make up the work, not obtaining a letter from a physician explaining the situation, not having a plan to complete the work, not complying with a plan already worked out with the instructors and program director to complete the work, or the inability to pass missed exams on return to school.
 - b. Students who miss two or more midterms for ANY reason will be asked to withdraw from the program. In most cases, this situation is not recoverable due to the amount of missed material and the need to move on to the next material.

- c. Students should be aware of the LSC FN policy. Holidays are counted in the 14 day time period so students who miss a week of school before spring break (this week before spring break always includes midterm exams) will be in danger of FN and will be asked to withdraw from the program. Missing this week usually means the student meets the criteria for an FN and the program criteria of having missed 3 labs as well as at least 1 midterms. This is not a recoverable situation.
12. Assessment techniques employed to determine a student's course grade include: written tests and quizzes, practical lab tests, skill check-offs, worksheets, case studies, projects, and professional evaluations. The weight assigned to each of these evaluation tools varies based on the individual course as not all courses use the same variety and number of assessment tools. In general, the weight assigned for various evaluation tools is 40-60% for written and practical tests, 20% for projects and presentations, 5-20% for laboratory exercises, 10-20% for worksheets and case studies, 10-20% for performance or professional evaluations. See individual course syllabi for exact breakdown.
13. Prerequisites for each course must be passed with a "C" or better before the next course can be taken.
14. Students are assigned Clinical practicum only if all prior academic and technical courses are completed and meet the standard of a "C" or better.
15. A student who fails (F) an MLT course, or withdraws from a course, will be dismissed from the program unless a specific plan is already in place with the program director. Failing a course is an indication that the student has chosen a program to which they are poorly suited. These students will not be allowed to take MLT courses in the future.
16. Partial withdrawals and continuation in the program is only allowed with preauthorization from the program director and in conjunction with a student advisor. Students will be on contract and must have a plan to improve study skills and grades.
17. Students may not repeat an MLT course more than once. Students who have already attempted an MLT course twice at LSC or in another MLT program may not be admitted to or remain in the LSC MLT program. These students should meet with counselors and advisors to undergo a thorough examination of why they are failing college courses and find a career field that is more suitable for them.
18. Re-entry into the program after a withdrawal will be considered on an individual case basis. Items for consideration will include information on the student petition, presence of a remedial action plan, if needed, availability of clinical placement, faculty recommendation, student behavior, reason for withdrawal and any other specified items.
19. A current Mantoux and physical exam form as well as background study and all other pertinent paperwork will need to be complete and on file *prior* to re-entry into the program.
20. A student who has not attended a course for one semester or more prior to the clinical practicum, may need to retake courses and/or attend independent study, depending on how long they have been out of the program.
21. Students who are barely meeting minimum requirements, not meeting minimum requirements, miss a significant amount of class time, must repeat a course or have a semester or more time period between the final phase of a course was taken and entering the clinical practicum will be required to register for and attend Independent study.
22. A student who is out of the program for 1 year or more will follow the current policies and program planner that are in place upon their return.

Volunteer Requirements

Students are required to participate in 2 hours of volunteer service related to healthcare per semester (4 semesters in the program) or a total of 8 hours for the full program. Contact the program director for additional details on requirements.

Advisement/Evaluations

Course work will be assessed by written tests, worksheets, practical exams, laboratory exercises, reports (oral and/or written), performance evaluations, etc. as indicated in the individual course syllabi. Students will be evaluated at least one time per semester by their instructors. The evaluation (s) will be discussed with the student and comments and/or suggestions will be documented in the student's file. Included in the evaluation are:

1. Academic (cognitive knowledge) evaluations: based on course test grades, class assignments, and class participation.
2. Technical (psychomotor) skills: evaluated by practical skill tests and/or laboratory exercises.
3. Affective behaviors: evaluated by checklists and performance evaluations and shall address honesty, cooperation, responsibility, confidence, confidentiality, respect, communication, reaction to criticism etc.

NOTE: Clinical evaluations will be performed by the supervising technologists from the clinical site. Evaluations will be reviewed and signed by the student and rotation preceptor or educational coordinator. The student may write on or submit an attachment to the evaluation to document a specific disagreement with the evaluation. A grade will not be given for the rotation until the evaluation and checklist is turned into the program director.

Clinical Practicum Placement

Affiliation agreements are legal contracts arranged with each approved clinical site. Clinical practicum experiences are made available to students who have satisfactorily completed the required program courses **and all health and background study requirements**. See placement order below. The following local clinical affiliates are usually available as practicum sites for MLTs:

Clinical Site	No. of LSC Students accepted	Requires separate Microbiology rotation	Requires separate transfusion service rotation
1. Community Memorial Hospital Cloquet, MN	1-2	no	no
2. Essentia Health St. Mary's Medical Center Duluth, MN	0-4	no	no
3. Essentia Health St. Mary's Hospital-Superior, WI	1-2	Yes-Essentia main lab	Yes-Essentia main lab
4. First Light Health System Hospital Mora, MN*	1	no	no
5. Grand Itasca hospital, Grand Rapids, MN	1	no	no
6. Hutchinson Health, Hutchinson Minnesota	1	partial	partial
7. Lakeview Hospital-(Two Harbors)	1	yes (usually at St. Luke's Hospital)	yes (usually at St. Luke's Hospital)
8. Mercy Hospital (Mooselake)	1	yes	yes
9. Rainy Lake Medical Center**	1	no	no
10. Spooner Health	1	no	no
11. St. Luke's Hospital	1-2	no	no

* FirstLight provides student living quarters free of charge ** Articulation with Rainy River Community College

Other potential clinical sites with which LSC maintains affiliation agreements include the Catholic Health Services St. Joseph's in Park Rapids, the entire Essentia system, Fond du Lac clinics, Riverwood Healthcare in Aitkin, Hayward Hospital, Cook County North Shore Hospital in Grand Marais, Rice memorial in Willmar, Allina, and Fairview Health system. Students interested in a particular site should contact the program director directly to discuss placement. *In general, we CANNOT place students in the Twin cities area, with the Allina, Fairview or Mayo systems which are heavily impacted by programs in their area.*

Placement Order

Academic grades, technical skills performance, attendance records, compliance with health requirements, background studies, and affective behavior evaluations are always considered when determining placement. If a decision must be made between two students, the listed parameters will be used to determine which student receives the slot. No guarantee is made regarding placement at a preferred site. Students in good academic standing, with excellent

attendance, acceptable affective evaluations and who have completed all health requirements and background studies on time, will have first priority for clinical practicum slots over students with lower performance.

Be aware that any clinical site has the right to interview potential students, test students prior to acceptance and choose students who best fit their environment. Depending upon the number of clinical sites available to take students each year, and the number of students requiring placement, students MAY have to go through an application process to obtain a practicum position. This application procedure as defined by the MLT Advisory Committee requires submission of a resume and/or completion of an interview with the clinical site director. The clinical facility selects the student (s) they would like as their intern (s) based on the resume, interview, and any test or survey which they may choose to use to assess student fit at their facility. Interviewing may include a review of academic and attendance records and separate references. The site prioritizes student selection. Students who are chosen by multiple sites may receive guidance from faculty on clinical facility choices. All placement decisions are finalized by the program director.

Every effort is made to place students at practicum sites on schedule, but availability is dependent upon the sites capacity to accommodate students and placement cannot be unconditionally guaranteed for each student within the two-year time frame. Delayed starts and rotation at more than one clinical site may be necessary to accommodate all students. Furthermore, the number of available slots will fluctuate from year to year based on clinical site conditions, which cannot be controlled by the program.

Clinical rotation sites are in short supply and every effort is made to place students so that they get a full experience. This may include placement out of town. Living arrangements and commuting are the responsibility of the student. Students may refuse a clinical site. However, another site may not be available to them at that time and they may be delayed until the following year. Students will be required to complete independent study to refresh skills before attending any clinical site on a delay schedule. NAACLS requires that all work be completed within 3 years so if a student refuses the second clinical site then the program director is not obligated to find them another clinical site. Students who do not complete a practicum experience through Lake Superior College cannot graduate with the AAS MLT from Lake Superior College and are not eligible to sit for the ASCP Board of Certification exam.

If insufficient clinical sites are available for the number of students ready for their clinical practicum, those not selected by a clinical site will wait until the following year to begin their clinical experience or attend on a delayed schedule. A "Practicum Waiting List" may be established contingent on the date when all the admission criteria was originally met, including health requirements, final grades, affective evaluations, and the date the student file was placed on the practicum waiting list.

Every effort is made to place students at a location convenient for them. For practicums outside of the local area, instructors will make the arrangements on an individual basis. This will include completing, in advance, a new clinical affiliate legal agreement which is approved by Minnesota State, signed by LSC administration and a site visit confirming the acceptability of the clinical site for a practicum experience. Students may also be required to complete additional paperwork and/or health forms for a new site. The student is responsible for additional costs of any additional testing such as drug testing. Students should not contact clinical sites.

Expectations of Students Attending Clinical Practicums arranged through Lake Superior College

Clinical Practicums

The clinical practicums are 16 weeks in length and are broken down into the following weeks:

1. Microbiology – 4 weeks
2. Transfusion Services (Immunohematology)– 4 weeks
 - a. May include a job shadow at memorial blood center
3. General Lab
 - a. Hematology – 2 weeks
 - b. Coagulation – 1 week
 - c. Urinalysis -1 week
 - d. Chemistry – 3 weeks
 - e. Phlebotomy/Specimen Collection – 1 week
 - f. Other experience provided by the clinical site that is specific to their workload such as ECGs, observation of a bone marrow collection and preparation, observation of autopsy, preparation of histological slides, etc.

Students begin their clinical experience spring semester of the second year after successfully completing all technical and academic courses. Students are expected to attend clinical sites Monday through Friday for their scheduled shifts each day. Students should be allowed breaks, and lunch. During practicum, the MLT students will return to campus for the Medical Laboratory Technician Seminar. This course may be offered for the second 8 weeks of the semester from 1-3pm on Fridays or for the entire 16 weeks from 3-4pm. Students must attend seminar. Students who are placed outside of the Duluth area may arrange professional video conferencing solutions with the instructor and attend class electronically.

If all goes according to schedule and no extra time is required at a clinical site, the MLT students will complete their rotation in time to graduate with the rest of the students in May. If a student needs to spend additional time in a rotation, he/she will receive an “I” (incomplete) for the course until all clinical work and assessment tools have been completed successfully and turned into the clinical coordinator. The practicums are graded on a Pass/No Credit (fail) basis. If a practicum is scheduled to be delayed or extended beyond the end of the semester due to clinical site scheduling issues, the student will be warned ahead of time of the delay, as much as possible. The student will receive an incomplete until the practicum is complete. Incompletes do not reflect poorly on students and do not affect GPA or graduation dates.

Professional and Coherent Behavior

Clinical affiliates have established policies regarding the use of medications, drugs, and alcohol and these must be followed during the clinical practicums. Any concern for the mental stability of a student shall be communicated to the clinical practicum coordinator. Drowsiness, confusion, inability to concentrate, etc. may contribute to unsafe lab conditions for the student and co-workers and inaccurate patient results, which is an unacceptable outcome.

Attendance at Clinical Practicums

These policies are based on standards expected in the health care industry.

- A.** Good attendance is expected during clinical practicum experiences. Absence should be for serious illness or emergencies only and outside appointments should be scheduled around the clinical schedule whenever possible. Days missed will be tracked by the clinical facility and reported to the clinical practicum coordinator. A defined protocol should be followed for absences:
- a. Students must call the laboratory at least one hour before the scheduled starting time. Failure to do so will be tracked and reported to the clinical practicum coordinator.
 - b. In case of a serious illness or accident, a doctor's written release with "NO Limitations" is needed in order to continue in the program.
 - c. Snow Days: If LSC is closed due to inclement weather, students do not need to try to get to the clinical site. They must call the laboratory and let them know they will not be coming in.
 - d. A maximum number of 3 sick days are allowed during the clinical practicum. Any more days missed will need to be made up and if all 3 days are missed during a 1-week rotation, those 3 days will need to be made up.

NOTE:

Promptness (being on time) IS AN IMPORTANT ASPECT of professional behavior. Tardiness will be recorded and reported to the clinical practicum coordinator. Be aware that clinical sites will make note of a student's attendance. Poor adherence to attendance policies may result in poor or no references and lack of enthusiasm by the clinical site to hire a student who has earned a poor attendance record.

B. Students are to exhibit responsibility for their own actions.

Inappropriate behaviors would include:

- a. Not meeting stated deadlines for completion of tasks including: written assignments such as worksheets and case studies; practical examinations; study slides; reports, unknowns, etc.
- b. Not showing up on time with no explanation prior to or after the incident. (A pattern of tardiness *with* a variety of explanations is also inappropriate.)
- c. Not alerting clinical site when unable to attend for whatever reason (illness, accident, etc.).

- d. Not following proper safety procedures and policies.
- e. Not following Standard Operating Procedures (SOPs).
- f. Blaming others and “things” for mistakes and/or errors.

C. Students are to conduct themselves in a positive and professional manner when interacting with clinical staff, other students, patients, and other healthcare professionals.

Inappropriate behaviors would include:

- a. Demanding clinical staff give extra time and help when they are busy or when the day is at the end.
- b. Demanding clinical staff be immediately available to address student concerns, problems, or questions.
- c. Arguing about why assignments have to be done based on instructor’s timetable.
- d. Making inappropriate comments and jokes, especially in the presence of patients
- e. Taking up instructor’s (supervisor’s, student’s, patient’s, etc.) time talking excessively and repeatedly about an issue or any number of unrelated issues.
- f. Use of aggressive body language (pointing of finger, pursing of lips, slamming of papers, talking loudly, and/or not leaving when asked to do so, continuing to argue and demand the person do what the student wants done).
- g. Not properly identifying patients and patient specimens.

D. Students will provide communication that is professional and appropriate.

Inappropriate behaviors would include:

- a. Not respectfully listening to clinical staff as they provide direction, suggestions, and evaluation.
- b. Failing to maintain patient confidentiality (sharing inappropriate information about others). Any HIPAA violations
- c. Asking questions or for information not pertinent to work assignment. (***case study assignments must be worked through the education coordinator*)
- d. Complaining about others and/or making derogatory comments about clinical staff, students, patients, instructors, education coordinator, managers, etc.

***If any student's action (s) and/or behavior cause any clinical instructor, patient, health care professional, or fellow student to feel physically threatened or intimidated, he/she shall be removed immediately from the clinical practicum.** *Note: formal complaint must be made and both the clinical site and program must be made aware of the behavior and discuss the consequences of the behavior.*

Service Work Policy

Service work may be defined as repetitive work that no longer serves as a learning experience.

Service Work is not allowed by NAACLS in the practicum setting and a clear division between the clinical practicum experience for students and a paid position must be maintained for accreditation. It is important to note that service work is not the same as obtaining experience in the student's newly acquired skill set. No monetary payment or other compensation or reimbursement is allowed for practicum site duties.

Students shall not, at any time, take the responsibility or replace qualified staff (service work). Students will not be excused from scheduled MLT assignments, laboratory exercises, clinical experiences, job shadows, exams or practical exams in order to perform service work.

Students cannot be compelled to provide service work. Students may, after demonstrating proficiency, with qualified supervision, be permitted to perform procedures. This will be determined and arranged by the clinical affiliate.

It is strictly against College policy for a student to receive pay for hours spent in a clinical, learning experience.

Actions To Take When Inappropriate Behavior is Displayed by a MLT student

STEP #1:

The first time an inappropriate behavior is noted, the instructor will take the involved student aside privately, shortly after the incident and discuss with him/her the inappropriate behavior. The instructor will complete an INCIDENT REPORT making sure to complete all areas of the form. The student will sign the report. The clinical instructor will inform the Education/Clinical Coordinator about the incident. The Education/Clinical Coordinator will call the Program Director and record the time and date of that conversation. The incident report will be placed in the student's file. The instructor will remind the student that the next time an inappropriate behavior is noted, another incident form will be completed and he/she will be sent home for a predetermined period of time, not to exceed 5 working days.

STEP #2:

The second time an inappropriate behavior is noted, the instructor will take the involved student aside privately, shortly after the incident and discuss with him/her the inappropriate behavior. The instructor will complete an INCIDENT REPORT making sure to complete all areas of the form. The student will sign the report. The clinical instructor will inform the Education/Clinical Coordinator about the incident. The Education/Clinical Coordinator will call the Program Director and record the time and date of that conversation. The incident report will be placed in the student's file. The student will be dismissed from the clinical site for no more than 5 working days. The instructor will remind the student that the third time an inappropriate behavior is documented, his/her clinical practicum will be terminated.

STEP #3:

The third time an inappropriate behavior is noted, the instructor will take the involved student aside privately, shortly after the incident and discuss with him/her the inappropriate behavior. The instructor will contact the Education/Clinical Coordinator and the Program Director, as soon as possible after the incident. One or both should be present during the rest of the conversation with the student. Complete an INCIDENT REPORT. The student will sign the report along with the Education/Clinical Coordinator and Program Director. The incident form goes in the student's file. The student's clinical practicum (experience) will be terminated.

NOTE: Make sure a decision and action is decided and acted upon in a timely manner. The idea is to modify the student's behavior before it becomes a major problem providing each student with time in which he/she can change (modify or discontinue) inappropriate behaviors and complete the clinical practicum.

Expectations of Preceptors Responsible for Teaching Lake Superior Students at the Clinical Affiliate

Clinical affiliates have established policies regarding employee behavior, dress, professionalism and ethics. It is expected that employees will model professional behavior at all times by following all behavior expectations of the clinical sites.

Preceptors model professional attendance by:

- a. arriving at work on time
- b. being ready to work with the student at the time scheduled for the student
- c. being prepared to work with the student. In other words, having a plan for the time they will spend teaching the student. They should introduce the student to the bench,

- the work they will be learning that day, week, etc. and the preceptor's expectation regarding student theoretical knowledge.
- d. completing the student evaluation forms in a very timely manner as the student and preceptor complete work together. Students are to keep notebooks and are responsible for recording daily actions in case the workload is too heavy to take time to record work performed on any one day. Students are responsible for obtaining signatures but it is preferable if the preceptor and student work together to remember to complete the forms.
 - e. completing the didactic and behavioral portions of the student evaluations, honestly and with careful thought that includes constructive feedback for the student.
 - f. reporting students who are chronically late or absent, have a poor attitude regarding the work, clinical site, preceptor, personnel, program, patients or fellow students.

A. Service Work

- a. Please treat the student with respect and be cognizant of the fact that the student is attending the clinical site as part of their education, not as a new employee.
- b. Please do not use the student to replace personnel who have called in sick, nor coerce the student to perform like an employee with the promise of a good evaluation or future employment.
- c. Please do not require students to perform work that will be resulted if the student has not been trained or supervised on a particular procedure and has not yet been deemed competent to perform the procedure independently.
- d. Please do not assume the student knows or understands more than they actually understand.
- e. Do not assume that because a student is intelligent that they understand the details of your job.
- f. Please do not assume that students who may be employees in other areas of the clinical environment are safe to work in the lab and report results without supervision.
- g. Students should not be "on-the-clock" at the same time they are acting as a student

B. Modeling behavior of a responsible professional

Preceptors model professionally responsible behavior by:

- a. following all HIPAA regulations at all times
- b. following all clinical site SOPS at all times
- c. following all OSHA safety guidelines and all guidelines in the clinical site chemical hygiene plan and exposure control plans
- d. following the clinical site dress codes
- e. refraining from the use or abuse of medications, drugs, and alcohol.
- f. modeling calm, professional behavior in the face of instrument breakdown, error, heavy workload and conflict with coworkers

- g. refraining from engaging in “office politics” in from of the student or involving the student in gossip, employee complaints or other situations which are not pertinent to the student learning experience.

C. Positive Professional behavior and Communication

Ideally, preceptors should model good communication by:

- a. having a positive attitude toward the student and the level of education the student has currently achieved, and hopes to achieve in the future
- b. promoting a positive attitude about the medical laboratory profession, the clinical site and the LSC MLT program
- c. reporting to their supervisor and/or the educational coordinator immediately of any known incidents or infractions of any laboratory, hospital or clinic policies by the student so that any incidents can be addressed quickly with the student and program director.
- d. communicating clearly and calmly with students who may feel out-of-place, overwhelmed, nervous, insecure or unprepared when being exposed to the newness of the clinical laboratory environment and the types of activities in which they are expected to participate.
- e. listen respectfully to student concerns and take them seriously. Seek help from the educational coordinator, if necessary.
- f. do not break the student’s confidence or be disrespectful to the student especially in front of patients or other students
- g. do not complain about the clinical site, coworkers, administration, other students, program faculty or staff or make derogatory statements in front of the student about others
- h. If the student points out an error, try not to become defensive. Show them that errors occur and how to correct the error in the proper way and avoid them in the future
- i. students are expected to be respectful of differences in institutional SOPs and policies which may differ from educational policies and SOPs. They should see respect at the clinical site for educational policies which differ from institutional policies as well as differences between other clinical sites to which students may have been previously exposed.
 - a. Students follow educational policies and SOPs at LSC and are expected to follow institutional policies and SOPs specific to each site they attend.

Know that the students and faculty at LSC greatly appreciate your willingness to participate in their education and are grateful for your time, expertise and patience.

Signature Page Acknowledging Understanding of MLT Policies

I have read and fully understand the MLT procedures and policies. _____(initial)

I understand that if I fail to sign this form and if I fail to comply with the requested Background studies, Health Examination, Immunizations and CPR/First Aid training as laid out in the Allied Health and Nursing forms, this means that I will not be given placement at a clinical facility. _____(initial)

I understand that due to the nature of the work performed in this program there are no alternative placements available for MLT students. ____ (initial)

I also understand I may be terminated from the MLT program if I cannot complete my clinical practicum as this is a requirement of the program. ____ (initial)

I understand that if I have a color vision deficiency, although I may be able to complete my MLT degree, I will be tested for color deficiency upon hire at most clinical sites. This could result in my not being hired as an MLT or being given reduced duties. ____ (initials)

Date: _____

STUDENT' S PRINTED NAME: _____

STUDENT'S WRITTEN SIGNATURE: _____

STUDENT ID#: _____