



Centennial Campus

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CHES

Center for Healthcare Education & Simulation

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Colorado Springs, CO 80921

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# *Program Introduction*

Dear Student,

We would like to welcome you to the Pikes Peak Community College Phlebotomy Program. We will work hard alongside you for your success in the pursuit of academic-professional achievements.

You are to be commended for choosing a career through which you can provide service to humankind. We believe health is a basic concern of all. Phlebotomy is one of the health services that provide a foundation for those who seek assistance from the entire medical community. Pikes Peak Community College offers a:

 1) College level Certification in Phlebotomy.

 The first step towards a national certification as a phlebotomist.

 Upon completion, you will be prepared to:

1. Provide quality phlebotomy care to patients.
2. Function as a member of the health care team.
3. Direct or guide less experienced members of the team.

Your certification course of studies combines beginning and advanced medical terminology, beginning and advanced phlebotomy skills and practice as well as customer service in the healthcare arena.

To assist you during your time at our school, the Student Handbook is formulated as a reference for your use. This handbook is a set of policies and regulations you are required to follow during your program. Each student is responsible for understanding and adhering to the contents of the current handbook. Students sign a contract stating they have read and agree to abide by the policies. Policies are subject to change and the phlebotomy faculty reserves the right to change information in the handbook. Students will be notified of changes. The information in the Pikes Peak Community College Catalog applies to all students. Students will be held accountable to college rules and regulations as outlined in the catalog.

***This program is supervised by the Medical Office Technology Department in the Health-Science Division.***

Please direct any questions to the Medical Office Technology Department at:

Melissa Serna at 719-502-3407 or Kim Kirkland at 719-502-3032

melissa.serna@ppcc.edu

kim.kirkland@ppcc.edu

***Medical Office Technology Student Handbook Provision***

This Student Handbook contains pertinent information affecting students, current through the date of its issuance. To the extent that any provision of this Handbook is inconsistent with State or Federal law, State Board for Community Colleges and Occupational Education Policies (BPs) or Colorado Community College System President’s Procedures (SP’s), the law, BPs and SPs shall supersede and control. BPs and SPs are subject to change throughout the year and are effective immediately upon adoption by the Board or System President, respectively. Students are expected to be familiar with and adhere to the BPs, SPs as well as College directives, including but not limited to the contents of this Handbook.

To access BPs and SPs, see Board Policies and System Policies

Nothing in this Handbook is intended to create (nor shall be construed as creating) an express or implied contract or to guarantee for any term or to promise that any specific process, procedures or practice will be followed or benefit provided by the College. Pikes Peak Community College reserves the right to modify, change, delete or add to the information in this Handbook as it deems appropriate.

***The mission of PPCC medical office technology (MOT) department programs is:***

**“To provide quality education that prepares the learner to become a member of the medical professions, meeting the needs of a diverse population, in a continuously changing health care environment in the outpatient and the ambulatory healthcare settings.”**

Phlebotomy Program Student Learning Outcomes (SLO***):***

1. Illustrate body system structures.
2. Apply medical terminology in appropriate situations.
3. Discuss legal and ethical issues as applicable to health professions.
4. Apply effective interpersonal skills for diverse patient and medical professionals.
5. Obtain blood and other body specimens for laboratory analysis.
6. Perform point of care testing.

| Acronyms | Definitions |
| --- | --- |
| AAS | Associate of Applied Science |
| CCCS | Colorado Community College System |
| FERPA | Family Educational Rights and Privacy Act of 1974 |
| HIPAA | Health Insurance Portability and Accountability Act |
| HPR | Health Professional |
| HR | Human Resources |
| MOT | Medical Office Technology department |
| PPCC | Pikes Peak Community College |

***Phlebotomy as a Career***

Phlebotomy Technicians (phlebotomist) are an integral member of the medical laboratory team whose primary function is the collection of blood samples from patients by venipuncture or microtechniques. The phlebotomy technician facilitates the collection and transportation of laboratory specimens, and is often the patient’s only contact with the medical laboratory.  They need to assure quality and patient safety mandates strict professional behavior and standards of practice for these practitioners. Due to the importance of the role, phlebotomists adhere to the same confidentiality restrictions as doctors and nurses. They must be trustworthy and strictly follow safety precautions. In addition, they must be able to keep accurate and up to date patient records and be proficient with using computers

***Nature of the Job***

The primary function of a phlebotomy technician is to obtain patient blood specimens by venipuncture or microtechniques.  The phlebotomy technician aids in the collection and transportation of other laboratory specimens, and may be involved with patient data entry.

A phlebotomy technician also draws blood for transfusions, donations and research.

Phlebotomy technicians must like challenge and responsibility.  They must be accurate, work well under pressure and communicate effectively.  They must be able to deal with patients and be able to calm patients.

Safety is key and all safety precautions must be taken to prevent the transmission of infectious diseases.

Duties differ by doctor office, hospital and laboratory.

Some of the duties performed by a Phlebotomy Technician:

* Drawing blood from patients or donors in hospitals, blood banks, clinics, doctor offices, laboratories or similar facility for medical purposes.
* Assembles equipment (such as needles, blood collection devices, gauze, tourniquet, cotton, and alcohol).
* Verifies or records identity of patient or donor.
* Converses with patients to allay fear of procedure.
* Applies tourniquet to arm, locates vein, swabs area with disinfectant, and inserts needle into vein to draw blood into collection tube. (May also prick finger instead of inserting needle).
* Labels and stores blood container for processing.
* May conduct interview, take vital signs and test blood samples to screen donors at a blood bank.
* Be able to analyze information and make appropriate recommendations.

***Education Requirements:***

Potential students must have proof of a high school diploma or G.E.D. with acceptable training. Some states require phlebotomy technicians to be certified or have a state licensure.  Check state requirements.

A phlebotomy-training course at colleges or career schools vary in length and usually leads to a certificate of completion and in some cases a diploma.

***Certification/Licensing:***

Each individual state decides licensing requirements, but most states do not require state licensure at this time.  Colorado does NOT require phlebotomists to be certified although it is strongly recommended as the majority of employers prefer certified technicians. Employers prefer to hire experienced workers and may prefer certified applicants who have passed a national examination, indicating that they phlebotomy technician meets certain standards of competence.

Many organizations attempt to certify phlebotomists. However, not all are reputable or in good standing with the Better Business Bureau. Before investing time and money in programs that promise to lead to certification, make sure you will be taking an exam from one of the organizations listed below. This information listed below, does not constitute an endorsement of the organization or of its certification by Pikes Peak Community College.

Phlebotomists seeking certification should compare the requirements and benefits of each organization carefully when making this important decision.

These organizations are nationally recognized:

* Are in good standing with the Better Business Bureau;
* Are known to engage in ethical business practices;
* Use instruction, materials and exams that reflect current CLSI standards;
* Require all applicants to take an examination.

[American Certification Agency](http://www.acacert.com)

P.O. Box 58,

Osceola, IN. 46561

574-277-4538

[National Healthcareer Association](http://www.hhanow.com)

11161 Overbrook Road

Leawood, KS. 66211

800-49-9092

[American Medical Technologist](http://www.americanmedtech.org)

10700 West Higgins Road, Ste. 150

Rosemont, IL. 60018

847-823-5169

[National Center for Competency Testing](http://www.ncctinc.com)

7007 College Blvd. Ste. 385

Overland Park, KS. 66211

800-875-4404

 ***GENERAL CIRRICULUM INFORMATION***

1. Phlebotomy courses must be taken sequentially or as prescribed by the phlebotomy advisor through the program-advising plan. For course content and requirements, refer to the [Pikes Peak Community College Catalog](https://www.ppcc.edu/catalog-schedule).

1. Students who fail clinical whether in HPR 1020 Phlebotomy or HPR 2020 Advanced Phlebotomy classes, will not be re-admitted to the program for a period of 1 (one) year.

***Academic Renewal***

All course work taken at Pikes Peak Community College appears on a permanent transcript; however, students who have earned 30 or fewer hours can initiate a petition to remove up to 30 credit hours of substandard grades from their cumulative grade point average. Here are the guidelines:

***Guideline***

1. A maximum of 30 hours can be excluded from the GPA.

2.   Courses and grades approved for Academic Renewal remain on the transcript but are excluded from the GPA calculation/s.

1. Academic Renewal applies to D and F grades only.
2. In order to apply for Academic Renewal, students must wait a minimum of two academic years from the last term being considered for Academic Renewal.
3. Students must be enrolled and have completed at least 6 hours with a 2.0 term GPA to be awarded Academic Renewal.  For a Reverse Transfer Degree only, the student may fulfill this requirement, by demonstrating enrollment in at least 6 credit hours with a 2.0 term GPA during last semester of attendance at the four year institution.
4. Students can only apply for Academic Renewal once, and it is not reversible.

7.   Students at Pikes Peak Community College are required to meet with an academic advisor prior to submitting a request for Academic Renewal.

Students applying for Academic Renewal are responsible for investigating the potential impact of Academic Renewal on transfer admission, financial aid, VA, and other agencies and organizations. Other institutions receiving a PPCC transcript for transfer of academic courses are not bound by this college policy and may choose to calculate the student’s transfer GPA to include all grades, even those excluded by PPCC under this policy.

Credit excluded from the GPA calculation cannot be used to satisfy the requirements for completion of a degree or certificate.

***Academic Probation/Suspension/Dismissal***

Pikes Peak Community College defines satisfactory academic progress as completion of the semester with a 2.0 grade point average (GPA). In order to remain in good standing at PPCC, students must maintain at least a 2.0 cumulative GPA. Students who do not earn at least a 2.0 GPA will be placed on academic probation for the semester for which they have a GPA below 2.0. Students who are placed on probation are advised to discuss resolution of their academic issues with their academic advisor as soon as possible. Students who have a cumulative GPA below 2.0 but complete each subsequent semester with a 2.0 or above will remain on probation as long as they continue earning a 2.0 or greater each subsequent semester. When the student’s cumulative GPA rises above 2.0, the student will no longer be on probation.

***Probationary students*** who do not earn at least a 2.0 GPA for the semester following the semester are put on probation may be suspended for one semester. Suspended students must consult with the appropriate Instructional Dean before they enroll for the semester following the semester during which they are suspended. The dean and student will work together to create an academic plan that is suitable for the student. The dean will provide the student with a copy of an approved academic plan along with a “Permit to Register” form. Students need to take the “Permit to Register” form along with their registration form to the Enrollment Services Centers to complete the registration process. All registration changes for a suspended student must be approved by the Instructional Dean.

***Suspended students*** are permitted to enroll after they have not been enrolled for a semester and during the semester for which they re-enroll, they must earn a GPA of 2.0, or they will automatically be dismissed from the College for one calendar year. After academic dismissal, students must petition to return to the College. This petition is reviewed by the Instructional Dean, who will determine if the student should be reinstated and is able to benefit from a college education. If reinstated, the student must earn a GPA of at least 2.0 for that semester. Any appeal rights and procedures will be explained in the notification letter that is sent by certified mail to the student.

***Graduation Requirements***

Aim: To have correct paperwork for graduation and certificate/licensure testing.

***School Graduation***

Students who are considerate candidates for graduation will need to complete the graduation form required by PPCC by the semester due date. There is **no** guarantee of graduation for those not meeting the deadline or financial obligations. The forms will be available from the department chairman of the Medical Office Technology department or can be obtained from the enrollment services office. Students will be responsible for turning the forms with correct information into the enrollment services department by the date specified in the college catalog for the semester they plan to graduate.

Students may also participate in the annual graduation ceremony held at the end of the spring semester each year. Details concerning participation can be obtained from campus life or the student services center.

***Transfer to PPCC – College Policy***

All credits earned at regionally accredited colleges or universities (including PPCC) or other approved educational institutions may be applied toward fulfilling PPCC program requirements. Transferability of credit is based on the following conditions:

* Courses in which a grade of C or above was earned will be accepted in transfer when the courses are applicable to PPCC programs. Credit will be transferred only from an official transcript from the originating institution.
* Students who have credits they wish to transfer to PPCC that can replace a substandard grade earned at PPCC must see an advisor to initiate that request. If approved, this will result in the points associated with that grade being excluded from the student’s cumulative GPA. The grade earned at PPCC will still appear on the student’s official transcripts. Other institutions receiving a PPCC transcript for transfer of academic courses are not bound by this college policy and may choose to calculate the student’s transfer GPA to include all grades, even those excluded by PPCC under this policy.
* D, F, or Unsatisfactory grades will not be accepted in the Phlebotomy Program.

***The Learning Commons***

The mission of the Learning Commons is to promote student persistence by reinforcing the importance of supplemental support, collaborative inquiry, and independent learning. ***Library****,* ***Technology****, and* ***Tutoring Services***have merged to allow for increased efficiency and effectiveness in partnering with students to develop lifelong learning strategies. *Students can access computers, participate in workshops, or request academic assistance from tutors, faculty, and librarians to meet the academic demands of your courses.* There are variety of other services and resources that can improve the overall student experience at PPCC. For more detailed information about services, we invite you to explore the [Learning Commons](https://www.ppcc.edu/learning-commons). For immediate assistance call: 502-2400 (Library Services) or 502-3444 (Tutoring Services).

***Military & Veterans Programs***

The Department of Military and Veterans Programs (DMVP) welcomes military students to PPCC.  If you are active duty, a reservist, guard, veteran, retiree or family member, we invite you to stop by the DMVP office located in C-222 at the Centennial Campus for complete one-stop services.  The phone number is 502-2060. Our veterans are encouraged to visit the VUB (Veterans Upward Bound) office in C-222 at the Centennial Campus for information and resources that will enrich your college experience. The phone number is 502-4545. You may also stop by the offices in the Education Centers at Peterson AFB (502-4300) and Ft. Carson (502-4200).   Please call 502-4100 or 1-888-milprog for additional information and resources or go to the [website](http://www.ppcc.edu/military).

***Grade Change Requests***

A change of grade (other than from an Incomplete) is permitted only as a result of faculty/instructor or administrative error in calculating, posting, or recording a grade. A student has one full year from the time in which the grade was issued to submit a written request for a grade reevaluation to the faculty member. Any student who wishes to pursue a change of grade must exhaust the following options in sequence:

Grade review with faculty/instructor. If no resolution is reached or satisfactory explanation given, then:

* Review by department chair. If no resolution or satisfactory explanation, then:
* Review by division dean or assistant dean. If no resolution is reached or satisfactory explanation given, then:
* Review by the Vice President for Educational Services or the appointed Assistant to the Vice President for final resolution.

***Withdrawals:*** Drop with a refund is possible during the first 15% of the semester. An official withdrawal may also be initiated by the student through 80% of the term resulting in a grade of “W”. A “W” grade has no credit and is not computed in the GPA. If you simply stop attending without officially withdrawing, a grade based on the total points earned will be assigned to you at the end of the semester as per the grading policy listed in the syllabus. This will usually result in an F on your grade report and may not be changed to a W once it is issued. Consult a current class schedule or the PPCC calendar for the exact dates.

***Note:*** Your instructor cannot withdraw you – timely withdrawal is a ***student***

***responsibility****.*

***NOTE:*** Military and Veteran students must also adhere to their respective services’/ GI

Bill benefit guidelines. Veterans withdrawing from a course should contact the

MVP office immediately to avoid owing back money to the VA.

If you are considering withdrawing from any or all of your courses for the term, it is strongly advised that you ***contact a financial aid advisor*** to see how it will affect your future financial aid or to see if you will have to repay any of your aid. **For information on the last day to drop special session classes, *please call the Enrollment Services Center at 502-3000.***

Consult a current class schedule or the [PPCC calendar](http://www.ppcc.edu/connect/calendars/). Drop / withdrawal dates are available electronically in Banner for the exact dates.

***Incomplete Grades:*** An incomplete will be issued only if the student has completed more than 75% of the course requirements and has an emergency that cannot be resolved prior to the end of the semester. An incomplete is rarely issued and may pose some risk to your GPA. ***ALL*** remaining work must be satisfactorily completed by the contracted date prior to the ***end of the next semester*** or a grade of F will be issued for the course. An Incomplete (I) grade may be removed only when the remaining class objectives are completed by the date indicated on the "Incomplete Course Agreement" form or no later than the end of the next full 15-week semester.

***NOTE:*** Active Duty Army soldiers are required to have incompletes completed ***within 110 days of the end of the term***. The resulting change of grade is made by the instructor of record and is approved by the appropriate instructional division dean. Course work not completed within the allotted time will be assigned a Failing (F) grade. Students may not re-enroll in a class in which an incomplete grade is pending, since according to the College’s definition of enrollment, they are still enrolled.

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***Colorado Community College System Career & Technical Program Essential Skills***

Clear academic and technical standards assure that decisions concerning success for all students are clearly stated & based upon nondiscriminatory criteria. The technical standards also help students assess their ability to succeed in the program/course. The technical standards include those skills that are essential to participate in the program.

Federal law requires the provision of reasonable accommodations to persons with disabilities

who possess “the academic and technical (nonacademic) standards” for admission or participation in post-secondary programs and courses. Any student having a medical condition that causes an inhibition or restriction should contact the Office of Accessibility Services (719-502-3333) as further outlined below under Americans with Disability Act. It is recommended students set up their initial appointment with Accessibility Services prior to starting the Nurse Assistant Program. Specific information regarding the accommodation process are available on the PPCC website. Accommodations may only be provided when the student provides the Accommodations Form from the Office of Accessibility Services to his or her individual faculty.

The following are a list of the Medical Office Technology technical standards required for an individual to be successful in the program:

***Visual acuity*:**

Visual acuity sufficient to assess environments and to follow instructor’s written directions.

 Examples of relevant activities:

* + - Collect data from recording equipment and measurement devices.
		- Detect a hazard in lab area and initiate emergency action.
		- Read fine print in varying levels of light.

***Auditory Ability*:**

Auditory ability sufficient to assess the classroom environment and to follow instructor’s verbal directions.

 Examples of relevant activities:

* + - Detect sounds.
		- Detect audible alarms e.g. monitors, fire alarms, call bells.
		- Communicate clearly in classroom discussions.

***Olfactory Ability***:

 Olfactory ability sufficient to assess environmental odors.

***Tactile Ability*:**

Tactile ability sufficient to detect physical sensations.

 Examples of relevant activities:

* + - Detect changes in skin temperature.
		- Detect unsafe temperature levels in heat-producing devices.
		- Feel vibrations such as palpate pulses.
		- Feel differences in sizes and shapes in order to identify proper landmarks.
		- Feel differences in skin surface characteristics such as skin turgor or rash.

***Fine Motor Skills*:**

Fine motor skills sufficient to perform physical/motor skills integral to program requirements

 Examples of relevant activities

* + - Accurately place and maintain position of equipment.
		- Record data with a pen on graphic and other flow sheets.
		- Operate a computer.
		- Handle small, delicate equipment/objects without extraneous movement, contamination or destruction.
		- Coordinate hand/eye movements.

***Gross Motor Skills*:**

Gross motor skill sufficient to provide the full range of safe and effective program activities.

 Examples of relevant activities:

* Stand and maintain balance while transferring equipment (or patients for healthcare).
* Reach below the waist and overhead.
* Walk without a cane, walker or crutches in order to maintain a safe environment or operate necessary equipment.
* Maneuver in small areas such as an exam / lab room.

***Strength and Mobility*:**

Strength and mobility sufficient to perform program procedures.

 Examples of relevant activities

* Assist in the transfer of patients safely on or off of exam tables, from standing or sitting positions.
* Lift or move objects, pull or push objects, and maintain a “medium activity level” as defined by the State of Colorado Department of Insurance Index of Occupational Characteristics. This includes occasionally lifting pounds of weight listed below (PACCHOM essential functions) and frequently lifting or carrying objects weighing amounts listed below (PACCHOM essential functions).

***Physical Endurance*:**

 Physical endurance sufficient to complete assigned work over a specified time period. Must be able to perform with acceptable speed reflected by ability to carry out the usual program assignment for a particular point in the program / course within the allotted time.

***Ability to Communicate, Comprehend, Read and Write English***:

 Ability to communicate, comprehend, read, and write in English at a level that meets the need for accurate, clear, and effective communication with individuals respecting social, cultural and spiritual diversity.

 Examples of relevant activities:

* + - Give clear oral reports.
		- Read graphs.
		- Read and understand English printed documents.
		- Write legibly.
		- Be able to communicate effectively on the telephone.

***Behavioral Stability*:**

The student must possess skills and experience necessary for effective and harmonious relationships in diverse learning environments.

 Examples of relevant activities:

* + - Deal with the unexpected.
		- Handle strong emotions.
		- Be flexible with changing environments and schedules in both class and lab & clinical setting.
		- Be able to work in close quarters with other students and faculty or healthcare workers.
		- Focus attention on task.
		- Monitor own emotions and be able to keep emotions under control.

***Cognitive Ability and Critical Thinking Skills*:**

Cognitive ability and critical thinking skills to collect, analyze, and integrate information and knowledge to make judgments and decisions that promote learning outcomes in the healthcare setting.

 Examples of relevant activities:

* + - Identify cause-effect relationships.
		- Sequence or cluster lab findings.
		- Process information thoroughly and quickly to prioritize tasks.
		- Demonstrate skills of recall using both long and short term memory, inferential reasoning, predicting possible outcomes, application of knowledge, and evaluation of predicted outcomes at appropriate level for point in program / course.

# *Americans with Disabilities Act (ADA)*

Pike’s Peak Community abides by the Americans with Disabilities Act (See link: [U.S. Department of Education Disability Discrimination](http://www2.ed.gov/policy/rights/guid/ocr/disability.html) ) by providing student accommodations when appropriate through Accessibility Services. Accessibility Services strives to create an accessible environment by providing reasonable and appropriate services and accommodations for students with documented disabilities. The college is committed to providing quality educational support for the diverse needs of its students. Accessibility Services is available to the PPCC community – students, faculty, and staff – for consultation and collaboration on disability issues.

Any student eligible for and needing academic accommodations because of a disability is requested to speak with the Accessibility Services at 719- 502-3333. New students should do this 6-8 weeks\* before the semester begins and returning students should do this 4-8 weeks before the beginning of every semester. The following link provides additional information: [www.ppcc.edu/ACCESSIBILITY SERVICES](http://www.ppcc.edu/OASIS). Please read the information carefully.

Accommodation requests are evaluated individually by Accessibility Services to make a determination regarding the provision of reasonable accommodations based on a review and analysis of documentation and circumstances. Informing other staff or faculty does not constitute registering with Accessibility Services.

It is the policy of Pikes Peak Community College to provide reasonable accommodation to qualified students with disabilities so they can meet the required technical standards for the program. Whether or not a requested accommodation is reasonable will be determined on an individual basis. **Please note that a clinical laboratory site will have its own discretion as to whether a student’s accommodation can be maintained as part of the Internship.**

Please note that accommodations will not be provided even on a provisional basis if there is no indication of a qualifying disability as determined by an Accessibility Services Accommodation Request Determination review. Also, required course Standard Competencies or required essential job duties of an internship or practicum may not permit the implementation of any supported accommodation(s).

It is the responsibility of students requesting an accommodation due to a qualifying disability to self-identify by registering with Accessibility Services, to apply for supportive services, and to furnish documentation about the nature and extent of their disability. This information is kept confidential

and will be used to plan for appropriate services and accommodations. Students must meet with their disability specialist at the beginning of each semester to discuss arrangements for needed accommodations.

After Accessibility Services meets with the a student to discuss requested accommodations, students should make an appointment with their faculty during the first week of class and bring the Disability Services Notification for Faculty form that specifies the accommodation(s) needed for their class. All arrangements for accommodations must be agreed upon, in writing, and signed by the student, an Accessibility Services Disability Specialist and the faculty. Because accommodations are not retroactive, it’s best to obtain accommodations before the first week of class. Also: “It is the student’s responsibility to self-advocate for approved accommodations that are not being provided since accommodations cannot be provided retroactively.”

Please contact Accessibility Services if you are struggling with a full-time course load only to qualify for health insurance benefits, whether or not you have a disability.

\*Even if you haven’t met these timelines, please still call ACCESSIBILITY SERVICES for information or an appointment.

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**\**Even if you haven’t met these timelines, please still call ACCESSIBILITY SERVICES for information or an appointment.***

Please note that accommodations will not be provided even on a provisional basis if there is no indication of a qualifying disability as determined by an ACCESSibility services Accommodation Request Determination review. Also, required course Standard Competencies or required essential job duties of an internship or practicum may not permit the implementation of any supported accommodation(s).

All students, with or without a documented disability, must adhere to the Student Code of Conduct.

***Reasonable Accommodations***

It is the policy of Pikes Peak Community College to provide reasonable accommodation to

qualified students with disabilities so they can meet these required technical standards.

Whether or not a requested accommodation is reasonable will be determined on an individual

basis. PPCC provides these to students with disabilities and special needs through the Office

of Accommodative Services and Instructional Support (ACCESSIBILITY SERVICES) office.

(See ACCESSIBILITY SERVICESI link at: <https://www.ppcc.edu/accessibility-services>

ACCESSIBILITY SERVICES strives to create an accessible environment by providing reason.

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***Specific Certification Curriculum Requirements***

The following is the recommended order of classes for completion of this certification, providing the student scores in the assessment test is greater than ENG 090 and REA 090

All of the classes for this certification are available every semester.

Students must understand and be able to communicate effectively, both verbally and in written format, the English language.

| **1st Term** | **Credits** |
| --- | --- |
| HPR 1039 Medical Terminology  | 2 |
| HPR 1020 Phlebotomy  | 2 |
| HPR 1006 Customer Service in Healthcare | 4 |
| **2nd Term** |  |
| HPR 1008 Law & Ethics for Healthcare  | 2 |
| HPR 1045 Medical Records Terminology  | 2 |
| HPR 2020 Advanced Phlebotomy | 4 |

Total credits: 16

***This certification program is financial aid eligible.***

HPR 1006 Customer Service in Healthcare may be taken in either the first or the second semester for this certification.

HPR 1008 is online only Law & Ethic course work. This class may be taking in either the first or the second semester for this certification

HPR 1039 and HPR 1045 are online only medical terminology classes.

HPR 1039 selection should be the PPCC Internet class designated sections of 1N1 or 1N2 or 1N3 or 1N4 or up to 1NA only. Students must take PPCC online sections only

# *STUDENT RESPONSIBILITIES & REQUIREMENT*

Students are expected to meet all phlebotomy requirements to remain in the program.

Since students’ personal circumstances can influence success/failure in the phlebotomy program, the Medical Office Technology Department encourages students to utilize support services at the college. Personal circumstances cannot be cause for deviating from the policies and procedures set forth in this handbook.

***Entry into the phlebotomy certificate program requires an application***.

 This application is revised each semester with due date’s specific to the semester for entry. Potential students will have to provide documentation with the application, to include:

* Application with contact information.
* Proof of completion of College Reading & Writing Literacy or appropriate assessment score or and English 1000 level class.
* Two letters of character reference.
* Essay of interest.
* Photo identification with date of birth verification.
* Vaccination records.
* Copy of current CPR certification.

## Documentation:

Any student who has falsified records or papers may/will be subject to the following:

* + If currently in the phlebotomy program, will be subject to immediate dismissal.
	+ If attempting entry into the phlebotomy program, will be subject to entry refusal to the phlebotomy classes.

## Communication:

Students are required to and must possess the ability to ***speak English clearly*** enough for most patients/staff to comprehend them; and the student is required and must possess the *ability to understand the verbal and written communications of staff and English speaking clients.*

## Identification:

Students are required to maintain a specialized phlebotomy college identification card for HPR 1020 & HPR 2020 to access clinical areas of the hospital. This card will cost the student $5.00 per semester and must be renewed each semester while enrolled in the listed courses.

## Continuance in Phlebotomy Program:

Students must earn a minimum of a “C” in all phlebotomy certification courses. Students who fail a course cannot complete the certification requirements until receiving a passing grade in that course. Students must pass all skills demonstrations in class for their instructor prior to being allowed on a clinical site. If a student is unable to pass skills performance demonstrations with a satisfactory score, they cannot be assigned to the clinical site and therefore they cannot pass HPR 1020 or HPR 2020 classes.

## Health Records, Immunizations:

Evidence or copies of all health and immunization requirements and CPR Certification are due with the application to the phlebotomy program. Immunizations/CPR must be kept up to date for students to remain/continue in the program/clinical practice. Students may not begin clinical practice, in the classroom or off college site clinical, until current evidence of health and requirements are on file in the Medical Office Technology department office. Missed clinical is counted as an unexcused absence and cannot be made up.

Evidence of annual requirements of TB testing and immunizations must be active for the duration of the academic year. If any required vaccinations or CPR certification expire during the students registered term, the student must provide updated documentation before the current documents expire.

### The following are required:

* + Proof of Varicella (chicken pox) history (notarized copy of medical record) or titer reflecting immunity, or vaccine.
	+ Rubella, Rubeola, and Mumps vaccine # 2 or titer reflecting immunity.
	+ Tetanus and Diphtheria toxoid (within past 10 years) vaccine or titer reflecting immunity.
	+ ***ANNUAL*** TB test or Quantiferon documentation (within 6 months).
	+ Hepatitis B vaccine series (3) vaccine or titer reflecting immunity. At least the first vaccination for HPR 1020 and the second vaccination for HPR 2020.
	+ Current year Flu vaccination.
	+ COVID vaccinations, if completed.

Serum titers submitted must be within 1 year of registration of their phlebotomy class (HPR 1020 or HPR 2020).

If a student is unable to receive a Tetanus or Annual Flu injection due to medication availability or allergy, the student must submit professional medical supporting documentation.

CDC regulation indicate certain live vaccinations must be administered with a 30-day waiting period of each other.

2 **Live Vaccines:** If they **are** not given on the same day, they **should** be separated by a minimum **4**-**week** interval, because the immune response to one of the vaccines might be impaired.

***Effective 15 November 2012***all schools that have student clinical rotations at Memorial or Centura are required to submit proof of Flu vaccination for students. Those with a documented allergy will be expected to wear a mask the entire time that they are on the clinical campus premise.

Chest x-ray result reports will be required for those with ***positive Tb test*** results as well as an annual questionnaire as required by the program/clinical agencies.

Students declining the Hepatitis B vaccination must sign the Hepatitis B Vaccination Waiver form.

According to the guidelines on the Certification of Immunization, anyone born prior to January 1, 1957 need only to show proof of one measles vaccination or proof of immunity to any or all of the above.

Certain exemptions are allowed from required immunizations. These exemptions apply to an applicant for admission who, submits to an admission official:

**1.** An affidavit or certificate signed by a physician licensed to practice medicine in the U.S. that

states that in the physician’s opinion the required immunization would be injurious to the health or well-being of the applicant or any member of the applicant’s household; or

**2.** An affidavit signed by the applicant stating that the immunization conflicts with the tenets

and practice of a recognized church or religious denomination of which the applicant is an adherent or member (this exemption does not apply if an emergency or epidemic has been declared by the commissioner of public health); or

**3.** Who is a member of the U.S. armed forces and who is on active duty. Students are

responsible for keeping original copies of all records submitted to the Medical Office Technology office. The Health Department does offer some immunizations at a nominal cost based on income. Pikes Peak Community College is not a provider of the required vaccines.

## CPR:

Students must submit written evidence of current CPR for Infant/Child/Adult for their file with the application for admission to the program. The following are acceptable:

* + CPR-Pro card from American Health and Safety.
	+ BLS for Health Professionals from Medic First Aid.
	+ Healthcare Provider from American Heart Association.

Online CPR certifications are not accepted.

Mandatory CPR renewal is the student’s responsibility. Evidence of renewal must be submitted to the Medical Office Technology department prior to the expiration date.

CPR must be active for the academic year. Expirations occurring mid-semesters will not be acceptable.

***STUDENTS WHO DO NOT MAINTAIN CURRENT HEALTH/IMMUNIZATION/CPR*** requirements and documentation for their files will be informed they ***must withdraw*** from the course. This is the student’s responsibility. Re-entering students will be required to submit an updated health form and documentation of health requirements/immunizations and current CPR certification.

Outside Employment: The phlebotomy program is a concentrated course of study. Outside employment, if necessary, should be kept to a minimum to achieve program success. Work schedules must be arranged to avoid time conflict with class and clinical requirements. If financial aid is needed, the student should consult the Financial Aid Office.

Transportation to Clinical: Students are responsible for providing their own transportation to clinical sites as assigned and are expected to meet all clinical schedules as established.

Liability Insurance: Each student is covered by a blanket liability insurance policy. Students will be assessed a liability fee for the two (2) HPR courses HPR 112 & HPR 113. The Pikes Peak Community College Financial Services Office will include in the fees billed to each student for the premium cost.

Flexibility: Flexibility is essential. Students must be prepared to work any day of the week or any hours due to limited clinical facilities in the community. Due to the rapidly changing health care environment, clinical settings may change on short notice. The phlebotomy faculty makes every effort to notify students of changes as quickly as possible.

Professional Behavioral Expectation: The following behavioral characteristics are paramount to persons in the helping profession of phlebotomy, and students are expected to give evidence of the following characteristics:

Mental/emotional stability and maturity and behavior reflective of such, respect, honesty, courtesy, flexibility, adaptability, patience, cooperativeness, & consideration for others.

If behaviors are observed as unacceptable in the classroom, lab, campus setting, or clinical, the student will be required to meet with the Medical Office Technology Program Coordinator. A determination will be made at that time if the student must meet with the Division Dean. Students may be placed on probation and/or dismissed from the phlebotomy program.

## Chain of Command:

Students are expected to follow a “chain of command” for any problem or concern. The phlebotomy faculty at PPCC believes most problems are solvable between the immediate parties involved. Therefore, the student is always encouraged to problem solve with the person(s) involved. If the two parties involved are unable to solve their differences, the proper chain of command is as follows:

 1) Course Instructor.

 2) Medical Office Technology Program Coordinator.

 4) Dean of Health, Environmental, Natural and Physical Sciences.

 5) Vice President of Educational Services.

***Drugs and Alcohol:***

In compliance with the Drug-Free Schools and Communities Act Amendments of 1989, Pikes Peak Community College prohibits the unlawful manufacture, dispensation, possession, use, or distribution of a controlled substance (illicit drugs and alcohol) of any kind and in any amount.

**A controlled substance includes** a drug, substance, or immediate precursor included in schedules I through V, as further defined in federal and state law, including cocaine, marijuana, marijuana concentrate, cathinones, any synthetic cannabinoid, and salvia divinorum (21 USC, Sec. 812 and related federal regulations, as well as Colorado Revised Statute § 18-18-102(5), §§ 18-18-203—207).

With respect to prescription drugs, only the person for whom a prescription drug is prescribed can bring the medication on PPCC property or a clinical setting. The prescription drug must be in its original container. The student must use the prescription drug only in the manner, combination, and quantity prescribed and it must not impair the student’s ability to safely perform the tasks assigned.

**Aprescription or prescribed medication includes** a written or oral order for a pharmaceutical drug for use by a particular person given by a practitioner in the course of professional practice, including controlled substances prescribed in accordance with the regulations promulgated by the Director of the United States Drug Enforcement Administration, pursuant to the federal drug abuse control laws.

***Suspicion based alcohol or drug testing will be performed*** if performance or behavior in the phlebotomy program is suspected to be substance related.

In addition students will be held to the individual policy of the clinical facility as indicated. Policies related to this subject will be available to the student as requested by the clinical facility.

***ALL Phlebotomy STUDENTS*** will be expected to pass the drug tests/ federal criminal background testing in order to receive full acceptance to the phlebotomy program at PPCC. All testing is at the student’s expense. Students will have the opportunity to discuss the results of their drug test with a member of the human resources staff. Students who fail drug testing will not be readmitted to the program for at least 2 consecutive semesters and will be subject to testing prior to readmission to the phlebotomy classes.

***Note:*** Some clinical sites may require additional testing prior or during the clinical rotation.

# Process for Criminal Background Check

## Criminal Background Checks and Drug Testing

## Student Responsibility

After acceptance from step 1 of the application process, pick up the instructions from the Health Science Division offices. Go to the online site, submit the accurate personal required information for the criminal background investigation. Pay online the fee of both the criminal background checks and the drug screen, at this time $63.00 (8-2019). Print out the urine drug screening forms e mailed to you from the online site. Submit the drug screen specimen by the date specified by the written instructions. Notify the program coordinator by e mail of your submission.

## School Responsibility

HR will notify Medical Office Technology Director of results.

* Any student who does not successfully pass the criminal background check will not be allowed to join the phlebotomy program.
* Currently the phlebotomy program utilizes the criteria from the Colorado College System for criminal background checks for healthcare programs.
* Results of pass/fail will be entered in appropriate student records.

# *Process for Drug Testing*

## Student Responsibility

Pay online the fee of both the criminal background check and the drug screen, at this time $63.00. Obtain the drug test authorization form for the urine drug screening, Castle Branch will send one to your Castle branch account. You will then need to print out the form and go to the authorized Quest Diagnostics location with the form and a photo ID. Notify the program coordinator by e mail of your submission.

Paperwork from applications: vaccinations, CPR cards, file management fee to Castlebranch of $27.50 paid for online – see department chair for instructions.

***We do not allow drug screen re-tests.*** Any positive result will require the student to drop the class and the student may not attempt to retake the class for 2 consecutive terms. Diluted specimens will be deemed positive. Student will be allowed only 1 specimen submission, with no second submission if the first test returns positive, or is diluted.

## School Responsibility

* Human Resources (HR) to notify Medical Office Technology Program Director.
* Students who fail will be notified by Human Resources Department.
* HR will notify student of appeal rights.
* Results of pass/fail will be entered in appropriate student records.

## Process if Negative criminal background or drug test preclude admission into program.

Student may re-apply to the Phlebotomy Program at a future date (no sooner than 2 consecutive semesters). At the time of readmission students must repeat tests at own expense.

PPCC forms and information for Background Checks and Drug Screening are available through the Medical Office Technology Department.

Drug testing in clinical assignments: Students may be subject to random, mandatory drug testing at the clinical agency in which they practice. Students are responsible for the cost. If results are inconclusive, mandatory testing will be required at the student’s expense. Students may not return to clinical until a valid, passing result is obtained. These absences will be unexcused absences. Students testing positive will be immediately dismissed from the clinical agency. The student must meet with the Medical Office Technology Program Coordinator if dismissed from the clinic because of negative drug test and Coordinator will discuss test results and further participation in the program.

Federal Criminal Background Investigation (CBI)/Central Registry: In addition to the initial Background Check and Drug Testing upon acceptance of step 1 of the application process for the phlebotomy classes, students may also need to successfully pass CBI testing as mandated at clinical facilities. Failure to pass will result in inability to meet clinical requirements. Students who have records of acts of violence or failure to adhere to restraining orders may not be able to enroll in specific courses. This may affect graduation and licensure. Phlebotomy students will receive an administrative withdrawal until passing of CBI Testing/Registry Testing. Students may have a fee for this process. Students who have records of acts of violence and failure to adhere to restraining orders post CBI testing must report to the Medical Office Technology Program Coordinator. New testing will be required. Above rules will apply. Failure to report may result in an administrative withdrawal.

A student who has had a ***Federal*** criminal background investigation completed & passed by another department at Pikes Peak Community College in the immediate semester prior to the semester of enrollment into HPR 1020, will not have to repeat the background investigation & drug screening. Investigations done by other facilities or any other semester are not accepted. The student must contact the other department and receive written notification on college stationary and authenticated (signed) by the previous department chairperson of the successful passing of the investigation to present to the phlebotomy instructor by the designated due date. It is not the responsibility of the phlebotomy instructor or the MOT department faculty to obtain this notification from the previous testing department. If a student cannot receive this official notification, they will have to take the criminal background investigation and drug screening prior to continuing in the HPR 112 phlebotomy class. If a student does not take the HPR 2020 advanced phlebotomy class in the consecutive semester following HPR 1020, they will have to repeat both the criminal background investigation and the drug screen.

Students not passing the Criminal Background Investigation check or Drug Screening are not permitted to do clinical at any facility, even if a facility does not have these requirements / procedures.

## Graduation Requests:

Requests for graduation must be processed as indicated in the Pikes Peak Community College catalog/semester bulletin/schedule. It is the student’s responsibility to apply for graduation.

Financial obligations must be taken care of, or the processing of paperwork for transfer, graduation, transcript processing, etc. may be in jeopardy, which could impact graduation.

## National Registry Examinations

Students are responsible for completing paperwork for taking the National Registry Exams.

When applying to National Registry Association for testing, please turn in required paperwork early to the Program Coordinator to allow for completion.

***PROGRAM POLICIES***

All students must be at least 18 years of age to participate in this program.

The student must abide by the Centura Health Penrose - S1. Francis Health Services &/or UHC Memorial Healthcare system, or the assigned clinical laboratory site manuals, rules, regulations, policies and procedures applicable to student’s program.

## CLASS CIVILITY AND EXPECTATIONS

(Lecture, Lab, Clinical)

Punctuality and attendance are a reflection of professionalism and commitment.

***Students are expected to be punctual and present for all lectures, laboratory, and clinical sessions.***

Lab and clinical sessions are ***mandatory***. Additional requirements are addressed in course syllabi.

Sleeping or eating during class, doing homework for other courses, reading assignments for other courses or engaging in unrelated activities, and repeatedly getting up and leaving the class (unless student is ill) communicates indifference towards the subject, classmates, and their commitment to the class. These behaviors are grounds for possible probation or administrative withdrawal.

## PROFESSIONAL BEHAVIOR:

Students will maintain a professional manner (which excludes such behaviors as shouting, cursing, breaching of patient confidentiality, etc.) in the clinical area. Inappropriate displays of verbal and physical confrontation in these areas will not be tolerated. Differences of opinion and issues will be handled in an open, sharing manner, but not in the presence of patients, visitors, and staff. Students will follow HIPPA guidelines.

## ON CAMPUS CLINICAL SAFETY:

Students choosing to work while in school are cautioned that excessive working may put the patient/oneself/others in jeopardy, due to health or rest issues. Students may be sent home as an unexcused absence in the event of such situation.

Students are required to sign a Waiver of Rights, Assumption of Risk, and Release of Liability, Agreement in HPR 112 and HPR 113 before they may start the laboratory part of these courses that involve the use of needles / lancets / sharp object for any type of demonstration or performance of bodily fluid specimen / simulation of body fluid acquisition. This form may be found at the end of this handbook.

If, in the event of a blood borne pathogen exposure, students are required to submit an **Assessment of bloodborne pathogen exposure form.** Students are strongly encouraged to carry personal health insurance during this program. Any incident resulting in injury do to needle stick or other clinical exposure to blood borne pathogens while on campus, during class is the financial obligation of the student.

***Transportation to Clinical:*** Students are responsible for providing their own transportation to clinical sites as assigned and are expected to meet all clinical schedules as established.

## TERMINATION OF CLINICAL EXPERIENCE:

If a student is demonstrating a pattern of unsafe performance, lack of accountability, or inconsistency in performance in the clinical area, the clinical experience may have to be immediately terminated by the instructor, even if there are days remaining in the clinical experience. Concerns related to these situations include, but are not limited to: high patient acuity, the need for patient/others safety, and clinical facility concerns, etc.

If a clinical agency/facility requests that a student NOT return to their facility (to complete a clinical the student is currently in or for a future clinical) due to behavioral issues, substances/drugs, etc., the phlebotomy program has the right to terminate the clinical experience for the student and/or assign a failing grade.

## AGENCY REQUIREMENTS:

Students are expected to meet agency requirements for staff including but not limited to physical requirements ex: lifting, patient transfer requirements, drug screening, criminal background checks, joint commission and other regulatory agencies.

Students are required to read the Orientation Manual for each assigned clinical agency and adhere to all policies. Manuals are available on reserve in the library unless otherwise specified in courses. Students will sign a form stating they have read the manual and agree to abide by agency policies/procedures.

***Medical Concerns:***

1. Return to class or site clinical after Illness or Injury: A doctor’s clearance may be required before the student returns to the clinical following:
	1. Major illness, injury, surgery, communicable disease, or pregnancy.
	2. Need for a cast, splint, or other device that inhibits movement.
	3. Recovery from substance abuse.

The Medical Office Technology Program Coordinator or the laboratory clinical sites retains the right to ask for a doctor’s clearance in any other situation.

1. Withdrawal from Internship based on Medical Concerns:
	1. Students who are under the care of a physician and taking medications which may impair judgment or the ability to safely perform internship duties will need to withdraw from the class until they are no longer taking the medication in question. The clinical site may utilize their employee policies to determine which medications are in question. The Medical Office Technology Program Coordinator or the laboratory clinical sites retains the right to ask for a doctor’s clearance in this situation.
	2. Students not meeting physical and emotional requirements of agencies may need to withdraw from the program.

## CLINICAL DRESS REQUIREMENTS:

As professional health care providers, it is our responsibility to provide the best patient care with maximum efficiency in a safe, sanitary setting. In portraying a professional image, it is our responsibility to adhere to the following guidelines.

* When in any area of the clinical setting, a student is to be identified with the school by wearing a lab coat, retaining on their person a current PPCC student ID approved by Centura Healthcare Systems.
* We are privileged to use community agencies and we extend to each agency’s administration the courtesy of adhering to their policies regarding dress and appearance.
* Scrubs and lab coats should fit properly and be in good condition, clean, and neat condition at all times. Dresses or skirts should be long enough to ensure professional appearance and cover all undergarments. Pants should be up to the waist and no undergarments should be exposed. Undergarments will be worn and should not be visible through the scrubs or lab coat or street clothes and must remain inconspicuous.
* The phlebotomy instructor may determine if the uniform is not professional and/or does not meet clinical dress code requirements as defined herein. The student may be dismissed from clinical, receiving an unexcused absence) at the instructor’s discretion.

## PERSONAL APPEARANCE:

* Hair must be clean, well groomed, must be of natural human color (not green, orange, purple, pink, etc.) and without shaven areas, unless military regulations are utilized.
* Short hair for male students must include a tapered neckline and tapered sideburns. Beards and mustaches need to be clean, neatly trimmed and not interfere with mask function. Facial hair is not acceptable in some agencies.
* Female and male hair, which is collar length or longer, must be neatly secured, and pulled back from face in an unobtrusive manner (no ornaments). Spiked or raised hairstyles are not acceptable. An instructor may determine if further modification/restriction of the hairstyle is indicated, depending on the clinical situation/area.
* Only basic make-up should be used.
* Tattoos are to be covered when students are in patient care settings.
* Jewelry that will not jeopardize employee or patient safety should be worn discreetly.
* Only wedding bands are permitted for infection control issues. If earrings are worn only 1 set of small stud earrings may be worn on the earlobes. Multiple stud earrings may not be worn. No other earrings (such as dangling) are permitted in the clinical area.
* No facial jewelry, tongue, or oral jewelry is allowed. Such jewelry can accidentally fall out and possibly injure patients. Such jewelry also does not engender trust from some patients.
* Jewelry such as bracelets and dangling necklaces can injure patients, contaminate sterile fields, or can be lost or damaged. All such jewelry will not be permitted in the clinical area.
* No students will be permitted to provide direct patient care if they arrive on the unit with artificial nails or enhancements of any type. This includes wraps, tips, silk or acrylic nails, even those with natural nails underneath.
* Fingernails should be short, trimmed, and cut so as not to extend ¼” beyond the fingertip. Only clear or natural skin tone, non-chipping polish is acceptable. Dark or bright colors are not permitted.
* Use of perfume or cologne is not permitted. Chewing of gum is not permitted in the clinical area. Certain agencies may have additional dress codes to be followed.

IF YOU ARRIVE AT A CLINICAL AGENCY IN INAPPROPRIATE DRESS, YOU WILL BE SENT OFF THE UNIT. THIS WILL CONSTITUTE AN UNEXCUSED ABSENCE.

***PAGERS/CELL PHONES ARE NOT PERMITTED IN THE CLINICAL AREA. Students may be sent home with unexcused absences for failure to comply.***

***Confidentiality****.*

The State and any students as defined by this Agreement, shall not at any time during or after the Term of this Agreement, without the prior written consent of the Provider, either directly or indirectly, divulge, disclose or communicate in any manner whatsoever to any person not employed or affiliated with Provider:

* 1. Any confidential information, including, but not limited to, patient information and information regarding quality assurance, risk management and peer review activities.
	2. Any information concerning any matters affecting or relating to the business or operations or future plans of the Provider, including, but not limited to, Provider or affiliate policies, procedures, rules, regulations, and protocols. This Confidentiality provision shall survive the termination of this Agreement.

***Health Insurance Portability and Accountability Act (HIPAA)***

Students will follow HIPAA guidelines. All students must sign and return the confidentiality

agreement as requested in an clinical course. Violations of HIPAA requirements are very

serious and may result in dismissal from the program.

If the student has any questions concerning rules pertaining to confidentiality, it is their responsibility to ask for guidance from their instructor.

***Family Education Rights Privacy Act (FERPA)***

Students are expected to follow FERPA guidelines (Pikes Peak Community College All

Student Handbook). Example: do not post to social media any information about students’

clinical site assignments.

***Social Media***

Clinical students are expected to adhere to the PPCC Standards of Conduct. Furthermore, clinical students are advised to exercise good judgment when using social media.

* First and foremost, healthcare professionals must recognize that they have an ethical and legal obligation to maintain patient privacy and confidentiality at all times.
* Do not share, post or otherwise disseminate any information, including images, about a patient or information gained in the caregiver-patient relationship with anyone unless there is a patient care related need to disclose the information or other legal obligation to do so.
* Do not identify patients by name or post or publish information that may lead to the identification of a patient in violation of the Health Insurance Portability and Accountability Act (HIPAA). Limiting access to postings through privacy settings is not sufficient to ensure privacy.
	+ Maintain professional boundaries in the use of electronic media. Like in-person

relationships, the healthcare professional has the obligation to establish, communicate and enforce professional boundaries with patients in the online environment. Use caution when having online social contact with patients or former patients. Online contact with patients or former patients blurs the distinction between a professional and personal relationship. The fact that a patient may initiate contact with the healthcare professional does not permit the healthcare professional to engage in a personal relationship with the patient.

* + Promptly report any identified breach of confidentiality or privacy.
	+ Abide by all policies and procedures for social media set forth by internship site.
* PPCC faculty ask students, when posting, to be mindful of the copyright and intellectual property rights of the College or any Department.

Students that use tablets, cellphones, laptops, smart watches and any other such electronic devices during clinical laboratory rotations do so with the understanding that such devices will be used only as authorized by the facility and/or PPCC MOT Department guidelines.

No personal phone conversations or texting are allowed while at the internship site unless the

student is on their break in a private space away from all patients, common patient care areas,

and common work areas.

No student shall videotape or audio record clinical instructor or fellow students during the

clinical laboratory rotation for personal or social media use. At NO time shall patients be videotaped or photographed.

Students who discuss confidential or unprofessional information do so at the risk of disciplinary action which may include course failure and/or dismissal from their healthcare program.

Understand that all social media conversation that are exchanged through PPCC

accounts/social media channels may be subject to public records law. Each student is legally

responsible for individual postings. Students may be subject to liability if individual postings

are found defamatory, harassing, or in violation of any other applicable law. Students may also

be liable if individual postings include confidential or copyrighted information (test and/or

lecture materials, music, videos, photographs, text, etc.).

## SUBPOENA/LEGAL ISSUES:

Students involved in legal situations or receiving subpoenas related to clinical, must report to the phlebotomy instructor as soon as possible.

Students notified to serve for jury duty during scheduled lecture, lab, or clinical time should notify the phlebotomy instructor immediately. Situations will be addressed on an individual basis.

## POLICIES/PROCEDURES FOR CLINICAL INCIDENTS:

1. Student immediately reports the incident to the phlebotomy instructor.

2. Phlebotomy instructor investigates the incident.

3. Phlebotomy instructor will advise the student to report the incident to appropriate

staff.

4. Student and phlebotomy instructor will complete paperwork required by facility.

## POLICY ON CLINICAL ASSIGNMENTS:

Students must pass all skills demonstrations in class for their instructor prior to being allowed on a clinical site. If a student is unable to pass skills performance demonstrations with a satisfactory score, they cannot be assigned to the clinical site therefore they cannot pass HPR 1020 or HPR 2020 classes.

* Students may be assigned to the clinical facility where they are employed. If assigned to the same unit, the student will need to have permission from the employer and clinical instructor.
* Students will not sign up for clinical rotations with family members/significant others.
* Students should not be assigned to a clinical unit if a significant other is employed on that unit.
* Faculty may reassign students if these issues occur.

## ATTENDANCE / TARDINESS: Class / labs / clinical sessions

Attendance will be taken at each class session. It is the student’s responsibility, not the instructor’s, to ensure they have either signed or initiated the attendance sheet for each lecture, lab, or lecture/lab session.

**Students are required** to call and notify the instructor prior to clinical session that they will be arriving late or absent.

**Failure to notify the instructor of lateness or absence may result in an unexcused absence.**

Students are responsible for all missed content, and will follow policies and guidelines in specific course syllabi.

Tardiness is defined as arriving after the scheduled start time. This behavior will not be tolerated. Late arrivals disrupt the class and interfere with other students’ ability to concentrate and learn. Any student needing to arrive late or leave early must do so during scheduled breaks.

## UNEXCUSED ABSENCES:

Examples of unexcused absences are, but not limited to the following: Inappropriate attire worn to the clinical agency, lack of preparation for clinical duties, lack of transportation to the clinical site, personal affairs, failure to maintain current CPR/Health requirements on file, tardiness, and failure to notify instructor of late arrivals or absence to clinical site.

Dismissal from the clinical agency as a result of inappropriate behavior or violating the student code of conduct is an unexcused absence. ***Missed skills or instruction due to unexcused absence may not be made up at a later date.***

Examples of unexcused excuses include, but not limited to: weddings, honeymoons, appointments, and other personal matters. Documentation may be required for the absence not to be considered unexcused, depending on the situation.

## TELEPHONES AND PAGERS:

Cellular phones and pagers should be left at home or turned off. In case of an emergency, students should inform significant others to call the Administrative Staff at 502-3400. In the event the Administrative Staff is not available, the Public Safety Office should be notified at 719-502-2900 or the school operator may be called. Faculty may make additional requirements.

## CHILDREN:

Children of students are not allowed in the classroom or laboratories or the clinical site. Children of students are not permitted to wait in the waiting area while a phlebotomy student is attending class or lab or the clinical site. Students should make arrangements for childcare prior to class. PPCC has a childcare center for children of students. For arrangements and schedules, please contact the Child Development Center. Childcare services are offered at the Centennial and Rampart Range Campuses.

# GENERAL LAB RULES

1. Students participating as patients in lab will be under the guidance and instruction of a phlebotomy instructor. No one shall attempt to insert a needle of any type or provide any other medical procedure to live patients without an instructor’s present.
2. Instructors must be informed of any injuries or accidents immediately.
3. Children are not allowed into the labs. **NO EXCEPTIONS**
4. NO smoking, drinking or eating in the lab at any time.
5. Shoes and lab coats / scrubs will be worn at all times. It is highly recommended that closed toe shoes be worn.
6. Everybody will exit the building when a Fire Alarm or threat exists. **NO EXCEPTIONS**.
7. Instructor may add additional rules at any time to insure the safety of all individuals in lab.
8. All individuals are expected to read and adhere to instructions for properly and safely working with laboratory equipment.

## Reporting of Accidents/Injuries

## CLINICAL ACCIDENT EMERGENCY PROCEDURE RULES

The State does not provide medical insurance for the student, however, Workman’s Compensation is provided during the times student is actively performing their clinical experience. If the student is paid or receives any type of remuneration, the State will not provide Workman’s Compensation.

1. If a student is injured at the provider site, the student is provided injury coverage

under Workman’s Compensation third party administrator: Broadspire.

1. It is the student’s responsibility to contact the Campus Police at 719-502-2900, for the necessary paperwork for treatment of their injuries and to file an incident report. This notification should be completed no later than 2-4 days after the initial injury date.
2. The student should also contact Laura Genschorck, Benefits Administrator at Pikes Peak Community College at 719-502-2005 with the injury information. If the student needs to go for non-emergency care they must go to:

| Concentra |  |
| --- | --- |
| 2322 South Academy Blvd | 719-390-1727 |
| 5320 Mark Dabling Blvd Bldg. 7 Suite 100 | 719-592-1584 |
| CCOM |  |
| Audubon Bldg. 3030 N. Circle Suite 210 | 719-571-8888 |
| Sister Grove Pavilion-6011 E. Woodman Rd Suite 100 | 719-776-4800 |
| 1263 Lake Plaza Drive | 719-776-3375 |
| Emergicare Medical Clinics |  |
| 3002 S. Academy Blvd | 719-390-7017 |
| 402 W. Bijou Street | 719-302-6942 |
| 4083 Austin Bluff Pkwy | 719-594-0046 |
| Memorial Occupational Health |  |
| 175 S. Union Blvd. Ste. 315 | 719-365-6840 |

If it is an after-hours emergency, to include weekends & holidays, the student should seek medical care at:

Penrose Hospital 2215 N. Cascade Avenue

or

St. Francis Medical Center 6011 E. Woodman

or

Memorial Hospital 1400 E. Boulder St.

The student should identify Pikes Peak Community college as a CCOM / Worker’s Compensation participant to the medical provider at the above facilities.

If the student does not file a report to Public Safety Department at Pikes Peak Community College or use the designated medical provider (CCOM or Concentra or Penrose Hospital or Memorial Hospital), Broadspire will not pay the claim and the student may be PERSONALLY RESPONSIBLE for any charges that are incurred.

8-43-102. Notice to employer of injury – notice to employees of requirement – failure to report. (1) (a) Every employee who sustains an injury resulting from an accident shall notify said employee’s employer in writing of the injury within four days of the occurrence of the injury. If the employee is physically or mentally unable to provide said notice, the employee’s foreman, superintendent, manager, or any other person in charge who has notice of said injury shall submit such written notice to the said person in charge or to the employer, and in that event the injured employee shall be relieved of the obligation to give such notice. Otherwise, if said employee fails to report said injury in writing, said employee may lose up to one day’s compensation for each day’s failure to so report. If, at the time of said injury, the employer has failed to display the notice specified in paragraph (b) of this subsection (1), the time period allotted to the employee shall be tolled for the duration of such failure.

**The remainder of this page is intentionally left blank**.

# PPCC Phlebotomy Policy Book Signature Form

Changes of name, address, and phone are to be reported in writing to the Medical Office Technology and the college’s record department’s administrative staff as soon as possible. This enables us to contact students when necessary. The program is not responsible for inability to contact the student when changes have not been reported.

## Student Confidentiality Agreement

**Responsibilities of Student**

While involved in any clinical learning experience, the student will adhere to facility/agency policies.

## Patient Confidentiality

The student recognizes that the knowledge and information acquired concerning any patient’s health care and medical records or any other personal or private information is confidential information. The student agrees that this confidential information will not be disclosed or used except for the clinical learning experience (i.e., in relation to giving care and sharing information in conference or classroom situations with other students.) Patients are not to be discussed in elevators, hallways, cafeterias, etc., wherever other patients or families may overhear.

## Unauthorized Removal of Supplies

No agency supplies/materials may be deliberately removed from the agency and taken home, to the college, or anywhere else for any reason. If an authorized agency staff person gives equipment to the student to share for information purposes at the college, the student will be certain the supply/equipment is not contaminated, and that the head nurse or charge nurse indicates that taking such equipment would not incur a cost to the agency.

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print name here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Student ID S\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Month/Day/Year).

**PIKES PEAK COMMUNITY COLLEGE, COLORADO SPRINGS, CO**

**I have read and understand the phlebotomy program student handbook and I know that I am responsible for the content. I further agree to abide by all policies stated herein.**

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

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Print out – sign and give to your phlebotomy instructor)

**THE POLICIES REMAIN IN EFFECT REGARDLESS OF STUDENT’S SIGNATURE.**

**POLICIES MAY BE CHANGED AT ANY TIME. STUDENTS WILL BE NOTIFIED.**

**Waiver of Rights, Assumption of Risks, and Release of Liability, Agreement**

Course Title & Section: HPR 1020- & HPR 2020 Phlebotomy / Advanced Phlebotomy

Instructor:

By signing this form, I acknowledge that I am about to participate in a course, program, or activity that has inherent risks, hazards and dangers that cannot be eliminated. I acknowledge that these include, without limitation, risks from the activity itself, transportation to and from the activity, risks connected with my physical condition and required exertion, risks from improper usage of equipment, and actions of other participants or spectators. I acknowledge that I am responsible for providing my own health and/or accident insurance while participating in this course, program or activity. I acknowledge that I may be photographed, videotaped, and/or recorded while engaged in this college related activity. I hereby consent to and authorize any use and reproduction by you, or anyone authorized by you, of any and all photographs/digital images/video

For myself, my heirs, successors, executors, I hereby knowingly and intentionally waive and release, indemnify and hold harmless the college, Pikes Peak Community College (PPCC), The State Board for Community College and Occupational Education, The State of Colorado, trustees, officers, employees, agents and volunteers from and against all claims, actions, causes of action, liabilities, suits, expenses and NEGLIGENCE of any kind of nature arising directly or indirectly out of any damage, loss, injury, paralysis or death in connection with my participation in this course, program or activity and/or use of this equipment and to waive all claims for damages or losses against the state, the Board or the college which may arise from such activities.

Furthermore, I understand that this release shall be forever binding and no rescission, modification or release there from may be made without the express written consent of Pikes Peak Community College and State Board for Community Colleges and Occupational Education.

I, ­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (print name) S # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ HAVE CAREFULLY READ, CLEARLY UNDERSTAND, AND VOLUNTARILY SIGN THIS WAIVER, ASSUMPTION OF RISKS AND RELEASE AGREEMENT.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature (Student must be 18 yrs. Or older) Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Contact Name Emergency Phone

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Insurance Carrier Policy Number(s)

Student’s under 18 are not allowed to perform these skills, therefore cannot remain registered and/or participate in class.