



# ADULT EDUCATION

## PHLEBOTOMY TECHNICIAN

### PROGRAM GUIDE

2026-2027



Main Campus: 1101 W. Liberty Street, Medina, OH 44256

South Campus: 6300 Technology Lane, Medina, OH 44256

330-725-8461 | [www.mcjvs.edu](http://www.mcjvs.edu)

Karastan Sanchez, MBA, MHA – Lead Teacher  
Tina Myers, MSN, RN, CNEcl, CCMA - Director of Nursing Education  
Cindy Grice, MS ED - Director of Adult Education

August 19, 2026 – December 17, 2026  
200-hour program includes 100-hour externship  
Monday and Wednesday 5:30 pm – 9:30 pm  
Externship scheduled mid-November – mid-December

\*Hours based on agency partners' availability (most are daytime hours)

Phlebotomy Technician Certification Exam  
Exam Date: TBD

Phlebotomy Learning Modules (not necessarily taught in this order)

|                            |                    |
|----------------------------|--------------------|
| Introduction to Phlebotomy | Phlebotomy Basics  |
| Specimen Collection        | Specimen Handling  |
| Professional Issues        | CPR                |
| Work Keys                  | Certification Exam |

Note: Calamity days must be made up at the instructor's convenience.

## **2026-2027 Program Description**

### **Adult Education Phlebotomy Technician Program Philosophy**

We believe that the Adult Education Phlebotomy Technician Program's primary goal is to develop the abilities, attitudes, work habits, and appreciation necessary for students to become effective, creative, and sensitive citizens of our society.

We believe that our goal is to teach students who have chosen to pursue entry-level positions in the field of phlebotomy in such a way that they will become aware that work is a way of creating opportunities and developing skills that will improve their lives. These new skills will help give them a sense of accomplishment and an understanding that they can make a positive contribution to the future of this country.

We believe our goal is to have students gain experience in decision-making, accepting responsibilities and consequences for their actions. Students will discover and develop their self-esteem, gain mutual respect and understanding with others.

## **Program Goals**

Upon completion of the program, graduates will be prepared to obtain entry-level employment as a Phlebotomy Technician in hospitals, physician offices, laboratories, blood donation centers, long-term care facilities, and other healthcare settings, and will be eligible to sit for a national phlebotomy certification examination, if desired.

## **Adult Learning Principles**

Adult classes are made up of people with a variety of experiences; hence it is necessary to use individual instruction to relate the material to the student's experience.

Adult students are well motivated, eager to learn, and appreciate quality teaching.

Adults want to understand the use of a skill before they practice that skill; therefore, a variety of teaching methods will give a realistic approach to learning. Adults want short units and to cover the material in the course as rapidly as possible yet remain sensitive to those who may fall behind.

Phlebotomy Technician students are required to pass the pre-assessment WorkKeys Test prior to being admitted into the program. If a student scores below the Admission Policy Guide, they will be offered tutoring resources. A college degree (official transcripts) or ACT/SAT scores within the last 5 years can be submitted for waiver consideration by the Director of Adult Education.

The Medina County Career Center does not remunerate students for work done on Phlebotomy Technician Externship assignments. There will be no payment of any type made to the student for the Externship experience.

**Academic Counseling:** The Academic Counselor and Job Placement Coordinator work with each student throughout the year. The Counselor identifies pathways to achieving success with their program and career goals. Barriers to success are identified and goals for overcoming these obstacles are set. Students learn to understand their learning style and suggestions are presented for developing solid study and test taking skills. The adult student also learns about prioritizing and balancing school with personal, family and/or employment commitments. Developing and meeting both short and long-term goals culminate in a rewarding career in Medical Assisting.

**Job Placement:** A counselor meets with the phlebotomy class to teach employability skills, resume writing, interviewing skills, and job-seeking techniques. Students can meet individually with a counselor to receive feedback on both the resume and mock interview. Job leads will be forwarded directly to each student's personal email account for student consideration. Students provide job placement information to the school through a required form.

**Individual Assistance:** Individual appointments to discuss academic, personal, or social concerns with the Academic Counselor and Job Placement Coordinator may be arranged directly with the coordinator or through the Adult Education Staff. Staff may also refer students for individual assistance to address an escalating concern. **Information discussed in private will remain confidential unless a student is personally in danger or is in danger of hurting himself or others.** Students may discuss, review, and explore solutions and will be empowered to address their concern in an appropriate and respectful manner at the correct level of authority (i.e., instructor, supervisor, or director).

Contact Information: Adriana Strazzanti  
Academic Counselor/Job Placement Coordinator  
330-725-8461, Ext. 354  
astrazzanti@mcjvs.edu

Kyle Wissel  
Adult Education Career Counselor  
330-725-8461, Ext. 351  
kwissel@mcjvs.edu

A resource list of websites related to employment, job readiness and county/state services is located on the Admissions webpage for Adult Education at [www.mcjvs.edu](http://www.mcjvs.edu).

A resource list of websites related to industry-specific information, textbook resources and test prep will be distributed by the instructor.

## **Medical requirements: \***

A Physical examination and medical clearance form is required prior to the start of the program. In addition, titers and immunizations are required. Documentation must be provided prior to September 15<sup>th</sup>, 2026, for all immunizations except COVID-19 and Influenza which must be completed by October 15<sup>th</sup>, 2026. Forms are available on Achademix in the student portal.

### **Hepatitis B Inoculations:**

Hepatitis B is a serious, potentially life-threatening disease that affects the liver and is caused by the Hepatitis B virus (HBV). HBV is spread through contact with blood or body fluids of an infected person.

Some of the potential complications of HBV infection include:

- Loss of appetite
- Pain in muscles, joints, and stomach
- Jaundice (yellow skin or eyes)
- Liver damage
- Liver cancer
- Death

**Hepatitis B Vaccine** can prevent Hepatitis B and the consequences of HBV infection such as liver damage and liver cancer.

Hepatitis B vaccine is usually given as a series of three injections (shots), giving the individual long-term protection from HBV infection. The second shot in the series will be given no sooner than 30 days and no later than 60 days from the date of the first dose. The third injection will be given 6 months after the first dose. However, proof of long-term protection is only confirmed with titer verification.

If students do not get the titer drawn by **September 15<sup>th</sup>, 2026**, or the 3-dose series, they will not have the proper documentation to be placed at the Externship site. This means that students will be limited in their Externship placement.

**Tuberculosis** is an infectious lung disease caused by the tuberculosis bacteria. A QuantiFERON – TB Gold test, T-Spot, or 2 Step PPD - Mantoux is required to show immunity yearly. Results of the test are required prior to the start of program.

Students will need documentation from a QuantiFERON – TB Gold drawn or T-Spot results proving they do not have TB or 2-Step TB documentation. If either test is positive, a chest x-ray result from a doctor proving they do not have TB is acceptable. If students do not get the results by **September 15<sup>th</sup>, 2026**, they will not have the proper documentation to be placed at a Externship site. This means that they will NOT be allowed to participate in Externship, they will not finish the program, and they will not be eligible to sit for any of the NHA certification exams. NOTE: Certain Externship sites require a TB Test within six months prior to the student's first clinical

start date. If they are placed at one of these sites, they may need to have the test repeated during the school year.

### **Tetanus – Diphtheria (DT) Toxoid Booster (Tdap)**

Tdap immunization record of shot less than 9 years ago is required (immunization must be valid through the end of the program).

### **Measles, Mumps, Rubella (MMR)**

Immunization record AND bloodwork titer results proving immunity are required prior to program start date. If any titer is non-reactive, documentation of a booster shot is required.

### **Varicella (Chickenpox)**

Immunization record or physician's record documenting disease AND bloodwork titer results proving immunity (reactive). If any titer is non-reactive, documentation of a booster shot is required.

### **Influenza Vaccination:**

It is the student's choice to receive the current/seasonal influenza vaccine. By not receiving the vaccine, the students limit their eligibility to be sent to certain externship sites. If students choose to receive the influenza vaccine, it must be done so by October 15<sup>th</sup>, 2026. Documentation of the injection is required prior to the start of externship.

### **Covid Vaccination:**

It is the student's choice to receive the current Covid vaccine. By not receiving the vaccine, the students limit their eligibility to be sent to certain Externship sites. If students choose to receive the Covid vaccine, it must be done so by October 15<sup>th</sup>, 2026. Documentation of the injection is required prior to the start of Externship.

\*All externship sites may have different immunization/health requirements. Externship placement may require additional immunizations or drug screening.

NOTE: Waivers must be signed for any declination of vaccination. Externship sites may not accept students who are not fully vaccinated.

## Behaviors

Students are expected to demonstrate the 4 P's each day:

- **Be Present:** On time and engaged
- **Be Positive:** Making choices that build a respectful strong culture
- **Be Professional:** Being mindful of your appearance, words, and actions
- **Be Productive:** Giving your best effort and taking initiative to succeed.



## MCCC Expectations:

|                        |                                                      |
|------------------------|------------------------------------------------------|
| <b>Be Present</b>      | <b>Attendance Matters!<br/>On Time &amp; Engaged</b> |
| <b>Be Positive</b>     | <b>Mindful Choice<br/>Impact on Culture</b>          |
| <b>Be Professional</b> | <b>Appearance<br/>Words<br/>Actions</b>              |
| <b>Be Productive</b>   | <b>Work Hard<br/>Take Initiative</b>                 |

Communication and behaviors when interacting with clients, faculty, staff and peers is expected to be positive and professional. Students may be subject to disciplinary action (warning, probation, dismissal) for unacceptable conduct. Programs must operate in accordance with rules and regulations as set forth by the school administration and the Board of Education. A student may be dismissed for the following but not limited to:

- Academic dishonesty
- Excessive absences
- Poor attitude, lack of progress or interest
- General misconduct
- Disruption to the educational process
- Destruction of school property, vandalism
- Not following directions from instructors, insubordination
- Theft

- Harassment/bullying
- Fighting, physical/verbal assaults
- Use or possession of illegal substances, (drugs, alcohol, vape, tobacco, etc.)
- Possession of weapons

### Conference Evaluations

Phlebotomy Technician students are evaluated during established checkpoints in the program with the instructor and/or the Director of Nursing Education. At this time the instructor, and/or the Director of Nursing Education will discuss students' current grades, attendance, the 4 P's, and concerns that the staff may have. Student progress with these employability skills is essential. The staff will also meet with individual students on an as needed basis during the program.

### Classroom & Lab Policies

As future members of the healthcare community the students will be expected to present themselves in a professional manner during work and while attending any work-related functions. This refers not only to their attire and grooming but their demeanor and conduct as well. Students' professional presentation will serve them well and help to further their career in the healthcare industry. Prospective employers look for employees who exhibit knowledge in their chosen field; are respectful of others, demonstrating fairness and equality in personal business dealings; maintain personal integrity; are reliable; and display a professional demeanor.

All students are expected to adhere to the Phlebotomy Technician Program Guide & Code of Conduct outlined in the Student Handbook. Any infractions of the Code will result in disciplinary action as outlined in the Handbook.

Students removed from the Phlebotomy Technician Program may receive a certificate of hours completed. If the student is delinquent in their payments to the school, the student will not receive a certificate until all restitution is paid in full.

### Language

Appropriate language shall always be used. Profanity is prohibited and unprofessional.

### **Program Cheating and Misconduct Policy:**

Professional and ethical conduct is always expected in the classroom, lab, and at externship sites. Students will not be allowed to behave in any manner that would be disruptive to the operation of the program or externship facility.

**There will be zero tolerance for harassment.** Any form of harassment noted or reported in this class will result in disciplinary action. Further infractions will result in disciplinary action as outlined in the Student Handbook, which may include suspension or expulsion from the program if warranted.

Disciplinary action, **including expulsion** from the program, could occur for such behaviors, and not limited to such behaviors as cheating, profanity, sleeping in class, falsification of records, theft, illegal possession or use

of drugs or intoxicants, careless or willful destruction of property, willful disobedience or insubordination, smoking in unauthorized areas, disruptive or distracting behaviors, committing unlawful acts, or failure to adhere to the rules, regulations, and policies of the facility.

**Homework and Study Time:** Homework and reading assignments are assigned daily. Students are expected to come to class prepared to discuss the day's lecture material and participate in lab activities.

### **Food/Gum/Candy**

Due to OSHA regulations and County Health Department, **food and drink are strictly prohibited in the Lab section of the classroom.** The student will be given adequate break times so that they can get a snack if needed. **The Lab is a Biosafety Level 1 Lab.**

### **Dress Code**

Students are expected to be in full compliance with the dress code in lab, theory, and throughout the evening at the Career Center.

Frequently, business and industry professionals visit the Career Center and the Phlebotomy Technician program. Students need to project a professional image in ALL areas of the building. Sweatshirts are not to be worn over their scrub top. Students are provided with lab coats.

### **Uniforms**

Students will receive one uniform included in student fees. Fittings for these uniforms will be held at MCCC. There are no refunds issued for wrong sizes. If additional uniforms are needed, the student may purchase scrubs in the same color as the issued uniform.

Uniforms shall be freshly laundered and pressed. Uniform pants shall not be rolled nor pegged and must be hemmed if necessary. Socks shall be worn. School photo ID badges and name badges must ALWAYS be worn while at school and on externship.

Students are responsible for purchasing their own shoes.

Uniform shoes shall be clean, closed-toed, closed-surface shoes. White tennis shoes are acceptable. Shoes should be made from a surface that can be cleaned easily due to the potential for biohazard spills in the lab. Shoelaces (if applicable) shall be white, clean, and un-frayed. Shoes that are not acceptable: UGG boots, flip flops, crocs, or slides.

### **Fingernails**

Fingernails must be well-manicured and reasonably short and should be kept free of dirt and debris. Nail polish SHALL NOT be worn, neither colored nor clear. Absolutely no artificial nails! This presents an infection control hazard and safety hazard for the "patient".

### **Perform/Cologne/Lotions**

No scented lotions, perfumes, or colognes are to be applied during class, lab, or at externship. Staff, other students, or patients may have allergic responses, and respiratory insufficiency can be an issue.

## **Hair**

Hair shall be clean and modestly styled. Hair shall not touch collars when hanging free. Bangs are not subject to this rule. Hair needs to be pulled back off the face when in the lab and on externship. Hair colors shall be kept in the natural colors of brown, black, auburn, blonde, etc.

Students are becoming health professionals, and high standards in the area of personal hygiene are expected to be maintained. Students need to dress and act accordingly.

## **Jewelry**

One pair of small stud-style earrings

One watch with a secondhand

One ring

**NO facial piercings (eyebrows, nose, lips, and/or tongue)**

## **Tattoos**

Shall be kept covered when in uniform, whether in class, lab, or externship sites and while on field trips.

## **Emergency Safety Evacuation Plan**

Please refer to the Fire/Tornado Emergency Evacuation Plan posted in the student handbook. This plan will be discussed in orientation.

## **Cell Phone Policy**

Cell phones are disruptive to the educational process. Use of cell phones and/or other electronic communication (ECD) devices is prohibited in clinical settings, both on and off campus; during these times ECDs must be secured along with other personal items and not on the student. In the event of a personal or family emergency, advise family members (and/or significant others) to call the Medina County Career Center, Adult Education Department, and they will get the message to the student as soon as possible.

All ECDs must be silenced and placed in a secure location during instructional time unless otherwise directed by the instructor. **ECDs should not be out during class/lab time.** ECDs are permitted during lunch and breaks and may be used during class time with instructor permission at the Medina County Career Center.

Violation of this policy may result in expulsion from the program with no refund of fees.

## **Policy on Use of Social Media**

The Medina County Career Center does not allow inappropriate and/or illegal use of social media. This policy intends to protect students, clients, visitors, and staff against misuse of social media content. This also includes patients, staff, and visitors associated with any site for externship/clinical rotations. Social media includes but is not limited to Facebook, Twitter, LinkedIn, Instagram, Snapchat, TikTok, email, or any other methods of disseminating personal and private information.

## **Compliance Guidelines**

1. Students are strictly prohibited from transmitting by way of any electronic media any student, resident/client-related image, or information that may be reasonably anticipated to violate anyone's residential rights to confidentiality or privacy. This includes information that could degrade or embarrass staff, visitors, or patients at the externship/clinical site.

2. Students will not post or share posts that would disseminate any information regarding staff, visitors, or patients at the Medina County Career Center or an externship/clinical site.
3. Students will maintain professional boundaries in the use of social media.
4. Students are not to share company data or information on social media.
5. Students will refrain from making offensive remarks on social media about the students, staff, volunteers, practitioners, visitors, or patients at the externship/clinical site. This includes making threats, harassing, and using profane, obscene, sexually explicit, racially derogatory, or homophobic comments.
6. Students will not post content or otherwise speak on behalf of the Medina County Career Center or externship/clinical site unless authorized to do so by the administration.

Any student who violates this policy may be subject to expulsion from the class with no refund of fees and possible implications in future legal proceedings involving the event(s).

## **SAFETY AND LIABILITY**

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### **POTENTIAL HEALTH HAZARDS AND SAFETY RISKS ENCOUNTERED DURING ADULT EDUCATION PROGRAMS**

The Medina County Career Center (MCCC) strives to provide the most realistic training possible. Many of the health hazards present in the real working environment are also present during training. The types of health hazard exposure and safety risks include, but are not limited to needle stick injuries, sharp injuries, and any incidents incurred during the externship.

During MCCC training, students will be required to wear personal protective equipment (PPE) on several occasions as a precaution during exposure to potential health hazards. PPE provided during training includes gloves, gowns, protective eyewear, masks, or face shields. The type of PPE to be utilized will be determined by the type of potential health hazard exposure.

### **HOLD HARMLESS AGREEMENT**

A Hold Harmless Agreement is required by the Medina County Career Center (MCCC), Adult Education. By signing this agreement, students acknowledge that there are certain risks inherent to training in programs and that outside of gross negligence, students will hold MCCC and its employees and contractors not liable. If students have any questions regarding the Hold Harmless Agreement, please contact the Director of Adult Education.

### **NEEDLESTICK/INSTRUMENT/SHARPS INJURY PROTOCOL**

1. Students are to follow standard precautions in the laboratory and clinical settings at all times.
2. Standard precautions include the use of appropriate Personal Protective Equipment (PPE) when performing tests/tasks that may involve possible risk of exposure to potential health hazards. PPE includes but is not limited to, gloves, masks, gowns, and eye protection.
3. If the student has an occurrence of an injury/exposure during lab or externship hours, the student MUST:
  - a. INFORM the instructor, preceptor, or person in charge, of injury/exposure IMMEDIATELY.

- b. Bleed the site of injury if it involves a break in skin integrity while placing the injured part under running water.
- c. If unable to place the injured part under running water, pour copious amounts of water onto the injured part while bleeding the site.
- d. Next, cleanse the site with alcohol and dress with clean dry dressings.
- e. Fill out an incident report for both the clinical site and the Medina County Career Center at the time of the occurrence. Be factual, give details, and list any witnesses to the event.
- f. The student must seek immediate follow-up care through their own insurance with either a hospital emergency room or a personal physician.

### **Lab Guidelines**

PLEASE REMEMBER:

- Please use care with all property.
- Please report any damage noted to any equipment to the instructor immediately.

### **Safety**

Please understand that safety is a very important factor in the lab. Therefore, a student may not be allowed to participate in the lab for that day if the dress code is violated. Subsequently, no professional points will be awarded, and lab time cannot be made up. Safety precautions shall be practiced. Utilize goggles, gloves, and protective gowns during all lab sessions dealing with blood/body fluids and chemicals.

**Break Times:** Phlebotomy students are allowed one 15-minute break at the instructor's discretion per class. Any student needing more time must get permission from the instructor or else be docked class time.

**Absences:** Students must notify the AE office of absences before the beginning of class. Any work or tests missed on that day must be made up the day that the student returns to class unless special circumstances exist. It is the student's responsibility to turn in all work and/or approach the instructor to schedule a testing time for missed exams.

**Phlebotomy Technician Attendance Policy:** MCCC sets rigid expectations for promptness and attendance in all of its programs. Phlebotomy students are required to attend 100% of the 200-hour program. Attendance is kept similar to time clocks in the job environment. Attendance is taken at the beginning of each class. Students are docked time for tardies, early departures from class, extra-long break times, and absences.

All Phlebotomy students are required to be present for the entire 200 hours of the Phlebotomy Program, no exceptions are allowed. It is **MANDATORY** that each student is present for the complete 200 hours.

**NOTE:** We understand there may be extenuating circumstances, which need to be discussed with and approved by the Director of Nursing Education and/or the Director of Adult Education. If the student is tardy, absent, or misses any class time, he/she has the option of remaining in the class by paying for the missed instructional time. The following rules apply in this situation:

- The make-up time is based on the instructor's availability and willingness to schedule extra time.
- The make-up time is scheduled outside of regularly scheduled class time.
- There is a \$40/hour payment (minimum 1-hour payment) due for any missed class time.
- Payment for the missed time is to be made to MCCC Adult Education, not the instructor.
- The time to be made up may be scheduled before payment, but payment must be made before the actual make-up time is held.

- “In-class make-up time” must be completed or the student may be dismissed from the class with no refund, will not receive their certificate, and will be ineligible to sit for the certification exam.
- If paying by check or with credit card, the check or credit card payment must clear before the make-up time will be held.
- If the student is absent due to illness, the student will need to bring in a Physician's excuse to make up missed time.

If a student needs to withdraw from the class at any time during the program, he/she may transfer into a future class only if approved by the Directors.



|                          |                                      |
|--------------------------|--------------------------------------|
| <b>Program Name</b>      | <b>Phlebotomy Technician Program</b> |
| <b>Course Title</b>      | <b>Phlebotomy Technician</b>         |
| <b>Total Clock Hours</b> | <b>200</b>                           |

| Basic Information           |                        |              |                          |
|-----------------------------|------------------------|--------------|--------------------------|
| <b>Required Orientation</b> | Monday August 17, 2026 | <b>Time:</b> | 5:30 pm -7:00 pm         |
| <b>Class Meets:</b>         | Monday, Wednesday      | <b>Time:</b> | 5:30 pm – 9:30 pm        |
| <b>Externship:</b>          | Monday – Friday        | <b>Time:</b> | Daytime hours per agency |

|                                                       |                                  |
|-------------------------------------------------------|----------------------------------|
| Faculty with Credentials Responsible for Course       | Karastan Sanchez, MBA, MHA       |
| Instructor Work Phone                                 | 330-725-8461 Ext. 605            |
| Instructor Email                                      | ksanchez@mcjvs.edu               |
| Office Hours                                          | TBD                              |
| Other Individual Providing Course Content Information | Tina Myers, MSN, RN, CNEcl, CCMA |

| Prerequisites                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Phlebotomy students are required to pass the pre-assessment WorkKeys Test prior to being admitted into the program. If a student scores below the Admission Policy Guide, they will be offered tutoring resources. A college degree (official transcripts) or ACT/SAT scores within the last 5 years can be submitted for waiver consideration by the Director of Adult Education. A background check and medical requirements must also be completed. |

| Course Hours     |           |                        |                                                                |
|------------------|-----------|------------------------|----------------------------------------------------------------|
| Theory/Lab Hours |           | Externship Hours       |                                                                |
| Theory Hours     | 100 Hours | Externship Hours       | 100 Hours                                                      |
|                  |           | Needle Sticks required | 30 venipunctures/10 capillary in lab, minimum 70 in externship |
|                  |           | Total                  | 200 hours                                                      |

| Required Texts and other Bibliography of learning resources                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Required Textbook</b><br>Text: <b>Phlebotomy Essential, Eighth Edition with Navigate Premier Access</b><br>ISBN: 9781284263480<br>Author: Ruth E. McCall, BS, MT (ASCP)<br>Publisher: Jones & Bartlett Learning, LLC, an Ascend Learning Company |

**Optional Books**

Student Workbook for Phlebotomy Essentials, Eighth Edition

**ISBN: 9781284263565**

Author: Ruth E. McCall, BS, MT (ASCP)

Phlebotomy Exam Review

**ISBN: 9781284263534**

**Textbooks are to be brought to class each session.**

**A weekly schedule will be provided for students by the instructor.**

### Course Description

MCCC Adult Education Phlebotomy Technician program is a comprehensive course designed for students new to the industry. Phlebotomy technicians are primarily responsible for the collection and preparation of blood samples for laboratory testing. Phlebotomists primarily seek employment in hospital and clinic settings, but sometimes work in nursing homes, private home care, and the insurance industry or research institutions.

Students will be prepared to collect, transport, and process blood and other specimens for laboratory analysis. The program includes 100 hours of classroom and lab instruction that includes Introduction to Phlebotomy, Phlebotomy Basics, Specimen Collection, Specimen Handling, and Professional Issues. All students will be required to complete a minimum of 30 successful venipunctures and 10 capillary needle sticks in the lab and 70 or more successful sticks during the 100-hour externship to sit for the certification examination.

**Theory:** Each class begins with a review of prior learning. New information is then presented through instructor lectures using whiteboards, PowerPoint slides, and video or computer software. Textbook(s), pencil/pen, and notebook paper are required. Students are also required to participate in discussions, take notes from lectures, and complete required reading and homework promptly. At the end of the program, grades are calculated based on tests, quizzes, homework, procedures, work products, and other written assignments. Students must achieve an 80% cumulative average in theory and lab to be eligible for externship.

**Homework and Study Time:** Homework and reading assignments are assigned weekly. Students are expected to come to class prepared to discuss the day's lecture material and participate in lab activities. Lectures and activities will be based on assignments from the previous day on the syllabus. Please refer to the weekly schedule for detailed information on all assignments.

**Externship:**

Students will participate in a 100-hour externship with clinical partners. Placement will be determined at a later date, and the schedule will vary based on the site's availability. Students need to have availability to complete these hours according to the agency schedule. **These hours are typically daytime full-time hours during the final month of the program.**

| Course Theory Objectives / Outcomes |                                                                                                                                                                                                                          |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                  | Demonstrate professional behavior and ethical practice by adhering to legal, regulatory, and confidentiality requirements, including HIPAA standards and informed consent procedures.                                    |
| 2.                                  | Apply medical terminology, anatomy, physiology, and laboratory science concepts to support safe and effective specimen collection and patient care.                                                                      |
| 3.                                  | Identify and utilize phlebotomy equipment, supplies, and collection systems according to established laboratory standards and manufacturer guidelines.                                                                   |
| 4.                                  | Perform venipuncture and capillary blood collection procedures safely and accurately while following infection control, standard precautions, and patient identification protocols.                                      |
| 5.                                  | Demonstrate competency in specimen collection, labeling, handling, processing, transport, and storage to ensure specimen integrity and accurate laboratory results                                                       |
| 6.                                  | Apply safety principles and Occupational Safety and Health Administration (OSHA) regulations to prevent workplace injuries, exposure incidents, and environmental hazards.                                               |
| 7.                                  | Communicate effectively with patients, families, and healthcare team members using therapeutic communication techniques that promote patient comfort, dignity, and cooperation.                                          |
| 8.                                  | Adapt specimen collection techniques to meet the needs of diverse patient populations, including pediatric, geriatric, critically ill, and special-needs patients.                                                       |
| 9.                                  | Recognize and appropriately respond to complications and emergency situations that may occur during specimen collection, including syncope, hematoma formation, prolonged bleeding, and accidental needlestick injuries. |
| 10.                                 | Perform point-of-care testing and selected ancillary procedures in accordance with quality assurance standards, laboratory policies, and scope of practice guidelines.                                                   |
| 11.                                 | Apply quality assurance and quality control principles to ensure accuracy, reliability, and compliance throughout the pre-analytical, analytical, and post-analytical phases of laboratory testing.                      |
| 12.                                 | Demonstrate employability skills necessary for entry-level employment by exhibiting professionalism, accountability, teamwork, critical thinking, customer service, and effective workplace communication.               |

| Teaching Strategies |                                                |
|---------------------|------------------------------------------------|
| ➤                   | Lecture                                        |
| ➤                   | Lab activities                                 |
| ➤                   | Utilization of textbooks/study guide resources |
| ➤                   | Discussion and Group activities                |
| ➤                   | Reputable Internet sources                     |

## Evaluation / Assessment and Grades

| Grade Type             | Number                      | Total Points Possible                   |
|------------------------|-----------------------------|-----------------------------------------|
| Chapter Quiz           | 14                          | 30 points each                          |
| Exam                   | 4                           | 100 points each                         |
| Final cumulative exam  | 1                           | 100 points (replaces lowest exam score) |
| Workbook assignments   | 14                          | 15 points each                          |
| Discussion Boards      | 28 (2 for each chapter)     | 5 points each                           |
| Key Terms              | 14                          | Varies per chapter                      |
| Additional assignments | Per instructor              | Varies per chapter                      |
| Lab skills             |                             | Satisfactory/Unsatisfactory             |
| Externship             | 100 hours/70 sticks minimum | Satisfactory/Unsatisfactory             |

## Grading Scale

| Grade | Percentage           |
|-------|----------------------|
| A+    | 100 – 98             |
| A     | 97 – 93              |
| A-    | 92 – 90              |
| B+    | 89 – 88              |
| B     | 87 – 83              |
| B-    | 82 – 80              |
| C+    | 79 – 78              |
| C     | 77 – 73              |
| C-    | 72 – 70              |
| D+    | 69 – 68              |
| D     | 67 – 63              |
| D-    | 62 – 60              |
| F     | 59 & below           |
| I     | Work must be made up |

Students must achieve an 80% cumulative average in theory/lab to be eligible for externship and to successfully complete the program.

## Other Information

Additional assignments may change based on the needs of the learners. Evaluation of the learner and remediation assignments may be provided to ensure competency.

## Certifications

Certifications are through the National Healthcareer Association (NHA). NHA certification exams are accredited by the National Commission for Certifying Agencies (NCAA) and updated regularly to ensure that students have the most job-relevant knowledge and skills. When applying for the certification examinations, the student will create an online account through NHA. This will be completed in class with the instructor. All certification exams will be held at the end of the program year in the computer lab at MCCC. Before the certification exams, students will spend two weeks of class time taking practice exams, studying, and reviewing materials for the specific certification. The cost of the initial certification exams is included in the program. Any certification retakes will be paid for by the student.

### **CPT (Certified Phlebotomy Technician) Exam:**

#### **Exam Details**

- The test will be administered online.
- The student must present valid identification.
- The test must be completed in one continuous session.
- 100 questions, 20 pretest questions
- Exam time: 2 hours

It is important to know how to maintain certifications. Continuing education (CE) credits are required as part of each certification renewal process. By earning CE credits and keeping the certification active, the technician is showing commitment to the career and patient care. To keep the NHA certification current, earn 10 Continuing Education (CE) credits every two years. NHA offers an online CE program that helps one to earn the 10 required credits needed every two years to keep the certification active. Healthcare jobs are not always 9 to 5. That is why NHA has made it convenient for healthcare professionals to earn annual CE credits online. See the NHA website: <https://www.nhanow.com/> for instructions on CE credits and renewal of the certification.

### **Phlebotomy Technicians may perform one or more of the following tasks:**

- Draw blood from patients and blood donors
- Evaluate patients' ability to withstand the procedure
- Explain the blood-drawing procedure to patients and answer questions
- Perform basic point-of-care testing, such as blood glucose levels
- Prepare blood, urine, and other specimens for testing
- Verify patient/donor identity
- Maintain medical equipment such as needles, test tubes, and blood vials

Phlebotomy Technicians are critical team members at hospitals, diagnostic laboratories, and blood donor centers. As advancements in medical technology rise, it's an especially exciting time to begin a career in this thriving field. Earning a Phlebotomy Technician Certification (CPT) from NHA can give employers confidence in candidates skills and abilities. Set yourself up for success and reach career goals in the rewarding healthcare industry.

**CPR – BLS** for healthcare providers - American Heart Association is required and provided during the Phlebotomy Technician program. This course must be completed prior to externship.

## **Medina County Career Center Student Externship Policy**

- At no time is the student to be considered an employee of the Externship site.
- The student shall not receive compensation/payment, monetary or otherwise, for the Externship experience.

### **Externship Requirements for Phlebotomy Technician Students**

#### **EACH STUDENT WILL BE RESPONSIBLE TO:**

1. Complete all immunizations and medical requirements.
2. Provide proof of any other required site-specific immunizations and/or drug screening.
3. Maintains good physical health during externship experience.
4. Conforms to the rules of participation in the externship experience established by MCCC and the site.
2. Be punctual and regular in attendance, wearing proper professional attire.
3. Notify externship site and the school (MCCC) in advance of any tardiness' and absence.
4. Notify the externship site and school (MCCC) of related problems; accept counseling and any work readjustment which must be made.
5. The student is to provide their own transportation.
6. Exhibit primary allegiance to externship site.
7. Assume a responsible, safety-conscious manner to be always professional and accept the consequences of their actions.
8. Respect the confidential nature of all information regarding patients and the externship site/agency.
9. Have an OSHA and Infection Control In-service prior to rotation if required by the site.
10. Learn the externship site fire/safety protocol.
11. Sign HIPAA Compliance Form
12. Complete site-specific onboarding requirements.

An employee from MCCC will contact the externship site to discuss arrangements. The clinical affiliation agreement will be provided to the externship site representative for review. The clinical affiliation agreement will be signed by:

1. The externship site representative
2. The Director of Nursing Education

### **Externship hours**

- All hours must be completed before a certificate of completion is provided
- A total of 200 hours is required to complete the externship
  - Classroom/Lab hours - 100
  - Externship hours – 100
- All hours must be completed prior to sitting for the NHA certification exams
- Students are responsible for obtaining signatures **daily** from the preceptor or externship representative.
- The student is responsible for turning into the instructor or designee weekly.
- All time sheets and externship hours completed must be submitted to the instructor for review before becoming eligible for hire at the externship site.

### **Student requirements at the Externship site**

- Students will abide by all the rules set forth on the clinical affiliation agreement and the student externship policies.

#### **Name tag**

- **Must be worn at all times** by the student at the Externship site
- If lost or broken, the STUDENT is responsible for purchasing another name tag from MCCC prior to next Externship scheduled hours

#### **Dress Code / Uniforms**

- Students **must wear** the school uniform or class color scrubs
- Uniforms (scrubs) must be clean, neat, and in good repair
- Neutral professional looking shoes must be worn
- Shoes must be clean and in good repair

#### **Hair**

- Shall be clean & modestly styled. Bangs are not subject to this rule.
- Needs to be pulled back off the face when in the lab section and on Externship.
- Colors shall be kept in the natural colors of brown, black, auburn, blonde, etc.
- Students are becoming health care professionals and high standards in personal hygiene are expected to be maintained. Therefore, students need to dress and act accordingly.

#### **Make-up/Fingernails**

- Good hygiene must be used to maintain a clean face and body
- Make-up must look professional
- Fingernails **must be** well manicured and not extend beyond tip of finger and shall be kept free of dirt & debris. Nail polish shall not be worn, neither colored nor clear.  
**Absolutely no artificial nails!** This presents an infection control hazard and safety hazard for students, patients and staff.

### **Perfume/Cologne/Lotions/Personal Hygiene**

- **No scented lotions, perfumes or colognes are to be applied during class/lab, field trips or at externship sites.** Staff, other students, or patients may have allergic responses and respiratory insufficiency can be an issue.

### **Jewelry/Tattoos**

- Only a wedding band is allowed.
- Only 1 pair of earrings allowed during class/lab, field trips & externship.
- Earrings cannot be hoops or dangling.
- Body rings, including tongue, eyebrow, nose, and facial piercings are prohibited
- Offensive tattoos must be kept covered whether in class/lab, field trips & externship.

### **Language**

- Appropriate language shall always be used.
- Profanity is prohibited and unprofessional.

### **Attendance**

- Students will be prompt
- Students will notify BOTH the externship site AND the school (MCCC) if a tardiness/absence is necessary, PRIOR TO the student's starting time
- Paperwork and Forms in the externship binder
- Must be up-to-date and present at the site each day

**\*NOTE: All externship paperwork must be turned in by the designated date set by the instructor, in order to sit for the certification exams. It is highly recommended that students turn in the paperwork immediately upon completion of the externship so that the instructor can verify that all hours and requirements have been successfully completed.**

## **CORE CURRICULUM Addendum**

### **Phlebotomy Technician Program Medina County Career Center *Not necessarily taught in this order***

1. Define Phlebotomy
2. List at least five job skills that are important for phlebotomists to have, and explain why each is important
3. Describe the major duty of phlebotomists and discuss four other important responsibilities.
4. List six personal qualities that characterize a professional and explain how a phlebotomist demonstrates these qualities.
5. Differentiate accreditation and certification.
6. Identify professional organizations with an interest in phlebotomy.
7. Explain why informed consent and confidentiality are important legal issues for phlebotomists.
8. Describe the overall structure of a typical hospital.
9. Explain the roles of each of the following hospital branches, and list the kinds of jobs included:
  - Fiscal and information services
  - Support services
  - Nursing services
  - Professional services
10. Describe the departments and functions of the professional services branch of the hospital.
11. List the personnel who may work in the laboratory.
12. Describe the functions of the anatomic and surgical pathology laboratory.
13. List the major departments of the clinical laboratory.
14. Describe the kinds of samples typically analyzed and the kinds of tests that may be performed in each of the following clinical laboratory sections:
  - Hematology
  - Coagulation and hemostasis
  - Chemistry
  - Specimen
  - Microbiology
  - Urinalysis and clinical microscopy
  - Serology or immunology
  - Blood bank or immunohematology
  - Molecular diagnostics
  - Referrals
15. Explain the role of molecular diagnostics and flow cytometry in laboratory testing.
16. Explain how laboratory quality is monitored, and list at least four organizations that are involved in ensuring quality laboratory testing.
17. Describe other healthcare settings where a phlebotomist may work.
18. Explain the role of the Occupational Safety and Health Administration (OSHA) in workplace safety.
19. List eight types of safety hazards.
20. Describe six precautions that can reduce the risk of injury.

21. Explain steps to be taken to lessen the risk of physical or sharps hazards.
22. List the items that must be included on a chemical label according to the Globally Harmonized System.
23. List two other kinds of labels used to identify hazardous materials.
24. Explain the purpose of the safety data sheet (SDS).
25. Describe the components of a chemical hygiene plan.
26. Discuss safety precautions to be used when handling hazardous chemicals.
27. Identify the radioactive hazard symbol.
28. Describe precautions to be taken to reduce the risk of electrical hazards.
29. Describe the four classes of fire and identify the type or types of fire extinguishers used to combat each.
30. Explain what to do in case of the following:
  - bleeding wound
  - no sign of breathing
  - shock
  - latex sensitivity
31. Define selected roots, suffixes, and prefixes.
32. Translate the English or common word for a condition or system into the appropriate medical form.
33. Use selected medical terms or expressions in their proper context.
34. Define and use correctly specific medical terms that apply to phlebotomy.
35. Define selected medical abbreviations and use them correctly by the Joint Commission requirements.
36. Describe the three levels of organization of the human body.
37. Name four structures of the cell and describe the functions of each.
38. Name four kinds of tissue and explain the roles of each.
39. Define each anatomic term discussed and use it to locate various structures and position a patient.
40. Describe the eight major body cavities and list at least one organ contained in each.
41. For each of the following body systems describe major features, organs, and functions and list associated diseases and common laboratory tests:
  - Skeletal
  - Muscular
  - Integumentary
  - Nervous
  - Digestive
  - Urinary
  - Endocrine
  - Reproductive
42. Describe the circulation of blood from the heart to the lungs and other body tissues.
43. Differentiate arteries, veins, and capillaries
44. Locate the major arteries and veins of the human body.
45. Define systole, diastole, and sphygmomanometer.
46. List and define at least 10 diseases of the heart and blood vessels.
47. Describe the components of whole blood.
48. Describe the three cellular elements of the blood.
49. Explain the process of hemostasis.
50. For red blood cells (RBCs), white cells (WBCs), and hemostasis, list at least three diseases that affect each.
51. Describe laboratory tests that may be used to detect diseases of RBCs, WBCs, and hemostasis.

52. Differentiate lymphatic circulation from that of blood.
53. Explain the functions of the lymphatic system.
54. Differentiate among nonspecific, humoral, and cellular immunity.
55. Describe the functions of T and B cells.
56. List the equipment that should be available for venipuncture.
57. Describe the purpose of a tourniquet and list types that may be used to locate a vein.
58. Differentiate between an antiseptic and a disinfectant, and list those that may be used for blood collection.
59. Locate the bevel, shaft, hub, and point of a needle, and describe safety features that may be included.
60. Define needle gauge and explain the use of different gauges.
61. Name the parts of a syringe and describe how the syringe system differs from the evacuated tube system.
62. Explain when a syringe system or winged infusion set (butterfly) is used in blood collection.
63. Describe the proper use of the tube holder (needle adapter).
64. Differentiate whole blood, serum, and plasma, and list at least one use for each.
65. Describe at least nine additives, including their mode of action and uses.
66. List at least 10 colors for tube tops. Identify the additive(s) in each, and state one use for each.
67. State the correct order of draw for both evacuated tube collection and syringe collection.
68. Describe the proper disposal of a used needle.
69. List the information that is commonly found on a patient's test requisition.
70. List, in order, the steps in a routine venipuncture.
71. Discuss the information that must be verified for inpatient identification (ID) before the blood collection procedure.
72. Explain how the ID of outpatients differs from that of inpatients.
73. Describe patient preparation and positioning.
74. Describe how to assemble the evacuated tube system.
75. Explain how to apply a tourniquet, and list three consequences of improper application.
76. List the veins that may be used for blood collection and give the advantages and disadvantages of each.
77. Explain how to clean the venipuncture site.
78. Describe how to properly insert the needle into the vein.
79. Discuss how the needle should be removed when the last tube of blood has been collected.
80. List the information that must be included on the label of each tube.
81. Describe how venipuncture using a syringe differs from that using the evacuated tube system.
82. List situations in which a capillary collection might be preferred.
83. Explain why it is necessary to inform the physician when capillary blood is collected.
84. Describe the common skin puncture devices.
85. Discuss containers that may be used to collect capillary blood.
86. Explain how circulation may be increased at the puncture site.
87. Discuss proper capillary collection site selection.
88. Explain why it is important to control the depth of the puncture.
89. List, in order, the steps for capillary collection.
90. Describe how the cut should be made when a finger is used as the puncture site.
91. Explain why the first drop of blood is discarded.
92. List precautions to be observed when collecting capillary blood.
93. State the order of the draw in collecting capillary blood.
94. List, in order, the steps for performing a bleeding time (BT) test.
95. Explain the procedure to be followed in these situations:

- The patient is not in his or her room.

- The patient has no identification band.
- The patient is sleeping, unconscious, or apprehensive.
- A member of the clergy or a physician is with the patient.
- Visitors are present.
- The patient cannot understand you.
- The patient refuses to have blood drawn.

96. List at least four sites that must be avoided when collecting blood and explain why.

97. Describe techniques that can be used to help locate a vein.

98. Discuss limitations and precautions to be followed if a leg or hand vein is considered for venipuncture.

99. List at least two situations in which alcohol should not be used to clean the venipuncture site, and state at least one alternative.

100. Describe four potential problems associated with tourniquet application.

101. Define syncope, describe the signs of syncope, and explain what to do when a patient experiences this condition during the collection of blood.

102. Describe the actions to be taken if a patient has a seizure, complains of nausea, or vomits.

103. List three reasons that blood may not flow into a tube, and explain how to prevent or correct the problem.

104. Explain what should be done in the following situations:

- An artery is inadvertently punctured.
- No blood is collected on the first try.
- The patient requests something.
- There is prolonged bleeding from the puncture site.

105. List the causes of a hemolyzed sample and name the test results that may be affected.

106. List tests that may be affected by a patient's position.

107. Describe five long-term complications associated with venipuncture and explain how they can be avoided.

108. State the reasons a sample may be rejected by the laboratory.

109. Describe two physiologic differences between children and adults that should be considered when collecting blood from infants and children.

110. Describe steps that can be taken to help reduce a child's anxiety and make the venipuncture experience more pleasant.

111. Explain how blood collection supplies and the venipuncture procedure are modified for infants and children.

112. List the steps in dorsal hand venipuncture in children.

113. Define bilirubin, explain its significance, and describe precautions that must be observed when collecting blood for bilirubin testing.

114. Explain the usual procedure for collecting blood for neonatal screening tests, and list five tests that may be done.

115. Explain physical changes that may occur with aging that should be considered when collecting blood.

116. List conditions that may require a blood draw for an extended period and alternative collection sites for patients with such conditions.

117. Define vascular access devices and describe eight types.

118. Describe how blood should be collected from a vascular access device.

119. List steps to be followed when collecting blood from a patient with an intravenous line in place.

120. Explain how arterial blood differs from venous blood.

121. Describe what is measured in arterial blood gas (ABG) testing and explain the significance of abnormal results.
122. List the requirements needed to collect arterial blood and discuss the differences from routine venipuncture equipment.
123. List the arteries that can be used for blood gas collection and describe the advantages and disadvantages of each.
124. Explain the principle and procedure for testing collateral circulation.
125. Define respiratory steady state and list the steps that should be taken to ensure that it exists when blood is collected.
126. Describe the steps in ABG collection.
127. Discuss at least five complications that may occur with arterial puncture.
128. List at least seven sample collection errors that may affect ABG testing.
129. Describe capillary blood gas testing, including uses, limitations, and procedures.
130. Define basal state.
131. Define and explain the uses of:
- Fasting specimens
  - Timed specimens
  - 2-hour postprandial specimens
132. Describe the procedure for performing the various tolerance tests.
133. Define diurnal variation and list the blood constituents that may be affected by it.
134. Define therapeutic drug monitoring (TDM), describe the differences amount random level and peak and trough levels, and explain how TDM samples are collected.
135. Describe the reasons and procedures for collecting blood for culture.
136. Explain the steps in collecting blood from donors for transfusion.
137. Define and explain the uses of autologous donation and therapeutic phlebotomy.
138. Explain how samples to be tested for or suspected of containing cold agglutinins, cry fibrinogen, or cry globulin should be handled.
139. List samples that should be chilled until tested.
140. List samples that are light sensitive and explain how they should be handled.
141. Describe the precautions to be taken when collecting legal or forensic specimens.
142. List samples that are time-sensitive and explain how they should be handled.
143. Explain how to prepare blood smears, describe features of unacceptable smears, and list the possible causes.
144. Explain how to prepare smears to be examined for malaria.
145. Describe six kinds of urine samples, explain how each is collected, and state one use for each.
146. Instruct a patient on how to collect a midstream clean-catch urine specimen.
147. Explain how a urine sample can be collected from an infant, and state at least one limitation.
148. Discuss why a fecal sample may be requested, list three types of samples, and describe collection methods.
149. Discuss how and why semen samples may be collected.
150. Explain the proper procedure for collecting a throat sample and a nasopharyngeal sample.
151. Explain the reason and the procedure for collecting a sweat electrolyte/chloride sample.
152. Describe how cerebrospinal fluid is collected and explain how the tubes collected should be distributed.
153. Define each of the following terms, and list at least one reason for collection each fluid:
- Pericardial fluid
  - Peritoneal (ascitic) fluid
  - Synovial fluid
154. Explain how amniotic fluid is formed and describe three reasons for testing it.

155. Discuss what might happen to a sample that is not properly handled and processed.
156. Describe four ways in which samples can be safely transported to the laboratory.
157. Explain why tubes should be transported in an upright position.
158. State the acceptable time between specimen collection and separation of cells from plasma or serum and explain why this is necessary.
159. List two exceptions to time constraints and state the maximum time that each may be held.
160. List two tests for which samples must be kept warm and explain how to do this.
161. Describe how to handle samples that must be chilled.
162. List at least three analytes that are light sensitive and explain how to protect them.
163. Describe the safety equipment that must be used when processing samples.
164. Explain why samples must be allowed to clot fully before processing and state the average time for complete clotting to occur in a red-topped tube and when clot activators are used.
165. Explain the principle and proper operation of a centrifuge.
166. Describe the proper procedure for removing a stopper.
167. List at least five reasons for specimen rejection.
168. Define point-of-care testing (POCT) and explain its advantages and disadvantages.
169. Discuss the importance of quality-assurance activities in POCT.
170. Describe the testing principle and clinical usefulness of the following:
  - Activated coagulation time
  - Blood gases and electrolytes
  - Cardiac troponin T
  - Cholesterol
  - Dipstick urinalysis
  - Glucose
  - Hemoglobin
  - Occult blood
  - Pregnancy testing
  - Prothrombin time
171. Perform the ancillary blood glucose test.
172. Describe the major features of an electrocardiogram and outline important points of patient preparation.
173. Define quality assurance (QA), quality control (QC), total quality management, and continuous quality improvement, and discuss their differences and roles in quality phlebotomy.
174. Describe the contents of the procedure manual and explain how the phlebotomist can use it.
175. Explain the role of the directory of services and describe the information it contains.
176. List three types of analytic variables.
177. Describe at least five errors that may occur as a result of improper requisition handling and explain QA procedures to monitor for them.
178. Describe procedures that should be followed for the QC of phlebotomy equipment.
179. Explain why expired tubes should not be used.
180. Define delta check and explain its use in QA.
181. List nine patient activities that may affect laboratory test results and give at least one example of a test affected by each.
182. List at least four blood collection sites that may lead to sample contamination, and list six sites that may result in pain or injury to the patient.
183. Discuss at least two errors that may result from improper tourniquet application.
184. Explain the risks of failing to cleanse the puncture site carefully and discuss one method to monitor for such errors.

185. Describe precautions that must be taken when iodine is used as a cleansing agent, and list at least two laboratory tests that can be affected.
186. Discuss at least eight precautions that must be taken in collecting and labeling specimens.
187. Explain the phlebotomist's role in ensuring a positive patient perception of the level of care received.
188. Explain the steps to be followed in case of an accidental needle stick, and describe AQ procedures that may be used.
189. Discuss the monitoring of variables during sample transport.
190. Explain the effects of sample-processing variables on sample quality (e.g., separation times and centrifugation).
191. Describe how refrigerators and freezers are monitored.
192. Explain how multiple aliquots prepared from a single sample should be handled.
193. Discuss why legal issues are important to the phlebotomist.
194. Differentiate the following types of laws: statutory, case, administrative, public, and private.
195. Define plaintiff, defendant, felony, misdemeanor, and tort.
196. Define liability and give examples of situations in which a phlebotomist may be held accountable for the consequences of an action.
197. Explain how the accepted standard of care is determined and give examples of these standards as they relate to phlebotomy.
198. Define malpractice and explain what is necessary to prove it.
199. Differentiate between punitive and compensatory damages.
200. Describe steps the phlebotomist can take to avoid being accused of malpractice.
201. Explain the importance of confidentiality.
202. Define protected health information under Health Insurance Portability and Accountability Act (HIPAA) regulations.
203. Describe how the phlebotomist can safeguard a patient's privacy.

**Medina County Career Center**  
**Phlebotomy Technician**  
**Monday & Wednesday 5:30 pm – 9:30 pm**  
**(Test over each Unit)**

**Introduction to Phlebotomy Technician**

- Health Care Structure
- Safety
- Infection Control

**Phlebotomy Technician Basics**

- Medical Terminology
- Human Anatomy & Physiology
- Circulatory, Lymphatic, and Immune Systems
- WorkKeys Testing

**Specimen Collection**

- Venipuncture Equipment
- Routine Venipuncture
- Capillary Collection
- Venipuncture Complications
- Blood Collection in Special Populations
- Arterial Blood Collection
- Special Collections and Procedures
- Special Non-blood Collection Procedures

**Specimen Handling**

- Specimen Handling, Transport, and Processing
- Point-of-Care Testing

**Professional Issues**

- Quality Phlebotomy
- Legal Issues

**Medina County Career Center  
Phlebotomy Technician Program Handbook  
Policies and Rules**

I have read and understand the policies and rules for the Phlebotomy Technician Program at the Medina County Career Center and agree to abide by them. I further understand that the Instructors, Adult Education Director, and Superintendent may amend, change, or institute new policies as deemed necessary.

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Student Signature

Date