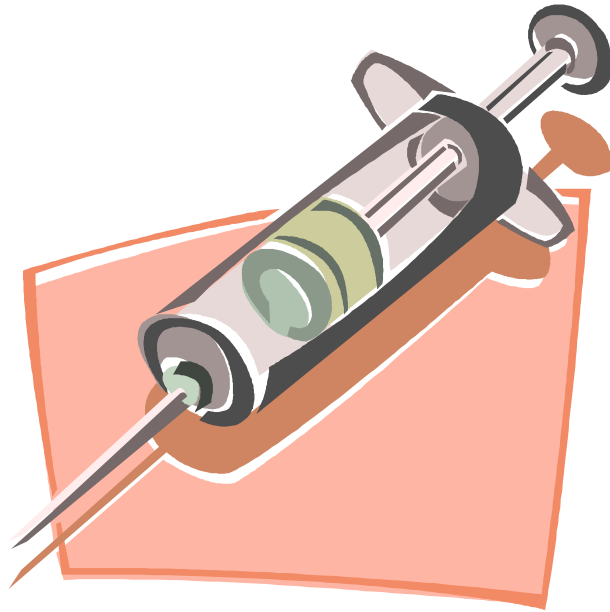


About Our
Phlebotomy Program



MANCHESTER COMMUNITY COLLEGE

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MISSION STATEMENT

The Community College System of New Hampshire is committed to providing comprehensive, market-driven, accessible, quality programs of higher education and services that respond to the needs of students, businesses, and communities.

MESSAGE TO THE STUDENT

The college must ensure that patients/clients are not placed in jeopardy by students during learning experiences. Therefore, students in practicum must demonstrate sufficient emotional stability to withstand the stresses, uncertainties, and changing circumstances that characterize patient/client care responsibilities. Furthermore, the student is expected to have the emotional stability required to exercise sound judgment, accept direction and guidance from a supervisor or faculty member and establish rapport and maintain sensitive interpersonal relationships with employees, patients/clients and their families.

Applicants must be in good physical and mental health in order to qualify for positions in the health care field. Standards have been established to provide guidance to students as to skills and abilities required to function successfully in the program and ultimately in the profession of medical assisting. Applicants who think they may not be able to meet one or more of the technical standards should contact department head or faculty to discuss individual cases.

STANDARDS FOR SUCCESS IN PHLEBOTOMY

1. Sufficient hearing to assess patient needs and to understand instructions and identify emergency signals.
2. Sufficient visual acuity to observe patients, and interpret data; visual acuity sufficient to ensure a safe environment, identify color changes, read fine print/writing and calculate fine calibrations.
3. Sufficient speech and language ability to express, comprehend, and exchange information and ideas in English verbally, non-verbally, and in writing, and to interact **clearly** and **logically** with patients, family members, physicians, peers and other ancillary medical personnel.
4. Ability to work with frequent interruptions, to respond appropriately in emergencies or unexpected situations and to cope with variations in workload and stress levels.
5. Ability to stand for extended periods of time.
6. Sufficient emotional intelligence to exhibit empathy and compassion, to maintain productive relationships in the classroom and clinical settings, and to integrate direction, instruction, and constructive criticism into behavior.

PHLEBOTOMY PROGRAM

General Information

General Description

The Phlebotomy Program integrates theoretical, practical and interpersonal skills, providing the basis for the graduate to effectively perform as an entry-level phlebotomist upon completion of the program. Classroom learning combined with a 120 hour internship, performed in a clinical laboratory or other health care facility, provides the student with the knowledge and skills necessary of the phlebotomist whose duties include blood collection, biological sample acquisition, specimen handling, transport and processing, client education and clerical duties. Good communication ability, fine motor skills and some mobility are required for students to successfully perform in most clinical settings. **Please note, there are NO part-time or weekend internships. This policy is dictated by the internship site, not the college.**

The Phlebotomy program is offered each semester with AH115 Phlebotomy offered every eight weeks (four times within the fall and spring semesters; once during the summer semester). After completion of the eight-week course and after all requirements are met, the student may apply for the Phlebotomy internship AH135. All internships are scheduled based on availability and student need. **Students must have received a grade C or higher in the eight-week phlebotomy course and passed the practicum portion of that class in order to register for the AH 135 Internship class. Students may not register for the AH135 unless they have been admitted into the program (matriculated) and have on file proof of immunity to measles, mumps and rubella, varicella, tetanus (within 10 years), proof of a negative Mantoux test for TB (within one year) or negative chest x-ray and physician's clearance, and proof of receipt of at least 2 of the 3 required shots for the hepatitis B vaccine series or a signed waiver. Students must have personal health insurance for both AH115 and AH135. Documentation will be required.**

Students will be accepted into the internship class based on completion of prerequisites.

ADMISSION REQUIREMENTS

Applicants for the Phlebotomy Program must meet College requirements for admission.

INTERNSHIP INFORMATION

Students must be matriculated before registering for AH135. Students must also receive a grade of C or above in AH115, including the practicum portion, in order to participate in the Phlebotomy Internship. Internships are performed Monday through Friday, day shift, for three 40-hour weeks. All students entering into the internship must have proof of immunizations, insurances, and criminal background check/drug testing results on file with the Phlebotomy Coordinator. Failure to have up-to-date medical records may result in the student being unable to participate in the internship phase of the program. **Proof of health and liability insurance is also required. If you do not currently have health insurance, the college Admissions office can provide information on where you may purchase coverage while you are in the program. The instructor will provide you with liability insurance forms at the first class. Liability insurance provides coverage for both AH115 and AH135 if they fall within the August-July calendar year. Internship schedules vary depending upon participating agencies and student needs.** Students must arrange for a criminal background check and drug testing, if applicable, prior to registering for the Phlebotomy Internship. The Phlebotomy Coordinator will provide information on how the criminal background check and drug testing is performed.

No student may begin an internship until all prerequisites are complete.

CERTIFICATION ELIGIBILITY

Students that successfully complete all components of this program are eligible to sit for national certification examinations sponsored by the American Society of Clinical Pathologists and the National Certification Agency.

PHILOSOPHY STATEMENT: The Phlebotomy Program shares in the mission of Community College System of New Hampshire to prepare individuals to meet the occupational needs of the region and state. The Phlebotomy Program is committed to providing quality, responsible phlebotomists with relevant skills and knowledge that meet the needs of the community and profession.

We believe that phlebotomy education should be based upon identified and verified roles and responsibilities of entry-level practitioners as identified by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) and the American Society for Clinical Pathologists (ASCP). This education should provide opportunities for integration and application of learned experiences within the academic environment and clinical laboratories.

We believe in the code of Ethics established by professional organizations such as the ASCP and the American Society for Clinical Laboratory Scientists (ASCLS) with the incorporation of these standards in the phlebotomy curriculum.

PROGRAM OUTCOMES: At the end of the Phlebotomy Program, certificate recipients will:

1. Demonstrate entry-level phlebotomy skills for routine procedures.
2. Demonstrate professional conduct and practice behavior consistent with established professional code of ethics.
3. Communicate accurately and precisely using written, verbal and non-verbal techniques, ensuring understanding by the recipient.
4. Demonstrate skills representative of safe working practices as defined by the CDC and OSHA.
5. Describe health care systems, including functions, components and organizational structures.
6. Describe the components and functions of departments of the clinical laboratory.
7. Define medical terminology associated with the function of a phlebotomist.
8. Relate basic anatomy and physiology concepts to the practices and procedures of a phlebotomist.

IMPORTANT INFORMATION

Please read the following information carefully, as documentation is required for smooth progression.

- You do not need to be officially accepted into the Phlebotomy program in order to register for the first class, AH115 Phlebotomy. However, if you choose to pursue an internship, you must be enrolled with all required health and insurance documentation prior to a placement being made for you.
- **ADMISSION TO THE PROGRAM:** Students must meet general College requirements and students must either take the Accuplacer test to document level of reading comprehension or have passed college-level classes with a C or better (official transcript needed). **Some students may be required to take a developmental English course prior to taking AH115 Phlebotomy.**
- **REGISTRATION FOR COURSES IS NOT THE SAME AS APPLYING FOR ADMISSION TO THE PHLEBOTOMY PROGRAM.**
- Each theory class is limited to **12** students. Classes are available on week nights and Saturdays four times during each fall and spring semester. A summer class may also be offered. Consult the college course scheduler.
- Consult the final page of this booklet for a program checklist.
- **HEALTH INSURANCE:** Because students are required to perform live draws in class, you must carry personal health insurance during both Phlebotomy and Phlebotomy Internship. Documentation will be required the first day of class. Please **BRING YOUR INSURANCE CARD WITH YOU TO THE FIRST CLASS**. If documentation is not provided, you will be released from class. If you do not currently have health insurance, the college Admissions office can provide information on where you may purchase coverage while you are in the program.
- Effective fall 2009 semester, all students will be required to pass a criminal background check and submit to a drug screening with satisfactory results (drug testing is site dependent) prior to registering for AH135. These checks are mandated by the internship sites. The cost of these checks will be incurred by the student. If results are unsatisfactory based on the site's requirements, you will be denied placement.
- **All documentation (full acceptance, health form, immunization record, liability insurance, personal health insurance, criminal background check and drug test (if applicable) must be on file with the Phlebotomy Coordinator before internship site procurement. Those students wishing to complete a phlebotomy internship are required to meet with the Phlebotomy Coordinator to discuss their options and to initiate the internship process.**
- Internships are scheduled at various locations throughout south central and southeastern New Hampshire based upon availability and student needs. Internships are available during the Monday-Friday daytime hours only. Students must be available for three 40-hour weeks. There are **NO** evening or weekend internships. This is mandated by the internship sites.
- Certification of phlebotomists is done through national testing. Applications may be obtained online at www.nca-info.org or www.ASCP.org/bor/certification/procedures.
- Only students who have taken AH115 at MCC will be eligible for the Phlebotomy Internship.
- If more than a year passes between the completion of AH115 and the pursuit of an internship, students will be required to complete a short refresher course before placement.

CHECKLIST

- _____ Apply to the Phlebotomy Certificate program. Actual registration for AH115 Phlebotomy may be done prior to applying to the program.
- _____ Request all high school and college official transcripts be forwarded to the Manchester Campus.
- _____ Take the Accuplacer test, reading comprehension portion only and meet required standards. This is taken in CAPS. If developmental course(s) are needed to bring your reading level up to the required standard, this must be done prior to registering for AH115 Phlebotomy.
- _____ Have personal health insurance in effect.
- _____ Register for AH115 Phlebotomy.
- _____ Submit proof of liability insurance and health insurance to Phlebotomy Coordinator
- _____ **Submit health records. proof of immunity to measles, mumps and rubella, varicella, tetanus (within 10 years), proof of a negative TB test (within one year) or negative chest x-ray and physician's clearance, and proof of receipt of at least 2 of the 3 required shots for the hepatitis B vaccine series or a signed waiver. Submit copy of immunization records to Phlebotomy Coordinator.**
- _____ **Meet with the Phlebotomy Coordinator to discuss internship options.**
- _____ AH115 completed with a "C" or better, including the practicum.
- _____ **Criminal Background Check and Drug Testing**
Effective fall 2009 semester, all students will be required to pass a criminal background check and submit to a drug screening with satisfactory results (drug testing is site dependent) prior to registering for AH135. These checks are mandated by the internship sites. The cost of these checks will be incurred by the student.
- _____ Register for AH135 Phlebotomy Internship. **ONLY the Phlebotomy Coordinator can register students for AH135. (This cannot be done if not matriculated, or if outstanding bills to the College exist or health records/insurance records/background check are incomplete.)**
- _____ **Once assigned a site by the Program Coordinator**, meet with clinical site supervisor to determine dates and hours of internship. Student must email Program Coordinator, Judith Blaney, at jblaney@ccsnh.edu with scheduled hours/days of internship.
- _____ After completing internship, the student must coordinate with Internship Supervisor who will administer Technique and Affective Domain Evaluation and review results with the student at completion of internship
- _____ Student must coordinate with Program Coordinator a meeting time for exit test and review of clinical site evaluation. Email coordinator to schedule.
- _____ Receive certificate of completion. (Cannot be done if outstanding bills exist or paperwork from Internship Site Supervisor have not been received.)
- _____ Sit for certification examination. (Not required for completion of Phlebotomy Program).