



WAUBONSEE
COMMUNITY COLLEGE

Health Professions and Public Service

Phlebotomy Technician Program

**Student Handbook
2023-2024**

Table of Contents

1.0	FACULTY AND STAFF	1
2.0	PROGRAM PHILOSOPHY AND GOALS	2
3.0	PROGRAM OUTCOMES	2
3.1	Examination and Licensure	2
4.0	PHLEBOTOMY TECHNICIAN CERTIFICATE OF ACHIEVEMENT	3
4.1	Certificate Requirements	3
5.0	GENERAL COURSE CRITERIA	3
5.1	Passing Grade	3
5.1.1	Grading Scale	4
5.2	Attendance	4
5.2.1	Testing	4
5.2.2	Clinical and Lab Lateness/Absence	4
5.2.3	Excused Absence	5
5.3	Deadlines	5
5.4	Missed Information/Assignments/Exams	5
5.5	Class Cancellations or Changes	5
5.6	Course-Specific Policies	5
5.7	Skill Competencies	5
6.0	MEDICAL REQUIREMENTS AND HEALTH SCREENINGS	6
6.1	Illinois Background Check	6
6.2	Drug Screening	6
6.3	Medical Requirements	7
6.3.1	Tuberculosis Screening	7
6.3.2	Influenza (Flu)	7
6.3.3	COVID-19	7
6.3.4	Titers and Immunizations	7
6.3.5	Health Insurance	8

6.4	CPR Certification	8
7.0	CHANGES IN HEALTH STATUS	8
7.1	Pregnancy	9
7.2	Use of Prescribed Medications	9
8.0	RESPONSIBILITIES AND EXPECTATIONS IN THE CLINICAL SETTING	9
8.1	Clinical Evaluation	10
9.0	PBT297 PHLEBOTOMY EXTERNSHIP CRITERIA.....	10
9.1	Externship Admission	11
9.1.1	Placement Criteria.....	11
9.1.2	Enrollment Determination Criteria.....	11
9.2	Externship Attendance and Grading Criteria	11
9.3	Externship Agreement	12
9.4	Use of chemical substance in the clinical agency	12
9.5	Confidentiality	12
9.6	Professionalism.....	13
9.7	Evaluation	13
9.8	Transportation to/from the clinical setting	13
10.0	DRESS CODE AND GROOMING	13
10.1	Clinical Uniform	14
10.2	Jewelry and Tattoos.....	14
10.3	Hygiene and Grooming.....	14
11.0	VENIPUNCTURE REQUIREMENTS.....	15
11.1	Lab and Clinical Setting Venipuncture Guidelines	15
11.1.1	Lab Criteria	15
11.1.2	Clinical Agency Criteria	16
12.0	SMOKING/VAPING/TOBACCO	16
13.0	STUDENT GRIEVANCE(S) AND/OR GRADE APPEAL(S).....	17
14.0	PERSONAL AND PROFESSIONAL LEGAL, MORAL, AND ETHICAL BEHAVIORS	17
15.0	PHYSICAL OR EMOTIONAL JEOPARDY	17
16.0	STUDENT RESPONSIBILITY TO REPORT	18
14.0	APPENDIX I – FUNCTIONAL ABILITIES.....	18

15.0	APPENDIX II – HANDBOOK ACKNOWLEDGMENT	20
16.0	APPENDIX III – EXTERNSHIP AGREEMENT	21
17.0	APPENDIX IV – EXTERNSHIP PERFORMANCE EVALUATION	23
18.0	APPENDIX V – STUDENT EXTERN HOUR LOG	25
19.0	APPENDIX VI – STUDENT VENIPUNCTURE LOG	27

This Student Handbook supplements the Waubonsee Community College Catalog and the Waubonsee Community College Student Handbook. The provisions of this handbook do not constitute a contract, expressed or implied, between any applicant or student and any faculty member of Waubonsee Community College.

1.0 FACULTY AND STAFF

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Waubonsee Community College does not discriminate on the basis of race, color, religion, gender, sexual orientation, age, national origin, veteran's status, marital status, disability or any other characteristic protected by law in its programs and activities. For more information on the college's nondiscrimination policies, contact the director of Human Resources at (630) 466-7900, ext. 2367; Waubonsee Community College, Route 47 at Waubonsee Dr., Sugar Grove, IL 60554-9454.

2.0 PROGRAM PHILOSOPHY AND GOALS

Waubonsee Community College believes that Phlebotomy Technicians serve an important function in the health care setting. As an integral member of the health care team, this critical role works cohesively with physicians, nurses, and laboratory personnel in the performance of clinical procedures. Analysis of a patient's blood reveals a vast amount of medical information to doctors and other health professionals. Skilled phlebotomists make the analytical and diagnostic process possible—and successful—by properly collecting, transporting, handling and processing specimens. Their work is done in hospitals, health centers, labs and transfusion centers. Given to a wide variety of medical information, phlebotomy is often the first step in a career that extends into other medical specialties.

The goal of this certificate is to prepare individuals for employment and advancement in the healthcare field. Classes are taught by knowledgeable faculty in our state-of-the-art facilities and prepare students for lab technology careers with a combination of practical classroom studies and 100 hours of hands-on clinical experience. Eligible graduates may will be prepared to take the national certification exam from the American Society of Clinical Pathologists (ASCP).

In alignment with the college community and mission, the Medical Assistant Program seeks to provide exceptional learning opportunities for accessible, equitable, and innovative education, and a foundation for professional development and lifelong learning. As part of this mission, faculty seek to educate students to be safe, caring, competent, and contributing members of the profession engaged in meeting the health needs of diverse populations. Program faculty are committed to shaping student futures to create lifetime connections through learning and professional development.

3.0 PROGRAM OUTCOMES

Upon successful completion of this program, the student will be able to:

- Perform venipuncture and dermal puncture techniques including specimen collection, processing and handling
- Apply principles of infection control for blood draw and collection
- Describe the importance of professionalism while interacting with patients
- Explain the legal issues related to specimen collection
- Apply OSHA requirements in the use of personal protective equipment in the disposal of biohazardous materials
- Identify the structures and functions of the eleven body systems

3.1 Examination and Licensure

Students who successfully complete all requirements for the Phlebotomy Technician Program are eligible to take the national certification exam from the [American Society of Clinical Pathologists \(ASCP\)](#).

Information including how to apply, application deadlines, fees, and exam dates are available online. Verification of training and program authenticity are required to apply for the exam. Final eligibility for the exam is determined after an application is submitted. Applicants must submit the following to ASCP [according to instructions](#):

- Official high school transcripts

- Office Waubensee transcripts
- ASCP Phlebotomy Technician Structured Program Documentation Form (**Route 2**).

Students who wish to pursue this certification must demonstrate 100 successful venipunctures and are responsible for maintaining a log in which each successful technique is documented, along with official verification by the instructor/agency supervisor (See Appendices II, VI, VII). Only those venipunctures that are documented and verified by the instructor/supervisor will be considered valid and applicable toward meeting certification requirements. See course instructor for details.

4.0 PHLEBOTOMY TECHNICIAN CERTIFICATE OF ACHIEVEMENT

The Phlebotomy Technician Program (Major Code 435B) prepares students for all aspects of phlebotomy in a healthcare setting, including collection procedures, safety guidelines, patient rights, test requirements, and equipment basics. Upon completion of the curriculum, students will be able to accurately perform venous collection, explain the proper steps for collection, and identify the supplies needed for collection. The program requires two courses (6 credit hours) to complete, which are offered multiple times during the academic year.

4.1 Certificate Requirements

PBT 105 – Theoretical and Clinical Aspects of Phlebotomy (4.5 credits – offered fall and spring)

- Registration eligibility depends on:
 - Proof of 10th grade reading level. This can be documented through: submission of Official High School transcripts to Registration and Records; or course equivalency of ENG080; or [placement by appropriate measures](#) into ENG085 or higher.

PBT 297 – Phlebotomy Externship (1.5 credits – offered year-round via instructor placement)

- Registration eligibility depends on:
 - Seat availability and agency placement
 - Successful completion of PBT105
 - Completion of all medical requirements and screenings (see Section 6).

Although not required, the instructor also **highly recommends** that students complete or submit transfer equivalencies for

- BIO260 Human Structure and Function
- **OR**
- BIO 270/BIO272 Anatomy and Physiology I/II (both courses)
- HIT110 Medical Terminology

5.0 GENERAL COURSE CRITERIA

5.1 Passing Grade

Students must receive a passing grade (minimum C or better) for each required course in the certificate. **A NON-PASSING GRADE WILL CONSTITUTE A FAILURE OF THE COURSE.** Grades of D, F or W are not considered passing. All of the individual course criteria and requirements must be met or a passing grade will not be awarded. **The grading policy for each course will be posted in the syllabus.**

5.1.1 Grading Scale

The following will be used as a guideline for assigning grades.

A	92%-100%
B	83%-91%
C	75%-82%
D	70-74%
F	below 70%

NOTE: Students must pass all quizzes, midterm and final exam with a cumulative average of 75% or higher

5.2 Attendance

Consistent attendance is required to demonstrate adequate performance. Every student is expected to be on time and to attend all classes, including lectures, clinicals, and laboratory experiences. Proper notification must be made in advance to the course instructor whenever possible if a student will be late or is unable to attend lecture or lab meetings. **Failure to make proper notification will result in penalties. Chronic absence, lateness, late paperwork, and lack of participation may result in lowering of final grade or failure of the course.** Additional attendance requirements may be set by the instructor, as outlined in the course syllabus.

Students are allowed one absence in PBT105. Lateness will count as ½ absence; two records of lateness will be counted as one absence. PBT297 has specific attendance policies (see Section 9).

Personal cell phones, pagers, and any other electronic devices must be turned off and out of sight during theory and clinical. Absolutely no cell phones, pagers, or electronic devices are allowed in the externship setting.

5.2.1 Testing

Absence from class prior to a test or failure to take a test at the designated time may incur a penalty, at the discretion of the course instructor. Students are responsible for rescheduling the missed test with their instructor. A different equivalent test may be administered if a student is allowed to take a makeup test.

5.2.2 Clinical and Lab Lateness/Absence

A predetermined number of clinical/laboratory days are required for PBT105 and PBT297. Absences may be detrimental to students' ability to demonstrate satisfactory performance for the course and satisfy program completion requirements. Proper notification of absence or lateness must be made to both the course instructor and the clinical agency. Failure to make proper notification will result in penalties. If a student is tardy to the clinical agency without prior notification, the clinical instructor and/or supervisor has the option of not permitting the student to participate in the day's experience, which may result in a recorded absence.

NOTE: Since each course setting and content is different, specific attendance and notification policies are set forth in each course syllabus. Students must conform to the policies determined by the course instructor.

5.2.3 Excused Absence

The following absences will be recorded but not counted toward a student's grade upon review of official documentation produced within five days of the absence. Review will be on an individual basis:

- Court date(s).
- Military obligations.
- Funeral/memorial proceedings for an immediate family member/significant other.
- Emergency medical care or hospitalization of the student or student's minor child/ward (not regular appointments).

5.3 Deadlines

Assignments are due on the date indicated by the instructor and syllabus to receive full credit. All assignments, homework, exams, quizzes, or tests must be submitted to meet course requirements per course policies that are set forth in the course syllabus.

5.4 Missed Information/Assignments/Exams

Students are responsible for obtaining missed information, announcements and for submitting all assignments or papers due. The ability for a student to make-up a missed examination is at the discretion of the course instructor. Arrangements must be made with the instructor prior to making up any exam. Failure to make prior arrangements may result in the lowering of the test grade by one grade.

5.5 Class Cancellations or Changes

Students should refer to instructors and syllabi regarding class cancellations. College closures will be announced via student emails and mywcc. Students may also check the WCC homepage for current announcements. Students will be notified of any change in course delivery or modality through the Waubensee website, mywcc, and student email per college protocol. Students should always check with instructors to confirm procedure after changes are announced.

5.6 Course-Specific Policies

In addition to the general and specific course policies outlined in this handbook, students are required to follow the criteria outlined in the course syllabus and by the course instructor/clinical facility.

5.7 Skill Competencies

Students are required to perform phlebotomy skills and techniques acquired in PBT105 at a level necessary to maintain client/patient safety. This includes, but is not limited to, achieving the minimum

of 100 successful venipunctures. Inability to achieve the minimum requirement for venipuncture and/or practicing skills/ techniques in a manner that jeopardizes either client/patient safety or agency/ college relationships may result in withdrawal of failure of the course. Each site supervisor provides feedback with the Externship Performance Evaluation (Appendix IV), with the student's final evaluation and grade issued by the course instructor. This grade will include information based on the instructor's observation of the student during a visit to the externship site.

6.0 MEDICAL REQUIREMENTS AND HEALTH SCREENINGS

Screening requirements for the Phlebotomy Technician Program clinical curriculum are processed and monitored by CastleBranch, an outside vendor partner with the college. Each student is responsible for creating a personal account with CastleBranch and ensuring all required documents are uploaded and received in a timely manner by the designated deadlines. Questions regarding deadline exceptions should be made to the Program Director and cannot be guaranteed. Details and instructions will be provided through Waubensee student email accounts after program acceptance.

6.1 Illinois Background Check

In compliance with requirements of clinical partner organizations, a criminal background check will be required before students begin externship experiences.

Students who present with a criminal record may be asked to discuss their history with a clinical/externship partner organization for approval before beginning work. Prior criminal convictions may preclude or impede future employment and/or potential state or national industry-certification or licensing opportunities. Students are encouraged to contact counselors, faculty, and the Dean with questions or concerns PRIOR to registration.

6.2 Drug Screening

In order to comply with clinical agency requirements, students must submit to a mandatory drug screening (initial, random, and reasonable suspicion). Drug screenings are completed through CastleBranch – instructions and registration forms will be in your personal account.

All drug screens include tests for amphetamines, benzoylecgonine- cocaine metabolites, marijuana metabolites, opiates and phencyclidines. Students who present with positive results without documentation of medical necessity will not be allowed to continue in the program. The student may petition for re-entry or apply for program readmission after one year, pending evidence of subsequent treatment, counseling, and negative drug screen. Refusal by a student to submit to testing will result in that student's dismissal from the program.

Note: The Phlebotomy Technician Program follows college policy in regard to use of cannabis/marijuana. There is a **zero tolerance** for marijuana products. Students who have a positive marijuana drug test may be referred to the student conduct board and be dismissed from the program. Clinical affiliates reserve the right for randomized drug testing. See Section 9.2 for program policy on medical cannabis/marijuana.

6.3 Medical Requirements

A Pre-Entrance Medical Clearance Form must be completed by the student and the student's licensed physician/primary healthcare provider and submitted to CastleBranch **per the deadline given by course instructors**. Details and instructions will be provided to students upon program acceptance. In addition to the medical clearance, students must submit the following to CastleBranch in order to participate in clinical experience:

NOTE: *In compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), information related to a student's health and medical status is confidential and cannot be released except to agents of the college (e.g., clinical sites) when in the best interest of the student and any patients/clients the student may have direct contact with during the clinical experience.*

6.3.1 Tuberculosis Screening

Documentation of freedom from active TB is required prior to beginning the program and annually. This can be done by submitting documentation of a **TWO-STEP** TB Skin Test or a QuantiFERON Gold TB Test (preferred test option).

- The Two-Step skin test requires testing at TWO SEPARATE DATES, MINIMUM 10 DAYS APART. Students who choose this option **must plan accordingly** to ensure **BOTH test results are received by the deadline**. Exceptions cannot be guaranteed.
- Students with a positive tuberculosis test must provide: 1) signed documentation of freedom from active tuberculosis, **and** 2) permission to enter the clinical area from a licensed primary health care provider. In accordance with State of Illinois guidelines, the student will be required to provide appropriate documentation of continued freedom from active tuberculosis on an annual basis. In addition, the student is responsible for seeking care upon reoccurrence of probable signs and symptoms of active tuberculosis

6.3.2 Influenza (Flu)

Documentation of current flu season vaccine (August-May, annually) is required. **Must be dated (DD/MM/YY)**. All flu vaccines thereafter are required by October 1 of each year.

6.3.3 COVID-19

A COVID-19 vaccine is **mandatory** to participate in the Phlebotomy Technician Program due to clinical externship partnership requirements. Participation in the program requires documentation of complete COVID-19 vaccination, (boosters may be required depending on clinical agency requirements – *subject to change*). **Per clinical partnerships, all students must be, or plan to be, FULLY VACCINATED prior to the first day of externship. No exceptions or waivers will be granted.**

6.3.4 Titers and Immunizations

All students are required to provide proof of immunity for the following. This must be done in the form of documented vaccinations, and/or in some cases titer testing (immunity measurement through proof of antibodies). Booster vaccines may be required, per Centers for Disease Control and Prevention (CDC) regulations and/or physician recommendation.

- Mumps, Rubella, Rubeola/Measles (MMR)
- Varicella Zoster (Chicken Pox)

The following immunizations are also required:

- Tetanus/diphtheria/pertussis-a (T-dap). Dated within last 10 years.
- Hepatitis B Series: two to four doses based on physician recommendation. Students who are in process with immunization series **must** submit a signed declination waiver to be in compliance until series is completed. Students who do not plan to complete a series **must** submit documentation of a titer (proof of immunity) **or** a signed declination waiver.

6.3.5 Health Insurance

Students are **required** to carry a current personal health insurance policy while enrolled in the Phlebotomy Technician Program. Students must submit documentation of the front and back of insurance card to CastleBranch. Students are responsible for individual medical expenses, whether due to an injury at clinical or on campus, an illness requiring treatment, or a test or procedure required by the college and/or the health care facility. Students injured during a clinical experience are responsible for individual personal health care costs.

Students in the Phlebotomy Technician Program are covered by the college professional liability insurance policy **after** tuition and fees for a course have been paid. Any student who is not current in their responsibility for payment of tuition and/or fees will not be allowed to enter the clinical site.

6.4 CPR Certification

It is the student's responsibility to be certified in American Heart Association Basic Life Support (BLS) Provider CPR. Students are required to upload documentation of their certification to CastleBranch by the deadline designated by course instructors. **Student will not be allowed to enter any clinical or agency laboratory site without current BLS Provider CPR certification— NO exceptions.**

[Waubonsee offers BLS classes](#) for students and community members. An optional BLS Provider CPR course may be offered during PBT105 for current students on a separate day in the phlebotomy lab.

7.0 CHANGES IN HEALTH STATUS

Health Professions and Public Service staff and administration reserve the right to request a physical or mental examination following a change in health status from the initial program admission medical record. A student who has had surgery, childbirth, extended illness, newly diagnosed or chronic illness, or an accident must obtain signed consent from a licensed physician/primary health care provider to attend the clinical component of PBT297 **without limitations or restrictions.**

It is the responsibility of every student to report changes in health status and provide official documentation that the student can enter the clinical site and participate without restrictions. It is possible that changes in the student's health status may negatively affect the student, members of the health care team, and patient/client health. Any student that experiences a change in health status and does not follow the reporting/documentation policy outlined in this paragraph may be withdrawn or dismissed from the course and or program.

Waubonsee Community College assumes no responsibility and is not liable for negative impact, outcome, and injury.

7.1 Pregnancy

In the event a student becomes pregnant during the program, they are advised to contact their physician/primary healthcare provider to obtain medical clearance to continue in the course/program without limitations or restrictions. There are potential health risks to both the mother and the fetus while performing various activities in lab and clinical experiences. Although we recognize the protected status of this information, students are encouraged to disclose pregnancies to the Program Director and faculty. If a student is not able to continue in the program based on health risks, the faculty will work with the student to determine the best course of action related to their educational needs.

7.2 Use of Prescribed Medications

It is the student's responsibility to discuss with a licensed primary health care provider whether a medically prescribed drug may affect clinical performance. A student must report the use of such drugs or other substances which may impair clinical performance to the instructor. Failure to or provide proper evidence of medical authorization for use may result in the student's termination from the program. Proper evidence of medical authorization is a note signed by the student's physician/primary healthcare provider stating that the student may participate in the program **without limitations or restrictions** and that the medication will not interfere in the student's performance.

While the use of medical marijuana (cannabis) is allowed under Federal Law, **the Phlebotomy Technician Program follows the Waubonsee policy for marijuana use. There is a zero tolerance for marijuana products on campus or participating in college-sponsored program.** See the Waubonsee Community College Student Handbook for drug and cannabis policies.

8.0 RESPONSIBILITIES AND EXPECTATIONS IN THE CLINICAL SETTING

Waubonsee Community College Health Profession and Public Service division acknowledges its responsibility to educate its students while maintaining the public trust. The rights, responsibilities, and conduct of all students are described in the Waubonsee Community College Student Handbook.

Phlebotomy students have additional responsibilities as a member of the health care team to ensure the emotional and physical safety of patients during the educational process. **Students must always follow policies, procedures, and student affiliation guidelines of the clinical agencies.**

Responsibilities and expectations include, but are not limited to, the following:

- Arriving at clinical assignments on time, dressed in the full required uniform with required stated equipment, and prepared to give safe, responsible patient care including following standard precautions and OSHA isolation technique.
- Performing skills and tasks **only** when an instructor or assigned supervisor is present and during scheduled times in PBT105 and PBT297. **Under no circumstances are students to assume the role of Student Phlebotomist other than during assigned course time(s).** When so directed by the instructor, students may perform care in the presence of an assigned agent of the instructor.
- Seeking the assistance of the instructor/supervisor before proceeding with new, unfamiliar, or uncertain aspects of the patient's care.

- Maintaining personal conduct according to the professional, ethical, and legal standards of the profession, program, college, and community.
- Remaining accountable for one's own behavior. Behavior must not interfere with agency/staff/faculty relationships or activities. Students are expected to act in a responsible, mature manner that reflects the qualities of courtesy, reliability, and responsible interpersonal skills. Profanity, derogatory comments, and emotional responses that inhibit learning or effective functioning will not be permitted.
- Being physically and emotionally capable of effective, safe clinical performance. If the instructor/supervisor determines that a student's behavior places a patient at risk for physical or psychological injury on any clinical day, then that student will be dismissed from the clinical area resulting in a clinical absence. Students may be removed from the learning setting if their presence disrupts the learning process for other students.
- Absolutely no cell phones, pagers, or other electronic devices are allowed in the externship settings. For emergencies, the site number can be contacted to reach a student.
- Notification of absence from clinical/laboratory experiences must be made directly to the instructor and clinical agency.
- If a student is late for clinical experiences without prior notification, the clinical instructor/supervisor has the option of not permitting that student to participate in activities for the day and/or dismissing the student for the clinical agency.

Any violation of these established standards may result in the immediate removal from the clinical/laboratory/medical setting and/or the course. In addition, the student's actions may be subject to review by the Waubensee Community College Student Conduct Board.

8.1 Clinical Evaluation

When student performance in the clinical setting is deemed unsatisfactory or unacceptable, the instructor/supervisor will promptly discuss any identified deficiencies with the student. This will be followed by a written evaluation using a Student/Faculty Conference Form. The student will be informed of the objective criteria in need of improvement, recommended corrective measures, and the student's current status in the course. The student will be given the opportunity to respond in writing on the form and is required to sign in acknowledgment of having been advised of the instructor's/supervisor's concerns. The Student/Faculty Conference Form will become a part of the student's record.

9.0 PBT297 PHLEBOTOMY EXTERNSHIP CRITERIA

Students are **REQUIRED** to complete a minimum of 100 contact hours in the clinical externship setting during the PBT297 course. The course requirement includes mandatory attendance at four on-campus seminar sessions. One seminar is scheduled prior to the start of the externship experience. **Any student who does not attend the mandatory seminars will be withdrawn from the course – NO EXCEPTIONS.** The student must make schedule adjustments with the externship site and work schedule. Students who do not complete **all hours** will not be eligible for program completion and therefore cannot apply for license from the ASCP.

Students do not receive payment or remuneration for externship hours and whenever possible will not be

assigned to their place of employment (as applicable). Students whose clinical site is the same as their place of employment will be assigned work in areas or units outside their normally prescribed responsibilities. Students cannot utilize work time at a place of employment in lieu of time contracted as meeting the requirements for the PBT297 course.

9.1 Externship Admission

Enrollment in PBT297 is limited per clinical agency mandates. Permission to register will only be granted to students who meet the following requirements:

- 75% or higher passing grade in PBT105 and a combined score of at least 75% on all quizzes and exams
- Completion of ALL medical requirements, vaccine/immunization/titer documentation, background check, and drug screening criteria as stated in Section 6.

9.1.1 Placement Criteria

Students will receive a CastleBranch PIN and an instruction letter via their **Waubonsee student email address** no later than the fourth-class meeting (Week 2). Students are required to have all information and documentation uploaded to CastleBranch no later than the tenth-class meeting (Week 6) **in order to be considered for externship placement in the 8-week session immediately following the completion of PBT105.**

9.1.2 Enrollment Determination Criteria

Waubonsee currently receives eight spots for students at local clinical agencies per 8-week session of PBT297, with five 8-week sessions currently offered per academic year. Assignment to externship sites is therefore limited and determined by multiple factors. Placement will be made by the course instructor per the following criteria:

- Completion of **ALL CastleBranch requirements before deadlines** designated by the course instructor. Students who complete requirements first will receive priority placement. Students who do not complete requirements **will not** receive placement.
- Successful completion of PBT105. Students who complete CastleBranch requirements but **do not** pass PBT105 will not be granted placement in PBT297.
- Spots remaining after initial placements are made will be assigned on a space-available basis to students who have completed all CastleBranch requirements and met the passing grade requirements. If no spots remain, students may request to be considered for a later section of PBT297.

Students awarded placement will be permitted by the Office of Health Professions and Public Service and notified by their instructor when eligibility to register is confirmed. Students will not be allowed to register for PBT297 prior to permitting and notification.

9.2 Externship Attendance and Grading Criteria

The course instructor will assign externship sites. Flexibility is essential. Early morning hours are best for this experience. Some facilities require eight-hour shifts, consecutive days starting as early as 4:00 a.m., and may allow students on Saturdays and Sundays. Evening shifts may be available, but are rare.

The following criteria are utilized in the determination of a student's grade for PBT297:

Attendance for Seminars	100 points
Resume/Project	25 points
Professionalism Competency	100 points
Communication Competency	100 points
Skill Competency/Technique	<u>200 points</u>
	525 Total Points

9.3 Externship Agreement

Following the first scheduled PBT297 course meeting, each student is required to meet with the site supervisor to determine an appropriate work schedule. Both the student extern and the site supervisor must schedule working hours according to the program guidelines. Every effort should be made to schedule the externship experience during the supervisor's (or designee's) work hours and must adhere to the WCC Academic Calendar. An Externship Agreement (Appendix V) must be signed by the student extern and site supervisor and returned to the course instructor. Copies will be given to the student and site supervisor, with one copy retained by the instructor. The student is required to adhere to all policies and procedures outlined in this handbook and in the PBT297 course syllabus.

Any violation of these established standards may result in the immediate removal from the clinical setting and/or course. Petition to repeat the PBT297 course must follow guidelines and criteria for re-entry set forth in Section 6. In addition, the student's actions may be subject to review by the Waubensee Community College Student Conduct Board.

9.4 Use of chemical substance in the clinical agency

Students must abide by the Waubensee Community College Student Handbook policy on public intoxication and the use, possession, and distribution of narcotics, chemical substances, and alcoholic beverages while on college premises, at off-campus instructional sites, or participating in college-sponsored/supervised events.

Use of the above-mentioned substances in the clinical setting is prohibited. Any student who places a patient in either physical or emotional jeopardy due to the use of chemical substances in the clinical setting (including medications required by student's health care provider) will be immediately removed and subject to the policies set forth in Section 15.0.

9.5 Confidentiality

Students must act to protect confidentiality in all situations. In compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), information related to patients, health team members, or agency-related incidents will be discussed with the instructor and/or the proper health care member in appropriate surroundings only. Students will not discuss these issues with other patients, friends, family, or in public places.

Students will refer to patients and staff by initials only on written work or while relating clinical/laboratory experiences in the classroom setting and will exercise caution as to the location and

disposition of clinical data. A student cannot, under any circumstances, photocopy or electronically reproduce any portion of a patient's chart or personal records for use outside the clinical agency. **Any HIPAA violations will be subject to disciplinary action.**

9.6 Professionalism

Students must adhere to standards of professional behavior required of all individuals working in the health care setting. These behaviors include but are not limited to: genuine interest in assisting and serving the public, accountability for one's actions, honesty, integrity, maintaining client/agency confidentiality, concern for personal and public safety, ability to actively participate in a team atmosphere, and performing at a high level of ability and skill.

9.7 Evaluation

Students are required to perform phlebotomy skills and techniques acquired in PBT105 at a level necessary to maintain client/patient safety. This includes but is not limited to: achieving the minimum of 100 successful venipunctures. Inability to achieve the minimum requirement for venipuncture and/or practicing skills/ techniques in a manner that jeopardizes either client/patient safety or agency/ college relationships may result in withdrawal of failure of the course. Site supervisors provide feedback through the Externship Performance Evaluation (Appendix V), which is included in the student's final grade issued by the course instructor. This grade will include information based on the instructor's observation of the student during a visit to the externship site.

9.8 Transportation to/from the clinical setting

Students are responsible for their transportation to and from clinical sites, which may be located at a significant distance from the college. Students are subject to the parking regulations established by the agencies and are not considered to be part of the staff of the facility.

Neither the college nor agency is responsible for any personal injury or injury to property which may occur while a student is traveling to or from clinical experiences and related trips.

10.0 DRESS CODE AND GROOMING

Student apparel and grooming must conform to health, sanitation, and safety standards. Students are required to follow the clinical dress code set forth herein in all clinical areas (except as otherwise provided in the course syllabus). Excellent personal hygiene practices are required. Exceptions to the dress code may be made with prior written request to the Program Director. Requests will be evaluated on an individual basis. Failure to

comply with the dress code may result in dismissal from the clinical/laboratory area, a conference with the instructor/supervisor, and/or a lowering of the course grade. Further instructions will be provided at the fall program orientation.

10.1 Clinical Uniform

Phlebotomy Technician students must wear uniforms for all clinical assignments as stated per course syllabi. Clothing must be clean and free of odors, perfume, stains and wrinkles. **Uniforms must be worn to class starting in week 3. Requirements are:**

- Red scrub top (*purchased at WCC Bookstore*)
 - A plain white or plain black tee shirt may be worn under the scrub top for warmth.
- Black scrub pants (*purchased at WCC Bookstore/outlet of choice*)
 - Hemlines should remain between the upper heels of the student's shoes and no greater than three inches above the tops of shoes. Jeans or jean-styled pants, stretch pants or leggings, ribbed or corduroy materials, cropped or capri-style pants, and/or shorts are not acceptable.
 - Black or white socks only. Socks must reach above the ankle.
- Solid black or white leather or vinyl professional shoes, or athletic shoes (no colored soles). No canvas shoes, clogs, sling-back, webbing/netting, or cut-out areas in leather or vinyl (OSHA standard).
 - Shoes must be clean and polished with clean shoelaces (if appropriate). **Shoes should be reserved for clinical/laboratory use only.**
- A lab coat to the knees is **sometimes required** to be worn over the uniform as dictated by the clinical agency.
- Waubensee Community College name badge is **required and must be visible during all PBT297 Externship participation.**
- Watch with second hand.

10.2 Jewelry and Tattoos

Jewelry that does not conform to reasonable health, sanitation, and safety standards shall not be worn during clinical:

- Earrings are the only acceptable visible body piercing: only small stud (post) earrings may be worn with no greater than two earrings per ear. No hoop or dangle-style earrings.
- Tongue, facial, and other visible body piercings are not allowed.
- Other jewelry such as necklaces or bracelets shall not be worn during clinical experiences.
 - Exception: Medical Alert necklace/bracelet.
- Rings are limited to plain, flat bands (no stoned or pronged settings.)
- Visible tattoos and body art must be covered by makeup (Derma blend, Cover FX), bandages, or clothing.
- Artificial nails and nail jewelry are not allowed.

10.3 Hygiene and Grooming

Excellent personal hygiene practices (bathing, deodorant, clean groomed hair, brushed teeth) are required. The student shall also abide by the following:

- Hair must be pulled back or arranged off the collar. No extremes with hair color or style. Elaborate hair ornaments (large bows, multiple decorative barrettes or combs) are not to be worn during clinical experiences.
- Beards or mustaches must be neat, clean and well-trimmed.
- Fingernails are to be short, clean, and neatly manicured.
- Perfume and cologne are not to be worn during clinical time.
- Smoking, vaping, chewing gum or tobacco is unacceptable behavior.

11.0 VENIPUNCTURE REQUIREMENTS

In order to be eligible for certification, students must demonstrate 100 successful **unassisted** venipunctures. Each student is responsible for maintaining documentation of successful venipunctures with the Venipuncture/Skin Puncture Log (Appendix VI). Only those venipunctures that are documented and verified by the instructor/supervisor will be considered valid and applicable toward meeting certification requirements for the ASCP certification exam. Instructors/supervisors will only verify successful venipunctures.

In addition, in order to be eligible for certification, students must have documentation of completing 100 clock hours (120 contact hours) at the externship site. Students are responsible for maintaining a Student Extern Hour Log (Appendix V), which must have the externship supervisor's initials for each day the student attended as well as the signature of any supervisor who provided initials on the daily time log.

Any student who does not complete the minimum requirements for certification may elect to repeat PBT297 **once**. Students who elect to repeat the externship are required to meet **all course requirements** at the time of enrollment. Venipuncture log totals from the first attempt may be carried over to the repeated course, and the combined totals submitted as meeting certification requirements.

Students who do not meet the minimum venipuncture requirements may still be eligible for certification within five years following completion of the College Phlebotomy Technician Program. Documentation/verification of the requisite skills would become the responsibility of the certificate holder and any current/future employer. Students are responsible for submitting proof of the minimum venipuncture requirements to the American Society of Clinical Pathology (ASCP), per ASCP requirements.

11.1 Lab and Clinical Setting Venipuncture Guidelines

Students enrolled in PBT105 will be required to perform venipunctures and skin punctures on other students enrolled in the class. Students in PBT297 will be required to perform venipunctures and skin punctures on patients/clients. The instructor/ assigned supervisor and each student must follow specific guidelines for these procedures. Successful procedures may be documented on student log toward meeting ASCP certification requirements. Students must follow the specific guidelines detailed below for these procedures.

11.1.1 Lab Criteria

Skin Punctures:

- Skin punctures must be performed in the designated lab space in FXVLY144.
- No more than two students may perform skin punctures at one time **under the direct supervision of the instructor**. Students **cannot perform** this technique outside of the

controlled classroom setting (e.g., practice on friends/family members). **NOTE: Any student who has been found to perform this technique outside of the course/program guidelines will be immediately withdrawn from the program.**

- Students will perform skin punctures only on students enrolled in PBT105 after demonstrating successful competency of the technique on lab models/ simulations with the instructor.
- Students will follow standard precautions in the performance of the technique.

Venipunctures:

- Venipunctures must be performed in the designated lab space in FXVLY144.
- No more than one student may perform venipuncture at one time **under the direct supervision of the instructor**. The student **cannot perform** this technique outside of the controlled classroom setting (e.g., practice on friends/family members). **NOTE: Any student who has been found to perform this technique outside of the course/program guidelines will be immediately withdrawn from the program.**
- Students will perform venipunctures only on students enrolled in PBT105 after demonstrating successful competency of the technique on lab models/simulations with the instructor.
- The student will follow Standard Precautions in the performance of the technique.
- Students must perform between 12 and 16 total venipunctures.
- **Any student found taking supplies from the classroom will be asked to leave and will be reported to the Student Conduct Board.**

11.1.2 Clinical Agency Criteria

Skin Punctures:

- Students may perform skin punctures in the clinical agency under the direct supervision of the instructor or assigned supervisor.
- After successful demonstration of the technique, subsequent skin punctures may be performed independently **at the discretion of the instructor/assigned supervisor**.
- **NOTE: The student may have one or more supervisors assigned during the externship experience. It is the responsibility of the student to demonstrate successful mastery of the technique for each supervisor, if required.**

Venipunctures:

- Students may perform venipunctures in the clinical agency under the direct supervision of the instructor or assigned supervisor.
- After successful demonstration of the technique, subsequent venipunctures may be performed independently **at the discretion of the instructor or assigned supervisor**.
- **NOTE: The student may have one or more supervisors assigned during the externship experience. It is the responsibility of the student to demonstrate successful mastery of the technique for each supervisor, if required.**

12.0 SMOKING/VAPING/TOBACCO

Waubonsee Community College abides by the Drug-Free Schools and Communities Act. Smoking, vaping, and chewing tobacco are unacceptable behaviors. Students shall adhere to the smoking policy established by Waubonsee during lecture classes and by each facility during clinical hours. These policies must be followed, or

the student will be subject to disciplinary action, including possible expulsion from the course. Chewing tobacco will not be allowed in the classroom or in any clinical setting.

13.0 STUDENT GRIEVANCE(S) AND/OR GRADE APPEAL(S)

The purpose of the student grievance procedure/grade appeal is to ensure students due process in the resolution of student complaints. The student grievance/grade appeal procedure is delineated in the Waubensee Community College Student Handbook.

14.0 PERSONAL AND PROFESSIONAL LEGAL, MORAL, AND ETHICAL BEHAVIORS

Students enrolled in the Medical Assistant Program are expected to display conduct in accordance to the legal, moral, and ethical standards of the massage therapy profession and the Waubensee community:

- Each student is accountable for individual behavior and is expected to act in a responsible, mature manner that reflects the qualities of honesty, integrity, courtesy, reliability, and responsible interpersonal skills. Profanity, derogatory comments, and emotional responses which inhibit learning or effective functioning will not be permitted and may result in a lowering of a course grade. Such conduct may be referred to the Waubensee Student Conduct Board for consideration.
- Harassment based on race, color, religion, gender, sexual orientation/identification, age, national origin, veteran's status, marital status, disability, or any other characteristic will not be permitted.
- Student behavior must not interfere with agency/staff/faculty relationships.
- Honesty is expected of all students both in the classroom and clinical setting. Acts of lying, cheating, plagiarism, forgery, alteration, and/or falsification of clinical/laboratory documents, written work, or academic records will not be permitted.

Failure to comply with the above legal, moral, and ethical standards may result in lowering of course grade, failure of the course, dismissal from the course and/or possible dismissal from the program. **Such conduct is in violation of the Waubensee Code of Student Conduct as described in the Waubensee Community College Student Handbook and will be referred to the Waubensee Student Conduct Board.**

15.0 PHYSICAL OR EMOTIONAL JEOPARDY

Students who place peers, instructors, or patients in emotional and/or physical jeopardy may be dismissed from the lecture or clinical site, and possibly dismissed from the course.

Physical or emotional jeopardy includes, but is not limited to the following intentional or unintentional actions toward peers/patients/instructors/clinical staff: causing individuals harm or injury, placing individuals risk for harm or injury, causing emotional distress, disregard for safety, placing individuals' physical or emotional health in jeopardy for own personal advancement or gain (e.g., falsifying documents, not reporting medication errors/incidents, failure to report patient status to instructor/supervisor).

Student incidents involving placing patients/peers/faculty/staff in physical or emotional jeopardy may be submitted to the Dean for Student Development and the Waubonsee Student Conduct Board.

16.0 STUDENT RESPONSIBILITY TO REPORT

It is the responsibility of all students who observe or have direct knowledge of a peer, faculty, or staff member in a condition which impairs the ability to perform responsibilities, or poses a hazard to the safety and welfare of others, to promptly report the incident to the instructor.

14.0 APPENDIX I – FUNCTIONAL ABILITIES



Phlebotomy Technician Program Functional Abilities

General Functional Abilities

These are essential functions for admission and continuance in health career programs. Participants in health programs must possess the following functional abilities in order to provide safe and effective patient care. Some health programs have additional unique functional requirements.

Motor Capability

- Move from room to room and maneuver in small spaces.
- Squat, crawl, bend/stoop, reach above shoulder level, use standing balance, and climb stairs.
- Lift and carry up to 50 lbs. and exert up to 100 lbs. force or push/pull.
- Use hands repetitively; use manual dexterity; sufficient fine motor function.
- Must be able to walk and stand for extended periods of time.
- Perform CPR.
- Travel to and from academic and clinical sites.

Sensory Capability

- Coordinate verbal and manual instruction.
- Auditory ability sufficient to hear verbal communication from clients and members of the health team; includes ability to respond to emergency signals.
- Discern soft sounds, such as those associated with taking a blood pressure.
- Visual acuity to acquire information from documents such as charts.
- Comfortable working in close physical proximity to the patient.

Communication Ability

- Communicate effectively in English with patients, families, and other health care providers, both verbally and in writing.
- Effectively adapt communication for intended audience.
- Interact; establish rapport with individuals, families, and groups from a variety of social, emotional, cultural and intellectual backgrounds.
- Assume the role of a health care team member.
- Function effectively under supervision.
- Sufficient command of the English language in order to retrieve information from lectures, textbooks, as well as understand medical terminology.
- Skills include computer literacy.

Problem Solving Ability

- Function effectively under stress.
- Respond appropriately to emergencies.
- Adhere to infection control procedures.
- Demonstrate problem-solving skills in patient care. (Measure, calculate, reason, prioritize, and synthesize data.)

- Use sound judgment and safety precautions.
- Address problems or questions to the appropriate persons at the appropriate time.
- Organize and prioritize job tasks.

Behavioral Skills and Professionalism

- Follow policies and procedures required by academic and clinical settings.
- Adheres to Waubonsee Community College Plagiarism Statement.
- Adheres to Waubonsee Community College Code of Student Conduct.
- Abides by the guidelines set forth in the Health Information Portability and Accountability Act (i.e., the national privacy act).

Unique Functional Abilities – Phlebotomy Technician

Motor Capability

- Hand, wrist, arm, elbow, shoulder, back, and neck health.
- Ability to provide medical assistant and phlebotomy care utilizing direct and peripheral vision.
- Fine and gross motor function to perform precise instrumentation procedures such as blood-drawing and injections.
- Wrist, hand and finger dexterity to perform fine motor function without tremor.

Sensory Capability

- Observe fine detail; discern variations in color, shape and texture.
- Discern sounds such as those associated with taking patient blood pressure.
- Must have excellent handwriting and grammar skills in English to document inpatient's charts and provide other written communications.

Communication Ability

- Must be able to communicate via telephone with insurance companies, patients, and managed care organizations.

15.0 APPENDIX II – HANDBOOK ACKNOWLEDGMENT



**Phlebotomy Technician Program
Student Handbook Acknowledgment**

I, _____ (*print name*), received a copy of the Waubonsee Community College Phlebotomy Technician Program Student Handbook and I understand that I am responsible for its contents. I also understand that the Phlebotomy program has specific requirements regarding absences and tardiness for both the theory and externship, as mandated by the Illinois Department of Public Health, as fully described in this handbook. Cell phones must be turned off and put away during class and lab sessions.

I have also received a copy of the course syllabus and I understand that I am responsible for its content.

Signature: _____

X Number: _____

Date: _____

16.0 APPENDIX III – EXTERNSHIP AGREEMENT



**PBT 297 Phlebotomy Externship
Student Extern/Supervisor/Course Instructor Agreement**

Student Name: _____ X Number: _____

Course Instructor: _____
Agency: _____ Agency Supervisor: _____

Dates of Experience: From: _____ To: _____

Waubonsee Community College requires a student enrolled in the Phlebotomy Technician program to complete an externship that consists of a minimum of 100 clock hours (120 contact hours) at an approved health care provider office, clinic, or hospital affiliated in-patient or out-patient setting. The student will not receive monies or other compensation for this experience.

Externship hours are to be scheduled by the supervisor in consultation with the student and instructor. Student hours should be approximately 30 hours per week, excluding breaks. No student should be scheduled for greater than 48 hours per week, nor less than 6 hours per day. Externship experiences cannot be scheduled for dates that Waubonsee classes do not meet (e.g., holidays, scheduled breaks, etc.). The student is responsible for maintaining a record of clinical hours. The supervisor must sign this record for the student's daily experience at the agency. Lunch, dinner or other breaks cannot be counted toward the course requirement of 100 clock hours (120 contact hours).

The student is required to be at the agency for each scheduled date and time. Students are required to contact both the agency and the course instructor if unable to attend as scheduled. The student must meet the minimum number of hours required, and missed days may be made up at the discretion of the instructor, supervisor, and agency availability. Excessive tardiness and/or absences may result in failure or withdrawal from the course.

Supervisor Responsibilities:

The agency supervisor will be responsible for the following:

1. Provide the student with an orientation to the agency, including the laboratory.
2. Provide the student with learning activities to meet the course objectives when possible. The student should observe procedures prior to performing them. Once the supervisor is able to evaluate the student's ability to perform a particular skill or activity, the student should be allowed to perform procedures independently or with supervision as appropriate.
3. Assign an alternative supervisor for the student when the primary supervisor is unavailable.
4. Communicate the student's progress, or lack thereof, to the course instructor on a scheduled basis.
5. Encourage feedback on the student's abilities from any agency staff member who has observed the student's participation.
6. Provide verbal and/or written feedback to the student regarding the student's ability to perform skills, level of professionalism, motivation, attendance, and interpersonal relationships with staff and patients.

Student Responsibilities:

1. The student is held accountable to the policies and procedures outlined in the Waubonsee Community College Student Handbook, Phlebotomy Technician Program Student Handbook, and the PBT 297 Phlebotomy Externship course syllabus.

2. The student is also held accountable to all agency staff policies and procedures, as well as those responsibilities outlined in the agency’s job description for the Phlebotomist.
3. The student will adhere to the agency’s confidentiality policy and will maintain strict confidentiality for the facility’s patients and staff.

Course Instructor Responsibilities:

1. The instructor will be available to discuss issues regarding the student extern with agency staff and administrators, as needed.
2. The instructor will communicate with the student’s assigned supervisor on a scheduled basis, to be determined between instructor and supervisor.
3. The instructor will perform a minimum of one (1) site visit during the semester to observe the student in the phlebotomy extern role.
4. The instructor will perform a final student evaluation, utilizing feedback and documentation from the assigned supervisor, and will confer the student’s grade for the course.

Reason for Termination of Externship Agreement Between Agency and Student:

The agency has the right to terminate the experience of any student whose performance, behavior, skills, attendance, punctuality, breach of confidentiality, professional image or attitude is in violation of the agency’s policies and procedures. The agency must notify both the course instructor and Dean for Health Professions and Public Service prior to the student’s dismissal from the agency and provide documentation to support the termination of the agency/student agreement.

Health and liability insurance:

As federally mandated, each student is required to carry a personal health insurance policy. The student is responsible for individual medical expenses, whether due to an injury/illness en route to or during the assigned externship experience at the agency. Each student enrolled in the Phlebotomy Technician program has completed a pre-entrance medical record, including proof of current immunizations or record of immunity, prior to entry into the clinical/laboratory setting. This record is kept on file with the office of the Dean for Health Professions and Public Service.

A student enrolled in the Phlebotomy Technician program is covered by the Waubonsee Community College professional liability insurance policy once tuition and fees for the course have been paid.

I have read and accept this externship agreement, and I understand all the conditions and responsibilities of my role in the externship agreement:

Student Signature: _____

Date: _____

Instructor Signature: _____

Date: _____

17.0 APPENDIX IV – EXTERNSHIP PERFORMANCE EVALUATION



**PBT 297 Phlebotomy Externship
Performance Evaluation**

Agency: _____

Student Name: _____ X Number: _____

Dates of Experience: From: _____ To: _____

Please evaluate the student's level of performance and ability during the externship experience. Using the scale provided below, mark the appropriate skill, activity or quality as observed. The course instructor is responsible for determining the student's final grade. It is possible that time limitations may prohibit the student from accomplishing each skill or activity on the list. If this occurs, indicate by writing N/A or Not Accomplished on the last day of the student's experience, initial and date. This should also be documented under "Comments."

	Fails to Meet Expectations	Below Average	Average	Above Average	Exceeds Expectations
Communication Skills/ Telephone Etiquette					
Patient/Staff Interaction					
Patient Instruction					
Safety Procedures					
University Precautions					
Specimen Documentation					
Specimen Transport					
Phlebotomy Techniques/Skills					
Knowledge of Circulatory A&P					
Assembles Blood Collection Equipment					
UA/Body Fluid Collection					
Specimen Handling/Labeling					
Special Procedures (List Below)					
GTT					
Blood Cultures					
MRSA Swab					
Throat Culture					

Performance Evaluation (Continued)

Agency: _____

Student Name: _____

Dates of Experience: From: _____ To: _____

	Fails to Meet Expectations	Below Average	Average	Above Average	Exceeds Expectations
Special Procedures (List Below) (Continued)					
Heel Sticks					
Child Draws					
Fingerstick					
Professional Behavior					
Attendance					
Promptness					
Flexibility					
Motivation					
Appearance					

Comments: _____

Supervisor Signature: _____

Date: _____

18.0 APPENDIX V – STUDENT EXTERN HOUR LOG



**Phlebotomy Technician Program
Student Extern Hour Log**

Student Name: _____

X Number: _____

Facility: _____

Supervisor: _____

(Supervisor: Please initial each box when completed to certify actual hours worked.)

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:
Week 2	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:
Week 3	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:
Week 4	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:
Week 5	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:
Week 6	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:
Week 7	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:
Week 8	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:	Hours:

Instructor Signature: _____

Date: _____

Supervisor: _____

Date: _____

Student Signature: _____

Date: _____

19.0 APPENDIX VI – STUDENT VENIPUNCTURE LOG



Phlebotomy Technician Program
Student Venipuncture/Skin Puncture Log

Date	# Venipunctures	# Skin Punctures	Supervisor Initials	Date	# Venipunctures	# Skin Punctures	Supervisor Initials
(Example)	////	///	KLC				

Missed Draws: _____ Throat Swabs: _____ MRSA Swabs: _____ Babies: _____ Children: _____ EKG's: _____

I hereby verify that _____ (print name) has successfully performed either client/patient venipuncture and/or skin puncture techniques, as witnessed by my signature below.

_____ Initials	_____ Signature/Title	_____ Initials	_____ Signature/Title
_____ Initials	_____ Signature/Title	_____ Initials	_____ Signature/Title
_____ Initials	_____ Signature/Title	_____ Initials	_____ Signature/Title