

Phlebotomy Technician Program

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Health Professions Division

Phlebotomy Technician Program Application Packet



Richland College

DALLAS COUNTY COMMUNITY COLLEGES

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JOB DESCRIPTION

A Phlebotomy Technician is an integral member of the medical laboratory team whose primary function is the collection of blood samples from patients by venipuncture or micro techniques. The phlebotomy technician facilitates the collection and transportation of laboratory specimens and is often the patients only contact with the medical laboratory. The need to assure quality and patient safety mandates strict professional behavior and standards of practice for these practitioners.

Specific Duties Include:

- correct identification of patients prior to sample collection
- collection of appropriate amounts of blood by venipuncture or dermal puncture
- selection of appropriate specimen containers for specified tests
- correct labeling of specimens with required information
- appropriate transportation of specimens in a timely manner
- professional interaction with patients and clinic personnel
- processing of specimens for delivery to appropriate laboratory departments
- maintenance of records manually and electronically
- compliance with all safety regulations
- maintenance of professional updates
- professionalism in appearance and conduct

Workplace

Phlebotomists work under the supervision of a medical laboratory technician, medical technologist, physician, or other individual with an advanced degree in biomedical or related sciences. Employment tends to be in hospital laboratories, veterinary laboratories, multi-physician clinics, doctors offices, health department laboratories, reference laboratories, insurance companies, and specialized clinics.

Skill Requirements

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

Program Goals

The goals of this program are to provide qualified students with the knowledge, skills and attitudes required for them to demonstrate entry level competence in the multiple tasks and duties of a Phlebotomy Technician as defined by the American Medical Technology Council. These goals include to 1) serve the profession by providing skilled, professional phlebotomists, 2) serve the patient by providing excellence in care, 3) serve the student by providing quality training in a satisfying career, and 4) to serve the college by providing a program that contributes to its mission.

Program Competencies

The following competencies are defined as critical for students to master in order to successfully complete an approved Phlebotomy program. Students will be provided multiple opportunities in the classroom, lab, and externship to master these skills:

1. Basic laboratory skills
2. A working knowledge of human anatomy and physiology
3. Composition of blood
4. Venipuncture procedures including:
 - a. Vacutainer
 - b. Syringe
 - c. Butterfly
5. Blood culture collection
6. Blood smears
7. Skin punctures
8. Responsibilities of the Phlebotomist
9. Professionalism and ethics
10. Legal issues associated with Phlebotomy
11. Health and safety in the laboratory
12. Infection control
13. Isolation procedures
14. Quality control
15. Timed laboratory procedures
16. Indwelling lines
17. Hospital/laboratory departments
18. Processing laboratory specimens
19. Significance of laboratory tests
20. Physical problems that occur in the field
21. Patient problems and complications
22. Diseases that could effect laboratory personnel; i.e. AIDS, Hepatitis
23. CPR certification
24. Computer skills

Workplace Competencies

In addition to professional competencies, students are required to demonstrate a working knowledge of the workplace (SCANS) competencies listed below:

- | | |
|---|--|
| 1. Basic skills in reading, writing, mathematics and communications | 5. Interpersonal skills |
| 2. Critical thinking | 6. Information acquisition and application |
| 3. Personal qualities | 7. Systems |
| 4. Resource management | 8. Technology |

PROGRAM OVERVIEW

Program Mission

Richland College Health Professions Programs provide students with quality, affordable and accessible healthcare education and training to produce job-ready individuals who fulfill the needs of healthcare employers and the community.

Program Description

The program is based on the guidelines, models and requirements of the approving agency. It consists of 320 contact hours: 200 hours of classroom work (lecture and lab) and 120 hours of practical experience at an approved site. Students completing the program have several avenues leading to certification.

The program consists of six courses. Three courses form a knowledge base for students to specialize in the skills of a phlebotomist. These include Medical Terminology, CPR for Healthcare Professionals, and Human Disease. Two courses, Phlebotomy and Phlebotomy II, focus on the skills and knowledge specific to the actual duties performed by a phlebotomist. The capstone course is an externship in a medical clinic or hospital. In the externship, participants will practice and master the duties of a phlebotomist under the supervision of a certified professional.

COURSE	HOURS
Medical Terminology I	64 hours
CPR for Healthcare Professionals	8 hours
Human Disease/Pathophysiology	48 hours
Phlebotomy	32 hours
Phlebotomy II	48 hours
Phlebotomy Clinical	120 hours

Liability Insurance

In order to provide liability protection for the student and the externship site, Richland College has entered into a contract with a company to provide a cost effective student liability insurance for clinical classes and externships. The costs (though subject to change) are approximately \$18.13 per year.

Externships

This program requires the student to complete a 120-hour unpaid externship in an accredited lab and under the supervision of a Certified Phlebotomy Technician or Medical Technologist. Students must have successfully completed all immunization requirements, the drug screen, background check, course work and purchased liability insurance in order to be eligible for the externship.

Completion Criteria

Successful completion of the course requires that the student meet the following criteria:

- A. Attendance: Students must attend a minimum of 90% of all scheduled classroom time.
- B. Demonstrate mastery in the program competencies. Students will receive a syllabus with these course competencies at the beginning of each course. Instruction will be developed to train students to achieve the course competencies. Students will be evaluated on their achievement of these competencies.
- C. Achieve additional requirements defined by the instructor.
- D. Successfully complete the required courses and unpaid externship.

A Certificate of Completion will be issued upon successful completion of this program. Transcripts may be requested as proof of individual course completions.

National Certification

Certification means that a person has passed a national examination based on national standards for a profession; in this case, Phlebotomy Technicians. Certification is an indication to the employer that the candidates have mastered nationally approved skills. Certified Phlebotomists tend to have greater job opportunities and wages. To become a Certified Phlebotomy Technician, the candidate must pass a national examination. The Health Professions Division at Richland College will train participants to nationally approved curriculum standards. Graduates may sit for national certification exams upon completion of this program.

The following organizations all provide national certification examinations for phlebotomists. Requirements to sit for the examinations vary among organizations, as do the schedules for administration and the cost. Specific information should be requested by contacting the organization directly:

- American Medical Technologists (AMT)
710 Higgins Road
Park Ridge, Illinois 60068
800-275-1268

- American Society of Clinical Pathologists (ASCP)
Board Registry
P.O. Box 12270
Chicago, Illinois 60612
312-738-1336

- American Society of Phlebotomy Technicians (ASPT)
P.O. Box 1831
Hickory, North Carolina 28603

- National Certification Agency for Medical Laboratory Personnel (NCA)
7910 Woodmont Avenue, Suite 1301
Bethesda, Maryland 20814

- National Phlebotomy Association (NPA)
5616 Landover Road
Hiattsville, Maryland 20784

ADMISSIONS PROCESS: STEP BY STEP

Admission Assessments*

Academic assessment tools assist applicants in determining if they have the skills to achieve program goals, objectives and competencies. With the information gained from the assessments, the Program Administrator can assist each applicant in developing an appropriate study plan.

1. Candidates must select one of the following two assessment tools:
 - A. Documentation of a "C" average or above in previous college course work, or
 - B. Approved scores on the Richland College Accuplacer exam.
Reading Comprehension 78+ , Sentence Skills 80+ , Arithmetic 55+

Because the purpose of the admissions criteria is to provide increased assurance of academic success, the Program Administrator has the authority to permit applicants with scores close to the above criteria to enroll in a maximum of two courses. If the applicant performs successfully in the course work, the admissions criteria may be waived.

2. Applicants must demonstrate entry level computing skills and keyboard skills at a minimum of 25 words per minute (wpm) to enroll in the computer-related courses.
3. Applicants must demonstrate basic skills in word processing (Microsoft Word).

* *These are minimal requirements for admission. Individual courses have prerequisite requirements.*

Admission Prerequisites

The purpose of prerequisites is to ensure that participants have the entry-level skills necessary to succeed in the phlebotomy program. Developmental studies and special classes are available for candidates who have deficits in meeting the prerequisites. Richland will assist candidates by planning a course of study to acquire necessary educational prerequisites. The Program Administrator has the authority to waive an educational prerequisite based on criteria that indicates that the applicant will be successful in the program.

Admission Process: Step-By-Step

Admission into the phlebotomy program and enrollment into classes consist of three separate steps. If the candidate has a deficit in the prerequisites, the Program Administrator or Admissions Coordinator will provide guidance to overcome the deficit. The process is as listed below:

1. Candidate prepares the admissions packet. Candidates are encouraged to discuss questions regarding the packet with the Health Professions Admissions

Coordinator at 972-238-6950 or the Program Administrator at 972-238-6117.
Packet includes:

- A. The Admission Application Form
 - B. Documentation of Educational Prerequisites
 - 1. College transcripts
 - 2. Admission assessment scores
 - C. Documentation of Workplace Prerequisites
 - 1. Candidate must be a minimum of 18 years of age
 - 2. Validation of a physical examination and current immunizations
 - 3. Validation of agreement to abide by the SCANS competencies
 - 4. Signed document of understanding that a criminal background check and drug screen must be completed.
2. Validation of physical capabilities to perform the duties of a Phlebotomist is secured by having a physical examination and “fit for duty” approval by a licensed physician or nurse practitioner.

Abilities required include vision to read documents, dexterity to perform lab tests, give shots, and handle or lift equipment, hearing to respond to telephone calls and ability to lift up to 30 pounds to assist patients.

3. Required immunizations (or a serologic confirmation of immunity) include documentation of:

Tuberculosis Screening

One dose each of:

- Tetanus-diphtheria toxoid (td) within the last 10 years
- Rubella Vaccine
- Mumps Vaccine (if born after 1/1/57)

Hepatitis B Vaccine (Series takes six months and must be completed prior to registering for the first phlebotomy course.)

At least two doses of:

- Varicella Vaccine, unless first dose was received prior to 13 years of age
- Measles Vaccine (if born prior to 1/1/57, must show vaccine administered after 1/1/68)

Please note: Applicants and students may refuse to take the vaccines by signing a waiver and claiming a religious, conscientious or medical exemption through the Department of Health. Some externship sites require a drug test and/or a

criminal background check. Each student is responsible for this expense. Students may be provisionally admitted to the program for one semester, but immunizations must be completed prior to the first Phlebotomy class.

Transfers and Waivers

Applicants may transfer equivalent course work or work experience into this program. This equivalency must be in content, contact hours and competency. Any transfers or waivers must be approved by the Program Administrator. The process is initiated by completing the Richland College Continuing Education Waiver Form and attaching the appropriate documentation. Documentation may include completion of a final exam as given in the phlebotomy classes at Richland College, transcripts, and/or letters from employers and office managers where the applicant has worked. In unique circumstances, course work may be waived based on experience. In this case, the Program Administrator and faculty will design a tool to determine if the applicant's experiences are equivalent to the competencies required in the course.

No more than 40% of the program can be waived. Waiver must be requested before enrolling in the phlebotomy program.

Financial Aid

Qualifying students may be eligible for financial aid. Texas Public Education Grant (TPEG) is available to assist non-credit students. Applications can be picked up at the Financial Aid counter in Thunderduck Hall. The phone number is 972-238-6188.

Workplace (SCANS) Competencies

Five Competencies

Resources: Identifies, organizes, plans, and allocates resources

- A. Time - selects goal-relevant activities, ranks them, and allocates time, and prepares and follows schedules
- B. Money - uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- C. Material and Facilities - acquires, stores, allocates, and uses materials or space efficiently
- D. Human Resources - assesses skills and distributes work accordingly, evaluates performance and provides feedback

Interpersonal: Works with others

- A. Participates as Member of a Team - contributes to a group effort
- B. Teaches Others New Skills
- C. Serves Clients/Customers - works to satisfy customers' expectations
- D. Exercises Leadership - communicates ideas to justify position, persuades and convinces others responsibly, challenges existing procedures and policies
- E. Negotiates - works toward agreements involving exchange of resources, resolves divergent interests
- F. Works with Diversity - works well with men and women from diverse backgrounds

Information: Acquires and uses information

- A. Acquires and Evaluates Information

- B. Organizes and Maintains Information
- C. Interprets and Communicates Information
- D. Uses Computers to Process Information

Systems: Understands complex interrelationships

- A. Understands Systems - knows how social, organizational, and technological systems work and operates effectively with them
- B. Monitors and Corrects Performance - distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- C. Improves or Designs Systems - suggests modifications to existing systems and develops new or alternative systems to improve performance

Technology: Works with a variety of technologies

- A. Selects Technology - chooses procedures, tools or equipment including computers and related technologies
- B. Applies Technology to Task - understands overall intent and proper procedures for setup and operation of equipment
- A. Maintains and Troubleshoots Equipment - prevents, identifies, or solves problems with equipment, including computers and other technologies

A Three-part foundation

Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens and speaks

- A. Reading - locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules
- B. Writing - communicates thoughts, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts
- C. Arithmetic/Mathematics - performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques
- D. Listening - receives, attends to, interprets, and responds to verbal messages and other cues
- E. Speaking - organizes ideas and communicates orally

Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons

- A. Creative Thinking - generates new ideas
- B. Decision Making - specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative
- C. Problem Solving - recognizes problems and devises and implements plan of action
- D. Seeing Things in the Mind's Eye - organizes, and processes symbols, pictures, graphs, objects and other information
- E. Knowing How to Learn - uses efficient learning techniques to acquire and apply new knowledge and skills
- F. Reasoning - discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty

- A. Responsibility - exerts a high level of effort and perseveres towards goal attainment
- B. Self-Esteem - believes in own self-worth and maintains a positive view of self
- C. Sociability - demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings
- D. Self-Management - assesses self accurately, sets personal goals, monitors progress, and exhibits self-control
- E. Integrity/Honesty - chooses ethical courses of action

Student Document of Understanding

I, _____, have examined and understand the following:

- The Foundational and Workplace (SCANS) Competencies required for the Phlebotomy Technician program. I acknowledge their importance in the workplace and in college course work. I agree to pursue them as an integrated component in all of my course work. I certify that I have read this and understand its meaning. I also have been given the opportunity to ask questions regarding this statement.
- I understand that if I miss more than 10% of a class, I may not be able to make it up and will have to retake the class. I also understand that if I am chronically tardy to class, points may be taken off my final grade and/or it may be added to the 10% of hours missed in class. The syllabus will explain the method the instructor will use to determine the grade. He/She will determine if the absence can be excused. I certify that I have read this and understand its meaning. I also have been given the opportunity to ask questions regarding this statement.
- I understand that I may have to complete a background check and drug screen at my own expense, estimated to be \$80.00 and provide proof of health insurance if requested by my clinical site. I also understand that I will be required to pay for liability insurance through Richland College, estimated cost \$18.00. I also understand that the clinical externship must be paid for as a class. The cost of the externship is \$180.00.
- I understand that prior to the first Phlebotomy Class that I will be required to (1) provide proof of immunization or serologic proof of immunity for Hepatitis B, Measles, Mumps, Rubella, Varicella (Chickenpox), and Tetanus-diphtheria at my own expense; (2) be tested for TB annually; and (3) have a current CPR for Health Professionals card. The Hepatitis B immunization series can take 4 to 6 months and must be completed prior to the first class in which there is a risk of exposure to blood.

Applicant's Signature

Date

HEALTH SELF-EVALUATION CERTIFICATION

I understand it is my responsibility to update my health status changes (within 30 days of the occurrence of symptoms, disease, accident or infirmity) and that I may be required to submit medical clearance to return to the program.

Applicant's Printed Name

Applicant's Signature

Date

PHYSICAL HEALTH FORM

Health Form to be completed by physician or healthcare provider licensed to practice medicine in the state of Texas.

Hepatitis B Vaccine 1 _____
Vaccination Date: Vaccine 2 _____
Vaccine 3 _____

Varicella
Vaccination Date: Vaccine 1 _____
Vaccine 2 _____

MMR Vaccine 1 _____
Vaccination Date: Vaccine 2 _____

**Tetanus /
Diphtheria
Booster:** _____

Students who do not have records of immunizations may provide results of serologic tests to confirm immunity.

Tuberculosis Screening Date: _____ (attach results)
(TB tests are available for free in the RLC Health Center, T110.)

To do the job of a Phlebotomy Technician, abilities required include vision to read documents, dexterity to perform lab tests, collect blood by venipuncture and capillary puncture, and handle or lift equipment, hearing to respond to telephone calls and ability to walk, stand, and lift up to 30 pounds to assist patients.

I certify that the student (applicant) listed above is free from communicable disease and is physically capable of performing the job of a Phlebotomy Technician. If the student has a communicable disease, the physician must disclose the type of disease. If the student wishes to be admitted or continued in the program, student must obtain consent from the external facilities expert panel as required under Chapter 85 of the Texas Health and Safety Code.

Physician's Printed Name

Physician's Signature

Date

Physicians Stamped Address:
(or attached business card) →