



*A member of Minnesota State*



**Phlebotomy Program  
Policy Manual  
FY 2022**

# Table of Contents

Program Mission.....	4
Program Description .....	4
Program Goals .....	4
Program Outcomes for Students .....	5
Phlebotomy Certificate Scope of Practice .....	5
Licensure.....	5
ASCLS Code of Ethics.....	5
Preamble .....	5
Duty to the Patient.....	6
Duty to Colleagues and the Profession .....	6
Duty to Society.....	6
Pledge to the Profession .....	7
Description of Essential Requirements for Phlebotomists .....	7
Program Health and Legal Requirements .....	8
Electronic Document Tracking .....	8
Background Checks.....	8
Health Requirements and Immunizations.....	9
Program Academic Requirements .....	10
Program Overview .....	10
Program course of study .....	10
Clinical Internships.....	11
Assessments and Expectations.....	11
Grading Policies.....	12
Exams.....	12
Checklist of requirements for participating in the Phlebotomy Internship and to obtain a Phlebotomy Certificate.....	13
Electronic Requirements and Academic Honesty .....	13
Academic Honesty .....	13
Telephones .....	14
Safety .....	14
Affective Evaluations .....	16
Behaviors of Successful Students and Graduates.....	16
Interest and Initiative .....	16
Professional Appearance (Dress code).....	17
Respect.....	18

Promptness and Attendance .....	18
Effective Learning .....	19
Communications .....	19
College Policies .....	20
College and Program Policies and Procedures.....	20
Name or Other Changes.....	20
Associated Program Costs Including Tuition and Fees .....	20
Services Available on Campus .....	21
Dental Hygiene Clinic.....	21
Disabilities.....	21
Health Services.....	22
Learning Center .....	22
Library.....	22
Massage Therapy .....	22
Student Technology Center.....	22
Veteran's Resource Center .....	22
Signature Page Acknowledging that the Student Understands the Phlebotomy Program Policies..	23

## Program Mission

The mission of the Lake Superior College Phlebotomy program is to serve students with cost effective, and time efficient, phlebotomy training. We seek to support the community by graduating phlebotomy students who are proficient in entry level sample collection skills and professional demeanor.

## Program Description

The Lake Superior College Phlebotomy Program provides quality theoretical and technical training based on the most recent Clinical Laboratory Standards Institute (CLSI) guidelines. The Phlebotomy Program prepares students with entry-level skills in venipuncture and dermal puncture as well as theoretical knowledge and simulated practice in heel stick and arterial sample collections. The program promotes technical competency while encouraging personal and professional responsibility. Upon completion of the Lake Superior College Phlebotomy Program, graduates earn a certificate and are ready for training as entry-level phlebotomists in a variety of healthcare settings. Phlebotomy is an excellent first step into healthcare for students who are unsure of their long-term goals but know they want to work in healthcare.

## Program Goals

The following goals support the mission of the program:

1. Demonstrate accountability to students, clinical affiliates, accrediting agencies and other connected organizations by participating in ongoing program assessment, self-study and improvement.
2. Collaborate with industry and other allied health programs to create pathways and opportunities for further education and professional development.
3. Coordinate a course of study providing professional growth, intellectual development and skill development to function as an entry level healthcare worker.
4. Maintain high level, quality instruction with a strong focus on live laboratory and phlebotomy skills practice.
5. Develop an understanding, in students, of professional and personal responsibility required of phlebotomists including professional demeanor, initiative, accountability, adherence to policies, procedures and organizational expectations, as well as a commitment to life-long learning.
6. Provide a supportive learning environment and equal opportunities for all individuals without regard of race, sex, color, creed, religion, age, national origin, disability, marital status, public assistance, sexual orientation, gender identity, gender expression, or familial status.

## Program Outcomes for Students

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

1. Comply with laboratory safety and compliance procedures and policies.
2. Demonstrate organized work skills resulting in efficient time and material management utilization.
3. Employ quality assurance techniques to monitor procedures, equipment and competency.
4. Demonstrate standard specimen collection processes and practice.
5. Model professional behaviors, ethics and appearance.
6. Identify pre-analytical variables affecting test accuracy and take appropriate corrective actions.
7. Perform information processing functions in the clinical laboratory.
8. Communicate verbally and in writing with colleagues and patients in a professional manner.

## Phlebotomy Certificate Scope of Practice

The Phlebotomy certificate prepares students to work as a phlebotomist. Primary duties of a phlebotomist are to obtain blood specimens by venipuncture and dermal puncture techniques, collect other types of clinical specimens and ensure timely, safe transport of specimens to the laboratory. Phlebotomists may also be required to process laboratory samples, use computers when collecting or receiving samples and to perform some waived laboratory testing within a very limited scope of practice.

## Licensure

Phlebotomists are not licensed in the state of Minnesota, nor in Wisconsin. Graduates of the Lake Superior College Phlebotomy program acquire eligibility for the American Society of Clinical Pathologists (ASCP) Phlebotomy Technician (PBT) examination or equivalent examination from other organizations after one year of work experience as a phlebotomist. The American Society for Clinical Pathology (ASCP) provides certification exams <https://www.ascp.org/content/board-of-certification/get-credentialed>

## ASCLS Code of Ethics

The American Society for Clinical Laboratory Science (ASCLS) <https://www.ascls.org/>

### 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.

## Description of Essential Requirements for Phlebotomists

Phlebotomists have direct patient contact throughout their workday. They are busy and on their feet most of the shift. Below are some essential requirements to accomplish daily tasks. the following essential requirements must be demonstrated:

- The ability to read, write, communicate verbally
- 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 all 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.

# Program Health and Legal Requirements

## Electronic Document Tracking

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. All health forms, immunization proof, MN DHS background check with fingerprinting, and National Criminal Background check 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 at orientation or from your instructor. 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 to you through email from LSC. At this time, there is no fee to open this account.

## Background Checks

At orientation, you will receive information to correctly perform background checks for the phlebotomy program. All costs associated with background checks are the responsibility of the student.

Students must complete a National Criminal background study and a Minnesota Department of Health background study which is required by Minnesota law. This includes fingerprint collection. Students completing internships in Wisconsin will also need to complete a Wisconsin background check.

Students admitted to the program will be given a deadline for completion of background studies. Students who do not complete background study requirements before their deadline, will have their registration for the program removed. You may not attend an internship without completing all required information.

Lake Superior College will make background check information available to the clinical site where the student participates in an internship. Background checks are absolutely required by legal contracts that LSC has with clinical sites who provide internship slots for our phlebotomy students. You will sign a release form allowing us to release your information to your clinical site. Lake Superior College shall notify students of their screening results, if required, when related to the student's eligibility to participate in patient care.

Students must have clear background checks to participate in phlebotomy. If you are disqualified from having patient contact for any reason you will not be placed in an internship. Students who want to have their disqualification set aside, should complete the set-aside first, prior to entering the phlebotomy program. All costs related to regaining clearance to work with patients are the responsibility of the student.

**NOTE:** If you have been arrested, charged, or convicted of any criminal offense, you should investigate the impact that the arrest, charge, or conviction may have on your chances of employment in phlebotomy or any other field you intend to study, prior to entering that program.



## Health Requirements and Immunizations

Health forms and information will be provided at orientation or by your instructor. All costs associated with obtaining health information, vaccination, laboratory tests or physical exams are the responsibility of the student. Students are highly encouraged to carry health insurance.

All students are required to sign a Health Declaration form stating that they are healthy and can perform duties in a healthcare environment.

Students must provide valid proof of current immunizations. Examples of proof is a letter signed by your physician, a list of completed immunizations provided by your physician or clinic with their name and address (letterhead) and with a current date.

The following immunizations and tests are required prior to being scheduled for a phlebotomy internship.

- MMR- you must have two doses after 12 months of age at least one month apart or titer indicating immunity
- Tdap- you must have a booster every 10 years. MUST be written as Tdap and not other forms of the tetanus shot.
- Chicken pox – you must have two doses of varicella vaccine or get a titer proving immunity
- Tuberculosis – you must complete a Quantiferon, Tspot or two-step Mantoux test if you have not had a Mantoux test in more than 12 months, *to the day*.
  - You will need a valid negative TB test every year and within 12 months of the previous test.
  - If you have tested positive in the past, talk with your instructor for further information.
- Hepatitis B- you must have completed the three-dose series or be in the process of completing the three dose series or get a titer proving immunity.
- Influenza (Flu) shot – annual flu vaccination is required

You will have only 3-5 weeks to complete the background checks, sign the health declaration and provide immunization and/or immunity proof. Start this process immediately upon receipt of forms from your instructor. You will be required to sign release forms to allow LSC to release this information to your assigned clinical site.

**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.**

# Program Academic Requirements

## Program Overview

The Phlebotomy program is designed to mesh with the Medical Assistant Program and the Medical Laboratory Technician Program. Both professions require phlebotomy skills as a part of their job. Phlebotomy may be beneficial for Radiologic Technicians, Nurses and Certified Nursing Assistants.

The Phlebotomy Program consists of 9 credits of coursework which must be completed with a “C” or better to be eligible for an internship and certificate completion. *Always read the program guide sheet carefully and meet with an advisor prior to registering.* After meeting pre-program English and Reading requirements, completing the Lake Superior College Phlebotomy program certificate requires two 8-week sessions.

A new cohort begins every 8 weeks on a rolling admission basis through the summer. A student may complete two 8-week sessions within one semester (both in fall or both in spring) or may flow between semesters (8 weeks in fall and 8 weeks in spring). Students who begin during the 1<sup>st</sup> 8-week session of the fall semester, complete the program during the second 8-week session in the fall that ends in December. Students who start during the 2<sup>nd</sup> 8-week session in the fall semester (Oct. to Dec.), finish their program during the 1<sup>st</sup> 8 weeks of the spring semester which ends in March, and so on. The number of sections offered in any one semester is related to the number of qualified students and number of clinical internship slots available. The program admits up to 12 students per section offered.

The program courses must be taken in the order listed. During the clinical internship, students must obtain 100 successful blood draws as witnessed by a preceptor who will document the number of successful draws.

## Program course of study

Course	Course title	Credits
First 8 weeks		
ALTH 1410	Medical Terminology (full semester course)	1
ALTH 1440	Medical Ethics and Law	1
MLTN 1574	Collection Skills**	2
MEDA 1410	Safety and Professionalism	1
Second 8 weeks		
MLTN 1518	Medical Laboratory Procedures	3
MLTN 2577	Phlebotomy Internship**	1

**\*\*MLTN1574 Collection Skills and MLTN2577 Internship must be taken in consecutive order.**

**Students may not take MLTN2577 Internship until all health and background information is complete and approved and the student has passed MEDA1410 Safety and Professionalism, ALTH1440 Medical Ethics and Law, and MLTN1574 Collection Skills courses with a “C” or better in each course.**

### Clinical Internships

LSC instructors will not attempt to place students in internships until all health and academic requirements are complete. Failure to sign any required documents, complete and pass background checks on time and provide evidence of current immunization and TB test on time or to upload these to Student Passport means clinical sites will refuse to accept you based on our legal contracts with them. No alternative placements are available for phlebotomy and inability to complete the internship will result in the student failing to complete the certificate. The student will not be able to graduate with a certificate in phlebotomy.

Students who are asked to leave their clinical internship site for inappropriate or unprofessional behavior, violation of HIPAA rules, dress code violations, poor demonstration of technical skills or any other reason, may not be placed in an alternate site. Clinical internships are limited in number and alternate sites will not be sought for students who violate rules. Furthermore, clinical partners have the right to refuse to have any student on site for any reason. For instance, this happened during the COVID response when all students were asked to leave their clinical sites. Allied Health and Nursing programs do not guarantee an alternative facility placement, and if no alternative facility placement is available, a student cannot progress in the program. In the event that the internship is cut short, or internship is refused through no fault of the student, attempts will be made to place the student at a later time when another slot becomes available. But this cannot be guaranteed.

The following clinical sites are generally available for phlebotomy internships: Essentia Health System, St. Luke’s Hospital. If you are interested in attending any other site for your phlebotomy internship, contact your MLTN1574 Collection Skills instructor at the beginning of your first 8-week session. Sometimes we can arrange internships at other sites but be aware that most sites do not have a workload big enough for students to complete their required 100 draws.

### Assessments and Expectations

Student’s progress will be assessed through Affective Evaluation for soft skills including professional interactions with other students, instructors and patients as well as the list of essential requirements. Academic and technical assessments will be through quizzes, exams, worksheets, practical exams, skills observation, projects and other tools to gauge student learning and progress.

## Grading Policies

Grading scale for Phlebotomy courses is as follows:

A=90-100%

B=80-89%

**C=70-79% \*Minimum % necessary to pass any MLTN phlebotomy program course.**

D=60-69% student receives a D for the entire course

F=<60% student must withdraw from the program

Grades are weighted so that 50% of the grade is exams, 20% of the grade is Affective Evaluation and the remainder of the grade is divided between laboratory skills and worksheets/projects. Check with individual instructor syllabi for details on grading policy in their course.

## 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/>

## Checklist of requirements for participating in the Phlebotomy Internship and to obtain a Phlebotomy Certificate

- **Background checks**- Pass all background checks according to given deadline
- **Health Declaration form** -Complete and upload to Student Passport according to given deadline
- **Release forms** - Complete and upload to Student Passport according to given deadline
- **Required immunizations** -Complete and upload to Student Passport according to given deadline
- **Complete coursework with a “C” or better**-required prior to scheduling internship
- **100 successful draws** -Fully participate in the internship at an assigned clinical site obtaining 100 successful draws as documented by a preceptor

## Electronic Requirements and Academic Honesty

### 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, at clinical sites 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. 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, in any language, and the unacknowledged submission or incorporation of it in one's own work as if it is your 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 Phlebotomy student will be subject to dismissal from the program.

Review the LSC academic honesty D2L website. Students who violate academic honesty policies will be asked to leave the 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.

## Safety

All students and faculty engaged in learning in the Phlebotomy 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 Phlebotomy program.

Early in the semester, program safety policies and procedures are presented during mandatory safety training during the first lectures and in MEDA1410 Safety and Professionalism. Students will take a quiz which they must pass with 80% or greater. Students will be required to sign a lab safety agreement and sign a form indicating they have completed laboratory safety training.

Safety will also be incorporated into every course of the program. The safety information covered will be both general review and specific to that course. 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.

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 immediately 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 clinical practicums. 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, correctly, when needed.

## 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.

## Behaviors of Successful Students and Graduates

**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.



## 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 program appearance guidelines mirror requirements of the clinical sites and is supported by the 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 use of alcohol-based 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 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 other students and 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 or sagging.
- 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 disrupting 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 or LSC policies
- Disrespect may include any behavior including manner of dress that disrupts the learning environment and the educational goals of the program and college.

## 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.

## 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.

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.

## 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.**

## 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.

## Name or Other Changes

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

## Associated Program Costs Including Tuition and Fees

Be sure to complete all financial aid applications, apply for grants and scholarships. See a financial aid counselor for help.

Application fee to LSC	\$20.00	Waived at certain times
Tuition for on ground courses	\$151.65	Per credit cost
Fees are per credit, per semester on campus	\$26.29	Per credit cost
Tuition for Online courses	\$188.46	Per credit cost
Fees are per credit, per semester for online	\$20.84	No parking fee
Most program courses have tuition differentials due to the need to purchase laboratory supplies. Tuition differential for MLTN and MEDA course: MLTN1574, MLTN1518 and MLTN2577, MEDA1410	\$48.20/credit	No tuition differential for ALTN courses
Total tuition, tuition differential and fees for 9 credits in the Phlebotomy program varies and depends on courses taken. This assumes two 1-credit courses on line and the rest on ground.	\$2001.58	
Approximate Break down of fees		
Access fee (Parking)	\$5.00+ tax/credit	Online courses are not charged parking fee
Student life/Activity fee	\$7.61/credit	
Statewide Student Association fee	\$0.35/credit	
Athletic fee	\$2.88/credit	
Technology fee	\$10.00/credit	
Personal Property fee (insurance for internship)	\$10.25	May vary per semester
Other expenses		
Textbooks: (approximately) MLTN1574 \$83; ALT1410 \$155; ALTH1440 \$87; MEDA1410 \$68; MLTN1518 \$40; MLTN2577 \$0	\$450 (approximately for new books)	
Background studies for MN state with fingerprinting	\$30	
Wisconsin background check	\$10	Only needed if your internship is in Wisconsin

National Criminal Background Check	\$65	Starts around \$65 but price goes up depending on how many places you lived and how many names you have used
Immunizations	Based on your insurance	
Hepatitis B Immunization	Based on your insurance	
Mantoux test/Quantiferon/Tspot	Based on your insurance	
National Certification Exam through ASCP	\$135	Program completed and 1 year of work
Purchase of scrubs and appropriate shoes	varies	

Program surcharges and personal property fees are attached to the MLTN and MEDA technical courses. This is a per credit surcharge and is in addition to tuition to help defray the cost of supplies purchased for the coursework. Currently this charge is \$48.20 per credit.

Personal property fees vary by program 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/>

## Services Available on Campus

### 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.

### 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/>

## 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.

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

## 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. There are computers and technology rooms in the library as well as standard study rooms available for student use.

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.

## 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/>

## 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.

## 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/>

## Signature Page Acknowledging that the Student Understands the Phlebotomy Program Policies

- I have read and fully understand the procedures and policies of the Phlebotomy program at LSC. \_\_\_\_\_(initials)
- I will abide by all behavior and academic requirements of the Phlebotomy program and LSC college policies \_\_\_\_\_(initials)
- I understand that if I fail to sign this form and if I fail to comply with the requested Background studies, Health Examination, and Immunizations requirements as laid out in the Allied Health and Nursing forms, or per clinical site affiliation contract requirements, this means that I will not be given placement at a clinical facility. \_\_\_\_\_(initials)
- I understand that due to the nature of the work performed in this program there are no alternative placements available for Phlebotomy students. \_\_\_\_\_(initials)
- I understand I may be terminated from the Phlebotomy program if I cannot complete my clinical internship as this is a requirement of the program. \_\_\_\_\_(initials)
- I understand that if I have a color vision deficiency, although I may be able to complete my certificate, I will be tested for color deficiency upon hire at most clinical sites. This could result in my not being hired as a Phlebotomist or being given reduced duties. \_\_\_\_\_(initials)

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

STUDENT' S PRINTED NAME: \_\_\_\_\_

STUDENT'S WRITTEN SIGNATURE: \_\_\_\_\_

STUDENT ID#: \_\_\_\_\_