



# **Student Handbook**

## **Phlebotomy Training Program**



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**Kerri Dutton RN MSN  
Phlebotomy Program Director  
22 Concord St, Third Floor  
Manchester, NH 03101  
(603) 647-2174**

### **Mission Statement:**

*Our mission is to provide a quality education to our students.*

*By achieving this, our graduates will be confident, competent, and compassionate phlebotomy technicians serving the healthcare community proudly.*

### **Philosophy**

LNA Health Careers goal is to educate and prepare caring, competent, and compassionate Phlebotomy Technicians prepared to take a national exam for certification.

The purpose of this program is to prepare students for employment as phlebotomists or to provide supplemental training for persons previously or currently employed in this occupation. The content includes, but is not limited to, communication, leadership, human relations, and employability skills; performance of safe and efficient work practices in obtaining adequate and correct blood specimens by capillary or venipuncture on adults, children and neonates; maintaining the integrity of the specimen in relation to the test to be performed; preparing blood smears; labeling specimens accurately and completely; collecting timed specimens; promoting the comfort and well-being of the patient while performing blood collecting duties; observing safety policies and procedures; medical terminology; emergency procedures including CPR; delivering a variety of clinical specimens to the clinical laboratory; sorting and recording specimens received in the laboratory; centrifuging specimens and preparing aliquots of samples according to the designated protocol; distributing samples to appropriate laboratory sections; and preparing collection trays for specimen procurement.

LNA Health Careers carries the belief that learning is enhanced in an environment where there is mutual respect between teacher and learner. LNA Health Careers accepts the responsibility to provide an environment which encourages a learner's development as a person and as a professional member of the health care team. Learning will be accomplished through theory, hands on lab practice and clinical application.

### **Admission Requirements**

The following standards must be met prior to acceptance into the Phlebotomy course:

- ❑ A high school diploma or GED
- ❑ Has an active Health Insurance plan and card

- ❑ Possesses proficiency in English and basic math as determined by the pre-entrance examination. Must successfully pass the pre-entrance examination with a score of 80% or greater.
- ❑ Has not been convicted of a felony. All students will complete a State of NH criminal background check prior to being accepted into the program.
- ❑ Submit documentation of a safe to work exam by Medical provider.
- ❑ Submit documentation of a two-step TB test dated within the past year or results of a negative chest x-ray dated within the past 5 years.
- ❑ Submit documentation of Hep B vaccine series or declination.
- ❑ Submit proof of immunity to measles, mumps and rubella, varicella, tetanus (within 10 years)
- ❑ Submit copy of immunization records to Phlebotomy Director.
- ❑ Submit documentation of current year's flu vaccine (if taking class Oct-Apr) or signed declination. If a student declines to receive the flu vaccine, they will be required to wear a mask during clinical.

Acceptance into the program will be determined by meeting all of the above criteria. Acceptance will not be influenced by race, color, religion, age, national origin, marital status, or sexual preferences. Students with disabilities will also be considered for the program provided they can perform the functions of a Phlebotomy Technician safely. All students will be given equal clinical opportunities. If a student needs their tests read to them orally it is the student's responsibility to notify the instructor on the first day of class. Applications are accepted on a rolling basis.

While receiving education through the Phlebotomy Training Program, students shall comply with all of the regulations and requirements set forth by LNA Health Careers in this handbook.

## **Program Hours**

LNA Health Careers follows the guidelines set forth by the American Society of Phlebotomy Technicians, Inc., which requires a minimum of 90 hours of theory and 30 hours of lab instruction and a minimum of 80 hours for clinical externship for the Phlebotomy Training Program.

The Phlebotomy Training Program at LNA Health Careers consists of 90 hours of theoretical instruction and 30 hours of clinical instruction as simulated lab time, for a total of 120 hours of training. Once all training hours have been met, the written competency exam is then offered, and a 120-hour Clinical externship is arranged. Changes have been made due to COVID19.

## Classroom/Lab Training (Theory)

Training will be conducted in an environment that fosters growth and where students are given the opportunity to succeed. The theory portion of the program consists of 90 hours of classroom instruction, including online and in person instruction.

Learning is achieved through interactive lectures, various teaching methods and strategies, small group activities including jeopardy and classroom discussion and lab practice. Students will be monitored closely by the instructor and will be instructed on safe practices. Through documentation on the Proficiency Skills Checklist, the Instructor will measure students on all learning experiences. Clinical skills required for a Phlebotomist will be practiced in the lab setting prior to beginning the clinical externship. The following topics will be covered during theory:

1. Basic laboratory terminology and abbreviations.
2. Anatomy and Physiology Suggested systems:
  - Cells and Blood
  - Circulation
  - Heart
  - Respiratory
  - Lymph
  - Urinary
  - Muscular-skeletal
3. Blood Composition, specifics of different blood cells, function, plasma and serum.
4. Venipuncture procedures with:
  - Vacutainer
  - Syringe
  - Butterfly

*\*\*Including specifics about the NEW Order of Draw, blood tube colors and additives*
5. Blood culture collection
6. Skin-puncture procedure including heel, finger sticks; include making blood smears
7. Responsibility and role of the phlebotomist, health care provider, where the field is headed today
8. Professionalism
9. Ethical and legal issues
10. Safety in the laboratory
11. Infection and Isolation protocol
12. Quality control and quality assurance
13. Special and timed laboratory procedures: ABG's, in-dwelling lines, TDM, GTT's, etc.
14. Departments within the laboratory and the hospital
15. Processing and transporting of laboratory specimens

16. Significance of laboratory tests, as related to the body systems
17. Physical problems that can occur in the field
18. Patient types, problems and complications
19. Diseases that can affect laboratory personnel, AIDS, hepatitis, TB
20. CPR, certificate program
21. Computer skills should be part of the program if used in the hospital and laboratory setting

Throughout the theory component of training, there are 2 written tests. Students must maintain an overall average of 80% on their written tests in order to continue on in the clinical component of training. Students are given the opportunity to retake one test throughout the duration of theory. If an 80% average is not achieved by the last day of theory, the student will be in academic failure and will not be able to continue on in the clinical training. Students in academic failure are eligible to retake the course at the rate of \$1,500 (tuition and registration fee).

### **Clinical Externship Training**

Clinical externship training will consist of 120 hours of experience, conducted in a lab setting. The ratio of Evaluator to student will not exceed 1:1 during any hour of clinical instruction. COVID changes have occurred and may affect ability to complete an externship.

### **Expected Outcome of Students**

The Phlebotomy Training Program at LNA Health Careers was designed to meet the evolving needs of the healthcare industry. The curriculum is designed to provide students the knowledge and understanding of the Phlebotomists role and designed to meet the standards of the American Society of Phlebotomy Technicians suggested curriculum. Expected outcomes include:

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

### **Program Requirements**

There are three (3) areas that you are required to meet in order to pass the course: You must pass academically, clinically and with attendance.

LNA Health Careers Phlebotomy Training Program students must pass with a minimum of 80% on the final competency written exam.

LNA Health Careers does not accept transfer of credits from other Phlebotomy programs.

## **Criminal Record Policy**

All students enrolled in the Phlebotomy Training Program at LNA Health Careers will complete a NH State Police criminal background check. Individuals with a positive criminal record may have difficulty finding gainful employment in the healthcare field. Individuals with any felony convictions **will not** be accepted into the program. LNA Health Careers cannot guarantee the ability for any individual to find gainful employment in the healthcare field with a criminal record.

## **Academics/Grading/Clinical**

Examinations will be as follows:

There will be 2 written tests to be graded during the theory portion of the program. You must pass with an 80% average or better in order to attend clinical. Students are given the opportunity to retake one test in order to bring up their average if necessary.

There is a Final Competency Written Exam administered at the completion of the course. The written competency exam is administered upon completion of all 90 program hours. A minimum grade of 80% must be obtained on the Final Competency Written Exam in order to pass the course and receive a certificate of completion. If a student does not score an 80% or greater on the competency exam, they are given the opportunity to retake a different version of the Final Competency Written Exam for an additional \$25 fee. Only two retakes are allowed. If after 2 retakes the student has not met the minimum 80% requirement, the student will be required to retake the course over at the rate of \$1,500 (tuition & registration fee).

Clinical competence will be evaluated through successful completion of the proficiency skills checklist and by continuous direct observation of the Instructor. The proficiency skills checklist will be reviewed each class by the Instructor. All students must demonstrate proficiency in all basic skills in order to be eligible for certification. If there is a concern with the student regarding the clinical component of the course, the Instructor will identify those areas with the student in the form of a counseling report and the Instructor will send a copy of the counseling report to the Medication Nurse Reviewer. A counseling report can lead to probation or termination from the program, depending on the severity of the concern. Final clinical evaluation will be completed by the Instructor based on the skills checklist.

Throughout the program there are 2 tests. To continue on in the clinical portion of the program students must meet a minimum overall average of 80%. Clinical is based on pass or fail. There are no letter grades. Exams are formulated from the program objectives and expected outcomes. LNA Health Careers has adopted a zero-tolerance policy on cheating. Any student caught or suspected of cheating will result in disciplinary action and/or expulsion from the program.

If a student fails the course and is eligible for readmission, they may enroll at a later date. The fee will be \$1,500 which includes the registration fee and tuition.

## Tutoring (Remediation)

If a student feels they would benefit from additional review of course material or lab practice with an Instructor on a one on one basis, tutoring is available. Tutoring sessions are scheduled in two-hour increments at the rate of \$45 per hour (\$90 per session). Tutoring is conducted in Manchester at 22 Concord St. 3<sup>rd</sup> floor.

## Attendance

LNA Health Careers' Phlebotomy program consists of 120 hours; 90 hours of theory and 30 hours of clinical lab simulation. Our expectation is that students will come to class prepared, on time and as scheduled. A class schedule/calendar will be provided to each student. Leaving early/coming in late more than 2 times for any reason will result in progressive disciplinary action.

Students must provide proof of an excused absence for **any** missed time. An excused absence consists only of: (1) a Doctor's note, (2) vehicle accident report, (3) pre-approved court appearance or (4) death in the immediate family.

Any missed time over 5 hours (but less than 11 hours) must be made up regardless of the reason for the missed time. **All excused absence over 5 hours (but less than 11 hours) must be made up and will be an additional fee of \$45 per make up hour regardless of the reason for the missed time.** Absences regardless of the circumstances surrounding the missed time, may result in termination.

All make-up time must be scheduled with the LNA Health Careers' office and will be the financial responsibility of the student regardless of the circumstances surrounding the missed time.

## Holidays

LNA Health Careers will not be in class on the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, or Christmas.

## Dress Code

Students are expected to present themselves in a professional manner at all times, including their appearance. Per Board of Nursing regulations, students must be easily identifiable. For this reason, LNA Health Careers has established the following dress code for students.

- ❑ Uniform scrub top and scrub pants. Must be clean and in good repair. No spandex or tight-fitting clothing is acceptable.
- ❑ White socks or nylons.
- ❑ Clean, closed toe shoes, leather sneakers are acceptable.
- ❑ LNA Health Careers will supply name tags which will be worn at all times
- ❑ A watch with a second hand is required.

- ❑ Large jewelry, dangling earrings and necklaces are discouraged for safety reasons.
- ❑ Visible body piercing and tattoos must be covered or removed including nose and eyebrow rings.
- ❑ Acrylic nails are not allowed in clinical for infection control purposes. Nails are to be trimmed, clean and free of chipped polish.
- ❑ Hair longer than shoulder length will be pulled back.
- ❑ Practice good personal hygiene including:
  - Showering daily
  - Using deodorant
  - Oral hygiene

Any student coming to class or clinical without their proper attire, will be sent home to change and hours missed doing so will be documented.

## **Breaks**

Students will be given one 15-minute break for any 5-hour class.

## **Code of Conduct**

LNA Health Careers reserves the right to refuse a student in class if alcohol, drug, or any substance abuse is suspected. LNA Health Careers reserves the right to request a voluntary drug or blood alcohol test, to be completed within 24 hours, at the expense of the student if impairment is probable (suspected by two licensed staff, one being the instructor). Refusal will result in expulsion. Positive findings will also result in expulsion.

Any student bringing weapons of any type to a class/clinical will be expelled from the class and the police will be notified as appropriate. Cell phones and pagers should be turned off during class time and/or clinical time.

LNA Health Careers has a NO SMOKING policy. There is no smoking allowed at classroom or clinical facilities (even in designated smoking areas). During breaks, smoking is allowed only in the student's own vehicles. Also smoking materials must be disposed of in their vehicles.

LNA Health Careers will not accept behavior that interferes with the learning processes of fellow students, infringement of other's rights, or degradation. This includes sexual harassment, threats, insults, profanity and offensive jokes. Any student that witnesses or is subjected to this behavior should report the behavior to their instructor immediately.

It is expected that students will present themselves in a positive, helpful manner at all times. Students must stay awake and alert during all classroom and clinical time. Students will abide by a code of ethics that fosters personal growth, responsibility, confidentiality, and professional conduct at all times. Any student that impedes the rights of others or acts in an unprofessional manner will advance through the progressive disciplinary process.

## **Honesty & Integrity Policy**



LNA Health Careers expects all Instructors, employees and students to maintain and uphold high ethical and moral standards. We have adopted guidelines from the NH Board of Nursing Nur 501.03 General Ethical Standards which states:

- (a) Hold the health and safety of clients to be of first consideration and render to each client the full measure of his or her ability as an essential health care provider.
- (b) Always strive to perfect, enlarge, and utilize his or her knowledge in conjunction with his or her professional judgment.
- (c) Observe the law and uphold the nursing profession.
- (d) Be truthful and respectful of information received and rendered.
- (e) Hold confidential the information received from clients and their caregivers.
- (f) Not agree to practice under terms or conditions which through interference with professional judgment and skill would cause deterioration in the licensee's ability to render safe care at all times; and
- (g) Fulfill all professional obligations conscientiously.

Source. #7769, eff 10-1-02; ss by #8873, eff 4-24-0

LNA Health Careers will not tolerate dishonest conduct in any form, including lying, cheating, and stealing. Dishonest conduct will result in termination and is also reportable to the NH Board of Nursing.

## **Abandonment**

LNA Health Careers has a zero-tolerance policy on abandonment, defined as: "Leaving an assignment without notifying your supervisor (instructor)." Abandonment of any reason will result in immediate expulsion from the program.

## **Tuition/Payment of Course**

If a student has a payment contract, then the final payment must be received in the office one week prior to the final competency exam date. There is a \$50 late fee assessed to all accounts after the due date. Any student with a positive balance upon completion of the course will not be allowed to receive their certificate or sit for their final written competency exam until all of the tuition and fees have been received, not to exceed 9 months from the date of graduation. Personal checks are not accepted for the final payment. Final payment can be made with Visa/MC/Discover, money order or cash.

## **Withdrawal Policy**

If a student wishes to withdraw from the program, he/she must put their withdrawal request in writing and submit it to the Student Affairs Coordinator in order to process a refund. The number of hours used to calculate the refund will be based on the start date of the class and the date and time that the student officially contacts the office to withdraw. LNA Health Careers has 30 days to issue a refund once the written request has been received.

## **Transfer of Classes**

Once a student has started the course they cannot transfer to a different session. If a student wishes to take a different class after their training has begun, they will need to withdraw and then register for a new class. The refund policy would be followed, and a new deposit would be required.

## Refund Policy

Withdrawals before the class starts will result in forfeiture of the \$450 registration fee. Once the student has started the training, LNA Health Careers will retain the non-refundable registration fee of \$450 and criminal record check fee of \$25 if the criminal record check has been conducted. Once the student attends the second day or later, a \$200 administrative fee is also withheld from the refund.

***Any student in attendance, breach of policy, clinical or academic failure will not be issued a refund if they have completed 35 hours or more of the program, and will still be responsible for their balance if they have not paid in full.***

All refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal. Students receiving benefits from federal programs shall be subject to federal refund policies, rules and regulations.

## Detail of Fees

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

Item	Fee	Detail of Fee
<b>Registration Fee</b>	<b>\$450</b>	<b>Registration for one class</b>
<b>Supplies Fee</b>	<b>\$200</b>	<b>Textbook, Online class access, workbook, class supplies and name badge</b>
<b>Criminal Record Check</b>	<b>\$25</b>	<b>NH State Police criminal background check</b>
<b>Liability Insurance</b>	<b>\$25</b>	<b>Covers the student while practicing skills and during clinical externship</b>
<b>Tuition</b>	<b>\$1150</b>	<b>Phlebotomy program tuition</b>
Late Fee	\$50	Assessed if final payment is received after due date outlined on payment contract
Clinical Make Up Fee	\$45/hour	Assessed for any missed clinical time
Administrative Fee	\$200	Assessed to all withdrawals after the 1 <sup>st</sup> day of class. Also assessed to all medical withdrawals.
Tutoring	\$90 per 2-hour session	Optional for students who request additional support
Final Competency Written Exam	\$50	Only two re-takes allowed

## Release of Responsibility

Students are discouraged from bringing money or valuables to class. LNA Health Careers or the host facility will not be responsible for any lost items/monies.

## Grievance Policy

LNA Health Careers has adopted the following grievance policy: If a situation occurs while in class/clinical where a student feels there is a need for the Instructor to assist them with conflict resolution, the students will provide their complaint in writing. The instructor has 3 weekdays to investigate and attempt to find an agreeable resolution. If the student is unsatisfied with the resolution, they may notify the Program Director. The student will forward all original written complaints to the Program Director. The Program Director has an additional 3 weekdays to investigate and provide written attempt of resolution to the student. All grievance resolutions will be forwarded to the Program Director to keep on file. If the student's concern is related to the Instructor, they will provide written documentation to the Program Director directly.

If the student feels that their grievance has not been resolved after the completed investigation, the student has the right to contact the NH Department of Education, Office of Career School Licensing, at 101 Pleasant St, Concord, NH 03301; phone (603) 271-6443.

## Progressive Disciplinary Procedure

It is anticipated that all students will adhere to the codes established by LNA Health Careers. It is also expected that students will follow policies, protocols and procedures of the facility offering the setting for the clinical training of the program. In the event this is not achieved, disciplinary action up to and including termination from the program may occur. Disciplinary action will be based on the severity of the transgression. LNA Health Careers recognizes two varying degrees of infractions. The lesser degree being those that do not result in physical or mental harm to others or result in damage to property due to purposeful or negligent acts. Lesser infractions may include but are not limited to the following:

- ❑ Excessive use of the telephone
- ❑ Loitering
- ❑ Unauthorized breaks
- ❑ Smoking in unauthorized areas
- ❑ Wasting facility supplies
- ❑ Failure to maintain personal appearance
- ❑ Tardiness
- ❑ Use of profanity or vulgar language
- ❑ Dishonest behavior
- ❑ Demonstrating unprofessionalism towards Instructor, staff, fellow classmates, and/or residents.
- ❑ Not showing up to a scheduled class, tutoring session or make up without notification ("no call/no show")

A first offense may result in counseling from the Instructor. The area for concern will be brought to the student's attention. The student and the Instructor will work together to problem solve towards a positive outcome.

A second offense may result in a written warning. The student and the Instructor will discuss the need for immediate improvement and a formalized plan of correction will be developed. A copy of the plan of correction will be given to the student with measurable goals and a time frame in which to demonstrate improvement.

A third offense will result in termination from the program.

Depending on the severity of the violation a student may be expelled from the program without delay and with out a refund. Such actions of gross misconduct may include but are not limited to:

- ❑ Abuse of care recipients, classmates, Instructor and/or any other staff
- ❑ Attending class/clinical under the influence of alcohol, drugs, or other substance
- ❑ Falsifying records
  - Falsifying information on the student application
- ❑ Performing duties outside of parameters
- ❑ Breach of confidentiality
- ❑ Abandonment
- ❑ Cheating
- ❑ Theft
- ❑ Not showing up to a scheduled clinical without first notifying the Instructor (“no call/no show”)
- ❑ Violating Social Media policies

## **Social Media**

In an increasingly digital world, we appreciate the opportunities and resources that social media can provide. It is important that students and staff always use social media responsibly. Be aware that future employers may see what you post on social media sites. Maintain professionalism at all times. Cell phones are never allowed on any facility unit during clinical and taking pictures at any time during the clinical setting is strictly prohibited. We request that you maintain professionalism while using social media, by ensuring confidentiality of all patient, employee, peer, and educational matters.

## **Termination**

If a student faces termination from the program the instructor will arrange a conference with the student. At this time the student will be informed why he/she is being considered for termination. The student will have the opportunity to defend his/her actions. The instructor will bring all information before the Phlebotomy Program Director for review. A written binding decision will be forwarded to the student within two (2) business days. If a student is terminated from the program after 35 hours or more have been completed, no refund will be allotted, and final payment will still be due.

## **Insurance**

Students are not covered by any type of medical/health insurance through LNA Health Careers while in class or clinical. Any accidents or incidents resulting in injury to a student will be the responsibility of the student to seek medical treatment on their own at their own expense.

**Students are required to be covered by an active Health insurance plan during their Phlebotomy Training Program.**

## **Student Records**

Student records are maintained at the admissions office located at 22 Concord Street in Manchester, NH. Student records are maintained for two years. After two years, records are purged with the exception of copies of the certificate of completion. Students are given an original certificate of completion after successfully passing the competency exam. Copies of certificates of completion are kept indefinitely. An original replacement certificate is not available if the original is lost or damaged. In the event that a graduate needs a copy of their certificate due to the original being lost or damaged, a photocopy will be given.

Medical records of any kind, including TB tests, flu vaccines, Hep B series vaccines etc. are not maintained on file and are returned to the student on their last day of class. Any medical records contained in student files upon graduation are purged.

All discarded records are shredded and destroyed to maintain confidentiality.

## **Graduate Reference Forms**

Upon graduating from the program, all Phlebotomy Instructors fill out a graduate reference form on each graduate. Instructors rate the student's attendance, clinical skills, team player ability, academic and lab performance, safety, and professionalism. This will serve as a written reference from the Instructor and can be sent directly to potential employers upon request. When filling out applications for employment, the student can list LNA Health Careers as a reference with the office phone number (603-647-2174). Employers will then call and request your reference directly through the admissions office. Graduate reference forms are maintained for 2 years from the student's graduation date. Copies are not available to students in order to maintain the integrity of the reference.

## **Certification**

Any student wishing to obtain a National certification from the NH Board of Nursing (BON) will be required to register with the Program Director via the Admissions team.

An application, a copy of your certificate and a copy of your state tests results will also be required along with a licensing fee of \$130.00. Your exam will take place at LNA Health Careers in Manchester, NH.

Hospitals, laboratories, and other employers have an increasing demand for phlebotomists. Most seek, and many require, a professional certification. With a CPT certification, you will have the credentials you need to set yourself apart from other applicants as you embark on a rewarding healthcare career. As more employers require phlebotomy certifications, a CPT will help improve your marketability in a growing and rewarding field.

Phlebotomy Technicians are critical team members at hospitals, diagnostic laboratories, and blood donor centers. As advancements in medical technology rise, it is an especially exciting

time to begin a career in this thriving field. Earning your Phlebotomy Technician Certification (CPT) certification from NHA can give employers confidence in your skills and abilities. Set yourself up for success and reach your career goals in the rewarding healthcare industry.

Individuals with a positive criminal record, especially those within the past 3 years may have difficulty finding gainful employment in the healthcare field. LNA Health Careers cannot be held responsible for any individual not being eligible for employment or who has falsified information on their application.