



## Allied Health Division Technical Standards

### Phlebotomy

#### Purpose Statement

All students in the Phlebotomy Program are expected to meet certain technical standards which are essential for successful completion of all phases of the program, and which reflect industry requirements and standards. To verify the student's ability to perform these essential functions, students may be required to demonstrate the technical standards below.

Meeting these technical standards does not guarantee employment in this field upon graduation. Ability to meet the program's technical standards does not guarantee a student's eligibility for any licensure, certification exam, or successful completion of the program.

Technical Standard	Definition of Standards	Examples
<b>Critical Thinking/Problem Solving Skills</b>	Ability sufficient for clinical judgment.	<ul style="list-style-type: none"><li>• Ability to measure, calculate, reason, analyze, integrate and synthesize information.</li><li>• Ability to prioritize and perform multiple procedures accurately, efficiently and safely under stressful conditions within significant time constraints.</li><li>• Ability to exercise independent, ethical judgment and to think logically in the performance of duties.</li><li>• Ability to employ critical thinking skills in performance of duties and problem solving in the laboratory environment.</li><li>• Be able to access information from books, reference manuals, computers, paper and electronic medical documents to perform duties and safely use equipment without assistance.</li><li>• Be able to progress toward minimal supervision as with advancement through the program.</li></ul>

Technical Standard	Definition of Standards	Examples
<b>Interpersonal Skills</b>	Abilities sufficient to interact with individuals, families and groups from a variety of social, emotional, cultural and intellectual backgrounds.	<ul style="list-style-type: none"> <li>• Adaptable to circumstances in a highly stressful, rapidly changing clinical environment.</li> <li>• Interact appropriately and respectfully with patients and coworkers of diverse characteristics, beliefs and life style practices.</li> <li>• Display compassion, empathy and concern for others.</li> <li>• Ability to maintain patient confidentiality.</li> <li>• Exhibit honesty, integrity, dependability and accountability in the performance of one's laboratory responsibilities.</li> <li>• Project an image of professionalism including appearance, dress and attitude.</li> <li>• Demonstrate a cooperative, supportive, positive, professional attitude.</li> </ul>
<b>Communication Skills</b>	Abilities sufficient for interaction with others in verbal and written form.	<ul style="list-style-type: none"> <li>• Read, write, speak and report accurately and effectively in English.</li> <li>• Comprehend and carry out complex written and oral instructions given in English.</li> <li>• Evaluate and communicate diagnostic information in a professional manner to the healthcare team.</li> <li>• Create organized, legible and coherent written documentation.</li> <li>• Communicate with patients and members of the healthcare team in a clear, concise and professional manner.</li> </ul>
<b>Coping Skills</b>	Abilities to adapt to challenging situations in a professional manner.	<ul style="list-style-type: none"> <li>• Effectively deal with anxiety, stress, hostility and fear in a calm manner.</li> </ul>
<b>Mobility/Motor Skills</b>	<p>Physical abilities sufficient to move in one's environment with ease and without restriction.</p> <p>Gross and fine motor abilities sufficient to provide safe and effective Phlebotomy skills.</p>	<ul style="list-style-type: none"> <li>• Move freely and safely in the laboratory, patient care areas, elevators and stairways.</li> <li>• Reach and bend to access laboratory bench tops and shelves, patients in hospital beds and phlebotomy collection stations.</li> <li>• Assist patients in and out of phlebotomy collection stations.</li> <li>• Sufficient physical endurance to perform prolonged periods of walking, standing and sitting.</li> <li>• Lift and move objects of at least 25 pounds.</li> <li>• Ability to safely maneuver and perform laboratory procedures with chemicals and biohazardous specimens.</li> </ul>

Technical Standard	Definition of Standards	Examples
		<ul style="list-style-type: none"> <li>• Ability to perform delicate manipulations which require sufficient eye-motor coordination.</li> <li>• Ability to perform manual laboratory procedures with dexterity.</li> <li>• Ability to operate sensitive laboratory equipment, including computers, touch screens and keyboards.</li> </ul>
<b>Auditory Skills</b>	Auditory abilities sufficient to monitor and assess health needs.	<ul style="list-style-type: none"> <li>• Possess auditory ability sufficient to communicate with patients and members of the healthcare team.</li> <li>• Detect and evaluate the sounds of equipment and alarms.</li> <li>• Ability to communicate through a telephone.</li> </ul>
<b>Visual Skills</b>	Visual ability sufficient for observation and assessment necessary in Phlebotomy.	<ul style="list-style-type: none"> <li>• Possess adequate visual ability that allows the determination of minute areas of detail, very small variations in color and adequate depth perception (Size, shape, and texture).</li> <li>• Ability to distinguish color, clarity, and viscosity of specimens, reagents, and other testing products.</li> <li>• Read and comprehend text, numbers, and graphs in small print and on a monitor screen.</li> <li>• Differentiate colors of blood collection tubes, equipment and supplies.</li> </ul>
<b>Tactile Skills</b>	Tactile ability sufficient for physical assessment.	<ul style="list-style-type: none"> <li>• Have the ability to palpate and interpret the findings.</li> </ul>
<b>Environmental</b>	Possess the ability to tolerate environmental stressors.	<ul style="list-style-type: none"> <li>• Have the ability to focus and concentrate in a high stress, fast passed work environment.</li> <li>• Able to perform all Phlebotomy tasks adhering to regulatory agencies' guidelines.</li> <li>• Safely work with potentially infectious specimens and other hazardous materials.</li> </ul>
<b>Emotional/Behavioral</b>	Possess emotional stability sufficient to maintain composure in stressful situations and assume responsibility/ accountability for actions.	<ul style="list-style-type: none"> <li>• Ability to perform multiple procedures accurately, efficiently and safely under stressful conditions and significant time constraints.</li> <li>• Ability to exercise independent, ethical judgment and to think logically in the performance of duties.</li> <li>• Be adaptable and professional to unpleasant situations common in the clinical setting.</li> <li>• Demonstrate integrity and accountability in both the academic and clinical setting.</li> </ul>

Technical Standard	Definition of Standards	Examples
		<ul style="list-style-type: none"> <li data-bbox="829 279 1459 342">• Present self in a professional manner in both the academic and clinical setting.</li> </ul>

In the case of an otherwise qualified individual with a documented disability, appropriate and reasonable accommodations will be made unless to do so would fundamentally alter the essential training elements, cause undue hardship, or produce a direct threat to the safety of the patient or student.

Asheville-Buncombe Technical Community College is invested in full compliance with the Americans with Disabilities Act (ADA). Support Services is part of Student Services and is located in the K. Ray Bailey Student Services Center. For detailed information or to request accommodations visit [www.abtech.edu/supportservices](http://www.abtech.edu/supportservices). An appointment is recommended prior to enrollment in order to discuss any special concerns.