



PIMA COMMUNITY COLLEGE DISTRICT
WEST CAMPUS – CENTER OF EXCELLENCE IN HEALTH PROFESSIONS
PHLEBOTOMY CERTIFICATE PROGRAM

PHLEBOTOMY Program

STUDENT HANDBOOK

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2024-2025

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INTRODUCTION

Phlebotomy Certificate Program Overview

Pima Community College's (PCC) [Phlebotomy \(PHB\) Certificate Program](#) is part of the Center of Excellence of Health Professions. Phlebotomists typically work in hospital and private laboratories (clinical or research) or physician office labs. At career entry, a phlebotomist will collect blood samples using a variety of methods including capillary and venous collections. Most phlebotomists will also work as lab processors or lab assistants, who process blood and other samples by centrifuging, making aliquots of serum, plasma, urine and other body fluids, make blood smears, and store tested samples. They may also perform waived tests such as urine dipsticks, glucose, hemoglobin, occult blood, etc. Students who complete the program will have gained basic laboratory skills required for entry-level positions in “front-end” laboratories.

The Phlebotomy Certificate Program embraces the mission and vision statements of PCC. A variety of policies for all Pima College students can be found on [Pima.edu](#), which includes the [Code of Conduct](#). PHB students are required to follow the American Society for Clinical Laboratory Science (ASCLS) [code of ethics](#). There are additional policies specific to the PCC PHB Program. The purpose of this handbook is to communicate these specific policies to all PHB, and prospective PHB students.

The PCC PHB Program reserves the right to make changes as needed, and to change without notice any information, requirements and regulations published in this handbook.

PHB is a selective admissions program. See the [PHB website](#) for details of admission criteria. Admission to Pima Community College does not automatically guarantee admission to the Phlebotomy Certificate Program. Admission to the PHB program is coordinated through the MLT / PHB program director. West Campus Office E234 amrosales2@pima.edu

Student Advising

PHB Student Advising: [Student Services Call Back Service Sign In](#) MLT/ PHB Program Director 520-206-6835

To register for PHB150IN, a student must have assembled all of the required documents (vaccines, TB test, DPS fingerprint clearance, insurance, health document, etc). After the documents are reviewed, the student will be given a form for a urine drugs of abuse screen, and will be registered for PHB150IN when the screen comes back negative. After successfully completing PHB150IN, students are assigned a clinical rotation at a local laboratory.

Completion of the phlebotomy certificate program is not the sole criteria for obtaining qualification to practice as a Phlebotomist. Most clinical laboratories require their employees to obtain a phlebotomy certificate. This can be the certificate from PCC or a national certification (i.e. ASCP - American Society for Clinical Pathology). While Arizona does not require licensure, some states in the US do have specific licensure requirements. Students who have completed the entire PCC phlebotomy program will receive a certificate of completion from the college, and will be eligible to sit for the ASCP national phlebotomy certification exam. Most licensure states will accept ASCP certification in lieu of taking a separate state certification exam.

ADA Statement

Pima Community College is committed to providing accommodations for qualified individuals with disabilities in a timely and effective manner. To request a reasonable accommodation, students must be registered with the campus Access and Disability Resources (ADR) office. Accommodations will be made based on eligibility determined by Disabled Student Resources. Services can be requested at any time during the semester. Requesting services well in advance will help to ensure that resources are available when needed. Please contact a DSR office at 206-6688 (West Campus), 206-5151 (Desert Vista) or ADRhelp@pima.edu.

PHLEBOTOMY CERTIFICATE PROGRAM GOALS, STUDENT LEARNING OUTCOMES, ASSESSMENT PLAN, and CURRICULUM

Mission Statement and Program Goals:

Pima Community College Phlebotomy Certificate Program's mission is to educate and train entry-level competent and diverse phlebotomists with the mental, physical and ethical knowledge and skills for career entry in the laboratory profession.

Goals of the PHB Program:

- Develop critical skills including critical thinking, communication, and safety skills.
- Provide hands-on experience including training and clinical experience.
- Prepare students to pass a national certification exam.
- Educate students to be compassionate, competent, ethical, and professional
- Encourage students to advance their education into other healthcare fields

Technical Standards Essential for PHB Practice

Functional Ability	Standard	Examples of Required Activities
Gross motor skills, fine motor skills and mobility	Gross motor skills for safe and effective laboratory activities; physical ability sufficient to move and maneuver in small spaces; full range of motion to twist/bend, stoop/squat, reach above shoulders and below waist and move quickly; manual and finger dexterity; and hand-eye coordination to perform laboratory activities	<ul style="list-style-type: none"> • Move within confined spaces, in laboratory, clinic and/or patient rooms • Standing, reaching, squatting over, around and under equipment that cannot be adjusted for height • Move around in work area and treatment areas. Position oneself in the environment to perform blood collection or instrument maintenance or to render care without obstructing the position of other team members or equipment • Ability to maneuver over cords, around analyzers, over counters and in tight passages

Functional Ability	Standard	Examples of Required Activities
Physical endurance and strength	Endurance and strength on task for as long as a 12-hour clinical shift while standing, sitting, moving, lifting and bending to perform laboratory activities	<ul style="list-style-type: none"> • Ability to stand/walk/bend/stretch for extended periods of time • Ability to reach over and into large centrifuges, move around instruments while delivering specimens, etc. • Ability to use arms and legs to access hard to reach areas • Ability to move or relocate equipment or lab supplies weighing up to 50 pounds • Ability to reach and operate overhead equipment and lift to overhead storage shelves • Maneuver compressed air tanks and attach to a CO2 incubator
Hearing	Auditory ability sufficient for physical monitoring of equipment, alarms, timers and assessment of client health care needs	<ul style="list-style-type: none"> • Hear normal speaking level sounds • Hear alarms and normal function sounds • Hear auditory signals (timers, fire alarms, etc.)
Visual	Normal or corrected visual ability sufficient for accurate observation and performance of laboratory processes, including color differentiation	<ul style="list-style-type: none"> • See objects up to 20 feet away • Visual acuity to read computer screens, patient ID bands, sample and tube labels • Interpret color change end point testing
Smell	Olfactory ability sufficient to detect significant environmental and laboratory odors	<ul style="list-style-type: none"> • Detect odors from instruments (e.g., burning or smoke) • Detect smell of small amount of certain chemicals (spill)
Emotional/ Behavioral	Emotional stability and appropriate behavior sufficient to assume responsibility/accountability for actions; ability to measure, calculate, reason, analyze and synthesize, integrate and apply information	<ul style="list-style-type: none"> • Establish rapport with clients, patients, family members, instructors and members of health care team • Ability to work, at times under extreme pressure, with patients or samples that may be difficult to handle (e.g., due to appearance, smell, location) <ul style="list-style-type: none"> • Ability to use sufficient judgment to recognize and correct performance and problem solve unexpected observations or outcomes of phlebotomy procedures

Functional Ability	Standard	Examples of Required Activities
Professional attitudes, communication and interpersonal skills	Professional appearance, demeanor and communication; oral and written communication skills to effectively and sensitively read, write and speak in English. Follow instructions and safety protocol.	<ul style="list-style-type: none"> • Conduct self in composed, respectful manner • Give and receive verbal directions • Follow written procedures with accuracy, efficiency and be able to clearly document information, Pt ID, etc • Remain calm and maintain professional decorum in emergency and high-stress situations

After admission to the PHB Program, the student is responsible for notifying the Program Director of conditions that may impact the student's ability to meet the PHB Program Technical Standards. Any change in the student's ability to meet and/or perform the PHB Program Technical Standards would require the student to provide appropriate documentation (as identified by the PHB Program) that they once again can meet the Technical Standards.

If an accommodation is necessary to participate in the PHB Program, participation is dependent on the identification of a reasonable accommodation. Access and Disability Resources and the PHB Depts. will determine what is "reasonable", on a case-by-case basis utilizing the PHB Technical Standards. The accommodation should be in place prior to the start of the program. Situations that arise after the start of the program may delay or prevent the student from completing the PHB program. Pima Community College provides reasonable accommodations to those students who qualify under the Americans with Disability Act, as amended (ADA). Appropriate documentation is required to determine eligibility for accommodations. It is the student's responsibility to contact the ADR Office and request accommodations in a timely manner. NOTE: No accommodations are given for the practical (lab) classes or categories of the PHB classes.

Program Enrollment Reporting Policy

Pima Community College Phlebotomy Certificate Program determines its enrollment based on the number of students registered and attending phlebotomy courses. PHB150IN is a required course for multiple programs. Because not all programs require the clinical rotation courses, completion is determined by the number of students who complete PHB150IN and for those qualifying and completing the clinical rotation courses.

Program Cost

An estimate of [total program cost](#) can be found on the PHB website. Additional expenses may be assessed depending on the student's residency status, developmental coursework and enrollment status. Please refer to the [Tuition & Fees - Credit Courses](#) and [Schedule of Classes](#) webpages for further information. The costs above do not represent all the costs associated with attending college. Please refer to the [cost of attendance](#) webpage on Pima.edu for more information.

Local employment programs and grants, such as [Job Path](#) and Pima County [One Stop](#) are good sources for funding. Contact these programs directly to schedule an eligibility interview. Pima college [financial aid office](#) also has options for tuition assistance.

REQUIRED COURSES FOR THE PCC PHLEBOTOMY CERTIFICATE

Requirement	Course	Credits	Length	Semester Offered
Communication	WRT101 (recommended)	3	5-16 wks	Fall, Spring, Summer
Success Course	HRP or STU 100	1	5-16 wks	Fall, Spring, Summer
Phlebotomy	PHB150IN	3	16 wks	Fall, Spring
Clinical Rotation	MLT199WK	1.5	2-3 wks	Fall, Spring, Summer
Rotation Corequisite	MLT199	1.5	2-3 wks	Fall, Spring, Summer
Total Credits		10		

College Admission

Students must be registered and admitted to Pima Community College to be accepted into the PHB program, or to take any PHB courses. See [More About PCC](#) for additional information. Students must be concurrently registered for or already completed the success and communication courses to being cleared for PHB150IN.

Transfer Credits from a Different College or University

All required courses must be posted on the Pima transcript prior to being accepted into the PHB program. The same minimum grades apply to transfer courses. Pima College must receive an official copy of transcripts. Visit the [Transfer to Pima](#) page on Pima.edu. NOTE: Transcripts must be an official (unopened) copy sent from your prior institution.

Electronic copies can be sent to: Registrar@pima.edu

Transcripts can also be mailed to:

Pima Community College
 District Office - Admissions and Records
 4905B E. Broadway Blvd., Suite 220
 Tucson AZ 85709-1120

To have your transfer credits posted to the Pima transcript, students must submit a [Request for Transcript Evaluation](#) form. Instructions for submitting are found at the bottom of the form. Transcript evaluations take a minimum of three (3) weeks to complete. During peak months, evaluations may take longer. To ensure your transcript is evaluated before the start of the term, submit your official transcripts and Request for Transcript Evaluation Form by the priority deadline:

Fall (August start) July 1 Spring (January start) November 1 Summer (May start) April 1.

Allow a minimum of 3-6 weeks for evaluation. Transfer credits used to satisfy requirements for the PHB program must be posted on your Pima transcript to be considered for acceptance into the PHB program.

Please note that 300 level or higher courses will not routinely post to your Pima transcript. Minimum grade for transfer credit is a C. Pass / Fail (credit only) courses may or may not transfer. Minimum grade requirements and time limits apply to all transfer credits. Some courses may post as electives. Consult with a financial aid specialist to see how this may affect your eligibility.

Course Substitutions and Waivers

Students who are currently employed as a phlebotomist and have ASCP PBT certification can request to have PHB150IN waived. No other phlebotomy certification(s) are accepted. Current and ongoing employment is required for students to complete MLT199 and MLT199WK. Those courses will not be waived. We do not accept phlebotomy course transfers from other phlebotomy programs.

PROGRAM ADMINISTRATION AND COMMUNICATION CHANNELS

Program Office- Contact Information

The PHB program is part of the Center of Excellence for Health Professions

Mailing address: Pima Community College - West Campus, 2202 W. Anklam Rd. Tucson, AZ 85709

- Academic Dean: Don Martin mmartin79@pima.edu
- Associate Dean: Karen Tam ktam@pima.edu
- Program Director: Ameer Rosales amrosales2@pima.edu **(For Program information)**
- Program Director's Office: 520-206-6835 PCC West Campus Tortolita Building: E234

RULES & CODE OF ETHICS FOR PHLEBOTOMISTS

CODE OF CONDUCT: Pima Community College (PCC)

PCC has a [Student Code of Conduct](#) posted on the college website. This Code of Conduct includes details of PCC policy regarding Academic Ethics Violations, Non-academic Violations (disruption, assault and related offenses), False Reporting / False Documentation, Tobacco, Alcohol and Drug Offenses, IT Offenses, Discrimination, Harassment, and Sexual Offenses, Weapon Offenses, Property Offenses, and other Miscellaneous Offenses. Any questions that arise concerning the interpretation or application of this Code of Conduct should be addressed to the Assistant Vice Chancellor of Student Services or his/her designee.

CODE OF ETHICS: American Society of Clinical Laboratory Science (ASCLS) Standards

The ASCLS is the premier laboratory organization and forum that sets laboratory standards to make a positive impact in health care through leadership that will assure excellence in the practice of laboratory medicine.

ASCLS Believes:

1. Quality laboratory service is essential to quality health care.
2. Competent, credentialed, laboratory professionals are the foundation to quality laboratory medicine.
3. Everyone deserves access to safe, effective, efficient, equitable, and patient-centered healthcare, and
4. Advancing the laboratory profession advances health care.

Core Values:

1. Ensuring safe, accurate, efficient, appropriate and cost-effective laboratory services is a component of quality
2. Defining the characteristics of competent personnel within the profession and providing professional development opportunities so that practitioners can maintain competency are essential roles of a professional association

3. Enabling laboratory professionals to function at their highest level of competence will contribute to cost effective health care
4. Promoting diversity supports the delivery of quality laboratory service
5. Taking a leadership role in standard and policy setting is a core professional responsibility
6. Advocating for quality within the laboratory is essential to the assurance of quality health care delivery

Preamble

The Code of Ethics of the American Society for Clinical Laboratory Science sets forth the principles and standards by which clinical laboratory professionals practice their profession.

Duty to the Patient

Clinical laboratory professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining individual competence in judgement and performance and striving to safeguard the patient from incompetent or illegal practice by others. Clinical laboratory professionals maintain high standards of practice. They exercise sound judgment in establishing, performing and evaluating laboratory testing. Clinical laboratory professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to other health care professionals about the services they provide.

Duty to Colleagues and the Profession

Clinical laboratory professionals uphold and maintain the dignity and respect of our profession and strive to maintain a reputation of honesty, integrity and reliability. They contribute to the advancement of the profession by improving 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. Clinical laboratory professionals actively strive to establish cooperative and respectful working relationships with other health care professionals 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, clinical laboratory professionals have the responsibility to contribute from their sphere of professional competence to the general well being of the community. Clinical laboratory professionals comply with relevant laws and regulations pertaining to the practice of clinical laboratory science and actively seek, within the dictates of their consciences, to change those which do not meet the high standards of care and practice to which the profession is committed.

Pledge to the Profession

As a clinical laboratory professional, I strive to:

- Maintain and promote standards of excellence in performing and advancing the art and science of my profession.
- Preserve the dignity and privacy of others.
- Uphold and maintain the dignity and respect of our profession.
- Seek to establish cooperative and respectful working relationships with other health professionals.
- Contribute to the general well-being of the community.

GENERAL INFORMATION AND POLICIES OF THE PHB PROGRAM

The PHB program is designed to be completed in 1 semester plus 2-3 weeks for the clinical rotation. Student who successfully complete this program will have completed 10 credit hours. After completion, PCC will issue a certificate of completion. Students will also be eligible to sit for the ASCP national phlebotomy certification exam. This is not required, but is recommended. This exam costs approximately \$150.

Acceptance into the PHB Program

Students may submit an [application to the PHB program](#) from **September through January for the spring courses, and February through August for the fall courses**. Applications must be submitted electronically. Email applications to the MLT/PHB program director amrosales2@pima.edu. Applications must be complete (Pima A#, Pima email, signature, etc) or it will be returned. Students will receive a confirmation when their application is received. All follow up communication will be sent to the student's PIMA EMAIL only.

We accept a minimum of twelve students per PHB150IN class. One to three sections of each class are offered each spring and fall. Students must have all of the required documents assembled and reviewed prior to being cleared to register for the phlebotomy course. Students must complete the [checklist](#) posted on the phlebotomy website and bring a copy of all supporting documents for everything documented on the checklist. The [DPS fingerprint clearance](#) and the [Essential Standards Health Document](#) usually take a while to complete. These should be started right away! After their documents are reviewed, students will be given a form for a urine drug screen. When the result comes back as negative, the student will be registered for PHB150IN. Students who achieve a B or better in PHB150IN are eligible to take the clinical rotation courses.

Students who do not need to complete the rotation courses are able to sign a waiver in place of assembling the required documents. NOTE: If a student signs the waiver to be registered for PHB150IN, they will NOT be assigned a clinical rotation. If they later decide they want to take the rotation courses, they will be removed from the course roster until they can assemble and have all documents reviewed. If the courses are full, the student will be moved to the wait list after their documents are reviewed.

PCC Diversity Statement

Pima Community College welcomes, celebrates, and fosters the diversity and contributions of students, faculty, staff and administrators.

We cherish the diversity of our community and, in addition to equal opportunity and educational access for all, we respect and are inclusive of all beliefs, values, abilities, personal experiences and preferences, cultural and socioeconomic backgrounds, and worldviews. We believe our differences are our strength and a source of innovation, excellence, and competitiveness.

We understand that the "community" in the community college of the 21st Century extends beyond local political boundaries, thus we aspire to build a community of responsible global citizens.

We believe that the ultimate objective of diversity is the achievement of equality and social justice. Furthermore, social justice has no borders and is an essential right of the human race.

Therefore we recruit, retain and develop the potential of students and employees from historically marginalized groups in the US and from any origin in the world regardless of ethnicity, religion, disability, political views, gender, gender identity, sexual orientation, social status and other characteristics. See the Phlebotomy Essential Standards health document for job limitations and physical requirements.

NOTE: Reasonable accommodations submitted through ADR can be honored for the didactic (lecture) portion of the class. Accommodations for the practical (hands-on) portion of the class cannot be honored.

Program Accreditation

Pima Community College (PCC) is accredited by the Commission on Institutions of Higher Education, North Central Association of Colleges and is approved by the Arizona State Board of Directors for Community Colleges.

The PCC Phlebotomy Certificate Program does not have separate or external accreditation other than those listed above. All students who successfully complete the coursework for the PHB program will receive a certificate of completion from PCC and will also be eligible to sit for the ASCP national PBT certification exam.

Clinical Eligibility Requirements - Required Immunizations:

All students entering the PHB Program must meet eligibility requirements to attend the clinical laboratory. This is essential for the safety of the clients at the clinical facilities used by the PHB program. Students must provide proof of meeting these requirements.

1. MMR (measles/ mumps/rubella): Two doses (4 weeks between doses) or students may provide a copy of laboratory results demonstrating immunity (titer) for each disease. (Some sites require w/in 10 yrs)
2. Varicella (chicken pox): Two doses (4 weeks between doses) or students may provide a copy of laboratory results demonstrating immunity (titer). "Evidence of disease" statement is not acceptable.
3. Hepatitis B series: Two or three doses depending on the vaccine. Students may provide a copy of laboratory results demonstrating immunity (titer). Waiver can be signed while undergoing vaccination process. Vaccinations must be completed before attending rotation.
4. Tdap (tetanus, diphtheria and pertussis) within the last 10 years, effective through the last day of the semester for which student is assigned final PHB rotation.
5. Tuberculosis: [Two Step Negative PPD](#) (TB skin test), with a current negative TB skin test performed within the last year, must be renewed and effective through the last day of the semester for which student is currently enrolled or negative chest x-ray, or blood test (T-spot / Quantiferon) within the last year.
6. Verification of health insurance with an electronic copy of the card, effective through the semester for which student is currently enrolled.
7. Negative urine drug screen for substances of abuse. (**Form will be provided by PCC.**) Students must provide current prescription for control meds. THC is not a federally approved medication. Screens must be negative for THC. Some non-smoking clinical sites may perform a nicotine screen and may reject prospective students who test positive.
8. Arizona Department of Public Safety (DPS) Fingerprint Clearance Card (copy of the card). Forms will be provided by PCC or can be obtained from DPS and must be submitted by the student. This process takes a minimum of 3-6 weeks and is required by all PCC-contracted clinical sites.
9. Seasonal flu vaccine is required for students attending clinical rotation for the most recent flu season. It may be difficult to find the vaccine in the summer – so be sure to get it in the fall or early spring.

10. Proof of current COVID vaccine – per current CDC recommendations.
11. Additional Costs and Requirements: Some clinical sites require students to register with an outside validation company which has an added cost of up to \$35. There may be an additional background check and / or drug screen which may or may not be performed / cost covered by the site. Some clinical sites charge students for an access badge.

Student Health Insurance

All students are required to provide evidence of comprehensive health insurance. Student must maintain this insurance throughout attendance in the PHB program. Failure to maintain health insurance may result in dismissal from the PHB program. Insurance can be government sponsored or private insurance. Click here: [Options for insurance coverage](#).

Note: Students may be financially responsible for any required healthcare after an exposure. This is decided on a case-by-case basis and is usually dependent on the reason for the exposure. Additional information regarding exposure and infection control are in the next section.

Infection Control Policy and General Procedure

Each student is responsible for personal health and safety. The procedures below are intended as guidelines to assist students in minimizing risk of infection.

- Universal Precautions must be observed at all times when there is a potential for contact with blood, blood product, body fluids or tissue. (Assumption that all are potentially infective.)
- Pima College will make available – as needed - disposable gloves (powder and latex free gloves), impermeable lab -coats, masks, face shields, goggles - as appropriate, for laboratory classes.

Procedure for Classroom Safety:

1. Never eat or drink in the student or clinical laboratory. Keep all objects out of your mouth.
2. Do not touch your face, apply makeup or lip balm, or use electronic devices while wearing gloves, or if your hands are potentially contaminated.
3. Details for disposal of biohazards, sharps, reagents and other materials are posted in the classroom.
4. Gloves, closed toed shoes and lab coat are required at all times when performing any lab exercise and if there is a potential for contact with blood or body fluid. Shoulder length hair must be tied back.
5. Masks are required for any student with an active cough or respiratory ailment
6. Goggles and shields are required if splash or inhalation hazard exists. (Fumes, blood spatter, etc.)
7. Hazardous materials (blood soaked gauze, chemical reagents, etc.) will be placed in biohazard containers. Some special circumstances may exist. Follow the disposal instructions in each lab.
8. Needles, hard plastic, wooden applicator sticks, and other sharp objects will be placed in the puncture proof sharps containers.
9. Petri dishes, agar plates, volumetric pipettes and other large objects will have specially designated disposal containers. Follow the instructions for disposal in the laboratory procedure.

10. Hands must be washed with soap and water at the beginning and end of each class, and if visibly soiled. Wash hands after bleaching the benchtop.
11. Hand sanitizer should be used frequently throughout the class, and always before putting on, and when removing gloves, after touching counters, before collecting samples, and before eating or drinking.
12. Counter tops and desk areas are cleaned with a 10% bleach solution (prepared daily) before and at the end of each class, and as needed (spills, etc) throughout the class.
13. Equipment and instrumentation should be used per manufacturer specifications and directions. Do not use any equipment unless you have been trained in the proper operation. Keep centrifuge lids closed while spinning, clean spills with bleach solution, label non-functioning equipment with maintenance tags detailing the problem encountered.
14. Use brush and dust pan to collect broken glass. Contact housekeeping for large spills.
15. Wear gloves when using bleach products. Be familiar with SDS for products used in the clinical lab.
16. Notify the instructor immediately of all injuries and potential exposures.
17. Additional restrictions and precautions may be added depending on health situations, lack of vaccination(s) or to accommodate compromised students, instructors or preceptors.

ATTENDANCE and TARDINESS

Pima College Attendance Statement

Throughout the program, students must substantively participate in such a way as to ensure successful completion of the course by the end of the program. Students must complete at least one academic task per week that will serve as active participation – see additional requirements and more details below. Faculty will have the responsibility of noting whether the student is present or not using the Attendance Tracker. Students who do not actively participate in the class within the first three required days of each class will be dropped from the class and will be withdrawn from the PHB program. Missing class or arriving late will affect the student's final grade. Excessive tardiness or absenteeism may result in removed from the program.

PHB Grading Scale: A: 100-90% B: 89-80% C: 79-70% Below 70% - No credit

PHB Didactic Courses:

- Class will start PROMPTLY at scheduled start time. Attendance is mandatory for all scheduled labs.
- Non attendance or late arrivals will affect your grade.
- Students are expected to have their bench cleaned and equipment out prior to start time of class.
- Students are required to stay for the length of the class. Leaving early will be counted the same as a student arriving late to class.
- Two tardies are counted as one absence. (Student will receive verbal warning for each tardy)
- First absence: Student receives a verbal warning. Second absence: Student must meet with the program director and instructor to discuss ways to improve attendance. Third absence: Student will meet with the program director and dean to discuss removal from the program.

- There are no make-up days for labs. Recorded lectures are posted early for flexibility for students.
- Students will be collecting samples from the other students in the class. This is essential to allow practical application of the phlebotomy skills they learn in class. Students may also recruit volunteers after the midterm exam. Instructor prior approval for all volunteers is required.

PHB Clinical Rotations:

Clinical rotations are difficult to obtain. Students must acknowledge this and appreciate the time and expense the hosting laboratory is investing in the student's training. No clinical site is obligated to take any students and assignment at a site can be revoked without notice. It is imperative that the student be respectful of all the hosting laboratories employees, policies, equipment, reagents and facilities.

The clinical rotation is basically an on-the-job interview. Your performance will follow you to ALL laboratories in the Tucson area. A pattern of professional behavior must be set in anticipation of employment in the true clinical environment. Each day serves as a building block of knowledge for the next competency; therefore, FULL DAY attendance - as scheduled by the laboratory - is mandatory. **The designated preceptor and PCC clinical coordinator must be notified BY EMAIL in advance of all absences. Failure to notify the PCC clinical coordinator of any absence will be regarded as an unexcused absence. See PCC PHB policy, below:**

- An attendance log is completed daily by student, signed by the preceptor, and must be available to the PHB clinical coordinator when visiting the student at the clinical site and lab inspectors. Completed attendance is submitted electronically each week - Due date will be determined by rotation.
- **Due to the short 2-3 week time span of the clinical rotation, requests for days off, late arrival or early dismissal are not generally honored. Please plan your schedule accordingly!**
 - Students will follow the clinical site's schedule, including holidays – NOT Pima's schedule.
 - Do not schedule appointments, vacations, etc. during clinical hours.
 - Emergent or acute situations may require a student to miss clinical time. This is usually not a problem if kept to the bare minimum. But don't plan on it. Time off is not guaranteed.
 - If time off is granted, this will not count as an absence.
 - While there may be options for attending rotation (day, evening and night shifts, some varied hours (6, 8, 10, 12 hrs days), etc,) PCC usually cannot accommodate students' work or child care needs other than the varied rotations offered by the affiliates.
- **The following PCC PHB policy will be enforced:**
 - Student must arrive early, and be ready to work, a minimum of 5 minutes early - before the assigned start time. Two tardies will be treated the same as one absence.
 - Due to the short 2-3 week rotations, attendance is required each day student is assigned.
 - 1st unscheduled absence –The student will be placed on probation and may be suspended from the facility. The student will receive a written warning.
 - 2rd unscheduled absence – The student will be suspended from the clinical rotation and must meet with the dean and program director to discuss possible removal from the PHB program.

If any student is removed from a clinical rotation for negligence, carelessness, nonperformance, neglect, noncompliance, aggression, disrespect, attendance or tardiness issues, or any other cause, the student will

not be reassigned to an alternate rotation, will not complete the clinical requirements of the program, and therefore, will not pass the required courses for certificate completion.

CHEMICAL IMPAIRMENT POLICY – PCC PHB PROGRAM

Pima Community College and the PHB Program require that students provide safe, effective and supportive client care. To fulfill this purpose, it is the policy of Pima Community College that students not be chemically impaired during participation in **any** part of their college program including classroom, laboratory, and clinical settings.

Abuse Prevention and Control Act of 1970, 21 U.S. C. § 812, prescribed medications, inhalants or synthetic designer drugs. A student is —under the influence|| if they are affected by the use of alcohol, drugs or medication, and the use may adversely affect the student’s performance in the classroom, laboratory or clinical setting. Abuse of the substances includes episodic misuse or chronic use that has produced psychological and/or physical symptomology.

Please note that THC (marijuana) is not a federally recognized medication. All affiliates who accept Medicare or Medicaid are required to screen and block students and employees who test positive for this drug.

A chemically impaired student is identified by things such as, but not limited to, the perceived odor of alcohol, drugs or medication, slurred or rapid speech, unsteady or staggering gait, dilated or pinpoint pupils, blood-shot eyes, fine motor tremors, difficulty in calculation, inability to follow directions, confusion, nausea, vomiting or sweating. If faculty suspect that a student is chemically impaired while participating in any part of the student’s college program, the faculty will take the following steps:

1. Remove the student from the classroom, laboratory or clinical setting.
2. Immediately consult with another faculty or agency supervisor/designee for verification of reasonable suspicions. The verification will be conducted in a confidential and respectful manner.
3. If the second person confirms a reasonable suspicion of chemical impairment, immediately inform the student as to why the student is being removed from the classroom, laboratory or clinical setting.
4. Ask the student to consent to a drug/alcohol screen.
 - a. If the student consents, have the student sign a Student Disclosure Form, Consent to Transport Form, and a Release and Consent Form, consenting to the screen and transportation. Make electronic copies of all forms.
 - b. Call the PCC Police (206-2700) to perform required testing or transport student to laboratory for testing.
 - c. Notify facility security.

- d. DO NOT allow student to leave a faculty member's presence or ingest any substances until the screening procedure is complete.

If the student refuses screening:

- Remove the student from patient care or from the academic setting. Notify Campus Police for transportation of student from college or clinical facility.
 - The faculty will inform the Dean of Biomedical Science of the circumstances. The student will be required to make an appointment with the Dean within 24 hours.
 - Immediate suspension from the program will be the consequence for refusal to participate in testing. If a student refuses transportation home by Campus Police, document with a witness.
6. Contact the Dean of Health Professions to inform of the situation. Documentation of the incident will be forwarded to the Dean. Make an appointment for the student to meet with the Dean on the next working day (Monday-Friday).
 7. Have the student call family, friend or other transportation (cab, Uber, etc.) company to arrange transportation home after the screening. If a student is unwilling or unable to arrange transportation home, Campus Police may be used for their safe transportation.
 8. The student will **not** return to the classroom, laboratory, or clinical setting until the test results are available and the student's status in the program is determined. The Dean of Biomedical Science will review the screening results in determining the student's status in the program. (Refusal of screen results in suspension from the program.)

Confidentiality

All communications received by Pima Community College relevant to drug/alcohol screening conducted pursuant to this Chemical Impairment Policy will be treated as confidential. Such communications will not be disclosed, except:

1. To the tested student or any other person designated in writing by the student.
2. To individuals designated by the College to receive and evaluate test results or hear the student's explanation.
3. In a proceeding related to an action taken by the College or student arising out of this Chemical Impairment Policy.
4. To an arbitrator or mediator, or a court or governmental agency as authorized by state or federal law.

Positive Drug/Alcohol Screens

1. All positive results will be reviewed by the college and the Dean of Biomedical Science.
2. If the results indicate the presence of illegal drug(s), a positive blood alcohol concentration or the presence of prescription medication(s) of a quality or quantity not disclosed in the Student Disclosure Form (a —positive screen) or if the student refused screening, the student will be given an opportunity to explain the screening results or refusal to submit to screening.
3. The student with positive drug screens will be barred from the PHB program for a period of one year.
4. Permanent dismissal from the program will be warranted for refusal to submit to screening without adequate explanation.

Note: Marijuana is legal in Arizona, however, it is illegal under federal law. Hospitals accredited through the Center for Medicare and Medicaid Service could be found to be in violation, lose federal funding, and face penalties if they fail to restrict the use of cannabis. THC will stay in blood and urine for many days after use. Testing positive for THC will exclude a student from participation in the PHB program.

Re-Entry into the Phlebotomy Certificate Program after a Positive Drug/Alcohol Screen

A student withdrawn from the PHB Program may re-apply to the program after the one year withdrawal period has expired, according to the following guidelines:

Follow the Re-Entry Policy for the PHB Program. Re-entry is based upon space availability.

- After one year, the student may petition to re-enter the program.
- If the student is allowed to re-enter the program, **he / she will need to repeat and pass all didactic PHB courses.** (This is to ensure currency and competency of the student before being assigned to a clinical rotation)
- Assignment or reassignment to a clinical site is not guaranteed.
- Student must also complete the following:
 1. Provide satisfactory evidence of rehabilitation related to the student's prior chemical impairment. The Dean of Biomedical Science will review evidence to determine successful rehabilitation, which may include:
 - a. Documentation of a completed rehabilitation or substance abuse treatment program.
 - b. Proof of regular attendance in a —12 Step Anonymous Program or similar therapeutic program.
 - c. Evidence of after-care attendance upon completion of a rehabilitation or substance abuse treatment program.
 2. Letter from treatment facility and/or therapist stating the student would be able to function effectively and provide safe and therapeutic care for clients in a clinical setting.

3. Students requesting readmission must have a repeat screening for drugs and/or alcohol immediately prior to readmission, and again before starting any clinical rotation.
4. Students requesting readmission must agree to submit to random alcohol/drug screening, at student expense, for one year following readmission to the PHB Program. If a student applying for re-entry to the Program under this Policy: 1) has a positive result on the screening immediately prior to readmission, 2) has a positive result on a random screen, or 3) refuses to submit to random drug screening or screening immediately prior to readmission, the student will be permanently dismissed from the PHB program.

Negative Drug or Alcohol Screen / Chemical Impairment Not Detected

If the drug/alcohol screen is negative for the presence of illegal drug(s), blood alcohol, or the presence of prescription medication(s) of a quality or quantity not disclosed in the Student Disclosure Form, the student will meet with the Dean of Biomedical Science within 24 hours to discuss the circumstances surrounding the suspicion of chemical impairment.

1. If the indicator was the odor of alcohol, the student may be required to discontinue the use of whatever may have caused the alcohol-like odor before being allowed to return to the classroom, laboratory or clinical setting.
2. If the indicator was behavioral, consideration must be given to the symptoms. A medical referral for evaluation may be indicated.
3. The Dean of Health Professions will make a decision regarding returning to the classroom, laboratory, or clinical setting based on all information available to them at this meeting.
4. If a clinical site refuses to allow the student back to that site, reassignment to an alternate site is not guaranteed.

Appeal Statement

The student has the right to participate in an Appeal Process as outlined in the Student Code of Conduct Complaint Procedure. <https://www.pima.edu/current-students/complaint-processes/index.html>

ILLNESS / ACCIDENTS / INJURIES DURING THE PHB PROGRAM

Students must use good judgment when illness occurs. To limit the spread of infectious disease, students with fever and/or symptoms of illness should immediately contact the PHB program director or PHB course instructor regarding attendance at the clinical assignment or didactic class(es). The clinical instructor may dismiss a student from the clinical assignment setting if in his/her judgment the student poses a risk of infecting others. This absence will be recorded on the student clinical attendance sheet or in PCC attendance tracker. When a student experiences a serious illness, injury or a pregnancy which may hinder his/her ability to perform in the

clinical setting, the PHB Program reserves the right to require a physician's statement verifying that the student can safely attend class or perform laboratory testing at required competency levels.

The PHB program requires students who miss two days of class or rotation to meet with the PHB program director and dean of Health Professions to discuss possible removal from the PHB program. Each case will be considered on an individual basis. Specific release guidelines may be required in the physician's statement for situations involving back injury, surgery, communicable diseases, etc. If the student has missed too many days, they may need to withdraw from the program or may receive an incomplete for the course(s).

The following guidelines will outline the process to be followed should an injury occur in the clinical assignment setting:

Procedure for Injury or Exposure

1. FOR LIFE THREATENING EXPOSURE OR INJURY, CALL 911 / SEEK IMMEDIATE MEDICAL TREATMENT.
2. A student who is injured or has a significant exposure to blood or body fluids in either the clinical assignment or classroom should immediately notify his/her clinical instructor and program director.
 - a. CLINICAL SITE: Document details of the occurrence and care rendered on the appropriate facility incident report form(s).
 - b. CLASSROOM: Complete a Student Accident Report Form. This form is available in the classroom. Completed form will be submitted to EH&S and the campus police, depending on the details of the exposure and the severity.
3. If the injury or exposure is NOT life threatening, the student shall contact their personal physician for immediate care and follow-up. Note: Student may be sent by the college to Concentra.
4. The college and the clinical facility are not responsible for any claims for expenses that result from an action of a student in the clinical site setting or student laboratory unless the exposure was out of student control / not caused by the student.
5. A copy of the summary/incident must be forwarded to the MLT/PHB Program Director.
6. Contact EH&S (520-206-2733) PCC Police (520-206-2700) or the MLT/PHB program director for additional questions.

DIDACTIC PHB COURSES

Be sure to track the [PCC Academic Calendar](#) to help prevent yourself from missing important dates!

PHB Course Schedule

The PHB didactic courses are offered during the spring and fall semesters. PHB150IN has a lecture and laboratory component, with the lab and lecture being taught simultaneously. Because of limited classroom space, equipment and high complexity laboratory exercises, the PHB program currently maintains a maximum enrollment of twelve (12) students per section. Students must achieve a minimum grade of 70% in each category of PHB150IN course to pass the course. Students who receive a minimum of 80% in each category of PHB150IN will qualify for the clinical rotation courses (MLT199 and 199WK) – provided they submitted all of the required documents prior to beginning of PHB150IN. MLT199 and 199WK are offered during the spring, summer and fall semesters, as available – according to affiliate availability.

PHB150IN is offered in the hybrid format. Lectures are recorded and available on line. All lectures are posted on day one of the course. D2L quizzes over the lecture and lab material are assigned weekly. Weekly labs are mandatory – 2.5 hours per week. Midterm and final exams are in person in the classroom.

Withdrawal / Repeating PHB Courses / Incomplete

It is essential for all PHB students to be able to understand the material taught in the lecture, and to be able to apply that knowledge and successfully perform the integrated / correlated laboratory exercise. In the clinical laboratory, a phlebotomist will need to apply knowledge and use critical thinking when performing the tasks of their job. For this reason, students must pass all sections of PHB150IN (pass the laboratory, participation and lecture categories). Minimum grade of 70% is required to pass PHB150IN, MLT199 and MLT199WK. An 80% is required in PHB150IN to qualify for clinical rotation (MLT199 and 199WK)

Students must withdraw themselves from a course. Instructors can no longer issue a W as a grade. Students who fail to withdraw by the official withdrawal date will receive the grade earned in the class. To receive an I (incomplete) for PHB150IN, the student must be passing and have successfully completed more than 80% of the course. Requests for re-admittance into the PHB program after a withdrawal are reviewed on a case-by-case basis. Any student who would like to apply for re-admittance into the program must meet with the PHB/MLT program director to discuss options.

PHB policy for reentry into the program: A new application must be submitted to reenter the program. MLT199 and 199WK must be COMPLETED within 6 months of completing PHB150IN. If this is not possible, the student will need to repeat PHB150IN. This is required for currency and to ensure patient and student safety.

CLINICAL ROTATIONS

Responsibilities of the College

- a. Students are assigned to rotation sites as they become available. Students may submit their preference for rotation site, however the final decision for placement will be made by the program director. Factors influencing placement will include: clinical site request, classroom performance (hands-on and theory), attendance record, ability of the student to perform independently, etc. Students are placed for success.
- b. A PCC faculty member shall serve as the PCC clinical coordinator for the student's clinical training at the facilities of the Affiliate. The PCC clinical coordinator will establish, in consultation with Affiliate's clinical coordinator, the student's rotation schedule.
- c. The PCC clinical coordinator will make initial clinical assignments, plan curriculum, learning objectives, evaluation procedures for the training experience, and provide and grade department study questions.
- d. PCC will furnish the Affiliate with the course description, written course objectives, competencies to be achieved and evaluation forms for each department/section.

- e. PCC will instruct students regarding patient confidentiality, SDS and HIPAA requirements. If required, student will also successfully complete orientation and training required by the affiliate (training site).
- f. The PCC Clinical Coordinator will have a minimum of two meetings with each student. One may be a meet and greet at the student's assigned clinical site, when possible – dependent on affiliate availability.
- g. The PCC clinical coordinator will evaluate students on cognitive objectives by evaluating and grading assigned course work. Preceptors will evaluate students on affective and psychomotor and some cognitive objectives (preceptor evaluation).
- h. PCC will provide a summary of data and feedback to Affiliate regarding the student's clinical rotation evaluation for each section.
- i. The PCC clinical coordinator and faculty will compile and maintain records of the students' grades and progress evaluations. PCC MLT/PHB program director / clinical coordinator is responsible for determining and awarding the final grades for all student course work. Course records are maintained for a minimum of two years. No records are maintained at any clinical sites.
- j. PCC has sole responsibility for the granting of the phlebotomy certificate. PCC does not participate in job placement or contribute to the hiring process other than providing references, as requested.

Responsibilities of the Student

- a. Student must thoroughly review the PHB handbook.
- b. **Students must review the Student Rotation manual prior to the start of the rotation.**
 - i. Student manual is electronic and will require student to have access to a computer with Microsoft Word or similar program, in order for student to complete assignments.

Note: The Student Resource Center at any PCC campus has free access to computers and scanners.

- ii. Print a copy of the COMPETENCY CHECKLIST and weekly attendance to facilitate review of the listed competencies with your preceptor(s) as you progress and complete the objectives.
- iii. Your preceptor(s) will review and sign-off each competency with you, as each is completed or by the end of the department rotation. Please note: not all clinical sites will perform all testing.
- iv. Students are responsible for completing the left half of the attendance. The preceptor will complete the right half. This is done each day of attendance (Sunday through Saturday) and submitted into D2L at the end of the week (by Saturday). A new attendance sheet for the next week must be completed and submitted the following week(s).
- v. All assignments will be submitted electronically, must be legible and placed into D2L.
- c. Students will abide by the following dress code while assigned to the clinical institution:
 - i. Basic dress code requirements:
 - a. Scrubs – clean, uncrushed, solid color
 - b. Closed toed and closed heel impermeable shoes
 - c. Shoulder length hair tied back
 - d. Lab Coat – buttoned – Remove before leaving the lab
 - e. Keep jewelry small and minimal

- ii. Some have a specific scrub color for the lab:
 - a. TMC – Red
 - b. Banner / SQL / LSA – Olive Green
 - c. Carondelet / Tenet – Red/Black
 - d. Others: Currently no specific color – Please choose solid color – no prints
- iii. Personal Protective Equipment (PPE) – to be worn AT ALL TIMES when working in the lab:
 - a. Provided by the clinical facility
 - b. Laboratory coats and gloves
 - c. Goggles, masks, face shields, etc. as needed
- iv. All dress code policies of the clinical affiliate must be followed.
- v. Identification badges will be worn at all times.
 - a. PCC student ID's can be printed by the PCC program director.
 - b. Clinical sites will issue ID badges for their facility after orientation
 - c. Lost badges must be replaced with the student covering any costs incurred.
- vi. Personal Appearance and presentation:
 - a. No perfume or scented lotions, hair products, etc.
 - b. Tattoos must be covered. Remove all facial piercings
 - c. No artificial nails are to be worn. Trim natural nails to be level with the fingertip.
 - d. No smoking on clinical facility campus
 - i. Some sites do nicotine screens and reject student who test positive
 - ii. Do not show up to rotation smelling of smoke
 - e. Preceptors have complained about students with offensive body odor or breath. Don't let that be you! Watch what you have for lunch – wear deodorant, brush your teeth!
- d. Electronic devices must be turned off or put on vibrate during working hours.
 - i. Phone texts while on the bench are permitted in emergency situations only.
 - ii. Turn your phone ON while you are at lunch or driving to or from the lab.
 - iii. Do not text or handle any personal electronic device while wearing gloves.
- e. Maintain a clean work environment
 - i. Sanitize work area at the beginning and end of your shift
 - ii. Clean spills immediately using sanitizer (10% bleach, etc.)
 - iii. Restock all supplies in the work area throughout and at the end of your shift.
- f. Workplace injury or accidents: SEE **SECTION IX** OF THIS HANDBOOK FOR DETAILS
- g. Students will complete a clinical rotation evaluation following the conclusion of each DEPARTMENT
 - i. Return an electronic copy to the program director.
 - ii. List specifics:
 - a. Outstanding preceptor: list that person by name with details of the training
 - b. List highlights and any problems encountered during the rotation
 - c. This evaluation will be shared with the clinical affiliate after the entire rotation is complete, so be honest, professional and discreet when reviewing the site.
- h. To demonstrate professional behavior, the student will:

- i. Demonstrate a positive attitude
 1. Be prepared for the preceptorship experience
 2. Accept corrective responses / constructive criticism
 3. Complete assigned tasks, show evidence of initiative.
 4. Stay NEUTRAL when interacting with all laboratory personnel
- ii. Arrive early, be at the bench on time and begin work promptly.
 1. This includes breaks and lunch
 2. Do not expect to leave rotation early
 3. REVIEW ATTENDANCE POLICY – **Section VII** in this handbook
 4. Missing too much time (including late arrivals and early departures) will result in removal from the rotation. NO REASSIGNMENT FOR ATTENDANCE ISSUES.
- iii. Follow directions, strive for accuracy and efficiency, and work independently after observation, reviewing procedures, and /or being given instructions.
 1. Bring a notebook – use it! Don't keep asking the same questions over and over.
 2. Review the testing procedure prior to performing the test method.
 3. As you become familiar with a procedure: List steps you plan to follow, rather than asking how to perform a procedure (You will be corrected if you are wrong, but you will inspire confidence when you are right!)
 4. Transition from being a student to being a productive employee
- iv. Use advance planning – time management, establish priorities, utilize extra time efficiently.
- v. Attend to detail by documenting data accurately and legibly, meeting deadlines and following all standard operating procedures.
 1. Students will not take the place of regular employees. Service work is non-compulsory and should be reported to PCC program director if a student is expected to work unsupervised.
 2. Results will be overseen / reviewed by a preceptor
 3. **See Section XI- H Incident and Corrected Reports (Errors)**
- vi. Recognize and acknowledge errors, and repeat lab tests when necessary.
- vii. Cooperate and communicate effectively with peers and instructors
 1. Display courteous, considerate behavior towards coworkers, laboratory clients and their guests. Remember that YOU are a guest at this facility!
 2. Remain neutral when interacting with preceptors and health care workers.
- viii. Display self-confidence by interacting freely in discussion, and with instructors and peers and by accepting constructive criticism.
- ix. Abide by all rules and regulations governing the PHB program and the preceptorship clinical facility. See **Section IV – VI** of this handbook.

Responsibilities of the Clinical Affiliate

- a. Affiliate will assign a laboratory employee to be the Affiliate Clinical Coordinator
 - i. Affiliate coordinator will act as a liaison between the site and the college
 - ii. Affiliate will be available to students attending rotation, and preceptor(s) to mediate and assist in the training process.
- b. Students will be assigned to a clinical affiliate site for a minimum # of hours:
 - i. 68 hours are required to pass MLT 199WK.
 - ii. 80 hours are required to qualify to sit for the ASCP certification exam.
- c. The Clinical Affiliate will make available the clinical area for students' practical experience
 - i. Provide a quality professional experience and enforce professional policies.
 - ii. Supply the necessary PPE or notify the student of the need to supply his/her own prior to the start of clinical rotation.
 - iii. Allow the student to gain hands-on experience with current laboratory methods
- d. Affiliate will give student access to procedures prior to the performance:
 - i. Instruction will include the proper handling of affiliate policies, patient specimens, recognition of interfering substances/circumstances, and SDS.
 - ii. Personnel shall demonstrate and discuss laboratory procedures with the student
- e. Supervision of all students during the clinical training shall be provided by the affiliate.
 - i. Students shall not take the responsibility or the place of qualified affiliate clinical staff.
 - ii. A preceptor will be immediately available to the student for questions or assistance.
 - iii. If a student is able to perform a procedure accurately, as solely determined by affiliate clinical staff, he/she may be allowed to perform the technique, with qualified supervision, in order to develop speed and organizational skills.
 - iv. Information released under a preceptor's name / LIS login must be reviewed by the preceptor prior to release.
- f. Clinical instructors will document pertinent communication with PCC faculty on the weekly attendance form, through the Affiliate Clinical Coordinator, or by email: amrosales2@pima.edu
- g. Clinical instructors are responsible for evaluating the student's progress and performance.
 - i. Daily evaluation or progress is documented on the student's attendance log
 - ii. End of rotation evaluation is documented on the evaluation form provided by PCC

NOTE: The checklist and preceptor evaluation must be given to the preceptor at least 2-3 days before the end of the clinical rotation or completion of assigned / necessary hours.

1. Student will give a printed copy of the preceptor evaluation to the dept head
 2. Department head will determine who will complete the evaluation
 3. Preceptor(s) will review the completed evaluation with the student. Student will make comments as necessary and sign the evaluation
 4. The PCC and Affiliate clinical coordinators should be contacted if there will be a delay or there is a problem with completing the preceptor evaluation process.
- iii. The evaluation process should follow the guidelines outlined in the evaluation forms

1. Preceptor eval will contribute to the calculation of the student's final grade.
2. PCC is ultimately responsible for assigning a student's final grade.

h. Service work by students in affiliate's facility outside of regular academic hours shall be noncompulsory and is outside the scope of the affiliate agreement.

Joint Responsibilities: Pima Community College - Clinical Affiliate

- a. Effectiveness of the program, including review of the didactic/student laboratory instruction and the clinical rotation shall be conducted by the PCC faculty with input from Affiliate's instructors.
 - i. Student evaluation contains sections for preceptor to evaluate student "readiness":
 1. Beginning of the rotation (was student prepared to be an intern?)
 2. Post rotation (Is student prepared to be an employee in that department?).
 - ii. Feedback – positive or negative – can be given to the PCC or Affiliate clinical coordinator or program director. This can be done – and is encouraged – at any time.
 - iii. Your information will be used to improve and enrich the student's educational experiences, as well as establish the best practice for preparing students for transition to a workplace setting.
- b. Affiliates will be invited to participate in the annual advisory board meeting held in the Fall.
 - i. Suggestions from the advisory board will be implemented ASAP – usually the following semester. Results of changes will be discussed at the next advisory meeting.
 - ii. These meetings provide valuable information for both the clinical affiliate(s), the PHB and the MLT programs.
- c. The college and the affiliate will maintain a current, signed affiliation agreement.

Assignment to a Clinical Site

Students must successfully complete PHB150IN with an 80% or better and have submitted all required documents before beginning PHB150IN. Rotations are typically Mon – Friday during the day shift (usually 07:00-15:30 or similar 8 hr shift). A student will tentatively be assigned to a rotation site, and will be contacted by the PHB clinical coordinator or program director to be notified of the assignment. If the student chooses to decline the assignment, they will only be reassigned (1) after all other students in the cohort have been assigned to a site and (2) if additional sites are available. If a student declines a second site, that student will not be offered a third or supplemental rotation, and will be removed from the PHB program.

DUE TO THE LIMITED AVAILABILITY OF ROTATION SITES, STUDENT'S PERSONAL SCHEDULES CANNOT BE ACCOMMODATED. THIS INCLUDES STUDENT WORK OR SCHOOL SCHEDULES OR CHILDCARE.

Students are assigned to clinical rotation as sites become available. Matching a site to a student is done in an attempt to have the highest success rate as possible. While all PHB laboratory sites offer similar experiences to all students, each site has a slightly different location, culture, or atmosphere (i.e. Inpatient, outpatient, part time, varied shifts, ect), which may affect student performance or placement. In addition, some sites make requests for specific students (current employees, instructor requests, etc.). All of these factors are taken into

consideration when students are assigned to a particular site. Student performance in the didactic courses in the cognitive, affective and psychomotor domains will also be taken into account prior to student placement at any site. Students may submit a request for a particular site or schedule, but assignment is not guaranteed.

Clinical sites are limited. Not all sites accept students each semester. If situations occur that limit clinical placement (which happened during the pandemic), the PHB program may need to send student to an alternate site or supplement the rotation at PCC. Assignment at a clinical site is not guaranteed.

Process for assignment of students who required a repeat of PHB150IN or MLT199/199WK courses:

- Student must successfully complete PHB150IN (and have submitted all required documents) prior to being placed at a clinical site. Rotation must be completed within 6 months of passing PHB150IN.
- Students requiring a clinical rotation must reapply to the program if they do not achieve a minimum of 80% in PHB150IN. Students who do not require a rotation must achieve a minimum of 70% in PHB150IN. Reapplying is also necessary for those who do not meet that minimum requirement.
- Students who do not pass MLT199WK must meet with the program director to discuss options. Reassignment to a rotation is not generally provided. (Must be w/in 6/mo of completing PHB150IN)
- Students who do not pass MLT199 may request reassignment to this course. This will be determined on a case-by-case, and will only be approved for students who have completed or are eligible for MLT199WK

Rotation Courses

Phlebotomy Introduction to Lab Rotation – MLT 199WK, co-requisite MLT 199:

Must be completed within six months of successfully completing PHB150IN

MLT 199WK – Student must have achieved a B in PHB150IN to qualify for a clinical rotation. A supervised cooperative work program for students in an occupation related area. Clinical coordinators work with students and their preceptors in a hospital, clinic laboratory, or outpatient collection station. The student develops competency and improved self-confidence when collecting and processing blood, urine or other body fluid samples in the laboratory workplace.

- Student will be graded on number of successful punctures (min 80), attendance (min 68 hrs), and a preceptor evaluation. See the course syllabus for percentage of grades and other details.
- To sit for the ASCP phlebotomy certification exam, student must have 100 successful venipunctures and have completed 80 hours of supervised laboratory clinical hours.

MLT 199 (Co-requisite) - Principles of job success. Includes laboratory workplace skills, communication skills, time and energy management, managing stress, career information, preparing for employment; principles, theories, and practices in the career field; and problems in the work situation.

- Student will be graded on attendance at mandatory meetings, a readiness written exam, written assignments, submission of resume and cover letter, and pre-rotation materials and study questions
- See course syllabus for details and assignments.

Removal from Clinical Rotation

The PCC clinical coordinator/ Program Director reserve the right to remove from a clinical rotation any student who presents a danger to self or others. Failure to abide by PCC Code of Conduct and or MLT/PHB polices may result in a student being removed from the PHB program.

Following is a list of reasons, which constitute clinical performance deficiencies and may become the basis for dismissal. Refer to Student Code of Conduct.. This list is **not intended to be exhaustive**.

1. Failure to achieve a 80% on the entry exam or study questions.
2. Failure to immediately report any error to the preceptor and/or responsible personnel.
3. Any verbal communication or any written material that is fraudulent, plagiarized, untruthful, and/or dishonest. This includes plagiarism of an assignment or examination.
4. Lack of preparation for clinical assignments, adequate theoretical knowledge or practical application and performance laboratory technique or patient care.
5. Inability to set priorities or handle stress, lack of judgment, continued lack of confidence.
6. Any performance, which could jeopardize life, impedes recovery, or interferes with the maintenance of a patient's current health status. Not preventing or reporting patient injury.
7. Failure to maintain or received required health immunizations, TB, private health insurance, etc.
8. One instance of no call, no show will result in immediate suspension, and may result in removal from the site and the program.
9. Sharing of information pertaining to clinical assignments institutions, co-workers, patients, or colleagues or other unprofessional use of electronic media (phone, computer, face book, twitter, texting etc.)
10. The student is required to disclose any changes in status related to Department of Safety (DPS) clearance to the PHB. Failure to self-disclose will result in termination from the program.
11. Positive urine drug/alcohol screen - See **Section VIII** in this handbook for details
12. Clinical Performance:
 - a. All matters relating to clinical performance will be handled initially through the PHB Program.

- b. A conference will be held with the student, preceptor, Affiliate and PCC Coordinator or Program Director and ADR specialist for students requiring accommodation.
- c. Based upon the outcome of the conference, written recommendations(s) may include, but are NOT limited to: warning, increased supervision, temporary exclusion, probation, or dismissal.
- d. Due process to students is described in the [Student Rights and Responsibilities](#) on Pima.edu

NOTE: If a student is removed from a clinical rotation for the above or any other negligence, carelessness, nonperformance, neglect, noncompliance, aggression, disrespect, attendance or tardiness issues, or any other cause, the student will not be reassigned to an alternate rotation; will not complete the clinical requirements of the program, and therefore, will not pass the required courses for certification or graduation.

Incident Reports - Corrected Reports (Errors)

Incident reports are utilized in the clinical site when an error or accident has occurred (e.g., incident involving student, patient, staff, visitor, etc). In the event that an accident or error occurs, the student will:

1. Immediately notify the preceptor and / or the affiliate clinical coordinator (CC). The affiliate CC will notify the PCC PHB program director. Student should also report this error to the PCC clinical coordinator.
2. Follow hospital protocol regarding corrected reports, injury, etc.
3. Cooperate and assist the clinical coordinator or preceptor in completing the incident report per facility protocol and placing it on the chart in accordance with hospital policy.
4. Forward a copy of the incident to the PCC program director and clinical coordinator. Please include the following:
 - a. The precipitating events that led to the incident.
 - b. How and why the incident occurred.
 - c. How the student intends to avoid this situation in the future.
 - d. The commitment from the student to prevent this or similar incidents from happening.

PIMA COMMUNITY COLLEGE STUDENT SERVICE POLICIES

Pima Community College's Student Service's goal is to provide quality and appropriate student support services at the campuses, including student –centered advising, admissions and financial aid processes that support student success. When a process does not go as planned, Pima College provides a route for appeals or complaints.

[Student Code of Conduct](#)

[Student Counseling](#) (Career, Success, Personal, On-line Resources)

[Academic Advising](#)

[Paying for College](#)

[Student Complaint Process](#) (Grades, Faculty, etc.)

[PCC Emergency Safety and Security Policies](#)

MISCELLANEOUS INFORMATION

Visitors to the PHB Program / Children on Campus

The classroom environment needs to be one in which teaching and learning is conducted at the highest level possible. Visitors to the PHB classroom are limited and must be approved by the PHB program director prior to the visit. In general, friends and family are not allowed in the PHB classroom. The following are guidelines for PHB visitors:

- No children under the age of 18 will be allowed to be present, attend, or participate in PHB activities
 - Exception: College sponsored campus visits, tours, or workshops
- No visitors (children or adults) are allowed in the West Campus testing center
 - Exception: DSR students with DSR designated assistants
- Volunteers for sample donation can be approved through the PHB program director
 - Requirement: Volunteer must sign a waiver
- New or potential PHB instructors
 - Requirement: Course instructor and PHB program director prior approval
- No requests for visitors to the clinical sites will be approved by the PCC PHB program
 - No Exceptions: Do not ask the site to approve visitors. No visitors!
- Students are not allowed in the PHB classroom without supervision
 - Do not enter the classroom if there is not an instructor or staff in the room

ASCP Certification Examination

Graduates of the PCC PHB program (or any NAACLS accredited PHB program) are qualified to sit for the American Society of Clinical Pathology (ASCP) PHB certification examination. **While passing this exam is not required for Pima College certificate, it is a requirement at many clinical laboratories nationwide.**

It is highly recommended that graduates take this exam within one month of completing the program. The current cost of this exam is ~\$150. Processing of the required paperwork by ASCP can take up to 60 days. For this reason, students are encouraged to apply as soon as they finish their rotation. Students must fill out the paperwork for Route 2 PBT (phlebotomy technician) and submit to the PCC PHB/MLT program director. The program director will review, complete and return the form with a letter verifying the information on the application. Once ASCP has approved the applicant, they will be able to select a date and time to take the exam. Tucson exam location is at the Williams Center near Broadway and Craycroft. Dates and times fill up

quickly, especially toward the end of the spring semester. The exam can also be taken in Phoenix or other US cities.

ASCP website: <https://www.ascp.org/>

General Certification Information: <https://www.ascp.org/content/board-of-certification/get-credentialed>

While ASCP is the recommended certification examination, there are other options. Two of these:

- American Medical Technologist (AMT): <http://www.americanmedtech.org/>
- American Association of Bioanalysts (AAB): <http://www.aab.org/aab/default.asp>

Audit of MLT Courses

The PHB program will accept students who wish to audit MLT courses provided there is available space in the class, and the student has adequate background (college courses, clinical experience, etc.). Phlebotomists who would like to learn more about an AAS MLT degree, or those with a degree but no current experience are the usual candidates for this option. Please note the following:

- The student must be approved by the program director and the course instructor(s).
- **The student will not receive credit for the course.**
- The knowledge gained when auditing a course will help to prepare a student for the ASCP exam, **the course alone will not qualify** a student to sit for a certification exam.
- While the student is not required to submit assignments or take exams, the student must be able to keep up with the class in order to not delay the learning of the other students enrolled in the course.

NOTE: Audits of PHB150IN are generally accepted and are approved on a case-by-case basis.

Students from Other PHB Programs

The PCC PHB program is fast paced, rigorous and has a high standard for the students placed at the limited clinical sites that are available. All PHB programs are different. Course offerings, content and schedules vary program to program. For this reason, no PHB course credit(s) from other programs will be accepted with the exception of the communication or success requirements. The PCC PHB program will not place any students for clinical rotation who have not successfully or recently completed PHB150IN.

*The job of a phlebotomist is all **RAINBOWS AND BUTTERFLIES!***





Complete the following form, print, sign and give to PHB clinical coordinator or program director.

Print Name: _____ **Cohort:** _____

Phlebotomy Certificate Program – Acknowledgement of Receipt

INITIALS	Student has reviewed each of the following in the PHB Handbook:
	PHB program course requirements
	PHB admission policy
	PCC code of conduct and ethics section
	Requirement for maintaining current health insurance while in the program
	Infection control and safety policy
	Chemical impairment policy and drug screening
	Inability of student to complete the program (W/D/F/Inc. in any course)
	Exposure, Injury or Incident (classroom or clinical site)
	HIPAA, Blood Borne Pathogens, Health statement
	I have had the opportunity to ask questions, as needed, regarding the PHB program, the handbook, or any PCC policy.

Student Signature: _____ **Date:** _____

When you have reviewed the entire manual, received clarification – as needed, initialed and signed this form: Print a copy of the signature page and submit to the program director. Keep a copy of the handbook for your records.