DISCLAIMER

Even though this student clinical handbook intends to reflect current WCCC policies and guidelines of the Phlebotomy Program, students should be aware that additions and/or changes to such policies and guidelines may have been implemented after the publication of this material. The terms in this handbook refer to Phlebotomy but also include any students in the Phlebotomy/Specimen Processing program as well.

Instructors reserve the right to modify course content and evaluation procedures, as they deem necessary. Likewise, they reserve the right to alter, amend, or otherwise modify program policies or guidelines. The student will be given a copy of the revised policy/guideline after adequate notification of the change.

CLINICAL INFORMATION

RATIONALE

The main purpose of the clinical education course(s) in any Phlebotomy Program is to affect a transfer of knowledge from theory learned in the classroom to the actual acquisition of skills in clinical Phlebotomy with the ultimate goal being a level of job entry competency at the time of graduation.

This transfer is accomplished by a continuum of clinical assignments in all aspects of Phlebotomy procedures along with the correlation as close as possible to classroom and laboratory experiences. Students attend affiliate physician offices and hospital phlebotomy sites for clinical education. They will be scheduled and may rotate through a variety of the affiliates by the Clinical Coordinator in consultation and agreement with the Clinical Instructors.

In order to measure the student's ability to perform at satisfactory levels of competency, a method of evaluation has been established to meet the particular needs of this program. As stated before, the ultimate goal is to graduate competent medical assistants who can perform at levels expected by prospective employers. Course documents including information regarding clinical practicum attendance, competency evaluations, and practicum documents.

Students must realize that a finished practicum and the observation of the student during the performance of that particular are by no means the only aspects of clinical education that must be evaluated. In addition, the following play an important role in the overall performance of a student in clinical education courses: preparedness, organization, concern for patients, punctuality, and adaptation to routines, perseverance, initiative, cooperation, self-confidence, composure, enthusiasm, and overall attitude. These characteristics are evaluated with a Clinical Evaluation form, which is completed at the end of the practicum semester.
The Phlebotomy student is not allowed to diagnose the patient. However, the Phlebotomy Program faculty expects the student to distinguish between “normal” anatomy, diseases, pathologies, and any other abnormal finding(s).

CLINICAL (PRACTICUM) COURSE

Students in the Phlebotomy program will start the practicum experience at the start of the second part of the semester. The practicum experience is directly supervised by a Phlebotomy program faculty member. The student will not be allowed to perform any Phlebotomy procedure in the hospital site for a competency grade until that procedure is reviewed by the site supervisor.

CLINICAL COURSE GOALS

1. Acquire expertise and proficiency in a wide variety of Phlebotomy procedures through application of classroom theory and laboratory skills to the actual practice of technical skills in a clinical setting.

2. Develop skills required to review phlebotomy or lab skills for diagnostic quality.

3. Develop and practice professional work habits and appropriate interpersonal relationships with patients and other members of the health care team.

4. Accurately select appropriate technical factors in order to produce lab testing results of diagnostic quality.

5. Become proficient in performing exams/procedures in a timely manner.

6. Develop optimal patient care skills.

7. Perform exams/procedures independently and in a competent manner.

REQUIRED CLINICAL MATERIAL

Students must bring the following items to the clinical setting:

1. Clinical Competence Checklist
2. Identification badge
3. Pocket size notebook
CLINICAL ROTATION ASSIGNMENTS

Students enrolled in the WCCC Phlebotomy Program will be scheduled and may be rotated through two or more clinical affiliates. Students will be assigned to their clinical sites prior to the beginning of the rotation. Once the assignment is made, the student will not be allowed to move to another clinical site. In a rare situation the program director may make a decision to move a student’s clinical site based on significant occurrences and site characteristics.

The Clinical Coordinator/Program Director determines the clinical assignment based on the clinical needs of the student. The proximity of the students’ home in regards to the distance traveled to clinic will not be a determining factor. Students will be informed of experience provided by each site. It is imperative that the student accomplish as many competencies and/or continued proficiencies as possible while at each clinical affiliate.

The site supervisor has daily assignments for each student. The student should prepare for each day by reviewing the exams/procedures anticipated in the assigned area. If all assignments are completed, the student should inform the Clinical Instructor for further assignments/instructions. The student should ask about further activities (i.e., filing, stocking, cleaning, etc.) The student should never sit/stand around during his/her clinical day.

Students should utilize clinical hours as effectively as possible. During slow periods, students may:

1. Request additional assignments
2. Assist employees in another area
3. Review and critique previous procedures
4. Review Phlebotomy or Processing procedures

The student will not spend this time studying other class material. (i.e. quizzes, tests, or finals)
DIRECT AND INDIRECT SUPERVISION POLICY

Until a student achieves and documents competency in any given procedure, all clinical assignments shall be carried out under direct supervision of qualified supervisors. The parameters of direct supervision are outlined as follows:

1. a qualified supervisor reviews the work assignment in relation to the student’s achievement
2. a qualified supervisor evaluates the condition of the patient in relation to the student’s knowledge
3. a qualified supervisor is physically present during the entire conduct of the procedure
4. a qualified supervisor reviews and approves the procedures

At no time is the student allowed to perform invasive procedures without DIRECT SUPERVISION.

After demonstrating competency in a given procedure, a student may perform that procedure with indirect supervision. The parameters of indirect supervision are as follows; a qualified supervisor must be immediately available to assist students and must review and approve all procedures. Immediately available is interpreted as the presence of a qualified supervisor, in or adjacent to, the room or location where a Phlebotomy or Processing procedure is being performed.

CLINICAL COMPETENCY EVALUATION POLICY

Once a student has been assigned duties, the entire exam/procedure must be monitored by the site supervisor. (This includes identification of the patient as well as discharging the patient. The student must be able to perform the exam/procedure within a reasonable amount of time. The student is required to have knowledge of the following:

1. Correct identification of the patient
2. Correct exam/procedure to be performed
3. Correct preparation required according to the clinical sites protocol
4. Correct positioning
5. Correct preanalytical questions
6. Correct follow through of procedure/exam
7. Correct technique documentation

* Students are responsible for monitoring their progress in completing the correct number of Clinical Competency Evaluations per semester.*

ATTENDANCE GUIDELINES
The WCCC Phlebotomy program faculty believe that anytime a student is not present for classroom, laboratory, or clinical activities, he/she is not receiving all the benefits the various educational activities have to offer. Consequently, full-time attendance is mandatory in all “PHB” designated courses. At the same time, the WCCC Phlebotomy program faculty recognizes that students may need to miss class for various reasons. The following guidelines will be followed.

CLINICAL SITE ATTENDANCE

Students are considered in attendance when they start and finish the day at the correct times. Clinical times are normally from 8:00am to 4:30pm. (8 hours clinical time and 0.5 hours lunch) There may be some variation for certain clinical sites and students will have some different scheduled times. On time for work means the student is in the physician office, clinical site, or correct department/section and fully ready to function.

CLINICAL SITE ABSENCE

Students may miss one clinical day per semester with no penalty. For each day missed after the first day, the student will be penalized 10% from his/her final point total for the course. Students are required to make up all missed clinical time. Students are responsible for making arrangements with the clinical instructor and the site where the student was absent to make up the missed time. Students are permitted to make up time in increments of no less than 4 hours at a time. Students will complete the clinical absence form and submit the form to the clinical coordinator or the program director. Students must complete any missed clinical time in the semester the time was missed. If assigned clinical time is not completed by the end of that semester, students will receive a failing grade for the practicum course. Students who receive a failing grade must withdraw from the Phlebotomy or Phlebotomy/Specimen Processing Program. Students must notify the clinical site prior to their expected start time that they will be absent. In addition, students must also notify their clinical coordinator or the program director. Leaving a voice message for the program director is acceptable. Please call your clinical site first, and then contact the clinical coordinator or program director. Disciplinary actions will be taken by the program director if student fails to contact the clinical site, clinical coordinator or program director prior to their absence.

CLINICAL SITE TARDINESS

Students are required to report to their assigned clinical site on time. Students one or more hour late will be considered absent. (See clinical site absence guidelines) Students are permitted one instance of being tardy. For the second and subsequent incidences of tardiness, the student will be considered absent for that day. (See clinical site absence guidelines) Students are to notify the clinical site that they are going to be late.
LEAVING CLINICAL SITE EARLY

Students are not permitted to leave their assigned clinical site early. When a student leaves their assigned clinical site early, they must report off to the clinical supervisor or their designee. In addition, when a student leaves early they must notify their clinical coordinator or the program director. Students will be considered absent for the amount of time missed when leaving early. (See clinical site absence guidelines). Failure to do so will result in a failing grade for the practicum. Students who receive a failing grade must withdraw from the Phlebotomy program.

CHAIN OF COMMAND

Students should be aware that there is a proper chain of command when addressing policies/guidelines, personal issues in the classroom and/or clinic. Students should speak with the instructor (classroom or clinical) first. If the issue is not resolved, the student should then speak with the Clinical Coordinator. (If it is a clinical issue) If the issue is still not resolved, the student should then speak with the Program Director. Please remember the proper steps to expedite the appeals process.

Clinical Instructor → Clinical Coordinator → Program Faculty → Program Director

SEVERE WEATHER

Occasionally the college closes or delays classes as a result of severe weather conditions. The President of the college, or his representative, will determine if the college is to close and when the time missed will be made up. Class cancellations and college closing due to inclement weather or other emergency conditions will be announced on area radio and television stations and the internet. Information on specific radio and television stations, web sites, and alternate routes to the campus will be distributed as well as published on the student portal, each semester. As road conditions vary widely during inclement weather, students are advised to use their own judgment in deciding whether to attend classes or clinical assignments. Students are encouraged to participate in the texting and/or email alerts provided by the college.

IF NO ANNOUNCEMENT IS MADE, THE SCHOOL WILL OPERATE ON THE NORMAL SCHEDULE.

In the event that students are not able to verify a school closing prior to 7:00 a.m., they are encouraged to use their judgment in determining to drive in the existing conditions. If
a student decides not to attempt to meet a class or clinical rotation time, he/she must notify the appropriate people according to the published attendance policies.

If school is open after the student's decision and proper contacts are made, the student's absence will not be considered excused. If school is closed, students need not contact the instructor and should not report to class or clinic.

If the college is open but announces a delay in classes, the delay should be based upon the 8:00 a.m. hour. For example, if a two (2) hour delay is announced, students should report to the 10:00 a.m. class or rotation at 10:00 a.m. The college will schedule make-up time for the missed 8:00 and 9:00 classes at a later date. If a student feels that he/she cannot meet the delayed time then the instructor/Clinical Coordinator should be notified according to the attendance policies.

Clinical supervisors **ARE NOT ALLOWED** to determine whether the student(s) rotating through his/her site will be released early during bad weather. If the student(s) chooses to leave, the student(s) **WILL BE** signed out for the actual time he/she left. The time will be documented accurately and any penalties will be administered according to the Phlebotomy Program’s policies and guidelines. If the student is attending a clinical site that closes due to bad weather, he/she will not be penalized for the missed time.

**NOTE:** The College may be closed for reasons other than severe weather. Students should report to clinical, if the college is closed for problems such as utility outages or issues that do not affect the ability to travel to assigned clinical sites. Students are required to make up clinical time missed because of college closures.
DRESS CODE

A dress code is required for identification of the student medical assistant, patient safety, patient comfort, and infection control. Students will wear appropriate attire at all times in the clinical setting. Student’s personal appearance must be neat and clean. Lack of personal hygiene will not be tolerated. Students are responsible for purchasing and maintaining their own uniforms. Students must wear school-sanctioned scrubs. Students will wear a name badge while in the clinical setting. The following guidelines will be enforced for student and patient safety.

The following guidelines will be enforced:

Jewelry

- One matched earring set per ear lobe are acceptable
  - Earrings must be plain posts only
- One watch with a second hand and/or medical bracelet
- One ring, wedding ring set counts as one
- Necklaces and other bracelets are not permitted, this is a safety precaution
- Tongue rings and any other facial jewelry is not permitted

Tattoos

- Must be covered at all times in the clinical setting

Fingernails

- **Acrylic nails are not permitted, this is an infection control policy**
- Must not extend beyond the length of the finger
- Must be kept clean
- Nail polish is not permitted
- French manicures are not permitted

Hair

- Hair should be dry, clean and not in the face
- Shoulder length or longer hair must be tied back and worn off the collar.
  - Long hair hanging loose is a fire hazard and is likely to become contaminated.
  - Only functional, non-decorative barrettes are permitted
- Facial hair should be shaved in order to accommodate facial masks
- Hair color of an unnatural tone is not permitted (green, blue, purple, pink, etc.)
Perfume/After Shave/ Cosmetics

- Perfume and after shave is not permitted; sick patients may find the odor offensive
- Cosmetics may be used in moderation

Footwear

- Shoes must be all white
- Leather (acid resistant) nursing shoes or leather tennis shoes with a closed toe and heel are required
- Footwear should be cleaned and polished
- Shoes must be laced, tied, clean and in good condition
- Fabric shoes, high top tennis shoes, boots, sandals, patent leather, Clogs, Crocs, jellies and open-toed/open-heeled shoes are not permitted
- White socks or white knee high stockings should be worn with the uniform

Uniforms

A plain white crew neck shirt, white turtleneck, or white long sleeved shirt may be worn under the scrub top. The shirt must not display any logos or decals.

Lab coats (warm-up jacket) must be worn in the clinical area at all times. The lab coat MUST be clean and well pressed. This is part of the WCCC Phlebotomy uniform. The lab coat MUST Be completely buttoned during laboratory classes.

Scrub pants must be hemmed if the length is too long. Students will not be permitted to wear scrub pants that drag the floor.

Uniforms can be purchased after the program orientation. Students are not permitted to participate in laboratory or clinical activities unless they are wearing the correct uniform. Students not wearing the correct uniform will be sent home and marked absent for the day.

The correct uniform is:
1. School sanctioned scrubs
2. Proper foot wear
3. Name badge

NOTE: The faculty member or site supervisor has the authority to deny access to the student's experience if the dress code is not followed. The student will be considered absent for that day.
HOLIDAYS AND VACATIONS

Phlebotomy students are committed to 3 consecutive months of education. Within this time, students are eligible for holidays recognized by the college and vacation time during semester breaks. The student should consult the academic calendar which is published in the College Catalog and Student Portal site for the dates of recognized holidays and semester breaks. Vacation time should not be scheduled during the academic semesters.

STUDENT PROFESSIONAL LIABILITY INSURANCE

Students in the Phlebotomy Program must carry Professional Liability Insurance. A copy of the policy must be submitted to the Phlebotomy Program Director by the deadline given. Failure to provide documentation of required coverage will result in the student not being submitted to attend scheduled clinical laboratory experience.

Students are required to have a minimum of $1,000,000 per occurrence and minimum of $3,000,000 aggregate.

Students can apply online at https://www.hpsol/index.php

Students can also apply by mailing an application. (Application located within the Student Forms section of Student Handbook

STUDENT CODE OF CONDUCT

Clinical sites associated with the Westmoreland County Community College Phlebotomy Program reserve the right to remove or refuse admission to students who are involved in any behavior that is considered unprofessional, unethical, or not conducive to appropriate patient care. Any student removed from or denied admission to a clinical site may be immediately dismissed from the Phlebotomy Program. Students not adhering to the following guidelines may be removed from the Phlebotomy Program. The published guidelines below are meant to guide the student in deciding appropriate conduct for a student medical assistant.

Students will report to their assigned clinical site

- On time and ready to begin at the designated start time
- In an alert/attentive condition
- In the proper WCCC Phlebotomy uniform complete with student ID badge
  - Unless a different uniform is specified by the clinical site
During clinical time, students are not permitted to

- Sleep
- Sit or stand around in clinic not engaging in constructive activities
- Use drugs or alcohol before or during clinical
- Be in possession of drugs or alcohol while in a clinical site
- Chew gum in the clinical setting
- Text or use telephones, iPods, etc

Proper student clinical behavior
Students will not

- Refuse an assignment from the clinical supervisor or their designate commensurate with the student’s abilities
- Receive help from a fellow student or medical assistant while attempting a competency on a procedure
- Do procedures without the presence of a medical assistant
- Perform exams or a procedure not ordered by a physician and/or not included in standard operating procedure for that clinical site.
- Leave a procedure before it is completed
- Perform the wrong exam on a patient
- Pick and choose which procedures/exams to perform

Students will demonstrate professionalism during clinical
Students are not permitted to

- Use electronic games during clinical hours
- Use clinical site computers for anything other than patient care
- Use cell phones in the clinical setting other than the designated lunch period  
  ○ THIS INCLUDES TEXTING!
- Discuss the possibility of employment with management during clinical hours
- Use clinical site telephone for personal business
- Use derogatory language or profanity
- Take smoke breaks at times other than the designated lunch period
- Leave the clinical site for meals
- Leave early or come back late from a designated break
- Stealing from the clinical site
- Alter or falsify clinical site documents
- Leave their assigned location within the clinical site without permission from the clinical instructor or staff (You will not leave the department unless you have permission)
- Talk about other student’s performance, quality of work, and attendance to clinical site employees, fellow students, or faculty members

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Students will demonstrate appropriate patient care

Students are not permitted to

- Misidentify patients. Patients must be properly identified using multiple identifiers such as but not limited to armband, social security number, birth date, and other approved methods of the clinical site *(Follow the clinical site’s protocol of patient identification)*
- Mistreat patients physically, verbally, or act in an inconsiderate manner towards a patient’s feeling or needs
- Not provide assistance to patients who may need but not limited to pillows, emesis basin, etc.
- Leave a patient who is screaming in pain, vomiting, having incontinence issues, etc.
- Expose patients who are not properly covered with a sheet or towel

Students are expected to follow all normal operating procedures of their clinical site.

Students will practice proper customer service and patient care at all times.
Including but not limited to items such as:

- Address patients with proper surname
- Pet names like “sweetie” and “honey” are not permitted
- Explain procedures to patients
- Practice safe methods of transferring patients
- Answer any questions a patient may have to their satisfaction
- Practice Universal Precautions at all times for patients

Students who are guilty of violating any rules of the student code of conduct will receive counseling by the program faculty. Each violation will be dealt with by the program faculty according to the seriousness of the violation. Any of these violations can result in immediate and permanent removal from the Phlebotomy Program. In addition, students must follow the college wide code of student conduct published in the College Catalog and Student Hand Book under the student rights and responsibilities section.

Grounds for immediate dismissal from the Phlebotomy Program

1. Obtain a grade below a “C” in any PHB designated course
2. Insubordination to clinical site staff or any faculty
3. Academic dishonesty in any class, clinical site, or competency
4. Falsification of records
5. Violation of HIPAA or Phlebotomy code of ethics
6. Conviction or known use or distribution or possession of a controlled substance or illegal drugs
7. Possession and/or use of drugs and/or alcohol before or during classroom or clinical site activities
8. **If a student is refused entry to a clinical site for violations including but not limited to such things as poor performance, theft, or misconduct will not be permitted to continue in the program. Students will not be reassigned to another clinical site.**

**STUDENT EMPLOYMENT POLICY**

Many students find it necessary to maintain a part-time job while enrolled in the Phlebotomy Program. Students must realize that their first responsibility is to the satisfactory completion of their education. You cannot receive money for clinical time. *(You cannot get paid for clinical time!)*

**Program Contact Information**

**Program Director**  
Professor Carole Zeglin  
WCCC  
145 Pavilion Lane  
Youngwood, PA 15697-1898  
Office phone- 724-925-4140  
Fax number- 724-925-5808  
E-mail zeglin@wccc.edu

**STUDENT FORMS**

All other student forms can be obtained from the Phlebotomy faculty or they can be downloaded from the Phlebotomy Student’s section of the Phlebotomy Program web site.
Code of Ethics American Society for Clinical Pathology

As a clinical laboratory professional, I strive to:

- Maintain and promote standards of excellence in performing and advancing the art and science of my profession;

- Preserve the dignity and privacy of others;

- Contribute to the general well-being of the community;

- Uphold and maintain the dignity and respect of our profession;

- Seek to establish cooperative and respectful working relationships with other health professionals;

- I will actively demonstrate my commitment to these responsibilities throughout my professional life.
Acknowledgement and Agreement

I, as a student in the Phlebotomy or Phlebotomy/Specimen Program, acknowledge and agree to complete the clinical practicum for PHB 110 or PHB 111.

I understand that the clinical practicum for PHB 110 or PHB 111 consists of approximately 224 hours, (112 processing and 112 phlebotomy for Specimen Processing) to be completed under the direction of the college coordinator. I understand that the practicum hours are unpaid according to the accreditation agency.

I understand that I will be assigned clinical sites in order to complete the learning outcomes of the Phlebotomy Program. I will complete the total hours during one semester. Those hours will be determined by the site coordinator and clinical coordinator. I will strictly adhere to HIPAA rules and confidentiality in all areas of the practicum.

I understand that I am responsible for providing my own transportation to my practicum location(s), any travel, and/or parking expenses. I further realize that I may be required to travel a distance to this location. In order to meet my practicum responsibilities, I will be sure to consider traveling time when preparing my schedule. I understand that I am responsible for notifying both site supervisor and the college coordinator of any absence.

I understand that it is my responsibility to complete my practicum and will not be considered a graduate of this program until the practicum is completed. I understand that I will be withdrawn from the practicum and the Phlebotomy program if I violate any agency or college regulations.

Signature _______________________________ Date: __________________

Printed Name _______________________________

Clinical Coordinator/ Program Director _______________________________
Student Clinical Handbook Acknowledgement Form

This is to acknowledge that I have received a copy of the WCCC Phlebotomy Clinical Student Handbook. I have read the policies and guidelines contained in the manual. I agree to comply with them and I understand the program has the right to change policies and guidelines from time to time. I agree to abide by any changes made to these policies and guidelines.

Student Name Printed

Student Signature Date