



Program Handbook 2023-2024

Phlebotomy

Non-Credit Certificate Program

The purpose of this handbook is to familiarize the student with the policies of the program, so as to give direction to the student throughout their course of study.

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HANDBOOK POLICY/RIGHTS RESERVED

The Mercy College of Ohio Phlebotomy Handbook is published by the Mercy College of Ohio Health Science Division and is the Phlebotomy's official notification of its policies, procedures and standards of conduct applicable to students. Each student is responsible for knowledge of the policies, procedures and standards of conduct described in the Handbook; enrollment is considered acceptance of all conditions discussed in this Handbook. However, the provisions of this Handbook do not constitute a contract between any student and Mercy College of Ohio. The College reserves the right to change any of the policies, procedures and standards of conduct at any time as may be necessary in the interest of the College. The College also reserves the right to modify or discontinue any of the services, programs or activities described in this Handbook. If a material revision to a policy, procedure or standard of conduct is made and becomes effective during the academic year, students will be notified of such and will be expected to abide by the updated terms. Questions regarding this Handbook should be directed to the Director of Allied Health Certificate Programs, Tim Depinet, 419-251-1796.

CIVIL RIGHTS/NONDISCRIMINATION STATEMENT

Mercy College of Ohio is committed to a policy of nondiscrimination on the bases of race, color, national and ethnic origin, sex, sexual orientation, gender identity, disability, age, marital status, military status, religion, pregnancy, genetic information, citizenship status, and any other legally-protected class in employment, admissions and other educational programs, services and activities, in accord with applicable federal and state law. For more information about Mercy College of Ohio policies, compliance and consumer information, please visit www.mercycollege.edu/compliance. Inquiries and complaints of discrimination may be addressed to the Director of Compliance and Risk Management at 419-251-1710, or 2221 Madison Avenue Toledo, OH 43604.

TITLE IX STATEMENT

In accordance with the Education Amendments of 1972, 34 CFR PART 106, Mercy College of Ohio has designated a Title IX Coordinator and Deputy Title IX Coordinator (Youngstown Location) to ensure compliance regarding sex/gender discrimination of any type. Discrimination on the basis of sex can include pregnancy and pregnancy-related conditions. Please direct questions/concerns to:

STACEY BROWN, TITLE IX COORDINATOR

419-251-1710

Stacey.Brown@mercycollege.edu or titleIX@mercycollege.edu

BETSY CARDWELL, DEPUTY TITLE IX COORDINATOR

330-480-2170

Elizabeth.Cardwell@mercycollege.edu

PROGRAM HANDBOOK

The Program Handbook is provided to allow students who are enrolled in the Mercy College of Ohio's Phlebotomy certificate program to better understand the program and its policies. It contains information about the program goals,

course requirements, evaluation methods, policies, and procedures. Students are expected to be familiar with the material contained in this Program Handbook.

COLLEGE CATALOG

In addition to this reference tool, the 2023/24 undergraduate College Catalog is an important resource during your time here at Mercy College. The College Catalog is available on the College's website for download:

<https://mercycollege.edu/academics/college-catalog>.

GENERAL COLLEGE INFORMATION: STUDENT SERVICES/POLICIES AND PROCEDURES

PARKING

Free, lighted, and monitored parking is available in the surface lots found on Jefferson Avenue and Madison Avenue. Students are expected to comply with the parking regulations issued by Mercy Public Safety.

General Parking Regulations

- All vehicles MUST be parked within a single parking space.
- Parking in restricted areas (such as fire lanes, in "no parking" areas, in reserved parking areas, in drives, in outpatient parking areas, etc.) or parking in any area not specifically designed for parking, constitutes a violation and is subject to penalty.
- Parking in designated handicapped spaces is restricted to individuals with State handicapped permits or plates.

PUBLIC SAFETY

Campus security and law enforcement is primarily the responsibility of Mercy Public Safety. Mercy Public Safety provides 24-hour day patrols of the grounds, parking areas, and buildings. The officers use both vehicle and foot patrols. Public safety officers enforce College rules/regulations, and federal, state, and local laws.

Public Safety is located at the main entrance of the Mercy Healthcare Center. The station is staffed 24 hours a day. The Security Department provides an escort service that operates 24 hours a day. The purpose of this service is to provide for the safety of anyone walking alone on campus. To request an escort, call 1-4444 from an on-campus phone or 419-251-4444 from an off-campus phone and a public safety officer will come to your location and accompany you to your vehicle or another building. A public safety vehicle is also available for these escorts.

COLLEGE CLOSING/CANCELLATIONS

The College will be open for classes and/or clinical experience according to the class schedule unless an emergency or inclement weather warrants closing the College or postponing the beginning of the class and/or clinical experience time. If any of these situations arise, the College will notify students via email and the College website. Local radio and television stations with a closing or delay announcement will be contacted. Oftentimes, the College will switch to remote learning for courses in the event of inclement weather. In the absence of any announcement, the College is open and students are expected to attend. Since the College serves a large geographic area, students are expected to exercise their own judgment when hazardous conditions exist in their own areas.

CANCELLATION OF A COURSE OR PROGRAM

We are committed to providing students with a quality educational experience and the opportunity to learn in an environment that promotes collaboration among peers. Mercy College reserves the right to cancel a class for any reason. Under these circumstances, students will be notified as soon as possible and all payments, even program deposits, will be refunded in full.

INSTRUCTORS

Mercy College reserves the right to substitute equally qualified instructors.

REFUND POLICY

- Certificate program deposits are non-refundable.
- The program deposit is non-refundable.
- A full refund may be issued, minus the non-refundable deposit, if a student has not attended the first course in the program, CED PH01: Phlebotomy Theory and Practice. Once attendance has been recorded, NO refund will be given for that course.
- If a student cannot attend the program, their deposit is non-refundable but can be carried forward to the next immediate program start. After that period, the deposit is forfeited.
- A partial percentage refund for the CED PH02: Phlebotomy Practicum, can occur if no actual on-site clinical time has been recorded. The refund is 63% of the program cost after subtracting the non-refundable deposit. Once any portion of clinical time has been recorded, no refund will occur.

PROGRAM PHILOSOPHY

The goal of this course is to provide the necessary background in both the theory of phlebotomy and in the laboratory skills necessary to work in the field. The students will take away a comprehension of the anatomy of specimen collection, the correlation between test request and the corresponding tube, a knowledge of pre-examination variables that may affect the quality of the specimen, and an understanding of various point of care tests. Upon completion, the student should feel confident in meeting the goals of this course and be closer to testing for their certification and externship.

Students are expected to read and study the text and all handouts as well as participate in lectures, labs and discussions. Due to the short nature of this program, reading the material before class is vital as it will increase comprehension of the information and will contribute to class discussion.

This course gives students the opportunity to gain hands-on experience and document the required clinical competencies for the NCPT certification examination. Students will be required to perform 100 successful venipunctures and 5 successful capillary punctures during 100 hours of clinical practice under the supervision of qualified instructors and preceptors.

PROGRAM GOALS

The goal of the Phlebotomy certificate program at Mercy College is:

- To prepare competent entry-level phlebotomists in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

By the end of this course, students will be able to:

- Demonstrate knowledge of important concepts of healthcare delivery such as infection control, safety, quality assurance, and legal implications associated with the role of phlebotomy.
- Understand basic medical terminology, anatomy, and physiology that are associated with the procurement of quality laboratory specimens.
- Apply knowledge of blood and other specimen collection equipment to maximize results in the clinical setting.
- Perform venipuncture and other specimen collection procedures safely and competently.
- Integrate pre-analytical considerations into the procurement of quality specimens.
- Display ability to communicate professionally and confidently with clients and co-workers.

ACADEMIC DISMISSAL

Students are subject to the academic dismissal policy of Mercy College of Ohio as outlined in the College Catalog.

PROGRAM READMISSION

Students dismissed from the program for academic reasons should refer to details of the readmission policy which can be found in the College Catalog.

SPECIAL CONSIDERATIONS

Unique problems or unexpected circumstances related to progression or completion should be brought to the attention of the Program Director. Consideration will be handled on a case-by-case basis and enforced with as much consistency as possible, in accordance with related policies.

PROGRAM GRADING POLICY

The grading scale used in the Phlebotomy certificate program courses is as follows:

92 – 100%	A
84 – 91%	B
76 – 83%	C
68 – 75%	D
67% and below	F

All courses in the program of study must be passed with a grade of “C” or better to successfully complete the Phlebotomy certificate program.

As defined in the College Catalog under the heading “Types of Course Delivery Methods,” the following instructional delivery methods may be implemented, as determined by course faculty, to reach course objectives for course requirements including but not limited to clinical, laboratory, practicum, and other course requirements: Face to Face, Web-Enhanced (also Web-Facilitated), Blended (also Hybrid), Online, and/or Accelerated.

TECHNICAL STANDARDS AND REQUIREMENTS

PHYSICAL
<ul style="list-style-type: none"> Physically able to operate a variety of types of equipment including computer, monitor, and other medical equipment Demands are in excess of sedentary work, including walking, standing, stooping, reaching, crouching, climbing, balancing, etc. for extended periods of time Ability to use refined auditory and visual discrimination, including close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus
INTERPERSONAL COMMUNICATION
<ul style="list-style-type: none"> The ability to speak and/or signaling people to convey or exchange information, including the ability to receive information and instructions from instructors, patients, physicians, and other health care providers and provide feedback to the same
LANGUAGE ABILITY
<ul style="list-style-type: none"> Read and comprehend a variety of documents, reports, and books such as medical charts, various medical texts, etc. Prepare various documents and reports such as patient reports, etc., using proper format, punctuation, spelling, and grammar Communicate with instructors, patients, physicians, other health care practitioners, etc. with poise, voice control, and confidence
INTELLIGENCE
<ul style="list-style-type: none"> Utilization of ability to use critical thinking skills and problem-solving skills to complete tasks accurately and within assigned time frames Apply principles of logical or scientific thinking to a wide range of intellectual and practical problems, to deal with nonverbal symbolism in its most difficult phases, and to comprehend the most obscure classes of concepts
VERBAL APTITUDE
<ul style="list-style-type: none"> Record and deliver information and to follow verbal and written instructions Communicate with others via effective verbal communication Integrate multiple abstract concepts and express them in a comprehensive and concise manner Knowledge of medical terminology and symbolism
NUMERICAL APTITUDE
<ul style="list-style-type: none"> Utilize mathematical formulas; add, subtract, multiply, and divide numbers; determine percentages and decimals; determine time and weight; apply calculations; and utilize descriptive statistics Utilize metric systems on a regular basis
FORM/SPATIAL APTITUDE
<ul style="list-style-type: none"> Inspect items for proper length, width, shape, and depth
MOTOR COORDINATION
<ul style="list-style-type: none"> Requires fine psychomotor coordination of hands and eyes in utilizing a variety of equipment and devices
MANUAL DEXTERITY
<ul style="list-style-type: none"> Ability to grasp, handle, hold, cut, push, pull, and feel Ability to manipulate a variety of control knobs, switches, needles, etc.

PHYSICAL COMMUNICATION
<ul style="list-style-type: none"> • Requires the ability to talk or shout for additional help or assistance and to hear well • Must be able to understand various types of nonverbal communication
PERSONAL TRAITS
<ul style="list-style-type: none"> • Ability to build constructive and cooperative working relationships with others and maintain them over time and to develop specific goals and priorities to organize and accomplish work • Demonstrate professionalism, show the ability to work alone or within a team, demonstrate integrity and sincerity, and show an attitude of caring and sensitivity • Maintain the presence of mind in stressful situations to utilize critical thinking skills to make appropriate decisions in an expedient manner • Demonstrate neatness and good hygiene • Positive attitude when receiving constructive criticism • Comfortable with physically touching others, including fellow students and patients, and being touched, in a manner consistent with practical learning
TRAVEL
<ul style="list-style-type: none"> • Ability to travel to and from the College campus, clinical facilities, and other assigned locations off campus.

Please note: College students with documented disabilities have the right to reasonable accommodation under Section 504 of the Rehabilitation Act of 1973 and the ADA. If you require special accommodations, please notify the course instructor during the first week of the term and/or seek help through the Division of Student Affairs, Office of Accessibility Services, located on the fifth floor of the Madison Building, or on our website at <https://mercycollege.edu/student-affairs/accessibility>.

To be qualified for the Mercy College Phlebotomy certificate program, individuals must be able to meet both academic standards and the technical standards listed previously, with or without reasonable accommodation(s). It is a student's responsibility to request reasonable accommodations following the procedures outlined in the *Mercy College of Ohio Undergraduate Catalog* or on the College's website at www.mercycollege.edu/student-affairs/accessibility; requests for reasonable accommodations will be reviewed and considered by the College. For further information regarding services and resources for students with disabilities and/or to request accommodations, please contact the Office of Accessibility at 419-251-1784 or ADA504@mercycollege.edu. These standards are not intended to deter any student who may be able to complete the requirements of the program with reasonable accommodations. Please indicate below:

- ☐ I can meet the technical standards with or without reasonable accommodations.
- ☐ I cannot meet the technical standards with or without reasonable accommodations.

HEALTH REQUIREMENTS, DRUG SCREEN AND CRIMINAL BACKGROUND CHECKS

All students with a required clinical component in their program of study must comply with specific requirements that include a background check, drug screen, and health requirements. The requirements may vary depending on the program of study and the clinical affiliate assignment. The Clinical Compliance Coordinator will communicate the process for completing the clinical requirements prior to the program deadline. Students are responsible for all costs.

If the requirements are not completed by the 4th Friday, after the start of class, or if there is a failure to maintain requirements during the program of study, students will be prohibited from practice at the clinical affiliate site.

Students who change programs of study or who have been absent from the program of study for six months (180 days) or longer will be required to update their criminal background check, drug screen, and health requirements. Current information is maintained on the College website at <http://www.mercycollege.edu/my-mercy/background-checks-health-records/> and is subject to change. The policy can be found at <https://mercycollege.edu/about/compliance-consumer-information>.

Failing to clear the criminal background check, fingerprinting and drug screen, as a part of a required clinical, may be cause for dismissal from the program. Incomplete health, drug screen or background check requirements may result in program dismissal or suspension of the clinical.

Any concerns about the outcome of a criminal background check, fingerprints and/or drug screen should be discussed, in advance, with the Program Lead to determine the correct course of action.

CLINICAL PRACTICE

Students participating in a clinical experience at an area hospital or another healthcare facility must adhere to all policies and procedures that govern the department where the clinical experience is being performed. Specific information concerning policies and procedures should be obtained from the clinical facility; however, questions may be directed to the Program Lead or clinical instructor. It is possible for a clinical to vary considerably from one site to another; however, clinical student objectives will be consistent for all sites. Students are responsible for providing their own transportation and other associated expenses for the clinical experience, i.e., food, parking, proper dress.

The following documents are to be submitted prior to the first day of class:

1. Copy of high school diploma or general equivalency diploma (GED)
2. Full payment for the program

The following items must be completed prior to Starting Clinical Rotations

1. Completion of an American Heart Association BLS class by 4th Friday after the start of class
2. Completion of all Castle branch requirements by 4th Friday after the start of class

****If the CastleBranch requirements are not completed by the 4th Friday, after the start of class, the student disqualifies themselves from any clinical rotation.***

CLINICAL PLACEMENT AND LOCATION

The College cannot assure any student placement in the clinical site of their choice with regard to the geographical location of the facility or the student's residence.

Placement for clinical externship requires a "C" grade or better in all coursework prior to placement. High academic performance does not, in itself, assure placement in the clinical site. Along with academic excellence, division approval is required for placement in the clinical facility. Inappropriate behavior in the classroom or lab setting may preclude clinical placement. These factors along with all other mentioned pre-clinical requirements must be completed prior to clinical assignment.

Note: Your student file must be completed prior to clinical placement. You will not be scheduled for clinical placement until all items are completed, scanned, and uploaded into CastleBranch.

DRESS CODE

Dress code may vary with clinical site. Students will be instructed on dress code prior to the beginning of the clinical. Dress codes at all clinical sites will be supervised by the individual site staff and manager as well as College employees. Students may be dismissed from a clinical site if the dress code is violated.

- School ID must be worn and be visible while at the clinical facility at all times.
- No tank tops or t-shirts are permitted.
- No jeans, sweatpants, shorts, or capris.
- Makeup should be natural looking and appropriate for daytime.
- Jewelry will be conservative and in good taste; facial jewelry and piercings **MUST** be removed.
- Hair will be a “natural” color (i.e., not green, purple, blue, etc.) with hair accessories being small and tasteful.
- Tattoos will be completely covered.
- Nails should be clean, of appropriate length and neutral/business appropriate shades of color. Artificial nails are often prohibited.
- Maintain a neat, clean, professional appearance at all times.
- Solid shoes must be worn (no open-toed shoes).
- Body odors, including perfume, must be minimal.

CLINICAL TIMEKEEPING

Students are expected to validate their clinical attendance. The method of validation will depend on the clinical assignment. Falsification of attendance records will result in disciplinary action or possible dismissal from the program.

CLINICAL ABSENCES/TARDINESS

Students must notify the clinical site supervisor and clinical site if illness or emergency causes them to be absent or tardy from clinical time. Students may be withdrawn from the clinical site due to excessive absences and tardiness. All absences must be discussed with the program clinical instructor as soon as possible to determine if makeup time is warranted and approved. A call-in policy with phone numbers is included in the clinical packet distributed at the time clinical assignments are made. The Program Lead will be notified of all absences, excused and unexcused, and tardiness.

WITHDRAWAL/REMOVAL FROM THE CLINICAL FACILITY OR FIELD SITE

Students receiving instruction at affiliated clinical sites during the clinical experience are under the jurisdiction of the College. The College will immediately withdraw any student from clinical for reasons of attendance or behavior which impedes the student’s ability to fully participate in the experience or that is adversely affecting the clinical facility or its staff or patients. If the student is dismissed from the clinical facility due to misconduct, it is up to the Program Lead if an alternate facility will be provided. Misconduct that may result in immediate withdrawal and course failure or program

dismissal from the clinical facility includes, but is not limited to, infractions of the Student Code of Conduct, and/or the following:

Absenteeism

- Second absence no call no show will be cause for dismissal
- Tardiness of 2 days will be cause for dismissal
- Failure to notify both clinical site supervisor and the clinical site when absent is a no call no show
- Unexcused second absence will be cause for dismissal
- If you do not go to the assigned clinical site at assigned times you may forfeit your clinical time. You are expected to be at your clinical site on time on assigned days. Clinical time is scheduled to be completed by the end of the cohort's semester. Time after that is not guaranteed.

CLINICAL COMPLETION

This course is a pass/fail course. If the student completes 100 successful venipunctures and 5 successful capillary punctures during 100 hours of clinical practice under the supervision of qualified instructors and preceptors, along with a satisfactory review from the clinical site, then they will satisfy all satisfactory requirements to pass this course. If for any reason a student has not completed the required hours or venipunctures and capillary punctures, within the clinical schedule provided, the program is not obligated to provide any additional clinical experiences and may result in a course failure.

CELL PHONES AND CALLS DURING CLINICALS

No personal cell phones, computers, iPads, or other such devices are to be used during the clinical experience. Office or clinic business phones are not to be used to make or to receive personal phone calls except in the event of an emergency. Students may make personal calls on their scheduled break or during lunch from pay phones within the office/clinic or from cell phones outside of the office/clinic as long as the calls are not made in the presence or view of patients.

HAZARDOUS MATERIALS/GLOBALLY HARMONIZED SYSTEM

It is the policy of Mercy College to provide a safe environment for all students based on guidelines established by the Occupational Health and Safety Act (OSHA), including the Hazard Communication Standard. This standard has been aligned with the Globally Harmonized System of Classification and Labeling of Chemicals, adopted by the United Nations in 2003. During orientation to the clinical education site, the student will be shown the following: the location of the Hazardous Materials/Waste Management manual, the Safety Data Sheets (SDSs), the inventory of hazardous materials, hazard warning labels and their significance, and measures that a student can take to protect themselves from hazardous materials.

EXPOSURE PROTOCOL

Although protocol may vary among clinical/field sites, upon exposure, it is the responsibility of the student to immediately notify their clinical preceptor and the clinical coordinator. Students should follow the appropriate exposure protocol in effect at that clinical/field site. Any subsequent healthcare costs are the responsibility of the student.

DIVISION OF HEALTH SCIENCES

If you have questions, please contact:

Tim Depinet, MPH, CNMT, RT(N)
Program Lead
timothy.depinet@mercycollege.edu
419-251-1796

Mercy College of Ohio
Division of Health Sciences

Acknowledgment Statement –Student Handbook

I, _____, understand that the Phlebotomy Program Handbook is located on the Mercy College website. I agree to read and abide by the policies and regulations described within. I have been given the opportunity to ask questions for clarification of all policies and regulations.

I acknowledge that I have received information during my program orientation about the Health Information Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA) and agree to abide by all related policies as a student at Mercy College of Ohio.

Date

Student Signature

APPENDIX B

Mercy College of Ohio

Division of Health Sciences

Acknowledgment Statement – Lab Safety

I, _____, have received proper instruction on
lab safety and have been given the opportunity to ask questions for clarification of all
processes.

Date

Student Signature

APPENDIX C

PHYSICAL
<ul style="list-style-type: none"> Physically able to operate a variety of types of equipment including computer, monitor, and other medical equipment
<ul style="list-style-type: none"> Demands are in excess of sedentary work, including walking, standing, stooping, reaching, crouching, climbing, balancing, etc. for extended periods of time
<ul style="list-style-type: none"> Ability to use refined auditory and visual discrimination, including close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus
INTERPERSONAL COMMUNICATION
<ul style="list-style-type: none"> The ability to speak and/or signaling people to convey or exchange information, including the ability to receive information and instructions from instructors, patients, physicians, and other health care providers and provide feedback to the same
LANGUAGE ABILITY
<ul style="list-style-type: none"> Read and comprehend a variety of documents, reports, and books such as medical charts, various medical texts, etc.
<ul style="list-style-type: none"> Prepare various documents and reports such as patient reports, etc., using proper format, punctuation, spelling, and grammar
<ul style="list-style-type: none"> Communicate with instructors, patients, physicians, other health care practitioners, etc. with poise, voice control, and confidence
INTELLIGENCE
<ul style="list-style-type: none"> Utilization of ability to use critical thinking skills and problem-solving skills to complete tasks accurately and within assigned time frames
<ul style="list-style-type: none"> Apply principles of logical or scientific thinking to a wide range of intellectual and practical problems, to deal with nonverbal symbolism in its most difficult phases, and to comprehend the most obscure classes of concepts
VERBAL APTITUDE
<ul style="list-style-type: none"> Record and deliver information and to follow verbal and written instructions
<ul style="list-style-type: none"> Communicate with others via effective verbal communication
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<ul style="list-style-type: none"> Knowledge of medical terminology and symbolism
NUMERICAL APTITUDE
<ul style="list-style-type: none"> Utilize mathematical formulas; add, subtract, multiply, and divide numbers; determine percentages and decimals; determine time and weight; apply calculations; and utilize descriptive statistics
<ul style="list-style-type: none"> Utilize metric systems on a regular basis
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TRAVEL
<ul style="list-style-type: none"> • Ability to travel to and from the College campus, clinical facilities, and other assigned locations off campus.

Please note: College students with documented disabilities have the right to reasonable accommodation under Section 504 of the Rehabilitation Act of 1973 and the ADA. If you require special accommodations, please notify the course instructor during the first week of the term and/or seek help through the Division of Student Affairs, Office of Accessibility Services, located on the fifth floor of the Madison Building, or on our website at <https://mercycollege.edu/student-affairs/accessibility>.

To be qualified for the Mercy College Phlebotomy certificate program, individuals must be able to meet both academic standards and the technical standards listed previously, with or without reasonable accommodation(s). It is a student's responsibility to request reasonable accommodations following the procedures outlined in the *Mercy College of Ohio Undergraduate Catalog* or on the College's website at www.mercycollege.edu/student-affairs/accessibility; requests for reasonable accommodations will be reviewed and considered by the College. For further information regarding services and resources for students with disabilities and/or to request accommodations, please contact the Office of Accessibility at 419-251-1784 or ADA504@mercycollege.edu. These standards are not intended to deter any student who may be able to complete the requirements of the program with reasonable accommodations. Please indicate below:

- ☐ I can meet the technical standards with or without reasonable accommodations.
- ☐ I cannot meet the technical standards with or without reasonable accommodations.

Date

Student Signature