

Asheville-Buncombe Technical Community College



Phlebotomy Student Handbook

2022

NAACLS Approved PBT Program

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Includes NAACLS Core Standards

***Disclaimer- Some materials provided by other entities and
as such cannot be changed**

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INTRODUCTION

Program Accreditors/Approvals

Governed by: Asheville-Buncombe Technical Community College Board of Trustees

Asheville-Buncombe Technical Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award associate degrees, diplomas and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Asheville-Buncombe Technical Community College.

Recognized and approved by:

- North Carolina State Board of Community Colleges
- N.C. State Approving Agency for the Use of Veterans Military and Educational Benefits

Main College Contact Information

828-398-7900 | www.abtech.edu

Asheville Campus

340 Victoria Road
Asheville, NC 28801

Phone: [\(828\) 398-7900](tel:8283987900)

Email: info@abtech.edu

Campus Police and Security:
828-279-3166

Welcome to the Phlebotomy Certificate Program at Asheville-Buncombe Technical Community College (A-B Tech). We hope you find this learning experience both challenging and rewarding. Our goal as your instructors is to facilitate this process and support you in your pursuit of this new profession. This handbook provides important information that you need to familiarize yourself with. It is also to be used in conjunction with the **college student handbook and the current college catalog**. Keep these resources throughout the semester. All of these may be accessed online through the A-B Tech website: www.abtech.edu. **You will be required to sign a Phlebotomy Student Contract to acknowledge your understanding of the information covered in this handbook at the conclusion of the orientation experience.**

Upon graduation from the program you will be eligible to sit for the ASCP PBT Board of Certification Exam. Successful program completion and **awarding of the program*

certificate is NOT contingent upon passing the national certification exam (NAACLS Standard V. B-C).

<https://www.abtech.edu/student-handbook>

<https://www.abtech.edu/content/publications/catalog>

STD. IV.A.1 STUDENT PUBLICATIONS AND DISCLOSURES

STD. IV.A.1A PHLEBOTOMY MISSION STATEMENT

The Phlebotomy program will provide community healthcare facilities with professionally trained, certified phlebotomists to fulfill the role of obtaining quality laboratory specimens to be used in the diagnosis and treatment of patients. These phlebotomists will be encouraged to become ASCP or ASPT certified.

STD. IV. A.1BPROGRAM GOALS AND GRADUATE COMPETENCIES

Program Outcomes

The entry-level phlebotomist will be able to properly collect, transport, handle, and process blood specimens for analysis in such a manner as to control pre-analytical variables to ensure accurate and quality test results. Part of controlling pre-analytical variables is the knowledge of the anatomy and physiology of the body systems involved, using proper equipment and supplies for the tests collected and the situation, monitoring quality control, and using good judgment in problem solving and troubleshooting situations. Entry-level phlebotomists will exhibit professional appearance, professional conduct, proper interpersonal skills and proper communication skills with both coworkers and patients. The entry-level phlebotomist will recognize the importance of taking responsibility for acquiring continuing education to remain up-to-date in this rapidly changing field.

NAACLS Entry Level Phlebotomy Competencies

- A. The student will demonstrate knowledge of the healthcare delivery system and medical terminology.
- B. The student will demonstrate knowledge of infection control and safety.
- C. The student will demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.
- D. Demonstrate basic understanding of age specific or psycho-social considerations involved in the performance of phlebotomy procedures on various age groups of patients
- E. The student will demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
- F. The student will demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.
- G. The student will follow standard operating procedures to collect specimens via venipuncture and capillary (dermal) puncture.
- H. The student will demonstrate understanding of requisitioning, specimen transport and specimen processing.
- I. The student will demonstrate understanding of quality assurance and quality control in phlebotomy.
- J. The student will communicate verbally and nonverbally effectively and appropriately in the workplace.

STD. IV.A.1C PROGRAMMATIC ACCREDITATION/APPROVAL STATUS
 The AB Tech Phlebotomy program is approved by NAACLS as a curriculum program, which insures you are learning the current professional standards. This is the highest level of academic training you can earn (NAACLS Phlebotomy Certificate). NAACLS uses the term “accredited” for degree programs that require a site visit while the term “approved” is for certificate level programs that do a self-study with no site visit.

NAACLS- National Accrediting Agency for Clinical Laboratory Sciences

5600 North River Road Suite 720

Rosemont, IL 60018

773-714-8880

www.naacls.org

STD. IV.A.1D RESULTS OF THE PROGRAM OUTCOME MEASURES AS IDENTIFIED IN STD. II.B

NAACLS Program Outcomes			
Academic Year (Fall-Summer)	2020	2021	2022
External Certification Results (ASCP BOC*)	100%	100%	100%
Graduation Rates	95%	95%	94%
Attrition Rates	5%	5%	6%
Employment Placement Rates and/or (Further Education)	96%	100%	100%

*American Society for Clinical Pathology Board of Certification

STD. IV.A.1E LIST OF CLINICAL FACILITIES

The Phlebotomy program utilizes a variety of both inpatient and outpatient laboratories for student clinical rotations. These include physician office labs, walk in patient lab service centers, local government owned clinics and hospital labs. Sites are subject to change semester to semester based on facility resources and contracts added. **AB Tech has 12 outpatient and 5 inpatient facility contracts to cover 17 students per cohort (23 possible student placements because some sites take 2-4 students).**

- **Inpatient Facilities**

- Mission Hospital (Mission Health System), 509 Biltmore Avenue, Asheville, NC 28801

- McDowell Hospital (Mission Health System), 430 Rankin Drive, Marion, NC 28752
- Harris Regional Hospital (Duke LifePoint), 68 Hospital Road, Sylva, NC 28779
- Pardee Hospital (UNC Health Care), 800 North Justice St, Hendersonville, NC 28791
- Advent Health Hospital (Adventist Health System), 100 Hospital Drive, Fletcher, NC 28732
- Charles George Veterans Administration Medical Center, 1100 Tunnel Rd, Asheville, NC 28805
- **Outpatient Facilities**
 - Asheville Family Health Center, 206 Asheland Ave., Asheville, NC 28801
 - Arden Family Health Center, 2161 Hendersonville Rd., Arden, NC 28704
 - Hominy Valley Family Health Center, 1219 Smoky Park Hwy., Candler, NC 28715
 - Biltmore Medical Associates, 147 Asheland Ave., Asheville, NC 28801
 - Carolina Internal Medicine Associates, 4 Vanderbilt Park Dr., Asheville, NC 28803
 - LabCorp Asheville Patient Service Center, 7 McDowell St., Asheville, NC 28801
 - Mission Lab Express, 2 Medical Park Dr., Asheville, NC 28803
 - Advent Health at Laurel Park, 1881 Pisgah Dr., Hendersonville, NC 28791
 - Advent Health at Parkway Medical Group, 333 Gashes Creek Rd., Asheville, NC 28803
 - Advent Health South at 15 Skyland Inn Dr., Arden, NC 28704
 - WNC Community Health Services, 257 Biltmore Ave., Asheville, NC 28801Std.

STD. IV.A.1F ADMISSION CRITERIA

ASHEVILLE BUNCOMBE TECHNICAL COMMUNITY COLLEGE**ALLIED HEALTH DIVISION FUNCTIONAL ABILITIES****PHLEBOTOMY**

A prospective **Phlebotomy** candidate must demonstrate the physical and psychological ability to provide safe, competent patient care. Every prospective student must assess his or her ability prior to choosing **Phlebotomy** as a career. To understand the physical and psychological qualifications needed for successful **Phlebotomy**, the functional abilities have been listed below.

In the case of a 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.

Students must certify the ability to meet the functional abilities of the profession by a signed statement in the beginning of the program.

ISSUE	STANDARD	EXAMPLES (program specific)
CRITICAL THINKING	Ability sufficient for clinical judgment.	<ul style="list-style-type: none"> ▪ Ability to measure, calculate, reason, analyze, integrate and synthesize information. ▪ Ability to prioritize and perform multiple procedures accurately, efficiently and safely under stressful conditions within significant time constraints. ▪ Ability to exercise independent, ethical judgment and to think logically in the performance of duties. ▪ Ability to employ critical thinking skills in performance of duties and problem solving in the laboratory environment. ▪ Be able to access information from books, reference manuals, computers, paper and electronic medical documents to perform duties and safely use equipment without assistance. ▪ Be able to progress toward minimal supervision as with advancement through the program.
INTERPERSONAL SKILLS	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"> ▪ Adaptable to circumstances in a highly stressful, rapidly changing clinical environment. ▪ Effectively deal with anxiety, stress, hostility and fear in a calm manner.

ISSUE	STANDARD	EXAMPLES (program specific)
		<ul style="list-style-type: none"> ▪ Interact appropriately and respectfully with patients and coworkers of diverse characteristics, beliefs and life style practices. ▪ Display compassion, empathy and concern for others. ▪ Ability to maintain patient confidentiality. ▪ Exhibit honesty, integrity, dependability and accountability in the performance of one's laboratory responsibilities. ▪ Project an image of professionalism including appearance, dress and attitude. ▪ Demonstrate a cooperative, supportive, positive, professional attitude.
COMMUNICATION	Abilities sufficient for interaction with others in verbal and written form.	<ul style="list-style-type: none"> ▪ Read, write, speak and report accurately and effectively in English. ▪ Comprehend and carry out complex written and oral instructions given in English. ▪ Evaluate and communicate diagnostic information in a professional manner to the healthcare team. ▪ Create organized, legible and coherent written documentation. ▪ Communicate with patients and members of the healthcare team in a clear, concise and professional manner.
MOBILITY	Physical abilities sufficient to move in one's environment with ease and without restriction.	<ul style="list-style-type: none"> ▪ Move freely and safely in the laboratory, patient care areas, elevators and stairways. ▪ Reach and bend to access laboratory bench tops and shelves, patients in hospital beds and phlebotomy collection stations. ▪ Assist patients in and out of phlebotomy collection stations. ▪ Sufficient physical endurance to perform prolonged periods of walking, standing and sitting. ▪ Lift and move objects of at least 25 pounds. ▪ Ability to safely maneuver and perform laboratory procedures with chemicals and biohazardous specimens.

ISSUE	STANDARD	EXAMPLES (program specific)
MOTOR SKILLS	Gross and fine motor abilities sufficient to provide safe and effective Phlebotomy skills.	<ul style="list-style-type: none"> ▪ Ability to perform delicate manipulations which require sufficient eye-motor coordination. ▪ Ability to perform manual laboratory procedures with dexterity. ▪ Ability to operate sensitive laboratory equipment, including computers, touch screens and keyboards.
HEARING	Auditory abilities sufficient to monitor and assess health needs.	<ul style="list-style-type: none"> ▪ Possess auditory ability sufficient to communicate with patients and members of the healthcare team. ▪ Detect and evaluate the sounds of equipment and alarms. ▪ Ability to communicate through a telephone.
VISUAL	Visual ability sufficient for observation and assessment necessary in Phlebotomy.	<ul style="list-style-type: none"> ▪ 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). ▪ Ability to distinguish color, clarity, and viscosity of specimens, reagents, and other testing products. ▪ Read and comprehend text, numbers, and graphs in small print and on a monitor screen. ▪ Differentiate colors of blood collection tubes, equipment and supplies.
TACTILE	Tactile ability sufficient for physical assessment.	<ul style="list-style-type: none"> ▪ Have the ability to palpate and interpret the findings.
ENVIRONMENTAL	Possess the ability to tolerate environmental stressors.	<ul style="list-style-type: none"> ▪ Have the ability to focus and concentrate in a high stress, fast paced work environment. ▪ Able to perform all Phlebotomy tasks adhering to regulatory agencies' guidelines. ▪ Safely work with potentially infectious specimens and other hazardous materials.
EMOTIONAL	Possess emotional stability sufficient to maintain composure in stressful situations and assume responsibility / accountability for actions.	<ul style="list-style-type: none"> ▪ Ability to perform multiple procedures accurately, efficiently and safely under stressful conditions and significant time constraints. ▪ Ability to exercise independent, ethical judgment and to think logically in the performance of duties.

ISSUE	STANDARD	EXAMPLES (program specific)
		<ul style="list-style-type: none"> ▪ Be adaptable and professional to unpleasant situations common in the clinical setting. ▪ Demonstrate integrity and accountability in both the academic and clinical setting. ▪ Present self in a professional manner in both the academic and clinical setting.

Asheville-Buncombe Technical Community College is invested in full ADA compliance. The Disability Services Office is part of the K Ray Bailey Student Services Center. For detailed information contact the Disability Support Services Office at supportservices@abtech.edu or (828) 398-7581. An appointment with the Disability Services Coordinator is recommended in order to discuss any special concerns.

Advance Placement

Prospective phlebotomy students must watch the PBT Admission Overview video on the website and then complete the standard admission requirements to enroll at the college. Semester specific advising sessions are held every April for Fall cohort admission and October for Spring cohort admission. Session dates and details are communicated by the instructor directly to the admitted students. Phlebotomy is in the **Allied Health Selective/Limited Programs**. The following links are where you will find the details of the admission process.

<https://www.abtech.edu/admissions/admissions-overview>

<https://www.abtech.edu/selective-limited-programs>

Transfer of Credits

<https://abtech.edu/programs/high-school/transfer-credit-transcript-evaluation>

Transferring of credits will only occur for PSY 118 or PSY 150 credits that are officially submitted to the A-B Tech Registrar office. Due to the brevity and fast pace of the PBT program, transferring phlebotomy credits from another institution is not an option.

Asheville-Buncombe Technical Community College will accept credit for parallel work completed in other post-secondary institutions accredited by a regional accrediting agency. Applicants who seek transfer credit should make regular application to the college. No credit will be granted for developmental courses or work below a "C." Transfer credit will be awarded for course work without assigning grades or quality points. Proficiency credits from other institutions will not be accepted. No more than 75% of the credit hours required in a program may be earned by transfer credit. If any course is taken for credit after transfer credit has been awarded, and a grade of A, B, C, D, F, or U is earned, it will replace the transfer credit in the cumulative GPA calculation.

A student who must repeat a course may take it at another institution and transfer it to A-B Tech according to the guidelines above. Transfer credit may be awarded for appropriate military courses. If a student submits a transcript from a foreign university, it will be the student's responsibility to provide accurate translations of:

- the transcript
- course descriptions
- the grading system

Credits will be evaluated in the context of the current catalog.

Students transferring into the Associate in Arts or Associate in Science program who have transfer credit from colleges other than the North Carolina Community College System (NCCCS) will not be eligible for the Articulation Agreement between the universities and NCCCS. Students who have quarter courses will also not be eligible for the Articulation Agreement. Transcripts of these students will be evaluated on a course-by-course basis.

Transfer credits are awarded by the Office of Records and Registration. For more information, email registrar@abtech.edu or call 398-7900.

Readmission Policy

All applicants must meet the entrance criteria set forth by the college and phlebotomy program prior to consideration for readmission. Readmission is contingent upon available space within the program. **A student will be readmitted only one time.** All incomplete PBT course work must be completed within a **1 semester time period** in order to stay competent on theory knowledge and skills. If this cannot be done in the next semester then repeating the program will be required.

Credits for Experiential Learning

Due to the ever changing nature of medical procedures and equipment, Allied Health credits over 5 years old are considered outdated and not accepted. At this time the AB Tech PBT program does not accept experiential learning because of the absence of formal education and training that can be widespread in the profession, in addition to no requirement for state licensure or certification for North Carolina.

STD. IV.A.1G LIST OF COURSE DESCRIPTIONS

Phlebotomy and Psychology

***PBT 100 Phlebotomy Technology**

Hours: Class 5 / Lab 2 / Credit 6

Prerequisites: Enrollment in the Phlebotomy Technology program and DRE098 or ENG-002 Tier 2

Corequisites: ACA 111

This course provides Instruction In the skills needed for the proper collection or blood and other specimens used for diagnostic testing. Emphasis is placed on ethics, legalities, medical terminology, safety and universal precautions, health care delivery systems, patient relations, anatomy and physiology, and specimen collection. Upon completion, students should be able to demonstrate competence in the theoretical comprehension of phlebotomy techniques. This is a certificate-level course.

***PBT 101 Phlebotomy Practicum**

Hours: Clinic Coop 9 / Credit 3

Prerequisites: Enrollment in the Phlebotomy Technology program and PBT 100

Corequisites: None

This course provides supervised experience in the performance of venipuncture and microcollection techniques in a clinical facility. Emphasis is placed on patient interaction and application of universal precautions, proper collection techniques, special procedures, specimen handling, and **data** management. Upon completion, students should be able to safely perform procedures necessary for specimen collections on patients in various health care settings. This is a certificate level course.

***ACA 111 College Student Success**

Hours: Class 1 / Lab 0 / Credit 1

Prerequisites: None

Corequisites: PBT 100

This course introduces the college's physical, academic, and social environment and promotes the personal development essential for success. Topics include campus facilities and resources; policies, procedures, and programs; study skills; and life management issues such as health, self-esteem, motivation, goal-setting, diversity, and communication. Upon completion students should be able to function effectively within the college environment to meet their educational objectives.

***PSY 150 General Psychology**

Hours: Class 3 / Credit 3

Prerequisite: None

Corequisite: None

This course provides an overview of the scientific study of human behavior. Topics include history, methodology, biopsychology, sensation, perception, learning, motivation, cognition, abnormal behavior, personality theory, social psychology, and other relevant topics. Upon completion, students should be able to demonstrate a basic knowledge of the science of psychology. This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in social/behavioral science.

STD. IV.A. 1H NAMES AND ACADEMIC RANK OF AB TECH PBT PROGRAM
DIRECTOR AND FACULTY

Jennifer Picher, M.S. MLS ASCP – MLT and Phlebotomy Department Chairperson

828-398-7266 (cell 828-577-9322)

jenniferkpicher@abtech.edu

Monique Worley, BSMT, MT ASCP - Medical Lab & Phlebotomy Instructor

828-398-7486 (Cell 828-707-6392)

moniquehorley@abtech.edu

_____, MLS ASCP- MLT Instructor

828-398-7253

_____@abtech.edu

Glenna Gunter- Allied Health Administrative Assistant

828-398-7281

glennapgunter@abtech.edu

Jon Wiener- Dean of Allied Health

828-398-7250

jonwiener@abtech.edu

STD. IV.A.1I CURRENT TUITION AND FEES INCLUDING WITHDRAWAL AND REFUND POLICIES

<https://www.abtech.edu/content/business-office/tuition-and-fees>

Students are not enrolled until tuition and fees are paid.

See the [Academic Calendar](#) for payment deadlines.

Students planning to use financial aid to pay tuition and fees must follow the procedure set up by the Financial Aid Office.

Current Tuition

2021-2022 Academic Year	
16 or more credit hours	
NC Residents	\$1,216.00
Non-residents of NC	\$4,288.00
Fewer than 16 credit hours	
NC students per credit hour	\$76.00
Non-residents of NC	\$268.00

The North Carolina General Assembly generally sets tuition by July 1st.

Above is the current rate which is subject to change.

Fees

Insurance Fee	\$2.00
Tech Fee	\$48.00
Matriculation Fee	\$6.00
CAPS Fee (Campus Access)	\$20.00
Activity Fee (Main Campus, Fall and Spring Only)	\$35.00

Insurance Fee	\$2.00
**Consumable fees:	

Some courses have consumable fees which are noted on registration statement

**All tuition and fees are subject to change without notice. Fees are not refundable for classes dropped after the term starts.*

Student Insurance

Certain risks are inherent in any work involving regular contact with mechanical and electrical equipment. While stringent precautions will be taken to ensure safety, it is felt to be in the interest of all students to provide some measure of insurance protection. A group policy, providing the desired insurance protection, will be maintained in effect by the College and all students will be REQUIRED to subscribe to such coverage.

Computer Use and Technology Fee

For Curriculum students, a computer use and technology fee will be charged each semester.

CAPS Fee

Campus Access Parking and Security Fee for Curriculum students, charged each semester for Asheville, Woodfin and Madison.

Student Activity Fees

The student activity fee will be charged each semester based upon the number of credit hours taken during the day at the Asheville campus.

Past Due Balances

Students who owe the college money for a past term are required to pay the entire balance before being able to register or get grades and transcripts. SBCC State Board Code 1E SBCCC 200.2(c)

Withdrawing from a Class

<https://info.abtech.edu/article.php?id=358>

After the 10% point and through the 75% point of the term (full semester or minimester) a student may withdraw from a class by submitting a [Withdrawal Request](#) to Student Services in the Bailey Building or to staff at the Madison or South sites. [Withdrawal forms](#) must not be mailed or put in a drop box. Distance students must contact the Distance Advisor at registrar@abtech.edu.

Students receiving financial aid benefits are strongly encouraged to consult with the Financial Aid Office prior to withdrawing from courses. Students receiving Veteran's Affairs benefits must obtain a last date of attendance from the instructor and approval from the VA Coordinator.

Tuition and Fee Refunds

<https://www.abtech.edu/tuition-and-fee-refunds>

The tuition policy is set by the State of North Carolina and is subject to change. A 100% refund shall be made if a student drops the class by submitting the required paperwork or completing the drop action prior to the first day of classes for the term as noted in the College Calendar on the website at abtech.edu/calendar. Also, a student is eligible for a 100% refund if the class in which the student is registered is canceled.

A 75% refund shall be made if the student officially drops the class prior to or on the official 10% point of the term. Insurance, technology, consumable, and student activity fees are not refundable. Federal regulations, if different from above, will overrule this policy.

For classes that start a week or more into a term, a full refund will be provided if a student drops a class prior to the beginning date of the class. A 75% refund will be provided for a class dropped on the beginning date through the 10% point of the class. Only hours dropped below a total of 16 credit hours are eligible for a refund.

Tuition Refund Process

To be eligible for tuition refund the student must:

1. Register and pay tuition and fees.
2. Officially drop the class on or before the 10% point of the term in one of the following ways:
 - a. By submitting in person to any Registration Center (K. Ray Bailey Student Services Center, A-B Tech Madison Office) a Drop/Add Registration Change Notice during business hours.
 - b. By having an advisor process the drop. The student is responsible for ensuring this has been done.

STD. IV.A.1J POLICIES AND PROCESSES BY WHICH STUDENTS MAY
PERFORM SERVICE WORK

Service Work Policy

Phlebotomy students are not expected to perform service work and are not allowed to take the place of qualified staff during any clinical rotation. After demonstrating proficiency, students, with qualified supervision, may be permitted to perform procedures. A clinical institution which employs a currently-enrolled phlebotomy student as a laboratory phlebotomist or in other areas, the employer must schedule the student for work during non-instructional hours. The student is not to be “pulled” from their instruction to perform the duties they normally perform as an employee, even temporarily. The student is to report such practice to the PBT Program faculty. A student who also works as an employee may not count their paid hours as clinical time as the student is performing the duties of an employee, not a student in training.

STD. IV.A.1k 1 POLICY/PROCEDURE FOR ADVISING STUDENTS

Support Services

<https://www.abtech.edu/supportservices>

K. Ray Bailey Student Services Center

Office: (828) 398-7581

Confidential Fax: (828) 281-9886

Email: supportservices@abtech.edu

Mailing address: 340 Victoria Road, Asheville, N.C. 28801

Support Services Overview

Asheville-Buncombe Technical Community College is invested in full compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act signed into law in 1990. Support Services ensures that the programs and facilities of the college are accessible to all students. The College focuses on the student as an individual and works toward equal opportunity, full integration into the campus environment, physical accessibility and the provision of reasonable accommodations, auxiliary aids and services to students.

If you are a student with a disability and require the services of interpreters, readers, notetakers, or who needs other reasonable accommodations, it is your responsibility to request these services from Support Services since Federal law prohibits the college from making pre-admission inquiries about disabilities.

Support Services is part of the Student Services Division at Asheville-Buncombe Technical Community College. The office is located in the K Ray Bailey Student Services Center. Office hours are from 9:00 a.m. to 5:00 p.m. Evenings by appointment. For detailed information, please contact Support Services at supportservices@abtech.edu or (828) 398-7581.

An appointment with a Support Services staff is recommended in order to discuss any special concerns. If you are not satisfied with the decisions of this office, you may utilize the College's Student Appeals Policy.

Mission and Goals of Support Services

Support Services assures program access to Asheville-Buncombe Technical Community College by students with disabilities. Its goals are:

1. To coordinate and provide reasonable accommodations and related disability services
2. To advocate responsibly for an accessible and hospitable learning environment through removal of informational, physical, and attitudinal barriers
3. To promote self-determination and personal responsibility for students with disabilities
4. To provide training and support to faculty and staff regarding the needs of students with disabilities.
5. To provide the College with information regarding Disability issues.

Advising

<https://www.abtech.edu/content/counseling-center/academic-advising>

Overview

A-B Tech is committed to the success of all students. Academic Advising is required for students in order to enable registration each semester. Students are assigned to faculty advisors in their individual programs of study and General Occupational Technology Students are assigned to advisors in the K. Ray Bailey Student Services Building. Unclassified students (those without majors) may self-advise or receive assistance in the K. Ray Bailey Student Services Building.

If you plan to transfer to a 4 year university or are enrolled in our AA, AS, or AFA programs, you must see someone in our Transfer Advising Department. [Click here for more information on our College Transfer Programs.](#)

Determining career goals can be hard. We have resources to help. Please visit our [Career Development Services](#). Declaring a major early assists students in finding the quickest pathway to their goals. If you wish to receive financial aid you must be admitted to a major. To get information on declaring a major, download the [New Student Enrollment Checklist](#).

Be sure to contact your faculty advisors at any time during the term when questions or problems arise, but especially during published advisement periods. Your advisor is listed in your WebAdvisor account for easy reference. You may also ask for the name of your advisor by calling the College at (828) 398-7900 or dropping in at the **First Stop** in the Bailey Building. New students and those wishing to change their programs of study are welcome to schedule an appointment with the College Entry Advisor. Appointments are available daily and may be scheduled online:

For New Students Only

Students who are experiencing academic difficulty are invited to meet with an advisor in Student Advising and Support Services located in the K. Ray Bailey building. Students are strongly encouraged to seek assistance as soon as they recognize there is a problem.

For more information, please email generaladvising@abtech.edu or call (828) 398-7900.

Non-Discrimination

<https://www.abtech.edu/a-b-tech-catalog/organization/non-discrimination>

It is the policy of the A-B Tech Board of Trustees that the College is fully committed to providing a learning and work environment that is free from prohibited discrimination. The College does not practice or condone discrimination or harassment based on race, color, national origin, religion, sex, sexual orientation, gender identity or expression, pregnancy, disability, genetic information/medical history, age, political affiliation or veterans' status in the administration of any of its academic programs and employment practices.

Inquiries or complaints concerning possible discrimination or harassment should be referred to the following offices:

Discrimination and harassment for students, please contact:

Office of the Vice President for Student Services
340 Victoria Road, Asheville, NC 28801, (828)398-7146

Sexual Misconduct for students (including discrimination or harassment related to sex, sexual orientation, gender identity or expression, or pregnancy), please contact:

Title IX Coordinator
340 Victoria Road, Asheville, NC 28801, (828)398-7932

Discrimination and harassment for employee (including Sexual Misconduct), please contact:

Office of the Vice President for Human Resources
340 Victoria Road, Asheville, NC 28801, (828) 398-7113
For more specific information, related to Sexual Misconduct (both student and employee), refer to Sexual Misconduct Policy and Procedures (#112).

STD. IV.A.1k 2 POLICY/PROCEDURE FOR CLINICAL ASSIGNMENT

Clinical assignments are made based on a review of multiple criteria. Criteria include student preference, first requested/first assigned, driving distance for students, cultural fit with training team and avoiding conflicts of interest (relationships with clinic staff trainers or if student is a patient of a small facility). The instructor takes all of these into account and assigns based on the best interest of the student and program. In the event that a placement cannot be immediately guaranteed the instructor will notify the student of options and make arrangements for an adapted schedule to get caught up or a withdrawal from the program.

It is a patient safety requirement that a student have 7-8 hours sleep prior to working a clinical rotation shift each day. Sleep deprivation puts both the patient and student at

risk for potentially deadly injuries. Students who violate this mandatory sleep policy will be sent home for the day with a first written warning. If any further violations occur the student will be dismissed from the program.

STD. IV.A.1k 3 POLICY/PROCEDURE FOR STUDENT GRIEVANCE AND APPEALS

Student Rights, Responsibilities, and Due Process

<https://www.abtech.edu/a-b-tech-catalog/student-rights-responsibilities-and-due-process>

Click the "Code of Classroom Conduct" button below and to the right to visit the following pages:

- [Code of Classroom Conduct](#)
- [Code of Student Conduct](#)
- [Privacy of Student Records](#)
- [Student Complaints and Grade Appeals](#)
- [Student Due Process](#)
- [Threat Assessment](#)

Student Complaints

<https://www.abtech.edu/a-b-tech-catalog/student-rights-responsibilities-and-due-process/student-complaints>

The College has two policies, one for student appeals and one for grade appeals. The following associated procedures need to be followed:

Grade Appeals

[Grade Appeals Form](#)

- a. It is the responsibility of faculty and students to attempt, in good faith, to resolve disputes regarding course grades. If such discussions are unsuccessful, the student shall be entitled to initiate the grade appeals procedure if he or she has

reason to believe that a course grade is inaccurate. At this time, a Grade Appeals Committee will be formed and a date and time set for a hearing.

- b. No student appealing any decision shall be subjected to harassment or intimidation or be in any way discouraged from filing an appeal pursuant to this procedure.
- c. At any stage of the appeal process, all parties shall have the right to be accompanied by an advocate of their choice. The advocate may not present the appeal or complaint on behalf of the student unless otherwise instructed to do so by the chair of the Grade Appeals Committee. If the student chooses to have an attorney present, the student must provide notification to the Vice President of Student Services at least three college business days prior to the scheduled hearing date.
- d. If the student and/or faculty wishes to present documentation to be considered during the hearing, it should be submitted to the Vice President for Student Services or his/her designee no later than two business days prior to the scheduled hearing. Both the student and faculty will be given an opportunity to review all documentation submitted prior to the hearing.
- e. The Vice President for Student Services shall monitor the handling of grade appeals through this procedure to ensure correct and prompt compliance by all parties.

Appeals Procedure Regarding Course Grades

- a. Students are strongly encouraged to first discuss the course grade with the involved instructor as soon as possible.
- b. The student will submit the completed written grade appeal form, including all necessary faculty and student signatures, within three weeks from the day the final course grade is awarded. The form will clearly explain the student's complaint as well as the student's proposed resolution of the complaint. The instructor will be given the opportunity to read the student's written complaint and to meet with the student one more time. Alternately, the instructor may sign the appeal form indicating that he or she is unable to resolve the problem. The student will then be directed to the department chair of the instructor, who will meet separately with the student to attempt to resolve the issue. If the department chair is unable to resolve the issue with the student, then the department chair will sign the appeal form and direct the student to the Vice President for Student Services or his or her designee. Completion of the form by the instructor or chair does not in any way indicate agreement with the complaint. Each party may propose solutions to the disagreement that, if accepted by both parties, results in resolution of the appeal. If either party refuses to accept a

proposed solution, then the matter is referred to the Vice President of Student Services who will convene a Grade Appeals Committee.

- c. If the student has difficulty contacting the department chair, he or she should contact the Vice President for Student Services, who is responsible for assisting with contacts.
- d. If the student and/or faculty wishes to present documentation to be considered during the hearing, it should be submitted to the Vice President for Student Services or his/her designee no later than two business days prior to the scheduled hearing. Both the student and faculty will be given an opportunity to review all documentation submitted prior to the hearing. The Vice President for Student Services shall maintain files of all course grade appeal forms submitted to his or her office. Such forms, together with other records indicating final action on a problem, shall be maintained for a minimum of five years.
- e. Students enrolled in distance courses may find it difficult to come to campus in order to pursue an appeal. In these instances, the process may be handled by telephone with the instructor involved, the department chair, and the Vice President for Student Services by mail, fax, or other agreed upon electronic means for submission of the appeals document. As with other appeals, the Vice President for Student Services will closely monitor the progress, ensuring the contacts are made in a timely fashion and documents are submitted properly. If it becomes necessary for an appeal to go to the Grade Appeals Committee, conference calling or any other electronic means agreed upon by both parties will be used. When conference calling is employed for a hearing, no business can be conducted without the student being present on the telephone, with the exception of the deliberations of the Committee in executive session.

The Grade Appeals Committee

- a. **Composition of the Grade Appeals Committee:**
The Grade Appeals Committee will consist of no less than seven voting members and will be composed as follows to ensure the representation of all constituent groups in the College community.
 - 1. Two student representatives
 - 2. Two faculty representatives
 - 3. One Student Services representative
 - 4. One non-faculty employee, and
 - 5. One non-teaching professional representative at the level of coordinator or higher who will serve as chairperson
- b. **Grade Appeals Committee Hearing and Procedures:**
 - 1. The Vice President for Student Services shall inform the instructor, the involved department chair, and the student of the date, time, and place of the appeals hearing. The Vice President for Student Services shall convene the Grade Appeals Committee no later than

- 15 college business days after receipt of the completed request, along with required signatures from both student and faculty, for a hearing.
2. When an appeal is made by a student with a disability, the Committee, at its sole discretion, may consult with or include the Associate Director for Support Services in the hearing process for such person's knowledge of disability and Disability Services issues and requirements.
 3. A quorum to conduct Committee business and vote is defined as a minimum of four members. In no case shall any business be conducted unless at least one student and one faculty member are present. There will be an audio recording of the appeal hearing.
 4. The decision of the Grade Appeals Committee will be conveyed to the student and may be appealed within five business days to the President whose decision will be final. The President's review does not include a new hearing, and his or her review shall consist of evidence presented at the hearing. The President will affirm, modify or reject the decision of the Grade Appeals Committee.
 5. In addition to the committee members, the following persons are permitted to attend the hearing:
 - a. Involved parties
 - b. An advocate for the appealing individual. The advocate may not present the appeal or complaint on behalf of the student unless otherwise instructed to do so by the chair of the Grade Appeals Committee. If the student chooses to have an attorney in attendance, the student must provide notification to the Vice President of Student Services at least three college business days prior to the scheduled hearing date.
 - c. The chair of the Grade Appeals Committee will manage all hearing proceedings, including the sequencing and time allocated for presentation of evidence by both student and faculty.
 - d. Administrative officers of the College who may be directly concerned with the dispute.
 6. If a student fails to attend the scheduled hearing, the appeal is considered to be dropped.
 7. All steps of the appeal procedure for students shall be closed to the public, and all documents generated in the course of a complaint shall be confidential except to authorized College officials.

Availability of Information

The Grade Appeals Policy and Procedure are available on the College website.

Student Appeals

Student Appeals Form

- a. It is the responsibility of all employees and students to attempt, in good faith, to resolve disputes regarding actions taken by College employees that are perceived to be unfair or unjust. If such discussions are unsuccessful, the student shall be entitled to initiate the appeals procedure. At this time, a Student Appeals Committee will be formed and a date and time set for a hearing.
- b. No student appealing any decision shall be subjected to harassment or intimidation or be in any way discouraged from filing an appeal pursuant to this procedure.
- c. At any stage of the appeal process, all parties shall have the right to be accompanied by an advocate of their choice. The advocate may not present the appeal or complaint on behalf of the student unless otherwise instructed to do so by the chair of the Student Appeals Committee. If the student chooses to have an attorney in attendance, the student must provide notification to the Vice President of Student Services or his or her designee at least three college business days prior to the scheduled hearing date.
- d. If the student and/or employee wishes to present documentation to be considered during the hearing, it should be submitted to the Vice President for Student Services or his/her designee no later than two business days prior to the scheduled hearing. Both the student and employee will be given an opportunity to review all documentation submitted prior to the hearing.
- e. The Vice President for Student Services or his or her designee shall monitor the handling of appeals through this procedure to ensure correct and prompt compliance by all parties.
- f. Please note this procedure applies to students wishing to appeal administrative action or decisions with exception to financial aid, code of student conduct sanctioning, grade appeals, and dismissal by a host clinical or other work-based learning site.

Appeal Procedure

- a. Students are strongly encouraged to first discuss the disputed matter with the involved employee as soon as possible.
- b. It is the responsibility of the student to complete and submit a written appeal form, including all necessary employee and student signatures, within six weeks of the date when the matter occurred. The form will clearly explain the student's complaint as well as the student's proposed resolution of the complaint. The employee will be given the opportunity to read the student's written complaint and to meet with the student one more time. Alternately, the employee may sign the appeal form indicating that he or she is unable to resolve the problem. The student will then be directed to the supervisor of the employee who will meet separately with the student to attempt to resolve the issue. If the supervisor is unable to resolve the issue with the student, then the supervisor will sign the appeal form and direct the student back to the Vice President for Student Services. Completion of the form by the employee and supervisor does not in

- any way indicate agreement with the complaint. Each party may propose solutions to the disagreement that, if accepted by both parties, results in resolution of the appeal. If either party refuses to accept a proposed solution, the matter is referred to the Student Appeals Committee.
- c. If the student has difficulty contacting the supervisor, he or she should contact the Vice President for Student Services or his or her designee, who is responsible for assisting with contacts.
 - d. If the student and/or employee wishes to present documentation to be considered during the hearing, it should be submitted to the Vice President for Student Services or his/her designee no later than two business days prior to the scheduled hearing. Both the student and employee will be given an opportunity to review all documentation submitted prior to the hearing. The Vice President for Student Services or his or her designee shall maintain files of all appeal forms submitted to his or her office. Such forms, together with other records indicating final action on a problem, shall be maintained for a minimum of five years.
 - e. Students enrolled in distance courses may find it difficult to come to campus in order to pursue an appeal. In these instances, the process may be handled by telephone with the employee involved, the employee's supervisor, and the Vice President for Student Services by mail, fax, or other agreed upon electronic means for submission of the appeals document. As with other appeals, the Vice President for Student Services will closely monitor the progress, ensuring the contacts are made in a timely fashion and documents are submitted properly. If it becomes necessary for an appeal to go to the Student Appeals Committee, conference calling or any other electronic means agreed upon by both parties will be used. When conference calling is employed for a hearing, no business can be conducted without the student being present on the telephone, with the exception of the deliberations of the Committee in executive session.

The Student Appeals Committee

- a. Composition of the Student Appeals Committee
The Student Appeals Committee will be comprised of no less than seven members and will be composed as follows in an effort to ensure the representation of all constituent groups in the College community.
 1. Two student representatives
 2. Two faculty representatives
 3. One Student Services representative
 4. One non-faculty employee, and
 5. One non-teaching professional representative at the level of coordinator or higher who will serve as chairperson.
- b. Student Appeals Committee Hearing and Procedures
 1. The Vice President for Student Services or his or her designee shall be responsible for informing the employee and supervisor involved and the student of the date, time, and place of the hearing. The Vice President for Student Services or his or her designee shall convene the Student Appeals Committee no later than 15 calendar days after receipt of the

- completed request, along with required signatures from both student and employee, for a hearing.
2. When an appeal is made by a disabled student, the Committee, at its sole discretion, may consult with or include the Associate Director for Support Services in the hearing process for such person's knowledge of disability and ADA issues and requirements.
 3. A quorum to conduct Committee business and vote is defined as a minimum of four members. In no case shall any business be conducted unless at least one student and one faculty member are present. There will be an audio recording of the appeal hearing.
 4. The decision of the Student Appeals Committee will be conveyed to the student and may be appealed within five business days to the President whose decision will be final. The President's review does not include a new hearing and his or her review shall consist of evidence presented at the hearing. The President will affirm, modify or reject the decision of the Student Appeals Committee.
 5. In addition to the committee members, the following persons are permitted to attend the hearing:
 - a. Involved parties
 - b. An advocate for the appealing individual. The advocate may not present the appeal or complaint on behalf of the student unless otherwise instructed to do so by the chair of the Student Appeals Committee. If the student chooses to have an attorney in attendance, the student must provide notification to the Vice President of Student Services or his or her designee at least three college business days prior to the scheduled hearing date.
 - c. The chair of the Student Appeals Committee will manage all hearing proceedings, including the sequencing and time allocated for presentation of evidence by both student and employee.
 - d. Administrative officers of the College who may be directly concerned with the dispute.
 6. If a student fails to attend the scheduled hearing, the appeal is considered to be dropped.
 7. All steps of the appeal procedure for students shall be closed to the public, and all documents generated in the course of a complaint shall be confidential except to authorized College officials.

Availability of Information

The Student Appeal Policy and Procedure is available on the College website.

Exception for Disciplinary Appeals

When these procedures are used to appeal a disciplinary action taken by the Vice President for Student Services or his or her designee, in his or her capacity as the College discipline officer, the appeal will be forwarded directly to the President. An appeal of a disciplinary action taken by the Vice President for Student Services must be

submitted in writing to the Vice President for Student Services or his or her designee within five business days of the action. He or she will forward the appeal, along with all documentation concerning the matter, to the President, whose decision will be final following an on-the-record review. The President may, in his or her discretion, allow the parties to supplement the record if additional information is needed for the fair disposition to the matter. Student complaints are routinely resolved at the institutional level. However, if a complaint cannot be resolved to your satisfaction through A-B Tech's established processes, you may file a complaint with Office. To do so, you can review the, print out and complete the and submit the complaint to the following address:

North Carolina Post-Secondary Education Complaints
c/o Student Complaints
University of North Carolina General Administration
910 Raleigh Road, Chapel Hill, NC 27515-2688
For more information, you may call (919) 962-4550.

STD. IV.A.1k 4 POLICY/PROCEDURE - CRITERIA FOR PROGRAM COMPLETION

Requirements

<https://www.abtech.edu/a-b-tech-catalog/academic-procedures/requirements>

Degree, Diploma, and Certificate Programs

Asheville-Buncombe Technical Community College confers the Associate in Arts degree, Associate in Applied Science degree, Associate in Engineering degree, Associate in Science Degree, and Associate in Fine Arts in Visual Arts Degree. A diploma is awarded for completion of one-year applied curricula. Certificates are issued to students who successfully complete designated short-term programs or course sequences. Degrees, diplomas, and certificates are conferred, awarded, or issued by authority of the North Carolina State Board of Community Colleges when all requirements for graduation have been satisfied.

Because of rapid changes in workplace technologies, certain technical courses will "time out" after five years and must be repeated for graduation. Exceptions must be approved by the Dean responsible for the course.

Requirements for Graduation

Degrees and diplomas are conferred and awarded at the end of each academic term. The College holds a single commencement ceremony in May each year. To graduate with a diploma or degree, students must meet the following minimum requirements:

1. Declare and be accepted into the program.

2. Complete all program requirements by the end of the term. Program requirements are defined in the official catalog. The default catalog is the one in effect for the term in which the student declares the program and cannot pre-date the student's first term of enrollment. Catalogs are valid for five academic years (for example a student graduating in Summer 2015 cannot use a catalog dated prior to 2010-2011). Course requirements must be completed by one of the following:
 - a. Take the course at A-B Tech and attaining the minimum grade required.
 - b. Receive transfer credit. A minimum of 25% of program hours must be completed at A-B Tech. Official transcripts showing required courses must be received by A-B Tech before program completion will be posted to the student's transcript.
 - c. Earn Credit-by-Exam, CLEP credit, Advanced Placement credit or credit for licensure/certification.
3. Earn a grade point average of at least 2.0 in the program of study.
4. Fulfill any additional program requirements as defined by special accreditation compliance standards.
5. Apply for graduation prior to completion of the program (preferably the term prior to the last term of registration) by submitting a program completion application to the Records and Registration Office.
6. Be in good standing and fulfill all financial obligations.

Students who have completed degree or diploma requirements in the preceding Fall semester or who are on-track to complete requirements in Spring semester or the subsequent Summer semester will be invited to the May graduation ceremony.

Students with a program GPA of 4.0 will be graduated with Highest Honors.

Students with a program GPA of at least 3.75 and less than 4.0 will be graduated with High Honors.

Students with a program GPA of at least 3.5 and less than 3.75 will be graduated with Honors.

Certificates

Certificates are issued for students who satisfy program requirements following the same criteria as for degrees and diplomas. Certificate completers do not participate in the graduation ceremony unless they also are receiving degrees or diplomas. Honors are not recognized for certificate completions.

NOTE: You must achieve a grade of “C” or better in PBT 100, PBT 101 and PSY 150 in order to successfully complete the courses, participate in the pinning ceremony and earn the NAACLS Phlebotomy Certificate.

Code of Student Conduct

<https://www.abtech.edu/a-b-tech-catalog/student-rights-responsibilities-and-due-process/code-student-conduct>

A-B Tech strives to maintain a safe, nurturing, and orderly learning environment that supports the students, faculty, and staff. Therefore, there are behavioral expectations that outline the responsibilities and proper practices for all students at the College. When, in the judgment of College officials, the student’s conduct disrupts or threatens to disrupt the College community, appropriate disciplinary action will be administered. Students have the rights of Due Process when accused of a violation of the Code of Student Conduct (please reference policy 823). All matters related to alleged sexual misconduct shall be referred to the College’s Title IX Coordinator and governed pursuant to the Sexual Misconduct Policy 112. For matters regarding alleged discrimination and harassment, please refer to the Non-Discrimination and Harassment Policy 111.

A student who is in possible violation of the Code of Student Conduct will be referred to the Vice President for Student Services or designee. If the student’s alleged actions are considered egregious or disruptive to the teaching and learning environment or to campus safety, the student may be immediately suspended for up to ten College business days, at the discretion of the Vice President of Student Services or designee. The matter also may be referred to a Threat Assessment Team for review.

Students who have been found responsible of a violation of the Code of Student Conduct may be assigned consequences based upon the seriousness of the offense. Sanctions for violations may include but not be limited to: verbal warning, written warning, a failing grade for an assignment, examination, or course, administrative withdrawal from courses or academic program, restitution for damages, consequences adapted to the specific violation, suspension, expulsion or actions recommended by a Threat Assessment Team. The President shall have final approval in the expulsion of a student.

Violations of any federal, state or local laws occurring while on campus may lead to legal actions as well as campus discipline. Violations of federal, state or local laws occurring off campus may result in disciplinary action if the student’s continued presence on campus constitutes a threat to the safety and order of the campus.

Violations for which disciplinary proceedings may be initiated are as follows:

1. **Academic Dishonesty:** Academic Dishonesty includes submitting someone else's work as one's own; using notes or other material without permission from the faculty on an exam, homework, or other assignments; receiving information from another student during an exam; obtaining a copy of an exam or questions from an exam prior to taking the exam; or having someone else take one's exam and submitting it as his or her own.
2. **Aiding Acts of Academic Dishonesty:** Providing information to another student with the awareness that the student intends to use it for deceptive purposes.
3. **Alcoholic Beverages:** Students may not possess or use alcoholic beverages on campus. Students may not be under the influence of alcoholic beverages on campus or at College-affiliated activities or events. (please reference Policy 501.05)
4. **Animals:** Students may not have an animal of any kind on campus, or at any College affiliated activities, sites or events. This includes animals left within a vehicle. Exceptions to this code would be working dogs such as police dogs, guide dogs and service dogs. (please reference Policy 802)
5. **Assault:** Students may not assault or threaten to assault another person for any reason whatsoever. Assault may include a demonstration of force, unlawful physical touching, or striking.
6. **Bullying:** Students may not intimidate or threaten with harm any other individual. Bullying is defined as "any pattern of gestures or written, electronic or verbal communications, or any physical act or any threatening communication that takes place on College premises or at any College sponsored function that: (a) places a person in actual and reasonable fear of harm to his or her person or damage to his or her property; or (b) creates or is certain to create a hostile environment by substantially interfering with or impairing a student's educational performance, opportunities or benefits, or a College employee's ability to perform the essential functions of his or her job."
7. **Communicating Threats:** Students may not verbally, in writing, through a third party, or by any other means threaten to physically injure another person or that person's child, sibling, spouse, or dependent or willfully threaten to damage the property of another.
8. **Copyright Infringement and Peer-to-Peer File Sharing:** Students may not violate the College's Copyright Infringement and Peer-to-Peer File Sharing Policy through the act of violating, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context,

downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement. (please reference Policy 215 and Policy 1006)

9. **Damage to Property:** Students may not damage property of the College or of any other person working at or attending the College.
10. **Disobedience:** Students may not disobey the reasonable directions of College employees, including administrators, faculty members, security officers, and other staff employees.
11. **Disorderly Conduct:** Students may not conduct themselves in a way which will interrupt the academic mission of the College or which will disturb the peace of the College.
12. **Disrespect:** Students are expected to treat all College employees with respect and courtesy, particularly when and if disagreements arise.
13. **Disruption:** Students may not disrupt the normal activities of the College by physically or verbally interfering with instruction, meetings, traffic, or scheduled administrative functions.
14. **Drugs:** Students may not possess, use, or be under the influence of any narcotic or illegal drugs on campus or at any College-affiliated activities or event. This is in violation of the laws of the state of North Carolina of the United States. (please reference Policy 501.05)
15. **False Information:** Students may not present to the College or its employees false information; neither may they knowingly withhold information which may have an effect on their enrollment or their status in the institution and which is properly and legally requested by the College.
16. **Gambling:** Students may not gamble on campus or at any College-affiliated activities or events.
17. **Internet and Campus Network Acceptable Use:** The College has an extensive policy for appropriate use of the Internet. Users of the College computers acknowledge the policy whenever they sign on. Students may not use the College's access to the Internet for access to sexually explicit material or for downloading music. Email accounts are provided for student use; however, no right of privacy exists for use of email. (please reference Policy 1003)
18. **Plagiarism:** The intentional theft or unacknowledged use of another's words or ideas. Plagiarism includes, but is not limited to paraphrasing or summarizing another's words or works without proper acknowledgement; using direct quotes of material without proper acknowledgement; or purchasing or using a paper or presentation written or produced by another. If a student is uncertain about what constitutes plagiarism, he or she should discuss this with the class instructor.

19. **Possession of Weapons:** Students may not have a weapon of any kind, including a knife, stun gun, or any firearm in their possession on campus or at any College-affiliated activities or events except handguns as allowed by NC GS §14-269.4. Handguns are permitted under these circumstances:
- The person has a concealed handgun permit that is lawfully issued
 - The handgun is in a closed compartment or container within the person's locked vehicle.
 - The handgun is in a locked container securely affixed to the person's vehicle.
 - A person may unlock the vehicle to enter or exit the vehicle provided the handgun remains in the closed compartment at all times
 - The vehicle is locked immediately following the entrance or exit.

Law enforcement officers are exempt from this prohibition. This includes facsimiles of weapons. (please reference Policy 305)

20. **Public Laws:** Violations of any federal, state or local laws occurring while on campus may lead to legal actions as well as campus discipline. Violations of federal, state or local laws occurring off campus may result in disciplinary action if the student's continued presence on campus constitutes a threat to the safety and order of the campus.
21. **Skate Boards and Roller Skates:** Skate boards and roller skates are not permitted to be used on campus.
22. **Theft:** Students may not steal the property of another individual or of the College. Students who are caught stealing will be required to make restitution and may be eligible for civil or criminal prosecution as well as College discipline.
23. **Threats:** Students may not engage in any behavior that constitutes a clear and present danger to the physical and/or emotion well-being of the student and/or other students, faculty and staff.
24. **Trespass:** Students are trespassing if in an unauthorized area of the College campus or remain on the College campus after having been directed to leave by a College official.
25. **Tobacco, E-cigarettes, and Vaping:** Students may not use tobacco of any form, use e-cigarettes, or vaporizing devices on campus or at any College-affiliated activity, sites, or events. (please reference Policy 306)
26. **Unauthorized Access to Records:** Students may not access, view, copy or change official College records without official authorization to do so.

27. **Use of Social Media:** Students should obey their social media platforms terms' of use. Students may not make, or cause to be made, communications (including electronically or through social media) to another person in any manner likely to seriously annoy or cause alarm. Social media may not be used to breach privacy, discriminate or harass. Students may not make, transmit, or attempt to transmit audio or video of any person(s) on College property where there is an explicit expectation of privacy. Any posts or tweets deemed inappropriate on an A-B Tech social web site or blog will be deleted immediately and may result in having access to the site blocked permanently.
28. **Violations of Expected Classroom or Learning Environment Behaviors:** May include, but not limited to, being disobedient, disrespectful, disruptive to the classroom or learning environment, or not abiding by professional conduct standards.

Academic Calendar

The current college academic calendar is maintained on the www.abtech.edu website.

<https://www.abtech.edu/academiccalendar>

STD. IV.A.1L RULES AND REGULATIONS

Student Conduct policy for personal and academic conduct is detailed in Std. IV.A.1k 4 (Policy/Procedure Criteria for Program Completion including probation, suspension, and dismissal; academic calendar) listed above. Link below.

<https://www.abtech.edu/a-b-tech-catalog/student-rights-responsibilities-and-due-process/code-student-conduct>

PBT Clinic Calendar for the current Academic Year will be provided in the PBT 101 Clinic Tally Sheet packet purchased in the AB Tech book store.

Behavior Expectations for Clinical Experience

ALLIED HEALTH DIVISION CLINICAL PLACEMENT POLICY (version 10-31-13)

I. GENERAL

A required component of the allied health division is the student's participation in the clinical placement at area hospitals, clinics, and offices. Successful completion of clinical rotations is necessary to meet program graduation requirements. Allied health students will not be conferred a degree, diploma or certificate unless they can successfully complete the clinical placement and all other aspects of the program.

Clinical affiliates hold patient care at a high level of responsibility. They must insure there is no risk to their patients before allowing an individual to participate in providing healthcare. Accordingly, clinical affiliates have their own standards in determining who may participate in a clinical program at their location. The College does not play any role in determining whether a student satisfies the standards set by the clinical affiliate.

II. ADMISSION TO THE ALLIED HEALTH DIVISION

Admission into an allied health program is a two phase process. A student is not admitted into the allied health program until each phase is completed.

1. The prospective student must be admitted conditionally to the program.
2. The prospective student must be accepted into the clinical placement. Individual clinical placements have their own acceptance requirements separate from the college (e.g. drug testing, criminal background, etc.) If a prospective student is denied acceptance for clinical training privileges at any healthcare institution, for any reason, that student is ineligible to proceed with the course of study in the allied health division.
 - a. Once a student is conditionally admitted, a background check and drug screening will be conducted by a third-party entity chosen by the College. Prospective student shall deal directly with the third-party entity and will be responsible for all financial costs.

- b. The third-party entity will report all results directly to the clinical affiliate. Prospective student may also obtain a copy of the report for their personal review. The healthcare institution will then inform the College whether the prospective student's clinical privileges are approved or denied. If denied, the student will not be admitted into the program.

III. LOSS OF CLINICAL PLACEMENT WHILE IN AN ALLIED HEALTH PROGRAM

At any time after acceptance into an allied health program, if clinical privileges are revoked for any reason, the student must withdraw from the allied health division.

ABTCC Allied Health Clinical Placement Policy

Requirement of Acceptable Background Check and Drug Screen

(Version October 2013)

- Students must realize that a clinical experience rotation is a ***privilege and not a right***. ABTCC faculty and students are invited guests and can be dismissed at any time if an issue arises.
- Clinical affiliates regard patient care as a high level of responsibility so they screen students and potential employees with this in mind. They will insure that there is no risk to their patients before allowing anyone to participate in their healthcare process.
- Each student is responsible for reading and reviewing the clinical placement policy details in their entirety. Each student starts the program with a **conditional admission**. **Full admission to an Allied Health program requires clinical site approval on both a background check and urine drug screen.**
- If you are an incoming student and you know you have something on your background check history you cannot be guaranteed approval to a clinical facility. It is up to the individual clinical affiliate to determine what is approved or not. **If you are denied clinical placement for any reason you must withdraw from the program.**
- Students are required to have a background check done **before** clinical site approval so it is in your best interest to obtain your own copy and review it. Sometimes students assume that an incident in the past has been erased or expunged from the record and it has not.
- **Be advised that you could lose time and money if you proceed with the admission process and are denied placement for any reason.**

- Please notify your advisor if you feel the need to withdraw from the program admission process at any time. This will insure timely responses and possibly allow someone from the waiting list to fill the seat.

ASCLS CODE OF ETHICS FOR MEDICAL LAB PROFESSIONALS

<http://www.ascls.org/about-us/code-of-ethics>

Preamble

The Code of Ethics of the American Society for Clinical Laboratory Science sets forth the principles and standards by which Medical Laboratory Professionals and students admitted to professional education programs practice their profession.

I. Duty to the Patient

Medical Laboratory Professionals' primary duty is to the patient, placing the welfare of the patient above their own needs and desires and ensuring that each patient receives the highest quality of care according to current standards of practice. High quality laboratory services are safe, effective, efficient, timely, equitable, and patient-centered. Medical Laboratory Professionals work with all patients and all patient samples without regard to disease state, ethnicity, race, religion, or sexual orientation. Medical Laboratory Professionals prevent and avoid conflicts of interest that undermine the best interests of patients.

Medical Laboratory Professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining the highest level of individual competence as patient needs change, yet practicing within the limits of their level of practice. Medical Laboratory Professionals exercise sound judgment in all aspects of laboratory services they provide. Furthermore, Medical Laboratory Professionals safeguard patients from others' incompetent or illegal practice through identification and appropriate reporting of instances where the integrity and high quality of laboratory services have been breached.

Medical Laboratory Professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to patients and other health care professionals. Medical Laboratory Professionals respect patients' rights to make decisions regarding their own medical care.

II. Duty to Colleagues and the Profession

Medical Laboratory Professionals uphold the dignity and respect of the profession and maintain a reputation of honesty, integrity, competence, and reliability. Medical

Laboratory Professionals contribute to the advancement of the profession by improving and disseminating the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession.

Medical Laboratory Professionals accept the responsibility to establish the qualifications for entry to the profession, to implement those qualifications through participation in licensing and certification programs, to uphold those qualifications in hiring practices, and to recruit and educate students in accredited programs to achieve those qualifications.

Medical Laboratory Professionals establish cooperative, honest, and respectful working relationships within the clinical laboratory and with all members of the healthcare team with the primary objective of ensuring a high standard of care for the patients they serve.

III. Duty to Society

As practitioners of an autonomous profession, Medical Laboratory Professionals have the responsibility to contribute from their sphere of professional competence to the general well being of society. Medical Laboratory Professionals serve as patient advocates. They apply their expertise to improve patient healthcare outcomes by eliminating barriers to access to laboratory services and promoting equitable distribution of healthcare resources.

Medical Laboratory Professionals comply with relevant laws and regulations pertaining to the practice of Clinical Laboratory Science and actively seek, to change those laws and regulations that do not meet the high standards of care and practice.

IV. Pledge to the Profession

As a Medical Laboratory Professional, I pledge to uphold my duty to Patients, the Profession and Society by:

- Placing patients' welfare above my own needs and desires.
- Ensuring that each patient receives care that is safe, effective, efficient, timely, equitable and patient-centered.
- Maintaining the dignity and respect for my profession.
- Promoting the advancement of my profession.
- Ensuring collegial relationships within the clinical laboratory and with other patient care providers.
- Improving access to laboratory services.
- Promoting equitable distribution of healthcare resources.
- Complying with laws and regulations and protecting patients from others' incompetent or illegal practice
- Changing conditions where necessary to advance the best interests of patients.

Phlebotomy Student Clinic Regulations (v 1-12-15)

Listed below are the guidelines for PBT clinical rotation. As a student you are expected to adhere to these guidelines in addition to the policies and procedures of your clinical training facility. Nothing less than 100% compliance will be tolerated.

Time scheduled for clinical rotations must provide a hands on, educational learning environment. Students are placed in clinical settings to observe, practice and develop entry level phlebotomy competencies.

Dress Code:

- Students are required to wear the PBT uniform at all times while they are in clinic. This includes the AB Tech patch on the left sleeve.

Your facility may provide you with their specific disposable lab coat or a student apron.

- Student identification name tags must be worn at all times in clinic.
- Uniforms must be clean and neat in appearance. Wash each uniform and **iron** after wearing once. Make sure there is **no pet hair or cigarette smoke** on your uniform.
- White or black (shoes), all- leather, closed- toe and closed -heel shoes must be worn in clinic. Polish shoes if they appear dirty.
- Hair must be neat and clean. Long hair must be worn up or back, **no extreme hair colors or haircuts**. Wash hair daily and it must be dry before you get to clinic.
- Practice good personal hygiene. Bathe daily with soap and use deodorant.
- Practice good oral hygiene. Brush your teeth just before going to clinic and use mouthwash. Consider keeping some breath mints available to freshen your breath throughout the day.
- Absolutely **NO perfume, cologne, or scented lotions or body sprays**.
- Fingernails must be an acceptable length by not surpassing the tip of the finger. They must be clean with **no nail polish. No artificial nails**.
- The only jewelry that can be worn is a watch, wedding band and 1 set of stud pierced earrings. **No necklaces, bracelets or dangling earrings. No body piercing jewelry is allowed.**

- ***Tattoos must be covered*** while in clinic.

Attendance:

- In case of illness or personal emergency you must notify the clinic by phone BEFORE your scheduled time by speaking directly to clinic staff. ALSO call the PBT Instructor and leave a message. If you cannot speak directly to your clinical instructor, leave a detailed message with other clinic personnel (NO VOICEMAILS) including: your name, the reason for the absence or tardy, when you will return to clinic. Then document for yourself who you gave this message to in case there are questions later on. Follow up by contacting your clinical preceptor to ensure they received the message.
- It is NOT acceptable for a student who needs to be absent to send a message concerning the absence by another student. It is NOT acceptable to leave a voicemail.
- Lack of notification of an absence to the clinical facility will warrant disciplinary action. First incidence- written warning. *Second incidence- student will lose clinical practice privileges and will not be allowed to return to the clinical site. Withdrawal from the program will be advised.*
- Tardiness is not acceptable, nor tolerated. Leaving early is considered a tardy. *Leaving early and/or not documenting the correct hours performed in clinic is grounds for losing clinical practice privileges resulting in immediate removal from clinic and an F in PBT 101.* Three tardies constitute one absence and will be reflected on the final performance evaluation and these absences also count toward the allowed total.
- All absences in clinical experience will be made up to meet the NAACLS contact hour requirement. Students are expected to attend every day of the semester which is 144 hours- grades are impacted by absences not made up. The makeup schedule will be arranged between the PBT Instructor, Clinic Instructor, and yourself. You must have permission to do makeup clinic time. Makeup time should not be excessive and it should be an exception and not the rule. Clinic experience is extremely important, this time is not flexible. Adhere to schedules at all times. All clinic hours must be completed by the end of the semester.

Performance

- You are expected to show on time, at all times with a respectful, professional attitude.

- You are only permitted in areas of the facility that are associated with your assigned clinical rotation.
- You are not allowed to be financially compensated for the tasks you perform during your training. Any service outside the regular schedule is totally voluntary.
- Cell phones are not permitted in clinic. You may provide your family with the main number to the facility where you are located and they may contact you for emergency situations only. No personal phone calls at any time during clinical training.
- You are entitled to one fifteen minute break if you are in clinic for a 4.5 hour day; or one thirty minute break if you are in clinic for a day that is longer than 8 hours. Breaks may be taken only when your clinical instructor gives permission. Always ask permission before taking your break or leaving the area. *Keep in mind that most all healthcare facilities are Smoke Free Institutions, so smoking is not allowed.*

Conditions of failure and/or immediate dismissal:

- Compromising the health or safety of a patient, personnel, or peer- IMMEDIATE DISMISSAL
- Non-compliance with clinic site's policies and procedures
- Breach of patient confidentiality- IMMEDIATE DISMISSAL
- Unethical behavior- cheating, dishonesty, purposefully falsifying information
- Unsatisfactory performance or grades- clinic failure
- If you fail or are removed from a clinical rotation you risk non-placement at an alternative site.
- If an alternative site is provided to you, you may be asked to sign a contract stating that this is the last clinic site that will be provided to you.

TIPS FOR A SUCCESSFUL CLINICAL EXPERIENCE

- Get adequate sleep the night before clinic days. You must be mentally and physically alert to perform at your best in clinic.
- Set 2 alarm clocks. It is a good idea to have one battery or wind up clock in case of power outages. The snooze button is not your friend.
- Allow plenty of travel time in the mornings.

- Arrive 5-10 minutes early to your work area. If you are scheduled to begin clinic at 6:00am that does not mean pulling into the parking lot at 6:00am. It does mean that you are at your workstation ready to begin at 6:00am.
- Practice good personal hygiene. A clean, neat appearance says a lot about a person.
- Purchase a pocket size notepad to keep in your lab coat. Take notes as you are being trained. Clinic instructors operate under the theory of- explain once, show once, assist once. They will not and should not be expected to explain the same instructions over and over again, day after day.
- At night, review in your notes what you went over that day and be prepared to answer questions about it the next day.
- Approach clinical as if it is your job.
- Keep in mind that you are an invited guest in this facility. It is an expense to these sites to train students. Contribute in any way that you can, especially as you progress in your training.
- Stay busy. Take full advantage of the knowledge and experiences around you. There is always something to observe or that needs to be done. Make yourself an asset to the department.
- Be positive and be flexible.
- Be professional and learn!

What A-B Tech Expects of the Clinical Sites:

1. Students should be trained effectively.
2. Students should be allowed to stick.
3. Students should be evaluated fairly and constructively. The clinic site will contact the phlebotomy instructor, Monique Worley, with any concerns or problems as soon as they arise so that instruction and feedback may be provided to the student. This will provide an opportunity for correction and improvement.
4. Students should be held to professional standards.
5. Students should be provided with the proper equipment and Personal Protective Equipment (PPE) in their size.
6. Students should be exposed to as many different experiences as you can provide even if it is through observation only. Examples: blood cultures, blood bank specimens, butterfly use, fingersticks, pediatric draws, geriatric draws, glucose tolerance testing, CLIA waived testing, EKGs etc.
7. Students should be informed of clinical facility expectations.
8. Student hours should include reasonable breaks. If attending clinic for 4.5 hours twice a week, each day should include a 15 minute break. If attending clinic for 9 hours one day a week, each day should include a 30 minute break.

What Clinic Instructors Should Expect From the A-B Tech Phlebotomy Students:

1. Students should follow college and clinical facility rules, including dress code. Please see the attached copy of the student rules.
2. Students should successfully complete >100 UNASSISTED venipunctures using an evacuated tube system, a syringe, or a butterfly. Finger sticks and heel sticks are encouraged for the benefit of experience and should be tallied but do not count toward the 100 venipuncture count. *Students should strive to earn as many sticks as possible for the experience and not stop at 100.*
3. Students should fill out a tally sheet for each day of clinic, keeping track of the number of sticks in each category, including unsuccessful sticks. Unsuccessful sticks do not influence the student's grade but are useful in determining the student's progress and where improvement needs to occur. Tally sheets should be signed EACH DAY by the trainer who has worked directly with the student.
4. Students should listen to instruction and feedback from the clinical trainers and demonstrate an effort to improve and cooperate.
5. Students should be in clinic at the scheduled times and should not leave early or arrive late except in extenuating circumstances and/or emergencies. Please make a note of dates/times students leave early/arrive late/ or are absent from clinic and relay this information to the phlebotomy instructor (Monique Worley).
6. Students must make up all clinic hours missed, minute for minute, if they fall short of the hours required for the NAACLS certificate. Absences not made up do impact the student's grade. This includes closures due to inclement weather. The total number of hours in clinic is 144 and students are expected to attend all days of the semester. Two of those hours will be provided for the PBT 101 final skill competency exam on campus.
7. Students should not attend clinic when the AB Tech campus is closed. The only exception to this is if the student has already arrived at the clinic site prior to AB Tech closing. In this situation the student may choose what is in their best interest, to stay in clinic or to go home.
8. Students should demonstrate a willingness to learn and find ways to assist the clinical trainer and contribute to the department when there are no patients to stick. If there are no tasks for the student to perform, the student may ask permission from the trainer to study or work on clinic questions.
9. Students may not be substituted for regular staff during their scheduled clinic time. Any service outside of the scheduled clinic time is voluntary.

What Should the Clinic Site Teach the Students?

The following are guidelines, not requirements. Each clinic should determine the level of comfort they have with individual students according to the clinic's procedures and culture.

Week of Clinic	Skills
1	<ul style="list-style-type: none"> Stick with basic venipuncture, no butterfly sticks or fingersticks yet Students should observe more difficult sticks and the trainers should allow the student to begin sticking as soon as possible with a suitable patient Students have performed basic VP about 3-5 times in class
2	<ul style="list-style-type: none"> Now allow students to practice butterfly and/or syringe sticks Students have performed 1 butterfly stick and 1 syringe stick in class
After the 3 rd week	<ul style="list-style-type: none"> Begin to allow students to perform independently with you observing and correct when necessary. Some students may reach this point more quickly than others.
5	<ul style="list-style-type: none"> Students should feel comfortable performing sticks in most situations and should understand your clinic workflow. Students should recognize when they need assistance and not be overly reliant
7	<ul style="list-style-type: none"> Students may now perform dermal punctures: fingersticks and heelsticks Students have done at least 1 fingerstick in class
8	<ul style="list-style-type: none"> Students should be almost completely independent and attempting to troubleshoot missed sticks Students should be exercising sound judgement and recognize when a situation is out of their range of experience, ask for assistance At this point, clinic trainer should not have to hover over the student, but should be nearby in case of problems
	<ul style="list-style-type: none"> Student should be functioning at an entry level position or higher level Clinic trainer should be able to predict if this student would make a good employee or not
Other things to reinforce during the semester	<ul style="list-style-type: none"> Good technique, basic coordination, smooth venipuncture, phlebotomy and laboratory safety, handwashing, confidence in technique, patient identification, proper labeling Proper tubes to collect for each test and additives in the tubes Proper order of draw for your site (students learn CLSI in class)

Week of Clinic	Skills
	<ul style="list-style-type: none"> • Good communication skills, good telephone skills, professionalism • Good clerical and documentation skills • How to clean up and restock; other tests as you feel comfortable • Critical thinking skills • Speed and efficiency, multitasking • Patient care • Ethics

What to Expect From the A-B Tech Phlebotomy Instructor and Department Chairperson:

1. The phlebotomy instructor, Monique Worley, the program chairperson, Jennifer Picher, or the MLT instructor, _____ will make routine visits to check on the student's progress. When possible we will observe the student's technique. We will attempt to be as unobtrusive as possible in these visits but will need to ask the clinical trainers questions and will also speak with the student briefly.
2. All student disciplinary issues will be handled by the college faculty.
3. You will receive one final evaluation for each student near the end of the semester. If possible, please have two or three trainers who have worked with the student, to each complete an evaluation. These evaluations will be averaged. Evaluations should be placed in an envelope, sealed and signed by the evaluator- then mailed or handed directly to the A-B Tech instructors during a visit.
4. Comments and suggestions made to the A-B Tech instructors and/or to the students will be followed up on during class. You are encouraged to mention things a student needs to focus on with extra practice.
5. Any changes in student assignment or schedule will be discussed with your clinical contact person in advance.

Phlebotomy Daily Tally Sheet Clinic Record

- Your clinic experience will be a crucial part of the phlebotomy program.
- You will be assigned trainer(s) each day of your clinic.
- You will learn the procedures by observing the trainer, assisting the trainer, and when ready, by performing the procedures while your trainer observes you.
- These procedures will be documented on a “Tally Sheet”. This tally sheet will be completed each day of clinic, signed by your trainer, and most importantly:

Returned to Class on the Next Class Day

- All Tally Sheets must be completed with blue or black ink to include the following information :

The clinic site name

Student’s Complete name

Correct date

The hours you arrived and departed

Trainer signature

- Your hours in clinic and the record of your performance in clinic are counted and recorded each class day. Any tally sheets not returned will not be counted. This means that you must repeat clinic hours if a tally sheet is not turned in. **DO NOT LOSE YOUR TALLY SHEET!!!!**
- Tally sheets are worth 10 points for each week of clinic performed. Tally sheets turned in late will have hours and sticks counted but will lose ½ of the possible points for each day the sheet is late. If you are absent your tally sheet is still considered late.
- If you are absent from clinic on any scheduled clinic day complete a tally sheet for that day, write ABSENT across the tally area, sign it yourself, attach a copy of any excuses to the sheet. Be sure the sheet has the date that you were absent indicated on it and has your name, etc.

You have multiple resources and support systems available at your clinic site, in the classroom, and through your instructors.

There is no experience that cannot be valuable to your learning.

Your clinic is what you make of it- GOOD or BAD

PBT 101 Phlebotomy Practicum

ASHEVILLE BUNCOMBE TECHNICAL COMMUNITY COLLEGE

Student: _____ Clinic Site: _____ Date: _____

This form must be completed daily and signed by your trainer. Bring your completed form to class weekly to receive the points specified in your syllabus.

Arrival time: _____ Departure time: _____ Hours completed _____

Document your completed procedures. You are not graded on the percentage of successful vs. unsuccessful. You must complete >100 successful, unassisted venipunctures by the end of clinic (do NOT stop at 100 get as many as possible). Your grade is based on 144 clinic contact hours for the semester.

<u>Procedure</u>	<u>Observed</u>	Successful	Successful	<u>Unsuccessful</u>
		<u>Assisted</u>	<u>Unassisted</u>	
General VP	_____	_____	_____	_____
Butterfly	_____	_____	_____	_____
Syringe	_____	_____	_____	_____
Blood Culture	_____	_____	_____	_____
Blood Bank	_____	_____	_____	_____
Glucose Tolerance	_____	_____	_____	_____
NB screen Heel stick	_____	_____	_____	_____
Heel stick	_____	_____	_____	_____
Finger Stick	_____	_____	_____	_____
Other (specify)	_____	_____	_____	_____

Comments:

Trainer: _____

*Instructor use only – Date Received: _____ On time Late/Incomplete

Week #	Day 1	2	3	4	DAILY DATA	WEEKLY TOTAL	EXTRA/MAKEUP
						Venipunctures	Venipunctures
						Hours	Hours

\\estorage.abtech.edu\moniquehorley\Documents\PBT100 Course-Monique Fall 2008\PBT Clinic\Phlebotomy clinic documents\Clinic Tally Sheet Summaries\SP19 Tally Sheet PBT 101 minimester2.docx

STUDY HABITS FOR SUCCESS

I. **ATTEND EVERY CLASS**

II. Be organized

- Use an assignment notebook or planner
- Use a notebook that you can store the syllabus, handouts, etc. in
- Save all computer files on disk or CD
- Keep returned papers, quizzes, and tests
- Record phone numbers/emails of at least one person in your class, so you can find out about any missed information
- Maintain a neat and organized study space

III. Manage your time well

- Do not overextend yourself- don't do more than you can handle!
- Plan ahead
- Be organized
- Make efficient use of your time

IV. Be successful in the classroom

- Learn how to adapt to different instructors
- Be prepared before each class. Have all of your assignments completed before your class- particularly your reading assignments.
- Sit in the front of the class whenever possible.
- Communicate with your instructors.
- Be on time for each class.
- Participate in class.
- Be a good group member.
- Tape record your classes, if you need to.

V. Take Good Notes

- Be an active listener
- Take notes to help you pay attention
- Recognize important information
- Take notes that are easy to read
- Go over your notes as soon as possible
- Get lecture notes if you are absent

VI. Know how to read a textbook

- Be aware that the chapters are normally setup like an outline with the bold headings giving you the main topics
- Look for key words that you need to understand the meaning of in bold type
- Use the glossary and/or dictionary
- Use a highlighter when reading to mark things you think you may need to refer to because they seem extra important or extra difficult to understand

VII. Study Smart

- Find a good place to study
- Get started. Begin with something simple or a subject you like, and just get started.
- Know your learning style. Some people learn by seeing the material, some learn best from hearing the material, and some learn best by doing.
- Organize your study time
- Always allow more time than you think you will need
- If you have something that seems overwhelming, break it down into smaller parts
- Know when and how to take breaks. Research has shown that students learn the most during the first and last 10 minutes of any study session. Try studying for 20 minutes then taking a short break (get a drink, get up and stretch, etc.)
- Know how to study for tests

- Know how to memorize and remember information
- Know how to use technology
- Know how to write a paper
- Use tricks when making a presentation or speech

VIII. Use test-taking strategies

- Get off to a good start. Get to the test early
- Develop a plan
- Mark questions that you want to return to
- Increase your odds on multiple choice questions
- Know how to approach essay questions
- Look for key words in True/False questions
- Be prepared for open book tests
- Improve your math test scores
- Check your answers
- Go over all returned tests

Outline taken from the booklet: How to Get Good Grades in College by Linda O'Brien; Woodburn Press, 2001

BLOODBORNE PATHOGEN EXPOSURE PROCEDURE AND INJURY REPORT FORM

IN THE EVENT OF EXPOSURE TO PATIENT BLOOD OR OTHER BODILY FLUID, IMMEDIATELY

- Wash needle sticks and cuts with soap and water.
- Flush splashes to the nose, mouth or skin with water.
- Irrigate eyes with 1000 ml of clean water or sterile saline.

STEPS

- 1) Report exposure to the onsite clinical preceptor immediately.
- 2) Manage medical emergency situation as indicated above. Seek treatment in the Emergency Room (*ER*) ONLY IF DIRECTED BY FACILITY STAFF.
- 3) Report incident to the clinical instructor and front desk charge nurse and request assistance with completing all incident report related documentation for you and source patient. Clinical site protocol and documentation must be completed as defined by your clinical site. Your name must be linked to the source patient for follow-up when facility documentation is completed.
 - a. Mission: Complete Blood Borne Pathogen Exposure procedure.
 - b. Haywood: Follow “Workpoint Wellness BBP Exposure Student Procedure”
 - c. Pardee: Complete Facility Exposure Packet.
 - d. Park Ridge: Complete Facility Exposure Packet to include standing orders and risk of transmission/infection pages (risk of transmission pages are to be delivered to associate health).
 - e. VA Medical Center: Report the incident to the front desk charge nurse and report to employee health on 3WEST to receive assistance with completing all incident report related documentation.
 - f. Other: Refer to “Step 3” above. Provide facility with this document so that follow-up can be assured.
- 4) Report to Mission’s “MY CARE NOW” (MCN) LOCATED AT 310 LONG SHOALS ROAD IN ARDEN, NC WITHIN TWO HOURS OF AN INCIDENT FOR BASELINE LABS. If the incident occurred at a Non-Mission facility, provide care provider with the contact information on page two for source patient lab follow-up. The “MCN” REPRESENTATIVE SHOULD FOLLOW UP WITH THE STUDENT WITHIN 36 HOURS.
- 5) Complete an A-B Tech Injury Report and Insurance Claim Form with your designated A-B Tech clinical instructor. Be as detailed as possible in the injury

report narrative for appropriate follow up and insurance coverage. Once completed, you must give both forms to your instructor.

- 6) The student must use personal health insurance to pay for services rendered. Upon treatment, MCN will generate an itemized, standard CLAIM FORM (HCFA 1500/UB 92) showing student's name, condition, diagnosis, type of treatment, date expense incurred, and charges. The original will be given to the student, and A COPY MUST BE SENT VIA EMAIL TO BETH GENTRY, THE COLLEGE'S REPRESENTATIVE FOR THE STUDENT ACCIDENT INSURANCE PROGRAM. If the student has primary health insurance, then Mission will bill the primary care provider. When the student received the Explanation of Benefits (EOB) from the primary insurance, if there is a balance due, then the student is responsible for contacting **Beth Gentry at 828-398-7150** or via email elizabethbgentry@abtech.edu within two workdays. Ms. Gentry will work with the student to file the related insurance services claim form with Doug Sutton Insurance Services. The same applies if you are seen in the ER. STUDENTS ARE RESPONSIBLE FOR PAYING UP FRONT FOR POST-EXPOSURE LABS AND PROPHYLAXIS (PEP) PRESCRIPTIONS. The college will file for reimbursement (see bullet number three below).

ADDITIONAL INSTRUCTIONS FOR STUDENTS AND INSTRUCTORS

STUDENT NOTES

- Students should be tested for HBV (Hepatitis B), HCV (Hepatitis C), and HIV (Human Immunodeficiency Virus) PROMPTLY WITHIN 2 HOURS POST-EXPOSURE (BASELINE LABS). Post-exposure prophylaxis (pep) treatment may or may not be recommended, depending on the source patient's risk status. IT IS SUGGESTED YOU INQUIRE ABOUT SOURCE RISK STATUS AT THE TIME OF INJURY. PLEASE NOTE IF YOU CHOOSE TO BEGIN PEP, IT MAY NOT BE AS EFFECTIVE IF STARTED MORE THAN 36 HOURS AFTER EXPOSURE. MCN WILL ISSUE A PEP PRESCRIPTION IF WARRANTED. IT IS UP TO THE STUDENT TO FILL THE PRESCRIPTION AND RECEIVE

REIMBURSEMENT LATER. POST-EXPOSURE LAB-WORK WILL BE THROUGH MCN.

- If an injury requires an ER visit (see step 2), you will report to the ER followed by MCN (for baseline labs and follow-up; begin at Step 3). Billing will be directly through that facility-using step 6 as a guide (substitute ER for MCN) for emergency care only. STUDENTS ARE RESPONSIBLE FOR EMAILING A COPY OF THE HCFA 1500/UB 92 TO elizabethbgentry@abtech.edu
- If the student receives an additional bill after having utilized their health insurance, email the bill and EOB (explanation of benefits) statement you're your insurance company to Beth Gentry at elizabethbgentry@abtech.edu who will handle payment. THE SAME APPLIES FOR PEP PRESCRIPTIONS: BRING ALL MEDICAL RECEIPTS TO SHELBY BURNETT WHO WILL FILE FOR YOUR REIMBURSEMENT.

ON-SITE INSTRUCTOR RESPONSIBILITIES

- The instructor is responsible for coordinating all student activities post-exposure (reference steps 3 through 6).
- Contact/coordinate with the charge nurse to make sure they have everything necessary to complete the facility incident report and related documentation. INQUIRE ABOUT SOURCE PATIENT RISK STATUS TO FACILITATE APPROPRIATE STUDENT PEP FOLLOW-UP.
- Notify clinical coordinator or program chairperson at the time of the occurrence.
- Contact respective employee health "contact" at the clinical site of injury to notify of injury. INFORM CONTACT THAT A "MY CARE NOW REPRESENTATIVE" WILL BE CONTACTING THEM FOR SOURCE PATIENT LAB RESULTS USING THE STUDENT'S NAME TO LINK TO DETERMINE PEP PROTOCOL INITIATION FOR THE STUDENT. THE MY CARE NOW PHONE NUMBER IS 828-213-4444.
- The instructor is responsible for remitting the complete A-B Tech Student Injury Report and Related Claim Form to either the clinical coordinator or program chairperson within 24 hours.

THE CHAIRPERSON/CLINICAL COORDINATOR WILL DO THE FOLLOWING WITHIN 24 HRS.

- Notify A-B Tech Campus Security of the incident by the provision of an Injury Report copy.
- Deliver original Injury Report and Claim Form to the College Risk Management Coordinator (Campus Security can deliver).
- MAKE COPIES of Injury Report and Claim Form and place in student program file.
- Document on Program Exposure Log.

STAFF/EMPLOYEE/ASSOCIATE HEALTH CONTACT NUMBERS

Haywood	Mission	Pardee	Park Ridge	VAMC
Jeanette Kyle 828-452-8459	Betsy Powell 828-213-3114	Tracy Grigsby 828-694-4560 828-694-4561	Sydney Pendleton 828-687-6288	Grant Trevor 828-298-7911 ext. 4028
Grace Yearick 828-452-8399	Lyda Neimick 828-213-3116	Sarah Hinson 828-674-6037	Michael Duncan 828-650-8063	

*refer to Haywood BBP procedure and Mission BBP Education Handout as needed.

ASHEVILLE-BUNCOMBE TECHNICAL COMMUNITY COLLEGE INJURY REPORT FORM

ALL INCIDENTS MUST BE REPORTED TO CAMPUS POLICE WITHIN 24 HOURS

		OCA:	
Incident:	Date:	Time:	
Reporting Person:	Title:		
Location:			
Victim name:			
Address:		City:	State: Zip:
College ID Number:	DOB:	Race:	<input type="checkbox"/> Male <input type="checkbox"/> Female
Phone:			
Is the Victim: <input type="checkbox"/> Student <input type="checkbox"/> Staff/Faculty <input type="checkbox"/> Visitor			
If Staff member: <input type="checkbox"/> am What time of day did they begin work: _____ <input type="checkbox"/> pm What is their date of hire?		If Student: What is their curriculum?	
INCIDENT DATA			
What was the person doing just before the accident occurred? <i>Describe the activity as well as the tools, equipment or materials the person was using. Be specific. Example: Carrying materials while climbing a ladder.</i>			
What happened? <i>Tell how the injury occurred. Example: person fell 15 feet to the ground.</i>			
What was the injury or illness? <i>Tell the part of the body that was affected and how it was affected. Be specific. Example: Landed on left side of body. Bruised left arm above elbow and left hip.</i>			

What object or substance directly harmed the person? Be specific. Example: Concrete floor.

TREATMENT

Was First Aide rendered? Yes No

Aid given by:

Was the person treated in an emergency room? Yes No

Transported to:

Transported by:

Was the person hospitalized overnight as an in-patient? Yes No

Bloodborne Pathogen Exposure? Yes No

Referred to:

Referred by:

Did the person die? Yes No

If this person died, when did death occur?

Additional Details:

Signature of person reporting information:

Date:

AUTHORIZATION TO RELEASE INFORMATION

I authorize any health care provider, insurance company, employer, person or organization to release information regarding medical, dental, mental, alcohol or drug abuse history, treatment or benefits payable, including disability or employment related information, to Asheville-Buncombe Technical Community College, or its employees and authorize agents, for the purpose of risk management. A photo copy of this authorization shall be as valid as the original.

Victim Signature

Witness Signature

MEDICAL TREATMENT REFUSAL

(TO BE READ TO VICTIM)

THE VICTIM HAS BEEN INFORMED OF THE NEED TO SEEK MEDICAL TREATMENT. THE OPTIONS AVAILABLE ARE: Emergency Room, Sisters of Mercy Urgent Care, FastMed Urgent Care , AND IF APPLICABLE, FOLLOW UP AT OCCUMED.

VICTIM REFUSAL

I, _____, REFUSE MEDICAL TREATMENT AND/OR TRANSPORTATION TO A MEDICAL FACILITY AND UNDERSTAND THAT BY REFUSING TREATMENT, I ACCEPT FULL RESPONSIBILITY FOR MY ACTIONS/DECISIONS.

VICTIM SIGNATURE

WITNESS SIGNATURE

DATE AND TIME

HUMAN RESOURCES

Case number from the OSHA Log

CAMPUS SAFETY - SELF VIDEO AND TRAINING

<https://www.abtech.edu/campus-safety>

<https://videos.abtech.edu/videos/self-training-video>

STD. I. D. 4 TEACH OUT PLAN

In the event of program closure for any reason, the current students will be allowed to complete the program. Application and admission procedures for the program will cease. If the clinical affiliation is discontinued then the current students will be reassigned to another facility to complete their rotations.

ABTCC PHLEBOTOMY STUDENT CONTRACT

I have been provided written and verbal explanation of college, division and program policies and procedures. I have been advised to obtain and keep a personal copy of the college catalog, student handbook, and Phlebotomy student handbook. I accept the responsibility of entering the clinical environment and agree to abide by all college policies, in addition to the policies of the clinical training facility. I agree to get adequate sleep the night before lecture, lab or clinical rotations so that I am alert, safe and successful in my learning. I accept the condition that if I lose clinic practice privileges at my assigned facility that I will be required to drop from the program and/or receive a grade of "F." I understand that it is my responsibility to comprehend and abide by this information in order to participate in the Phlebotomy program at Asheville Buncombe Technical Community College.

****I understand that upon graduation from the program I will be eligible to sit for the ASCP PBT Board of Certification Exam. Successful program completion and awarding of the program certificate is NOT contingent upon passing the national certification exam (NAACLS Standard V. B-C).***

Student Name (please print): _____

Student Signature: _____

Date: _____