



Phlebotomy Handbook 2023-2024

A **Phlebotomy Technician** is an integral member of the clinical laboratory team working under the supervision of a medical laboratory professional or an individual with a degree in health care studies. The primary function of the phlebotomist is the collection of blood samples from patients by venipuncture or skin puncture techniques. The phlebotomy technician is often the patients only contact with the clinical laboratory. The need to assure specimen quality and patient safety mandates strict professional behavior and standards of practice for these professionals.

Phlebotomists are proficient in:

- Collection, transporting, handling and processing blood specimens for analysis
- Recognizing the importance of specimen collection in the overall patient care system
- Relating the anatomy and physiology of body systems and anatomic terminology to the major areas of the clinical laboratory, and to general pathologic conditions associated with body systems
- Identifying and selecting equipment, supplies and additives used in blood collection
- Recognizing factors that affect specimen collection procedures and test results, and taking appropriate actions within predetermined limits, when applicable
- Recognizing and adhering to infection control and safety policies and procedures
- Monitoring quality control within predetermined limits
- Recognizing the various components of health care delivery system
- Recognizing the responsibilities of other laboratory and health care personnel and interacting with them with respect for their jobs and patient care
- Demonstrating professional conduct, stress management, interpersonal and communication skills with patients, peers and other health care personnel and with the public
- Demonstrating an understanding of requisitioning and legal implications of their work environment
- Applying basic principles in learning new techniques and procedures
- Recognizing and acting upon individual needs for continuing education as a function of growth and maintenance of professional competencies



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Although most phlebotomy positions are in hospital laboratories or clinics, employment may also be found in veterinary laboratories, doctors' offices, health departments, reference laboratories, and insurance companies. Depending on the workplace, the phlebotomist may have flexible work hours. The phlebotomist should expect to spend the majority of the workday on their feet. Although the work environment may not be stressful, the patients whom the phlebotomist works with, may often be anxious or difficult.

Phlebotomists must have fine motor coordination, clear speech, normal hearing, and good visual acuity. They must be able to use both hands and have legible handwriting. Occasional light lifting, stooping and bending is necessary. The phlebotomist must be able to move readily from one location to another within the workplace and have English communication skills.

General Competencies of the Phlebotomist

- Compliance with all types of organizational policies
 - Dress code
 - OSHA Standard Precautions
 - Infection Control
 - Fire and Safety
 - HIPAA
- Communication skills
 - English Verbal and nonverbal
 - Listening skills
 - Tone of voice
 - Dealing with angry and anxious patients
 - Interactions with peers and coworkers
 - Telephone etiquette
- Satisfaction of the patients
 - Waiting time
 - Complications during the procedure
 - Courtesy
 - Degree of discomfort or pain
- Clerical responsibilities
- Attendance
- Knowledge of medical and/or laboratory technology
- Measures of efficiency and quality
 - Number of uncomplicated blood draws in a specified time period
 - Number of unacceptable laboratory specimens
 - Blood culture contamination rate

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College Mission

The mission of Barton Community College is to provide quality educational opportunities that are accessible, affordable, continuously improving and student focused. Barton is driven to provide an education system that is learning-centered, innovative, meets workforce needs and strengthens communities.

- Students will have the essential skills appropriate for their chosen field of endeavor.
- Students will be prepared for successful entry into workplace.
- Students desiring academic advancement will be prepared for successful transfer to other colleges and universities.

Cooperating Laboratory

All students must identify and secure a supporting Cooperating Laboratory. The Great Bend Barton campus is a cooperating lab. A signed *Notice of Understanding* between the College and the Cooperating Laboratory must be secured prior to beginning the Phlebotomy course. The personnel of the Cooperating Laboratory are expected to provide basic bench instruction related to performance of routine laboratory procedures, to evaluate respective laboratory competencies, and to give other valuable assistance as needed. The supportive cooperative lab learning has proven to be equal to the training students receive in the Barton Great Bend campus cooperative laboratory.

It is permissible that the cooperating laboratory may be the laboratory in which you are currently employed. When that occurs, the expectation is that you will not receive compensation for the time spent in the learning experience. All cooperative and clinical hours must be completed off the clock.

Health Insurance for Phlebotomy Students

You are required to have a Castle Branch account to house your background check, Proof of health insurance, at your own expense. Proof of current TB (less than 6 months old) skin test documentation will be required. The student may share the information with their Coop lab if requested.

Illness/Injury Expenses

Emergency care for illness or injury is available to you through regular consumer services when the required services are beyond the scope of the College Health Services. ***Any costs associated with health care services and insurance are your responsibility.***

Liability Insurance

The college provides professional liability Insurance to health care students when you are enrolled in the class(es). A group policy is provided. You MUST be ENROLLED in a clinical before you begin your rotation so that you are covered by the college liability insurance.



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Immunizations

You may be required to show proof of immunization to your lab site before you will be permitted to work in a cooperating laboratory or perform your clinical rotation. These documents could be kept in your Castle Branch account.

Barton Community College continues to support all students pursuing educational opportunities in the Healthcare industries. The recent Federal mandate related to COVID vaccinations is impacting our students.

It is important for all students to understand that while Barton Community College does not currently have a COVID Vaccination requirement, it could be required by the outside clinical facility and field experience sites. If students are unable to meet the outside clinical/field experience site requirements, it may impact his/her ability to complete the requirements for the course.

Therefore, it is important for the student to understand the following:

- Students will be responsible for obtaining vaccinations or exemptions.
- The clinical facility and field experience sites may make the determination whether to approve or deny exemptions/accommodations.
- An approved exemption(s) at one facility, does not imply approval at other facilities.
- If the student is unable to successfully complete their required clinical/ field experience assignments, the student may fail the associated course.
- Clinical and field experience facilities may change their vaccination policies/requirements at any time.
- Barton Community College assumes no liability for a student unable to complete their clinical, internship or required field experience due to this mandate.

This statement addresses only COVID vaccination and does not detail any additional COVID precautions (personal protective equipment, COVID testing, social distancing, etc.) that may be required by clinical/field experience facilities.

It is important for all students to understand that COVID Vaccine requirements could change as requirements and regulations change in our clinical/field experience facilities.

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General Laboratory Safety

The very nature of the profession requires you to come into contact with potentially hazardous materials and situations. General laboratory safety is a priority of the phlebotomy training. You will be reminded of the need to practice safe techniques throughout the curriculum. The phlebotomy/MLT Program maintains a safety manual in S-116 for the cooperative lab environment and instruction. You will receive safety training in your cooperative lab. If you have specific questions about safe practices, refer to that safety manual or ask your instructor.

Physical Essential Skills

To become a competent Phlebotomy Technician, you must be able to perform routine medical laboratory procedures, as well as collect the specimens to be analyzed. Touch is an integral part of instruction and skill demonstration in the Phlebotomy and MLT program. Pregnancy is not considered a disability and student will be required to complete all requirements unless formal written accommodations are requested with accompanied physician note. Assumption of Risk/Essential Functions documentation is required through Castlebranch.

Phlebotomy/MLT Laboratory Dress Code

Part of safe laboratory practice involves dressing appropriately.

- Full-length, fastened, fluid impervious laboratory coat must be worn when working in the laboratory Great Bend Barton campus. Check with your cooperative site as to their policy.
- Your Barton name tag should be worn at all times.
- Professional dress is required. Check with your location's dress code.
- Closed toed shoes are REQUIRED and flats or short (less than 1 in) heels.
- Hair must be tied back if the hair on both sides of your head if it is long enough to meet under your chin when you lean forward.

Professional Behavior

In order to demonstrate acceptable professional behavior, you must regularly exhibit the following:

Demonstrate ethical responsibility by

- Demonstrating accountability and responsibility for laboratory testing, reporting and quality control
- Performing duties in an honest and conscientious manner

Maintain good attendance and punctuality record by

- Notifying instructors, both cooperative/clinical and course, of unexpected absence/tardy

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- Requesting approval in advance for planned absence/tardy
- Arriving at class and labs punctually
- Notifying instructor when not in assigned areas of laboratory using free time effectively

Adapt to changing environment by

- Approaching and performing routine tasks confidently without assistance
- Establishing priorities among tasks, with attention to analytical requirements
- Demonstrating ability to transfer skills and knowledge learned in one laboratory section to another
- Complying with the changes in policies and procedures
- Occupying time productively when instructor is unavailable

Maintain personal appearance and personal hygiene

Utilize constructive criticism by

- Responding to suggestions and constructive criticism in a positive manner
- Maintaining a sense of cooperation
- Cooperate with other personnel by
- Following the direction of Program Officials and the policies of the Program
- Responding to events and situations in a positive manner
- Respecting opinions of others
- Assisting others as time permits
- Keeping the work area neat, clean and stocked

Receive/relate information by

- Asking and answering questions in a courteous manner
- Participating in oral questioning and discussions
- Listening attentively
- Writing legibly, neatly and in an organized manner
- Responding appropriately to verbal/written inquiries

Demonstrating basic computer literacy

Demonstrate legal responsibility by

- Respecting confidentiality of laboratory data and instructional content
- Not falsifying specimen or quality control data
- Follow Program and laboratory chain of command

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Follow laboratory rules and regulations by

- Following established policies and procedures for safe laboratory practice involving equipment, chemicals, radiation and biohazards
- Identifying and reporting potential hazards in the work setting
- If you don't know, ask, don't guess.

METHODS OF INSTRUCTION AND EVALUATION

The lecture material will be presented online with threaded discussions throughout. Each student will be expected to participate in class discussion (threads). The instructor incorporates various forms of technology into the course including videos, power points, lectures, and web sites. Evaluations will be based on examinations, quizzes, written assignments, class participation, individual assignments, and cooperative lab competencies. Demonstration of venipunctures, capillary collections and specimen collections will be evaluated by the cooperative lab site.

The instructor will evaluate the following for grading purposes:

- Examinations and assignments (equal to or less than 69%)
- Blood collection skills, time logs, competencies (equal to or greater than 31%)

These items will be due according to a time schedule established by the instructor published in the course. Documentation of a specified number of venipunctures and skin punctures is required. A recording form is provided in the course material. For the Phlebotomy course the grading scale is:

90-100%	A
80-90%	B
70-80%	C 78% needed for clinical practicum eligibility
60-70%	D
below 60%	F

Grading Policy

Thirty-one percent or more of your grade for the course is based on your development of these specimen collection skills, using a tally documentation of successful, unaided collections. To complete the course, you must document a minimum of ten (10) successful venipunctures and five (5) successful skin punctures (finger sticks). Venipuncture collections may be either syringe or vacuum system. If you have access to a training arm, it is suggested that you do practice sticking.

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Upon successful completion of the Phlebotomy course with a 78% or more **and** a recommendation from your Cooperative Lab instructor(s), you may be enrolled in the phlebotomy clinical practicum if you so choose. Notification of Program Director is required. The Program Director will enroll you in the Clinical Practicum if eligible. Upon successful completion of the clinical practicum you are eligible to take a national phlebotomy certification exam. Certification is NOT required for the MLT program, only the *eligibility* to become certified.

Documentation of Skills for Principles of Phlebotomy

You are required to document on the Competency Documentation form, your development of the following competencies...

- Collect a blood sample by Venipuncture—Syringe Method
- Collect a blood sample by Venipuncture—Evacuated Tube Method
- Collect a blood sample by Skin Puncture
- Collect a blood sample by butterfly if available
- Verbally instruct a “patient” on how to collect a midstream clean catch urine, male and female.
- Verbally or demonstrate a throat collection
- Verbally instruct a “patient” on how to collect a semen specimen

You must also submit to the course a tally record of successful collections. Minimums are required for both venipuncture and capillary punctures.

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Notice of Understanding for support of *Cooperating Laboratory*

Student: _____

Nature of the Cooperating Laboratory Experience: (check all that apply)

MLT Program *or*

Phlebotomy Training

Name of Cooperating Laboratory: _____

Address of Coop Lab: _____

City/State/Zip Code: _____

Name Coop Lab Contact Person: _____

Email: _____ Phone: _____

When signed by the appropriate parties, this **Notice of Understanding** indicates that the College and the Cooperating Laboratory, both being desirous of cooperating in a plan to provide education experiences for medical laboratory technology and phlebotomy students, both mutually agree as follows:

Within the terms of this Notice, the **Cooperating Laboratory** will:

- Maintain the standards necessary for a medical laboratory as specified by State and Federal guidelines
- Retain responsibility for overall supervision and delivery of patient care
- Make available to the student the clinical facilities of the institution including necessary procedure manuals, equipment, supplies and available instructional materials
- Allow personnel from the laboratory to provide direct on-site supervision and basic bench instruction related to performance of routine laboratory procedures, to evaluate respective laboratory competencies, and to give other valuable assistance as needed.
- Provide instruction that "mirrors" the basic training received in the Great Bend campus BCC MLT Laboratory and help the student develop basic medical laboratory or phlebotomy competencies to the specified target level
- Provide adequate staffing in the clinical areas so that no student will be expected to give service to patients in the Cooperating Laboratory apart from that rendered for its educational value as a part of the planned medical laboratory technology or phlebotomy curriculum
- Provide liability coverage for the operation of its facility and to save and hold harmless the College for and against any and all liability for damages to any

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person and/or property of any and all persons *resulting from negligent operations of the Cooperating Laboratory*

- Regard students of the College, when assigned for clinical experience, as having the status of learners who will not replace Cooperating Laboratory employees
- Retain the right to restrict a student, faculty member, or other agent of the College from participating in the clinical experience or from the Cooperating Laboratory grounds for good cause shown.
- Ensure the provision of emergency care for illness or injury to the student

Within the terms of this Notice the **College** will:

- Offer courses related to medical laboratory technology and phlebotomy
- Provide qualified instructors who will plan and coordinate the didactic learning experiences of the students
- Provide guidelines for the experience in the Cooperating Laboratory
- Maintain an appropriate certificate of insurance stating that each student and faculty member, while performing the duties or services arising in performance of this Notice, shall have liability insurance
- Hold the Cooperating Laboratory harmless from any and all liability for damages to any person and/or property of any and all *persons resulting from the operations of the College's educational program*

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Within the terms of this Notice the **Student** will:

- Abide by existing rules and regulations of the Cooperating Laboratory
- Maintain the confidentiality of patient records
- Provide proof of meeting the requirements for immunizations as specified by the College or cooperative lab institution (Castlebranch)
- Maintain proof of medical insurance coverage (Castlebranch)
- Hold the Cooperating Laboratory and the College harmless from any and all liability for damages to any person and/or property of any and all persons resulting from the operations of the College's educational program
- Reimburse the Cooperating Laboratory and/or the College for the cost of any damage to equipment used inappropriately or in a negligent manner.

Student signature _____ Date: _____

Printed student name _____

Coop Lab Supervisor signature _____ Date _____

Printed Coop Lab Supervisor _____

NO ELECTRONIC SIGNATURES