

# **Phoenix College**

## **Laboratory Related Programs**

### **Student Handbook**

# Laboratory Related Programs Student Handbook

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## Laboratory Related Programs Student Handbook

In addition to the policies and procedures in the Phoenix College Catalog, Phoenix College Student Handbook, the Phoenix College Health Professions, Fitness and Wellness Student Policy and Procedure Handbook, and the Maricopa Community Colleges Allied Health Shared Student Policies Manual, all Phoenix College Laboratory Related Program students are required to comply with the policies and procedures in this program handbook.

The Laboratory Related Programs at Phoenix College include: **Phlebotomy (PLB)** and **Medical Laboratory Science Programs (MLT)**.

This handbook describes admission and readmission requirements and standards of conduct for students enrolled in Laboratory Related Programs. The standards are in addition to those detailed in MCCCDC policies and Administrative regulations. Violation of any standard may serve as grounds for non-admission to a program or other discipline, program suspension or dismissal from MCCCDC. The Laboratory Related Programs reserve the right to make program changes as needed and to change without previous notice any information requirements and regulations published in this document.

This handbook also describes the respective Laboratory Programs' mission, goals, competencies, outcomes, and criteria for program completion.

### I. Admission to a Laboratory Related Program

Admission to any of the Phoenix College Laboratory Related Programs is by application only. Applications are available from the Phoenix College website. Applications must be fully completed and duly signed/attested to be eligible for processing. In addition, documentation of all admission requirements, as outlined below, must be included with the application packet at the time it is submitted. The Advisory Council and community partners that provide clinical education for students in the Phoenix College Medical Laboratory Sciences program recommend 10-14 students be admitted into the program each year due to limitations in clinical externship sites.

#### A. Admission Requirements

1. Applicants must be at least 18 years of age prior to clinical externship scheduled dates.
2. Applicants must complete all appropriate application materials for Phoenix College students.
3. All prerequisite courses for the appropriate Laboratory Related Program must be completed with a grade of C or better prior to the application deadline.
  - a. Unofficial transcripts documenting completion of the prerequisite courses must be included in the application.
  - b. All math, science, anatomy and physiology, phlebotomy and chemistry prerequisite coursework must have been completed within 8 years of the start date of the program being applied for (for MLT program only)
4. Applicants must submit a completed Health and Safety Documentation form, signed by a licensed healthcare provider within the previous six months of the start of the program being applied for.

5. Applicants must demonstrate, through medical documentation, that their immunization status is completely up-to-date as follows:
  - a. Two MMR immunizations **OR** positive titer results **with documentation of same included with the application packet.**
  - b. Two varicella immunizations **OR** positive titer results **with documentation of same included with the application packet.**
  - c. One time Tdap (tetanus, diphtheria AND pertussis) immunization and Td booster if 10 years or more since Tdap vaccination **with documentation of same included with the application packet.**
  - d. A negative **TWO-STEP** TB test **OR** a prior negative two-step TB test followed by an annual TB test **OR** a negative chest x-ray within the last six months **with documentation of same included with the application packet.** **NOTE: TB status must be kept current throughout the duration of the program.**
  - e. A series of three Hepatitis B immunizations **OR** a positive titer result **OR** a signed declination form **with documentation of same included with the application packet.**
  - f. An influenza immunization for the current flu season **OR** a signed declination form **with documentation of same included with the application packet.**
  - g. Two doses of COVID-19 immunization **OR** a signed declination form **with documentation of same included with the application packet.**
6. Applicants must provide documentation of current CPR training by providing a copy of their CPR card. CPR training must be “BLS for healthcare provider” and must be by the American Heart Association. This certification includes training for adult/Child/Infant CPR, choking, AED, and one- and two-man rescuer. A fully online CPR course will NOT be accepted. A photocopy of the front and back of the card must be provided with the program application.  
**NOTE: CPR card must remain current and must not be allowed to expire throughout the duration of the program.**
7. Applicants must provide a copy of both sides of a current Level I DPS fingerprint clearance card. **NOTE: Fingerprint Clearance Card must remain current and must not be allowed to expire throughout the duration of the program.**

In addition to the above requirements, all applicants, upon approval of application for admission to the program, must be willing and able to submit to, and pass, a background check performed by the MCCCDC-approved vendor.

Pregnant students may want to take special precautions due to the physical requirements and possible exposure to harmful diseases or substances. Students will be expected to meet all program objectives/expectations regardless of their pregnancy, but academic adjustments will be made to assist the student. Reasonable academic adjustments will be provided where it does not fundamentally alter the nature of the course or program.

## II. Program Policies

### A. General Program Policies

1. Laboratory Related Program courses are taken in a cohort (students move through the program together with generally the same group of students). The MLT program starts each December. The Phlebotomy program starts in August and January each year with a May start some years.
2. Students are responsible for their own progress in the program. Students should plan ahead and expect to devote the appropriate amount of time needed to successfully complete course activities, homework, projects, and to study and become proficient in the topics and activities of each course. Any student who is not willing or able to comply with the program requirements should rethink their choice of program.
3. Cheating will not be tolerated in any form. Students are expected to produce their own work product unless specifically directed by their instructor to do otherwise. Students may, of course, study together and help one another but the final work product **MUST** be the student's own.
4. Students will practice clinical/laboratory activities on each one another. This involves touching, states of semi-dress, performing venipunctures on one another, etc. Students **MUST** be willing and able to participate in all clinical activities. All activities are for educational practice purposes only and are **not** for diagnostic purposes. Students may be asked to consent to a venipuncture or urine specimen collection for use in laboratory activities in a Lab-related Program. If so, the specimen will be deidentified prior to use. Students may opt out of their own specimen being used for educational laboratory purposes.
5. Students will sign a HIPAA privacy agreement at the beginning of the program. Students must agree to abide by this HIPAA agreement throughout the duration of the program, including during the clinical practicum. All information obtained or encountered on fellow students or on actual patients must be held in the strictest confidence. Any violation of this agreement will result in immediate dismissal from the program.
6. All of the Laboratory Related Programs are professional programs. Professional behavior is expected of all students at all times. Students are expected to conduct themselves in a professional manner, both in the classroom and outside the classroom on campus. This includes actions, nonverbal communications, and speech.
7. While appropriate participation and conversation are encouraged, students may not disrupt class time with personal conversations or inappropriate contributions. Inappropriate language, conversations, comments to fellow students, disruptive behavior, or inappropriate body language in the classroom will not be tolerated as this is not professional behavior. Violations of this policy will be dealt with immediately and may result in the student being removed from the class and, consequently, from the program. Removal of a student from a class for inappropriate behavior may result in that student not being allowed to repeat that class or return to the program.

8. Cell phone use, for talking, texting, or taking pictures or videos, is prohibited in **ALL** classes without the express permission of the instructor. Students who violate this policy more than once will be removed from the course and asked to meet with the Dean of Students. The use of cell phones or other devices to record lectures may be done ONLY with the permission of the instructor. Violations of this policy may result in the phone being confiscated until the end of the class, or the student being asked to leave the class altogether. Failure to obtain the instructor's permission to record lectures will result in immediate dismissal from the class and the program. Absolutely no recordings may be made or pictures taken of students participating in laboratory or clinical activities, to protect student privacy.
9. Students are expected to demonstrate respect for one another, all instructors, and all classroom and/or laboratory assistants at all times.
10. Granting of the lab related program degree or certificate is not contingent upon passing an external certification or licensure exam.
11. Students are accepted in a Lab Related Program with the intention that the student completes the program within the designated time frame. To accomplish this intention, admission numbers approximate: 10-14 for MLT program and 20-25 for phlebotomy program. The recommended student to instructor ratio is 14:1 for MLT and 20:1 for phlebotomy in the didactic courses and 10:1 in the lab based sessions. Clinical education through scheduled clinical rotations is facilitated using a 1:1 student to instructor ratio.
12. In the event of student illness, injury, or other health limitations, the health policies of both the Clinical Facility and the College will be upheld. The Clinical Facility and/or Program Director will determine whether the student can remain and/or return to the clinical experience, regardless of whether or not a physician has given approval/release for the student to return.

## **B. Academic Policies**

1. Courses in this program build upon one another. Should a student not pass a course at any point with a C or better, that student will not be allowed to continue in the program. Students who need to drop/withdraw from a course for any reason will not be permitted to continue in the program.
2. Students who fail a class will receive a grade of F. Students who cannot complete a course or who are withdrawn from a course for any reason will receive a grade of either W or Y, depending upon their grade status in the course at the time of withdrawal.
3. With program director approval ONLY, lab related program students may repeat a course one time only, within one year of initial acceptance into the program. If, on the second attempt, the student still cannot complete or pass the program course(s) with a grade of C or higher for any reason, the

student will not be allowed to return a third time to repeat the course or to continue in the program

4. Students must earn the minimum required score on the programmatic written and practical final exams. For the MLT program ONLY, if a student scores lower than 80% on any MLT written final exam or practical final exam, the student may be provided ONE opportunity in the entire program to re-take one written or practical final exam. Phlebotomy program students are not permitted to re-take a written or practical final exam.
  - a. The score on the re-take must be 80% or higher, regardless of any other score, to pass the course with a grade of C.
  - b. If the student does not earn an 80% on the re-take, the student will receive an F in the course, and will be removed from the program.
  - c. If a student earns less than 80% on more than one MLT written or practical final exams, that student will be removed from the program.
5. If a student wishes to be readmitted to the MLT or phlebotomy programs, the student will apply through the regular application process, but must also submit a letter to the Program Director requesting readmission to the Phlebotomy or MLT Program.

The letter should include how the student plans to improve his/her academic performance if continuing in the program. If the student is re-admitted into the program, the student will be required to re-take any previously completed program courses, in the program sequence.

If, on the second attempt through a program, the student still cannot complete or pass the program course(s) for any reason, the student will not be allowed to return a third time to repeat the course or to continue in the program.

6. Phoenix College has not determined whether the curriculum for these programs meet the educational requirements for licensure in any other states or territories and we encourage you to investigate the requirements in your state or territory prior to accepting an offer of admission at Phoenix College.
7. No student may communicate on behalf of another, nor on behalf of the cohort. Each individual's autonomy will be respected, therefore no student may self-elect to represent their cohort nor speak on behalf of their cohort. Any collective concerns will be surveyed to ensure equity of representation and the solution best befitting the majority will be updated or maintained. Exceptions will be considered on a case by case basis.

### **C. Personal Safety/Professional Appearance**

**OSHA and Centers for Disease Control and Prevention impose most requirements for reasons of safety, including Standard Precautions. Proper hygiene and appearance are professional**

**expectations. The care you take in your appearance reflects your attitude toward yourself, your program, and others.**

1. Appropriate attire for ALL Laboratory Related Program classes is scrubs and closed-toed clinical-type shoes. Scrubs must allow for student modesty. Tops must cover pants sufficiently so that there is no gap between scrub top and scrub pants when the student bends forward. No low-cut vee-neck tops are permitted. Shoes must be closed-toed, white or mostly white or solid black. Running or tennis shoes are permitted if they have stiff leather uppers no holes or weave. Socks must rise above the ankles. Scrubs and shoes should be clean and scrubs should be pressed.
  - a. Students in the Histologic Technology and Medical Laboratory Science programs may be allowed to dress business casual in lieu of scrubs. Jeans are not permitted. Tops must cover pants sufficiently so that there is no gap between top and pants when the student bends forward. No low-cut vee-neck tops are permitted. Shoes must be closed-toed and cover the entire foot. Socks must rise above the ankles.
2. Appropriate attire in laboratory activities/classes may also include, for safety and health protection, personal protective equipment (PPE), i.e. mask, gloves, eye protection, lab coat or apron.
3. Other parameters regarding dress and appearance include:
  - a. Clean hair worn off the collar and pulled (or tied) back from the face.
  - b. Neatly-trimmed beards and mustaches.
  - c. Subtle makeup.
  - d. Minimal jewelry (wedding or engagement rings, wristwatch, and small, nondangling earrings no larger than a dime).
  - e. Fingernails must not extend more than  $\frac{1}{4}$  inch beyond the ends of the fingers. No polish, artificial nails, wraps, gels, fills, extenders, nail art, or nail jewels are permitted.
    - i. Students in the Medical Laboratory Science programs are exempted from this requirement if the student does not have direct patient contact.
  - f. Good personal hygiene with no offensive body odor or tobacco smoke odor. Use of deodorant/antiperspirant is required. No colognes, perfumes, or aftershaves are permitted.
  - g. All body piercing jewelry (except nondangling earrings) must be completely removed during laboratory/clinical exercises and during the clinical practicum/externship. All visible tattoos must be completely covered during the laboratory/clinical exercises and during the clinical externship/practicum.
  - h. Eating and chewing gum are not permitted during clinical/laboratory exercises or in the clinical practicum/externship.
  - i. Drinks with screw-on caps only will be allowed in the lecture classroom. No drinks whatsoever are allowed in the laboratory classroom.
  - j. Food is not to be consumed during lectures or clinical/laboratory activities.



#### D. Attendance Policies

1. Students should familiarize themselves with the Phoenix College attendance policies (see the Phoenix College Catalog) with regard to the definition of “official absence,” etc. In the Laboratory Related Programs, attendance is required to succeed.
2. Attendance policies are course-specific and will be outlined in the syllabus for each course (as addressed by the individual instructors). However, cumulative attendance in the program (from course to course) will be monitored and attendance or tardiness problems that persist from course to course will be deemed “recurrent unprofessional behavior” and will be addressed.
3. Students may be dropped from any of the Laboratory Related Programs for either excessive absenteeism, excessive tardiness, or excessive leaving early.

#### E. Clinical Site Placement/Experience Policies

1. Students are required to show proficiency in each subject area to be eligible for externships. Students are also required to demonstrate professional behaviors to be eligible for clinical practicum placement. Failure in either of these areas will result in the student not being placed for their clinical practicum and, thus, not completing the program. **The Program Director reserves the right to evaluate and determine each student’s readiness and appropriateness for placement into a clinical experience, regardless of program course grades.**
2. The Lab related Programs Director anticipates having enough clinical sites in which to place students for training. That said, due to staffing, instrumentation, or other issues that arise in our clinical sites, students may not be placed in the semester stated in the curriculum. In this circumstance, students will be ranked/placed according to overall scores in their program courses and assigned to clinical sites. Students who were not placed will be assigned to a clinical site as soon as one becomes available. The program will make every attempt to avoid this kind of situation as it may delay graduation.
3. Student assignment to clinical sites will be determined by a variety of factors such as affiliate needs; previous laboratory experience; and student knowledge (GPA), skills, and attitudes. Program officials will make every attempt to place students where they will be successful and at the proper times in their academic semesters.
4. If there are not enough clinical sites available, students will be placed as soon as one becomes available using the ranking system described in E.2.
5. If the student is not placed in the current semester, they will receive an incomplete for their grade and complete the required clinical practicum during the following semester.
6. Students may NOT refuse clinical practicum placement. Any extenuating circumstances should be addressed with the clinical practicum coordinator. Refusal of clinical practicum placement will

constitute a failing grade for that clinical practicum experience and subsequent removal from the program.

7. Exact days and times in which students are expected to attend clinical practicum is determined solely by the clinical sites.
8. For MLT clinical practicum courses students will be attending clinical practicum for 2-7 weeks, 5 days a week (Monday, Tuesday, Wednesday, Thursday & Friday). For PLB clinical practicum courses students will be attending clinical practicum for 3 weeks, 5 days a week (Monday, Tuesday, Wednesday, Thursday & Friday).
9. Due to the clinical site's staffing, days may not be consistent. The program coordinator will try to provide a schedule as soon as possible to the student before they attend their practicum.
10. Different clinical sites have different starting and ending times. Students should plan to begin anytime between 5:00 am and 1:00 pm and plan to spend 8 hours at the clinical site. Ending times vary as well. Depending on when a student's day begins, students may finish anywhere between 3:00 pm and 9:30 pm. Some MLT clinical sites may require students to attend externship between 12am-8am.
11. Students need to be aware that some clinical sites may have 2 different campus locations in which students will complete their clinical practicum. Students will be notified of this before being placed.
12. Students who are working need to schedule their work around clinical placement. Once placed with a clinical site, students may not change or modify their schedule with the clinical site to accommodate a work schedule.
13. Students must adhere to the schedule set forth in full in order to successfully obtain entry level ability.
14. Students are responsible for arranging and paying for their transportation to their clinical practicum sites. Students may expect to drive up to 90 miles one way for their clinical externship.
15. Students in need of a parking space at their clinical practicum site will receive information on parking during their orientation to their clinical site and only if the clinical site has parking spaces available for students.
16. Some clinical sites may require students to park at an off-site location and/or may require students to pay parking fees.
17. No student will be placed in a clinical site where a relative or friend is employed. Every effort will be made to not place a student in a site where he or she (or their family) receives medical care.

18. The clinical practicums (externships) are actual courses for which the student registers. In each clinical facility, one or more individuals will be assigned as Preceptor(s). Students shall consider that individual's role and standing the same as that of a classroom or laboratory instructor. The student will work closely with the Preceptor and the Program Director to successfully complete the clinical practicum courses.
19. Once placed in a clinical site for the practicum (externship), students are expected to complete the practicum at that location. The decision to move or remove a student from a clinical site rests with the Laboratory Related Program Director. Students are never moved from one site to another because of difficulty with the site itself. Clinical Partners are familiar with the program and the requirements of the clinical experience and are prepared to provide students with an appropriate educational experience.
20. Students may be removed from an externship "for cause." Any student that is removed from a clinical practicum/externship for cause will not be returned to that site, will not be placed in an alternate site, and will have been unsuccessful in completing both the practicum and the specific Laboratory Related Program.
21. Any action by any student that in any way jeopardizes the future use of the Clinical Facility by the specific Laboratory Related Program is grounds for immediate dismissal of the student from both the Clinical Facility and the specific Laboratory Related Program.
22. Repeat of the clinical practicum course(s) shall be allowed only if approved by the Program Director and only under terms which will be clearly defined in a separate written contract made with the student.
23. All students must participate in their clinical practicum/externship within the published dates of the clinical practicum course. Failure to do so will result in withdrawal from the clinical practicum course and removal from the program.

#### **F. Service Work Policy**

1. Students may not use employment hours toward the clinical practicum. Students will not receive monetary compensation while in the clinical practicum. Students are not required to work at the clinical externship facility outside of clinical practicum hours and should not be used as a staff replacement at the clinical externship facility. After demonstrating proficiency, students may be permitted to perform work only under supervised conditions and all results must be validated by a clinical site employee.
2. 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.
3. Student employment in the laboratory must be non-compulsory and must be outside of assigned applied learning experiences/academic hours.

4. Students must be directly supervised during their applied learning experiences and may not be substituted for laboratory employees/personnel to perform direct patient and/or reportable work

#### **G. Job Placement**

1. The college has a Careers Services Center which provides personal guidance in career development planning. Services include individual assistance and resources to assist the student in creating an efficient job search and effective personal presentation. In addition to college services which are available, the Lab Related Program Director shares information with students about job openings in local healthcare facilities.
2. The Laboratory Related Programs and Phoenix College do **NOT** place students for employment following completion of the program. Students may request assistance with preparing and/or reviewing resumes. All employment-seeking activities are completely the responsibility of the completing student.

#### **H. Teach-Out Plan for Lab Related Programs at Phoenix College**

1. In the event of program closure, the Program Director's responsibilities include:
  - a. Contact the Dean of Industry and Public Service
  - b. Work collaboratively with Advisement to identify students who have declared the specific Lab Related Program as their major, but have not yet been admitted to the course program courses and schedule information sessions to redirect those students
2. In the event of program closure, Phoenix College's responsibilities include:
  - a. Commit to completion of the above activities within 30 days of notification of program closure
  - b. Commit to completion of any students who are already enrolled in core program courses
  - c. Make appropriate adjustments and notification in publications with HLC and DOE
  - d. Maintain compliance of requirements of accreditation organizations

#### **I. Social Media Policy**

1. While social media tools are a very popular mode of engagement and communication and facilitate education, collaboration, research, business, and remote work, its usage by students presents unique risks to clients/patients. Because of the risks associated with inappropriate use of social media, misuse must be addressed through professionalism training, usage guidelines, and appropriate corrective and disciplinary action when warranted.
2. The use of social media requires a conscious recognition of the profoundly public and long-lasting nature of communication via social media which provides a permanent record of postings. Each student is responsible for appropriate behavior using social media just as they are with communications in other areas of their professional life.

3. All students must adhere to the following:
  - a. Follow all relevant Phoenix College policies. This includes, but is not limited to, maintaining client/patient privacy, professionalism, conduct, ethics, sexual harassment, eCommunication standards, social networking site guidelines, copyright, intellectual property, branding, computer, e-mail and Internet use
  - b. Understand that unprofessional behavior within social media is treated the same manner as unprofessional behavioral in other settings. Any individuals posting depictions of intoxication, drug use, sexually explicit materials, bullying, violent or discriminatory language or behaviors are subject to disciplinary review and processes.
  - c. Ensure confidentiality and privacy measures are employed in all situations using social media:
    - i. Client/patient privacy measures taken on social media must be the same as those taken in any public forum.
    - ii. Social media discussions regarding specific clients/patients, research subjects, volunteers or cadavers are prohibited, even if all identifying information is excluded as it is always possible that someone could recognize the individual based upon the context, time stamp or location data.
    - iii. Under no circumstances may photos or videos of clients/patients, research subjects, volunteers or cadavers, including those depicting any body parts (including microscopic) of these individuals, be posted to social media unless specific written permission to do so has been obtained. Failure to obtain permission is a HIPAA violation and subject to sanctions
    - iv. Maintain the confidentiality of students, faculty and staff by not disclosing one's professional relationship unless they have given explicit permission to do so.
  - d. Client/patient contact
    - i. Do not provide medical or health care advice about individual cases using social media. Individuals with health inquiries must be directed to an appropriate health care setting.
  - e. Clinical settings
    - i. Understand and adhere to existing policies or guidelines in each of the clinical settings in which you participate.
  - f. Students have the duty to report inappropriate uses of social media and privacy violations by peers/colleagues and anyone in their learning and/or work environment to their school/program per the established process within the school or training program.

## **J. Due Process**

1. If a student has his/her/their continuation in a class or the academic program called into question based upon a positive drug test, a failed background check, or a code of conduct violation that may prevent the program's ability to place the student at a clinical site, the student will be afforded due process prior to being removed from the class/program.

## **K. Disclosure for state licensure and certification for MLT students**

1. As a part of professional career planning, certification is often a goal upon graduation to obtain credentials that can advance an MLT career. Some states have separate requirements, exams, or obligations beyond the ASCP-MLT certification examination that is most often recognized as the primary professional certification in the MLT field.  
<https://www.ascls.org/advocacy-issues/licensure>  
<https://www.ascp.org/content/board-of-certification>
2. Georgia, Hawaii, Louisiana, Montana, Nevada, New York, North Dakota, Puerto Rico, Tennessee, West Virginia
  - a. All have separate state licenses but our program meets the curricular requirements
  - b. All of those states recognize the national certification exam\* that our students are eligible to sit for after graduation from our program
  - c. Any separate requirements for these state licenses are due to fees and/or continuing education requirements
3. California
  - a. The Phoenix College MLT program does not meet the curricular requirements for the CA license due to their clinical rotation hours requirement. We fall short by approximately 40 weeks of clinical placement time for their requirements. They do recognize the national certification exam that our graduates are eligible to take. A student from our program would need to actually work in a clinical lab in a state outside of California for approximately 12 months before they would meet CA's standards.
4. All other States
  - a. No separate license requirements for a Medical Laboratory Scientist and accept the national certification examination as professional competency.

## IV. Medical Laboratory Science Program

### A. Program Mission Statement

The Medical Laboratory Sciences program delivers quality instruction to develop highly skilled and ethical clinical laboratory providers. We are committed to professional growth, lifelong learning, and service to the community.

### B. Program Goals

1. Provide an educational program that meets the standards of the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) and promotes successful attainment of national certification.
2. Educate and train students who will demonstrate ethical and professional conduct in all professional endeavors.
3. Establish a curriculum to meet the needs of the clinical laboratory sciences community, serves the needs of a cultural diverse community, and ensures clinical experiences provide access to current trends and technology.
4. Promote professional and personal excellence among students, faculty and staff, and encourage lifelong learning.
5. Provide respectful, innovative, and active learning opportunities facilitated by faculty current in teaching methodologies and innovative instructional technologies.

### C. Program Competencies

1. Application of safety and government standards and compliance to the clinical/medical laboratory setting. (MDL190, MDL240, MDL241, MDL242, MDL243, MDL244, MDL245, MDL246, MDL247, MDL248, MDL249, MDL252, MDL263, MDL291, PLB109, PLB111)
2. Demonstrate professional and ethical conduct in all medical laboratory practices. (MDL190, MDL240, MDL241, MDL242, MDL243, MDL244, MDL245, MDL246, MDL247, MDL248, MDL249, MDL252, MDL263, MDL291, PLB109, PLB111)
3. Implement quality assurance and quality control principles to the clinical/medical laboratory. (BIO160, BIO181, BIO205, CHM130/LL, MAT140, MDL190, MDL240, MDL241, MDL242, MDL243, MDL244, MDL245, MDL246, MDL247, MDL248, MDL249, MDL252, MDL263, PLB109, PLB111)
4. Application of methodologies and techniques including problem solving and troubleshooting for the clinical/medical laboratory. (MDL190, MDL240, MDL241, MDL242, MDL243, MDL244, MDL245, MDL246, MDL247, MDL248, MDL249, MDL252, MDL263, MDL291)
5. Application of proper collection, processing, and analysis of biological specimens and other substances including reporting of results. (BIO160, BIO181, BIO205, CHM130/LL, ENG101, ENG102, MDL190, MDL240, MDL241, MDL242, MDL243, MDL244, MDL245, MDL246, MDL247, MDL248, MDL249, MDL252, MDL263, MDL291, PLB109, PLB111)
6. Utilize computer applications of laboratory information systems and laboratory instrumentation in performing medical laboratory techniques. (MDL190, MDL240, MDL241, MDL242, MDL243, MDL244, MDL245, MDL246, MDL247, MDL248, MDL249, MDL252, MDL263, PLB109, PLB111)
7. Communicate utilizing sufficient medical terminology to serve the public, patients and members of the healthcare team. (BIO160, BIO181, BIO205, CHM130/LL, COM230, HCC145AA, MDL190, MDL240, MDL241, MDL242, MDL243, MDL244, MDL245, MDL246, MDL247, MDL248, MDL249, MDL252, MDL263, MDL291)

#### **D. Medical Laboratory Sciences Essential Functions**

A student must be able to perform the following essential requirements to complete the activities necessary to participate in the Medical Laboratory Sciences program:

1. Characterize the color, consistency and clarity of biological specimens or reagents.
2. Employ a clinical grade binocular microscope to discriminate among fine differences in structure and color (hue, shading, and intensity) in microscopic specimens.
3. Read and comprehend (English) text, numbers and graphs displayed in print and on a video monitor.
4. Move freely and safely about a laboratory.
5. Perform moderately taxing continuous physical work using proper body mechanics and ergonomics, often requiring prolonged sitting over several hours.
6. Reach laboratory bench tops and shelves, patients lying in hospital beds or patients seated in specimen collection furniture.
7. Maneuver phlebotomy equipment to collect laboratory specimens.
8. Manual dexterity to manipulate laboratory equipment using proper ergonomics (i.e., pipettes, inoculating loops, test tubes) and adjust instruments to perform laboratory procedures.
9. Manipulate an electronic keyboard to operate laboratory instruments and to calculate, record, evaluate, and transmit laboratory information.
10. Read and comprehend technical and professional materials (i.e., textbooks, magazine and journal articles, handbooks and instruction manuals).
11. Follow oral and written instructions in order to correctly perform laboratory test procedures.
12. Effectively, confidentially, and sensitively converse with health care team members regarding laboratory tests.
13. Communicate with faculty members, student colleagues, staff and other health care professionals orally and in a recorded format (writing, typing, graphics or telecommunications).
14. Be able to manage the use of time and be able to systematize actions in order to complete professional and technical tasks within realistic constraints.
15. Possess the emotional health necessary to effectively use her or his intellect to exercise appropriate judgment. The candidate must be able to provide professional and technical services while experiencing the stresses of task-related uncertainty (i.e., ambiguous test ordering, ambivalent test interruption), emergent demands (i.e., "STAT" test orders), and a distracting environment (i.e., high noise levels, complex visual stimuli).
16. Be flexible, creative and adapt to professional and technical change.
17. Recognize potentially hazardous materials, equipment and situations and proceed safely in order to minimize risk of injury to self and nearby personnel.
18. Be honest, compassionate, ethical and responsible. The student must be forthright about errors or uncertainty. The student must be able to critically evaluate her or his own performance, accept constructive criticism and look for ways to improve (i.e., participate in continuing education activities). The student must be able to evaluate the performance of colleagues and professionals and tactfully offer constructive comments.

If you are unable to meet the Essential Functions, please contact the Program Director or Disability Resource Center to discuss needed accommodations. Reasonable academic adjustments will be provided where it does not fundamentally alter the nature of the course or program.



## **V. Phlebotomy Program**

### **A. Program Mission Statement**

The mission of the Phoenix College Phlebotomy Program is to provide student-centered teaching and learning experiences to ensure graduates possess effective entry level competencies.

### **B. Program Goals**

1. Provide an educational program that meets or exceeds the standards of the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) and promotes successful attainment of national certification.
2. Educate and train students who will demonstrate ethical and professional conduct in all professional endeavors.
3. Establish a curriculum to meet the needs of the phlebotomy community, serves the needs of a culturally diverse community, and ensures clinical experiences provide access to current trends and technology.
4. Promote professional and personal excellence among students, faculty and staff, and encourage lifelong learning.
5. Provide respectful, innovative, and active learning opportunities facilitated by faculty current in teaching methodologies and innovative instructional technologies.

### **C. Program Competencies**

1. Application of safety and government standards and compliance to the phlebotomy setting. (PLB109, PLB111, PLB122)
2. Demonstrate critical thinking, professional and ethical conduct in phlebotomy practices. (PLB109, PLB111, PLB122)
3. Communicate sufficiently to serve the public, patients and members of the healthcare team. (HCC145AA, PLB109, PLB111, PLB122)
4. Implement quality assurance and quality control principles to requisitioning, specimen transport, and specimen processing. (PLB109, PLB111, PLB122)
5. Perform specimen collection utilizing proper procedures, equipment and techniques. (PLB109, PLB111, PLB122)
6. Application of methodologies and techniques including problem solving and troubleshooting for phlebotomy. (PLB109, PLB111, PLB122)

If you are unable to meet the Essential Functions, please contact the Program Director, or contact the Disability Resource Center to discuss needed accommodations. Reasonable academic adjustments will be provided where it does not fundamentally alter the nature of the course or program.