

RIVER VALLEY Community College

Phlebotomy Program
STUDENT HANDBOOK
2023-2024



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PHLEBOTOMY PROGRAM GENERAL DESCRIPTION

The Phlebotomy Program integrates theoretical, practical and interpersonal skills, providing the basis for the graduate to effectively perform as an entry-level phlebotomist upon completion of the program. Classroom learning combined with a 120-hour internship (3-weeks full-time weekdays), performed in a clinical laboratory or other health care facility, provides the student with the knowledge and skills necessary of the phlebotomist whose duties include blood collection, biological sample acquisition, specimen handling, transport and processing, client education and clerical duties. Good communication ability, fine motor skills, basic computer skills, and some mobility are required for students to successfully perform in most clinical settings.

The program begins in the fall semester with PHBC 110R Phlebotomy that is regularly offered at the Claremont campus. Internships are scheduled during the following spring semester and are based on availability of clinical sites and student needs. **Students may not register for internships unless they have been admitted into the program by the college (matriculated) and have completed the required paperwork as described later in this document**

FIRST SEMESTER (Fall only):

PHBC 110R Phlebotomy (3.0 credit hours). This course meets for two (2) lecture hours and two (2) lab hours each week. Attendance is required at all classes. You can read the course description here:
<https://catalog.rivervalley.edu/phlebotomy>

SECOND SEMESTER (Spring only):

PHBC 190R Phlebotomy Internship (3.0 credit hours). This internship requires students to attend a 120-hour course requirement. Internships are conducted for three (3) consecutive weeks at an approved internship site, forty (40) hours per week, Monday through Friday. You can read the course description here:
<https://catalog.rivervalley.edu/phlebotomy>

FINANCIAL CONSIDERATIONS

Please refer to the College Catalog for the most accurate information or contact the RVCC Business Office 603-542-7744 EXT. 5302

Approximate Costs 2019-2020 for NH Residents or VT/MA residents within a 50-mile radius		
Fall Semester		Total Cost
Course Fees PHBC 110R	\$215/credit x 3 credits	\$645
Lab Fees PHBC 110R	\$110 x 1 credit	\$110
Student Services Fee	\$9/credit x 3 credits	\$27
Textbook	\$40 (subject to change)	\$40
CPR	\$40-100 (SGA may refund up to \$65 of this cost for students who submit the CPR request form and required documentation. The form is found on the SGA Canvas site. Students may instead opt to take a free CPR course through the college.)	variable
Prior to December 1 st		
Background Checks (criminal and BEAS)	\$25 - \$50 depending on number of states	variable
Health Insurance	variable	variable
Drug Test	\$50 (not all sites will require this)	variable
Spring Semester		
Liability Insurance	\$25	\$25
Course Fees PHBC 190R	\$215/credit x 3 credits	\$645
Internship Instruction Fees	\$110/credit x 3	\$330
Student Services Fee	\$9/credit x 3 credits	\$27

PROGRAM OVERVIEW

RIVER VALLEY COMMUNITY COLLEGE (RVCC) offers a 6-credit certificate program in phlebotomy. This certificate will show proof to employers that you have both a background in the theory of Phlebotomy as well as 120 hours of hands-on internship experience. The RVCC Certificate also allows you to sit for your national exam either through the American Society of Clinical Pathologists (ASCP) which awards the Phlebotomy Technician, PBT(ASCP), credential; or through the National Healthcare Association (NHA) which awards the Certified Phlebotomist Technician (CPT) credential.

- **SPONSORSHIP:** The River Valley Community College, One College Drive, Claremont, NH 03743, sponsors this Phlebotomy Program. The program accepts a maximum of 12 students per cohort, with a maximum of two cohorts offered beginning each fall. Program numbers have been decreased to 16 students maximum in 2021-2022 due to Covid-19.
- **ADMISSION TO THE PROGRAM (MATRICULATION):** Students must meet general College requirements for admission to the program, attest to the Criminal Background Check/Drug Test policy, and attest to the “Essential Skills of the Phlebotomist” form. All program applications and attestations must be submitted to River Valley Community College through the college’s website: <https://www.rivervalley.edu/admissions/welcome/> .
- **REGISTRATION FOR COURSEWORK:** Students may register for PHBC 110R (Phlebotomy) after they have been matriculated into the Phlebotomy certificate program. Although students are highly encouraged to complete the phlebotomy internship course (PHBC 190R), matriculation into the program does not obligate the student to do so.
- **PHLEBOTOMY INTERNSHIP:** Students must complete PHBC 110R with a C or better to participate in PHBC 190R (Phlebotomy Internship). PHBC 190R (Phlebotomy Internship) is held during the spring semester only and involves 120 hours of experience, scheduled full-time, day shift for three consecutive weeks (Monday through Friday only). The dates of the internship are determined by agency availability and the Phlebotomy Faculty. The internship may not be completed in alternate semesters or in an alternate schedule. To register for PHBC 190R and be eligible to undertake a phlebotomy internship, students must (1) be matriculated into the program, (2), have passed PHBC 110R with a C or better, and (3) have submitted all required paperwork to the Clinical Coordinator by the semester due (which is determined by the Clinical Coordinator). Internship experiences are scheduled at various locations through New Hampshire and Vermont based upon availability and student needs. Phlebotomy internships are coordinated and supervised by faculty of River Valley Community College. Students can work with the Clinical Coordinator in the determination of a suitable site, but all final placement decisions are made by the Clinical Coordinator. Students should expect that internship sites may be within a 60-minute radius of the Claremont campus. Students are responsible for all expenses required of the internship agency prior to beginning internships including, but not limited to, Criminal Background Checks, Drug Testing, proof of required immunizations and diagnostic tests, orientation at the clinical site, interviews by clinical site staff, and CPR Certification. Each internship site has different requirements which will be explained to students at the time of placement.
- **IMMUNIZATIONS:** Students must provide proof of immunity to infectious disease by December 1st of the fall semester (unless this date is changed by the Clinical Coordinator) in which they take PHBC110R in order to register for PHBC 190R (Phlebotomy Internship). Most clinical agencies prefer proof of immunity through titers; therefore, we recommend obtaining that information from your healthcare provider. The last shot of the hepatitis B vaccine series may be outstanding for registration. Immunization records must include proof of the most recent flu (influenza) vaccine. Many sites will require proof of Covid vaccination series and booster(s). Some facilities will have additional requirements including drug testing and/or orientations. Any fees associated with these additional requirements are the responsibility of the student. Students who choose not to receive the vaccinations or meet the requirements of their assigned facility will not be assigned an internship location.

- **BACKGROUND CHECKS:** Background checks are required by all affiliation (internship) agencies. Students should be advised that a positive background check may prevent their ability to participate in the Phlebotomy Internship (PHBC190R). Any concerns about this should be addressed with the Phlebotomy Advisor during the first week of courses. Be aware that many affiliation agencies require background checks from any state the student has lived in during the past seven (7) years as well as a State of NH background check. Affiliation sites may also require an additional background check through the NH BEAS (Bureau of Elderly and Adult Services). The student is responsible for all costs associated with these checks. For students who have lived in multiple states, the Phlebotomy Academic Advisor can assist with facilitation of multiple background checks through an external agency, which requires an additional fee.

- **INSURANCE:** Students are **required** to have two types of insurance to participate in phlebotomy internships through the college: liability insurance (purchased through the college) and comprehensive personal health insurance (purchased outside of the college). Students must provide proof of health insurance to the Clinical Coordinator by December 1st (unless this date is changed by the Clinical Coordinator) in order to register for PHBC 190R Phlebotomy Internship. To be accepted, personal comprehensive health insurance must meet the following criteria:
 - United States based insurance plan;
 - Provides the 10 essential health benefits specified in the Affordable Care Act
<https://www.healthcare.gov/glossary/essential-health-benefits/>
 - Includes access to hospital and physician providers in the area where the student is attending a New Hampshire community college;
 - Will remain in effect for the entire semester (except for termination due to the attainment of a maximum age, or other situation resulting in a loss of plan eligibility).
 - The following plans DO NOT meet the criteria:
 - An accident-only policy
 - A short-term limited duration health plan that does not meet the requirements of the Affordable Care Act (ACA)
 - A ministry sharing plan, even if it is recognized by the ACA
 - Any other health benefits program (e.g., a community care program) that is not recognized by the State of NH as being health insurance (or is not a health benefits plan governed by the Employee Retirement Income Security Act of 1974) and does not meet all of the requirements specified above.

- **RVCC PHLEBOTOMY CERTIFICATE:** Upon successful completion of both PHBC110R and PHBC190R, students will earn an RVCC Certificate in Phlebotomy. The RVCC Certificate allows students to sit for their national certification exam to earn a variety of Phlebotomy Technician Credentials. This certificate is not the equivalent of national certification (i.e. NHA or ASCP certifications)

- **EARNING PHLEBOTOMY CREDENTIALS / NATIONAL CERTIFICATION:** Certification of phlebotomists is done through national testing. The RVCC Phlebotomy Certificate Program meets the requirements of the Route 2 Pathway for the American Society of Clinical Pathologists (ASCP) which is considered the gold-standard for certification. Completion of the RVCC Certificate Program also qualifies students to take additional national certifications through other organizations. More information on earning phlebotomy credentials can be found at <https://www.ascp.org/content/board-of-certification/get-credentialed> for the ASCP Board of Registry. Additional certification options can be found at the following: <https://americanmedtech.org/Phlebotomy-Technician> or <https://www.nhanow.com/certifications/phlebotomy-technician> Additional study materials may be found through RVCC's Puksta Library: <https://rivervalley.libguides.com/c.php?g=1133527>

- **PROGRAM POLICIES:** The policies outlined in this handbook provide policies specific to the program and support the policies for all students at RVCC found in the Student Handbook (<https://catalog.rivervalley.edu/student-handbook-20232024>) When a discrepancy between the policies exists, the program policies shall take precedence.

OPTIONS FOR PROGRAM COMPLETION

The following pathways describe options for completion of phlebotomy courses at RVCC. Once you are a student in Phlebotomy program at RVCC, you should follow these checklists to ensure a smooth progression through the Phlebotomy Program. Failure to follow these steps in a timely way may result in delay of progress or an inability to complete the program within the expected time period. Please follow established deadlines, as directed by the Clinical Coordinator. You will choose either Path A or Path B.

Path A: *This option is for students who already work as a phlebotomist and are merely interested in learning more about the field. Students in Path A complete PHBC 110R (the phlebotomy theory course), but they do not complete the full RVCC certificate and do not complete an internship through the college.*

- Apply to the college and the Phlebotomy Program: <https://www.rivervalley.edu/admissions/welcome/>
 - Complete the “Essential Skills of a Phlebotomist checklist. This is required for matriculation into the program and registration into the PHBC 110R course.
- Once you are notified of acceptance into the Phlebotomy Program, register for the Fall Semester PHBC110R course during open registration period:
 - Check your personal email address (the one you provided to the college) for an email titled “Welcome to CCSNH”. This email often goes to your Spam or Junk folder. Once you receive the email, use the directions to access your Easy Login information. If you do not receive this email within two days of acceptance, send an email to RVCCAdmissions@ccsnh.edu to request it be resent.
 - Use your Easy Login information to register for PHBC110R.
 - The 5-digit CRN for the course (needed to register) can be found here: <https://www.rivervalley.edu/admissions/course-schedules/>
- Pay tuition or make arrangements for payment plan. **(This must be completed two weeks before class starts.)**
- Buy the course textbook: <https://www.bkstr.com/rivervalleyccstore/home> You should have your textbook in hand by the first day of class.
- Confirm classroom location, start date, and time of class either via the RVCC course schedule (<https://www.rivervalley.edu/admissions/course-schedules/>) or through SIS.
- Login to Canvas, the online learning management system, where your instructor will post course materials and important information. Scroll down on this page to find the Canvas button: <https://www.rivervalley.edu/current-students/>

Path B: This is the traditional pathway for students interested in completing the RVCC Phlebotomy certificate, completing a phlebotomy internship through RVCC, and sitting for their national exam.

All of the following steps must be completed for the student to successfully complete the RIVER VALLEY COMMUNITY COLLEGE Phlebotomy Certification. Certification through RVCC requires admission to and matriculation in the program, successful completion of course PHBC 110R, and successful completion of Internship PHBC 190R.

First Semester:

- Apply to the college and the Phlebotomy Program: <https://www.rivervalley.edu/admissions/welcome/>
 - Complete the “Essential Skills of a Phlebotomist checklist. This is required for matriculation into the program and registration into the PHBC 110R course.
- Once you are notified of acceptance into the Phlebotomy Program, register for the Fall Semester PHBC110R course during open registration period:
 - Check your personal email address (the one you provided to the college) for an email titled “Welcome to CCSNH”. This email often goes to your Spam or Junk folder. Once you receive the email, use the directions to access your Easy Login information. If you do not receive this email within two days of acceptance, send an email to RVCCAdmissions@ccsnh.edu to request it be resent.
 - Use your Easy Login information to register for PHBC110R.
 - The CRN for the course (needed to register) can be found here: <https://www.rivervalley.edu/admissions/course-schedules/>
- Pay tuition or make arrangements for payment plan. **(This must be completed two weeks before class starts.)**
- Buy the course textbook: <https://www.bkstr.com/rivervalleyccstore/home> You should have your textbook in hand by the first day of class.
- Confirm classroom location, start date, and time of class either via the RVCC course schedule (<https://www.rivervalley.edu/admissions/course-schedules/>) or through SIS.
- Login to Canvas, the online learning management system, where your instructor will post course materials and important information. Scroll down on this page to find the Canvas button: <https://www.rivervalley.edu/current-students/>
- In order to be eligible to take PHBC 190R (the Phlebotomy Internship course) and participate in the phlebotomy internship at an affiliated clinical site, you must meet the following requirements and submit the following items to the Clinical Coordinator by the date designated by the Clinical Coordinator of the fall semester. Failure to submit this documentation by the required deadline jeopardizes your chances of obtaining a phlebotomy internship site in the spring semester. Costs associated with these requirements are entirely the responsibility of the student.
 - PHBC 110R must be completed with a C or better to register for PHBC 190R
 - Criminal Background Check for the State of NH. If you have lived outside of NH in the past 7 years, contact the Clinical Coordinator to help you obtain the correct criminal background checks.
 - Do not complete this form prior to starting PHBC110 as it must be completed within a 4 month period prior to starting your internship.
 - Submit this as early in the fall semester as possible. It will take a minimum of 6 weeks for it to be returned. If you do not wish to mail it, you can travel to the State Safety Offices, One Hazen Drive, Concord, NH to have it done and they will return your form to you on the same day.

- Submit BEAS background check (if required by clinical site): <https://www.dhhs.nh.gov/dcbcs/beas/documents/consent.pdf> There is more information about this form below in the
 - Obtain current Healthcare Provider level CPR certification or obtain certification by the end of the fall semester.
 - Submit proof of health records, including immunizations, boosters or titers for the following: MMR, Varicella zoster (chickenpox), Hepatitis B vaccine series (or a signed waiver), current influenza vaccine (flu), current Covid vaccination series (if required by clinical site), proof of a negative TB test or BGC vaccination and negative chest x-ray, TDaP vaccination, and any others required by the clinical affiliation site.
 - **Completion of these requirements on time will determine your eligibility to attend the Phlebotomy Internship and must be submitted to the Clinical Coordinator by December 1, or the date chosen by the Clinical Coordinator. These forms, once reviewed by the Clinical Coordinator will be returned to you. It is YOUR responsibility to provide them to your internship site upon request.**
- Register for PHBC 190R Phlebotomy Internship. **(This cannot be done if not matriculated, if outstanding bills to the College exist, library books are overdue, or health records are incomplete. Registration must be done before December 15th to participate in spring internship – NO EXCEPTIONS)**

Internship Participation:

- Once assigned a site, schedule a meeting with the Clinical Coordinator,**
 - to confirm dates and hours of internship,
 - to submit proof of the aforementioned background checks, CPR certification, and immunizations
 - Keep copies of these documents in case your clinical site requests copies
 - to discuss internship requirements and expectations
 - to obtain a copy of and review the contents of the “PHBC 190R Student Package for Clinical Internship” packet
 - to ensure you have an appropriate name tag and attire
- Complete the internship and the required minimum of 100 sticks with the utmost professionalism

National Certification:

- Apply for the national certification examination through NHA or ASCP.
 - ASCP: https://www.ascp.org/content/docs/default-source/boc-pdfs/boc-us-routes/pbt_doc_form_route_2.pdf?sfvrsn=20 and <https://www.ascp.org/content/board-of-certification/get-credentialed/#> (click on US Certifications, then click on PBT links)
 - NHA: [https://www.nhanow.com/certification/nha-certifications/certified-phlebotomy-technician-\(cpt\)](https://www.nhanow.com/certification/nha-certifications/certified-phlebotomy-technician-(cpt)) Scroll through the page for information on the certification test and study materials
- Study for the national certification examination. Do not attempt to take the certification test without studying. RVCC’s Puksta Library has resources to help you study (<https://www.rivervalley.edu/student-support/puksta-library/>). NHA and ASCP also offer study materials as noted above.
- Receive your RVCC Phlebotomy Certificate (Certificate will not be awarded if student has outstanding bills and/or library books are unreturned).
- Sit for certification examination. (Not required for completion of the RVCC Phlebotomy Program and may not be required for employment).

MISSION AND PHILOSOPHY STATEMENTS

The Phlebotomy Program shares in the mission of the Community College System of New Hampshire (CCSNH) and River Valley Community College (RVCC) to prepare individuals to meet the occupational needs of the region and state through lifelong learning and career pathways. The Phlebotomy Program is committed to providing quality, responsible phlebotomists with relevant skills and knowledge that meet the needs of the community and profession. The mission of CCSNH may be found on the CCSNH website: <https://www.ccsnh.edu/mission-65-by-25-goals/> The mission of RVCC may be found on the RVCC website: <https://www.rivervalley.edu/about/river-valley-principles/>

Phlebotomy Program Mission: The Phlebotomy Program is committed to providing quality, responsible phlebotomists with relevant skills and knowledge that meet the needs of the community, the student, and the profession. We believe that phlebotomy education should be based upon identified and verified roles and responsibilities of entry-level practitioners as identified by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) and the American Society for Clinical Pathologists (ASCP). This education should provide opportunities for integration and application of learned experiences within the academic environment and clinical laboratories.

Phlebotomy Program Philosophy: We believe that phlebotomy education should be based upon identified and verified roles and responsibilities of entry-level practitioners as identified by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) and the American Society for Clinical Pathologists (ASCP). This education should provide opportunities for integration and application of learned experiences within the academic environment and clinical laboratories.

Phlebotomy Code of Ethics: We believe in the Code of Ethics established by professional organizations such as the ASCP and the American Society for Clinical Laboratory Scientists (ASCLS) with the incorporation of these standards in the phlebotomy curriculum.

PROGRAM OUTCOMES

At the end of the Phlebotomy Program, certificate recipients will:

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

ESSENTIAL SKILLS OF THE PHLEBOTOMIST

The following list identifies the skills that a Phlebotomy Student and Clinical Phlebotomist must possess or be able to learn during training in a short period of time in order to safely and effectively perform the skills required of the profession. In order to matriculate into the Phlebotomy Program or enroll in PHBC 110R, students must attest to the skills listed below. The Essential Skills form will be kept on file by the Program Director.

Students entering the program must self-disclose any areas of deficiency and are required to speak directly to their instructor as to how the deficiency may impact their ability to learn the material presented. Failure to self-disclose may result in removal from the program. Please review the following skills and check all boxes that you are physically, emotionally, and intellectually able to do. If you are not able to check all boxes, please discuss this with your instructor.

Interpersonal Skills

- < Calming anxious clients and general customer service skills
- < Empathy and the ability to listen
- < Explaining process of extracting samples to clients
- < Instructing patients regarding proper urine collection
- < Persuading reluctant clients to cooperate with collections
- < Ability to communicate with patients so they are positioned correctly

Personal Attributes

- < Accuracy and attention to detail
- < Adaptability to a fast paced, changing work environment
- < Proper personal hygiene
- < Critical thinking & problem solving abilities
- < Dependability
- < Multitasking and time management skills
- < Organizational skills and the ability to prioritize assignments
- < Clarity of speaking voice and control of voice volume

Technical Skills

- < Ability to adhere to government regulations related to healthcare
- < Patient privacy and maintenance of confidentiality
- < Following infection control standards
- < Maintaining confidentiality
- < Manual and finger dexterity sufficient for:
 - < Applying tourniquets
 - < Decontaminating puncture site
 - < Palpation of appropriate vessels
 - < Location of appropriate veins for blood collection
 - < Placement of fine needles into blood vessels
- < Maintaining lab equipment
- < Reading and interpreting medical documents
- < Reading color chemical reactions
- < Properly label specimens (writing in small areas)
- < Taking vital signs
- < Collecting blood using proper technique and protocol
- < Close vision
- < Preparing specimens for transport to the lab
- < Safely disposing of blood and bodily fluids

Mathematical skills sufficient for:

- < Calculating quantity of blood needed
- < Basic arithmetic for calculations
- < Recording data and performing data entry into software programs
- < Ability to follow written and verbal instructions independently
- < Ability to document in writing all procedures performed
- < Observation skills and communication skills sufficient to promote workplace safety
- < Responding to emergency situations including ability to be trained in physical and mental requirements of basic life support
- < Writing reports, correspondence and policies

These skills have been compiled from a variety of phlebotomy job descriptions and hospital essential skills forms for the phlebotomists from hospitals in our region. (2017)

INDIVIDUAL REASONABLE ACCOMODATION PLANS

Students with Letters of Accommodations (LOA) that have been established through the RVCC Accessibility Coordinator should understand that accommodations contained in these plans are not applicable to the psychomotor (lab) components of the Phlebotomy Program and per CCSNH policy:

“Students in programs that require successful completion of a clinical placement should be aware that clinical sites are not necessarily required to recognize accommodations contained within an Individual Reasonable Accommodation Plan (IRAP) issued by River Valley Community College (“RVCC”) designed for use in the classroom setting pursuant to the Americans with Disabilities Act. Please be aware that clinical sites may need to adapt any accommodation request you make in a manner that does not create an undue hardship for them and does not require them to alter the essential functions of the internship expectations. You are encouraged to discuss the accommodation process with both your site supervisor and your instructor.”

Classroom Accommodations: Students with a documented disability are eligible for reasonable accommodations. Please contact the Accessibility Services Coordinator to set up an appointment as soon as possible to ensure that accommodations are implemented to meet your needs for the semester. Visit <https://www.rivervalley.edu/student-support/on-campus-resources/accessibility-disability-services/> for contact details and more information.

WORK BASED LEARNING POLICY

Students are expected to have reviewed the RVCC Student Handbook and should pay attention to the Work Based Learning Policy outlined therein. Students should understand the following excerpt from this policy:

“To ensure the safety and well-being of others, the College must be certain that each student participating in a WBL experience possesses minimum skills, knowledge, personal maturity and judgment as defined by department/program standards. A student will not be placed in, or will be removed from, a WBL experience if performance or behavior is deemed unsatisfactory or unsafe as a result of a formal evaluation conducted by a faculty member/agency supervisor in accordance with published department/program criteria and procedures. In such circumstances in which a removal from the WBL is indicated a grade of “AF” will be assigned.”

CERTIFICATION ELIGIBILITY

Students who successfully complete all components of this program are eligible to sit for national certification examinations sponsored by the American Society of Clinical Pathologists through a Route 2 pathway. Information and applications can be found at: www.ascp.org

PROGRAM GRADING POLICY

Grades for courses in the Phlebotomy Program are obtained through quizzes, exams, class assignments and observation of technical/affective performance. Attendance in PHBC110R -Phlebotomy is necessary in order to obtain all competencies required for successful completion of PHBC 190R Phlebotomy Internship. Students who are absent for quizzes and practical sessions will be awarded a zero, unless prior arrangements are made with the instructor. Greater than 3 unexcused absences are grounds for failure in both PHBC 110R and PHBC 190R.

Professional behavior is an expectation for both PHBC 110R and PHBC 190R. Observation of the student's behavior during PHBC 110R will give the Instructor, Clinical Coordinator, and Academic Advisor, an indicator of what to expect of the student's behavior during PHBC 190R. For this reason, it is important that students demonstrate an awareness of the traits necessary for a professional in the health care field, both on campus and when placed at internship sites. Unprofessional and unethical behavior is grounds for failure.

The following grading scale is used for all Phlebotomy courses:

A	93-100
A-	90-92
B+	87-89
B	83-86
B-	80-82
C+	77-79
C	73-76
C-	70-72
D+	67-69
D	63-66
D-	60-62
F	<60

The Phlebotomy Program requires that a student demonstrate proficiency in all aspects of all courses and internships.

TRANSFER POLICY

Other institutions in New Hampshire are now offering phlebotomy courses. It is the practice of RIVER VALLEY COMMUNITY COLLEGE to evaluate students' previous coursework on a case-by-case basis for transfer to the College. Any phlebotomy course that meets the competency requirements of PHBC 110R Phlebotomy will be considered for transfer provided the student has met the grade of C or better on the RVCC scale. Grading scales that differ from RVCC will require a student to meet the minimum point value of 73 or better.

In the event that a student is admitted into the Phlebotomy Program and transfers a course for PHBC 110R Phlebotomy, an interview with program faculty will be required. In addition, a competency assessment for didactic, technical, and affective skills will be performed prior to arranging for PHBC 190R Phlebotomy Internship.

All policies for matriculation and internship are applied to transfer students in the same manner as students who complete both components of the Phlebotomy Program on the Claremont Campus of RVCC.

INFECTIOUS DISEASE MANAGEMENT POLICY

1. All new students entering the Phlebotomy programs will be educated regarding proper procedures to follow when handling potentially infectious materials.
2. All incoming students must sign a statement of acknowledgement stating that hazards are recognized and safety precautions are understood.
3. All body fluids and kits using human products will be treated as potentially infectious materials.
4. Pipetting by mouth will not be allowed in the laboratory.
5. All blood specimens, body fluids, and kits are to be disposed of in special containers to be sterilized.
6. All needles and syringes are to be disposed of in a puncture resistant container to be sterilized.
7. Frequent hand washing will be enforced and is mandatory following each laboratory session.
8. Bench tops and sinks will be cleaned with 10% chlorine bleach following each laboratory exercise.
9. Accidental spills of biological materials will be cleaned promptly using appropriate safety procedures, and the area then disinfected with 10% chlorine bleach solution.
10. Gloves are mandatory for all laboratories in which biologically hazardous materials are being handled.
11. Faculty will monitor all procedures and manipulations that could create aerosols.
12. Faculty will supervise all blood drawing practice sessions.
13. Any student who should not undergo phlebotomy either for personal or medical reasons will be excused from this procedure.
14. There will be absolutely no eating, drinking, or smoking during student laboratories.
15. All students will be educated about the Hepatitis B vaccine and required to begin the series prior to beginning internships.
16. All students will have documented proof of immunization for major communicable diseases, as required by the College and the internship site, prior to beginning internships.

Regulations

During PHBC190R, students are subject to the academic policies of the College as well as subject to all clinical agency policies and rules.

Placement/Attendance

- **Placement:** Students are scheduled for their internship at regional hospitals and clinical facilities. Placement is determined based on availability of sites. Students should be prepared to provide their own transportation to clinical sites. Students can work with the Clinical Coordinator in the determination of a suitable site, but all final placement decisions are made by the Clinical Coordinator. Students should expect that internship sites may be within a 60-minute radius of the Claremont campus. Each internship site has different requirements which will be explained to students at the time of placement.
- **Daily Attendance:** Students are expected to be present for the hours established by the Clinical Agency, the student, and the Program Director/Clinical Coordinator/Designee. The student must be present for a total of 120 hours. Assignments are made for weekdays. No weekend, evening or night placements are made for internships. Students are assigned for 3 weeks full time (37-40 hours/week).
 - **Tardiness:** Students are expected to be present in the Agency at the time designated by the Agency. The student must notify appropriate clinical personnel if they anticipate being late. Students should remain at the agency until prearranged time of dismissal. Habitual tardiness is NOT acceptable and may be grounds for failure.
 - **Absences:** Excused absences may be obtained from the instructor at the Agency with sufficient notice. In the event of an illness, an excused absence may be granted on return to the Agency. The Agency **MUST BE NOTIFIED** that the student will not be in attendance. All absences **MUST BE MADE UP – THERE ARE NO EXCEPTIONS**. Any unexcused absences in excess of three are ground for failure.
 - The policy for absences due to religious observances can be read here: <https://catalog.rivervalley.edu/absence-due-to-religious-observation>
 - **Absence related to surgery or injury.** Students with absences resulting from surgical or physical injury must submit documentation from their healthcare provider clearing them to safely attend clinical. Any injury that prevents a student from attending clinical will result in an absence. Students who think they may miss more than one clinical day should consult with Accessibility Services.
- **Holidays:** Holidays will be observed in conjunction with the Agency policies and do not follow the college schedule.
- **Inclement Weather:** Because of the difference in student placement sites, it is not possible to have a centralized person making decisions regarding weather that may pose undue safety hazards to the student. Therefore, it is the responsibility of the student to objectively evaluate the weather conditions and notify the internship site by phone as early as possible if they deem conditions are too hazardous for safe travel. However, the student should make every attempt to arrive as early as possible at the internship site that day, and plan to make up the time missed due to inclement weather at the discretion of the Agency.
- **Pregnancy & Parenting Accommodations:** This policy can be read in full here:

Appearance

Students will adhere to College and agency policy in terms of appropriate dress and will comply with the following:

- Wear a name badge that includes the student's name, RVCC identification, and designation of student status. It is the responsibility of the student to acquire a RVCC identification badge. For example:

Jane Doe
RVCC – Student

- For safety reasons long hair must be adequately secured and beards must be trimmed. Long and excessive jewelry is not acceptable. Tattoos may be required to be covered at the discretion of the clinical agency. Nails should be short and groomed. Artificial nails are strongly discouraged since they are a potential source to spread infection.
- It is expected that the student, as health care workers, will practice good hygiene during working hours.

Grading of the Phlebotomy Internship

The Phlebotomy Internship grade is based on technical and professional evaluation performed by the Agency and quizzes/assignments provided by the College. A grade of C or better is required to pass the course. The cumulative grade is calculated as follows:

- Technical Evaluation 50%
- Affective Evaluation 40%
- Quizzes/Assignments 10%

Failure and Dismissal

Students may be dismissed for reasons of unethical behavior, immaturity, emotional instability, or other conditions which may jeopardize patient safety and well-being. Examples of behaviors that may lead to dismissal include, but are not limited to:

- Violation of confidentiality;
- Violation of other HIPPA tents
- Falsification of data or reports;
- Excess absences;
- Negligence in performance of duties;
- Errors in performance that are excessive, unacceptable, and/or unsafe

Insurance

In order to register for PHBC 190R (Phlebotomy Internship) and participate in a phlebotomy internship at an affiliated site, student must carry two types of insurance: liability insurance (purchased through the college) and comprehensive personal health insurance (purchased outside of the college by the student). Both types are described below. Liability insurance is different than health insurance and students must have both.

1. **Liability Insurance:** Students are required to have liability insurance while at internship sites. This insurance is obtained through the College, and the student will be billed directly on their tuition bill as part of their registration for PHBC 190R (Phlebotomy Internship). The current rate for liability insurance is \$25

2. **Comprehensive Personal Health Insurance:** Students must provide proof of health insurance to the Clinical Coordinator by December 1st (unless this date is changed by the Clinical Coordinator) in order to register for PHBC 190R Phlebotomy Internship. Students are **required** to have comprehensive health insurance. To be accepted, health insurance must meet the following criteria:
 - United States based insurance plan;
 - Provides the 10 essential health benefits specified in the Affordable Care Act (<https://www.healthcare.gov/glossary/essential-health-benefits/>);
 - Includes access to hospital and physician providers in the area where the student is attending a New Hampshire community college;
 - Will remain in effect for the entire semester (except for termination due to the attainment of a maximum age, or other situation resulting in a loss of plan eligibility).
 - The following plans DO NOT meet the criteria:
 - An accident-only policy
 - A short-term limited duration health plan that does not meet the requirements of the Affordable Care Act (ACA)
 - A ministry sharing plan, even if it is recognized by the ACA
 - Any other health benefits program (e.g., a community care program) that is not recognized by the State of NH as being health insurance (or is not a health benefits plan governed by the Employee Retirement Income Security Act of 1974) and does not meet all of the requirements specified above. "

Injuries and Accidents

Any injuries or accidents that occur while participating in the internship must be reported immediately to the supervisor and the program advisor. The student will be given access to the facilities health care services at the student's expense. Neither the health care agency nor the College will be held responsible for costs incurred as a result of an injury or accident that occurs during the internship experience.

Many clinical affiliation sites require students to submit a criminal background check and a background check through the NH Bureau of Elderly and Adult Services. Information for submitting these forms and where they are to be sent is below. Follow the directions carefully. Incomplete forms will delay returning the information to you or the college representative. **Please note, these forms can take up to six weeks for processing, so you must plan ahead!**

- [New Hampshire Criminal Background Check \(https://www.nhsp.dos.nh.gov/our-services/criminal-records/criminal-history-record-requests\)](https://www.nhsp.dos.nh.gov/our-services/criminal-records/criminal-history-record-requests); click on Criminal Record Release Authorization Form)
 - These Background Check must be returned to the following address by November 1. If you are sending it directly to the college, you do not need to have it notarized.
*Nancy Eckert
River Valley Community College
Allied Health Department
One College Place
Claremont, NH 03743*

- [New Hampshire Bureau of Elder Abuse Form \(BEAS form\) \(https://www.dhhs.nh.gov/dcbcs/beas/documents/consent.pdf\)](https://www.dhhs.nh.gov/dcbcs/beas/documents/consent.pdf)
 - The BEAS form must be faxed to the attention of Julie Robinson at: **603-542-0151**.
 - [Do not use the college's main fax number.](#)
 - This form must be signed by a witness.
 - For more information: <https://www.dhhs.nh.gov/dcbcs/beas/registry.htm>

These forms must be completed and submitted to the State of NH for processing. Students are responsible for the costs associated with these forms including mailing/traveling to Concord, NH to have them processed. Please be sure to follow the directions on the form closely. The college is not responsible for delays in processing related to not following instructions.

Substance Abuse in Classroom/Laboratory Settings:

The program follows the RVCC Drug Free Workplace policy outlined in the Student Handbook: <https://catalog.rivervalley.edu/drug-free-workplace-drug-free-schools-and-communities>. If impaired behaviors are observed in the classroom setting, the procedures of the college policy related to student conduct are followed.

Substance Abuse During Clinical Education:

In the event a student is intoxicated or under the influence of illegal substances during the clinical experience, policies are in place outlining the responsibilities of the college and the clinical facility (see contracts, riders and the Phlebotomy Clinical Internship Handbook).

Prescription Medications:

In instances where a student may have a legal prescription for drugs that will show up on a drug test (pain medication or certain seizure medications), it is important to discuss this with the Phlebotomy Internship Coordinator, Nancy Eckert, as early as possible to ensure that correct process is followed prior to clinical placements. This may require students to provide proof of medication needs from their physicians and proof of a prescription prior to drug testing.

Medical/Recreational Use of Marijuana:

While many states may have passed laws regarding medical or recreational use of marijuana, it continues to be illegal to possess or use on a federal level. Therefore, employers can set their own policies on this issue. Employers have asked if they are required to accommodate marijuana use as a reasonable accommodation under disability law. Courts and the U.S. Equal Employment Opportunity Commission have consistently held that employers are not required to permit medical marijuana use as a reasonable accommodation under the Americans with Disabilities Act. That was the same position courts had taken under state law even in states where marijuana use was legal. So, even if the student has a medical marijuana prescription, the clinical site can still prohibit the student from attending a clinical experience at that site.

CBD:

While CBD is not the same as marijuana, some CBD products do have small amounts of THC (the psychoactive component of marijuana) and CBD can legally be sold even with these small amounts of THC in them. Even these small amounts of TCH may cause a student to test positive on a drug test. Students need to be aware that drug tests can not differentiate between TCH in their system as a result of CBD cross-contamination or as a result of marijuana use.

Drug Testing:

Students must be aware that clinical sites may drug test employees (and will require the same of students at the clinical site, though they are not employees). Students who have a positive drug test will be denied a clinical rotation until the next time that specific Phlebotomy Internship course is offered, provided they can pass a drug test at that time. They may also be referred to the Judicial Committee of the college.

Additional Information Related to Substance Abuse:

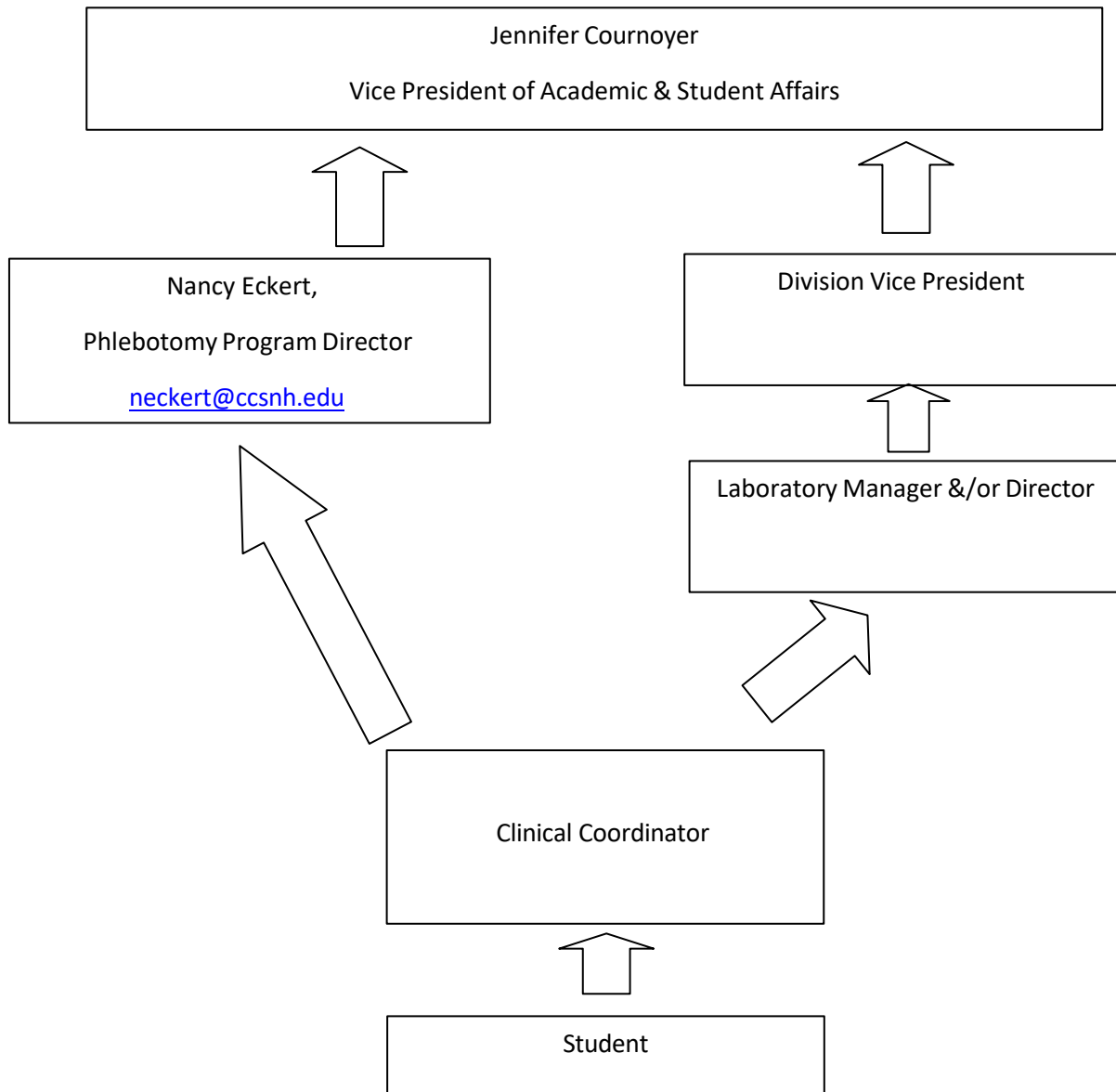
Phlebotomy students shall be aware of the following:

1. The college's Drug Free Workplace and Drug Free Schools and Communities statement (see college Student Handbook).
2. The legal use of medications or drugs prescribed by a licensed practitioner is permitted provided that such use does not adversely affect the student's performance or endanger the health and/or safety of others.
3. The school will maintain the confidentiality of all records and information related to the student's suspected abuse.
4. The Phlebotomy faculty and advisor will assist students desiring to address a substance abuse problem.
5. A student who refuses to comply with substance abuse policy/procedure will be subject to dismissal from the Phlebotomy Certificate program.

INTERNSHIP CHAIN OF COMMAND

Occasionally during an internship experience the student will experience difficulties or problems. Often these difficulties arise due to differing personalities or miscommunications. It is important that the student practices the skills learned in the program for conflict management and, as such, should follow the appropriate chain of command when resolving conflict. The following chart identifies the persons the student will contact should difficulties arise while at the clinical site and the order in which they should be contacted.

If at any time the student feels uncomfortable or confused with the appropriate actions, they should contact the Clinical Coordinator as soon as possible for advisement.



The following forms must be signed and submitted at the beginning of the first class of PHBC 110R. Students will not be allowed to participate in class or lab activities until these forms are read, completed and submitted. Copies of these forms will provided during the first class meeting.

PHLEBOTOMY PROGRAM STATEMENT OF RELEASE

Student information regarding their academic progress is confidential and is protected by law. In order that we may ensure the highest quality internship experience, we request permission to discuss your academic needs with appropriate teaching personnel at identified agencies. Please read and sign the following statements so that teaching personnel at clinical agencies have the right to share with us, and us with them, necessary academic information.

Date _____

I (please print full name) _____, do hereby grant permission to have relevant information released at the discretion of the RVCC Phlebotomy Program Director and Clinical Coordinator to my internship site educators to enhance my educational experience while enrolled at RVCC.

Student signature

**RETURN THIS FORM TO THE PHLEBOTOMY PROGRAM DIRECTOR/FACULTY BY THE
BEGINNING OF THE FIRST DAY OF PHBC 110R.**

CONSENT TO PARTICIPATE IN PHLEBOTOMY PROCEDURES

As a student of the RVCC Phlebotomy program I understand that collecting and working with blood is an integral part of my program of study. I also understand that the collection of blood through **venipuncture** and **capillary procedures** is a necessary skill for me to master.

In order to provide the greatest opportunity for students to obtain mastery of these techniques I **volunteer** to be a donor of small volumes (not to exceed 15 ml), under controlled and supervised circumstances in the student laboratory. I understand that this is strictly **voluntary and I will not be coerced or forced to be a donor for these procedures.**

I understand that **some risk is involved** in that both venipuncture and capillary puncture procedures are invasive in nature. Potential risks include: **infection, soreness, bruising and bleeding.**

I acknowledge that I am **not currently taking any medications or have any known conditions that may leave me immunocompromised or prone to excessive bleeding** causing excessive risks to myself as a result of volunteering to have a venipuncture or a capillary puncture.

I agree to follow all policies associated with the procedures, including applying pressure and keeping the site bandaged for a minimum of two hours following the puncture.

I release the River Valley Community College and the State of New Hampshire from any liability that might arise from my choice to allow students of the Medical Laboratory Technician and/or Phlebotomy programs to practice performing venipuncture and capillary puncture techniques on my arms and/or fingers respectively.

Student signature

Date

Witness/Instructor

Date

RETURN THIS FORM TO THE PHLEBOTOMY PROGRAM DIRECTOR/FACULTY BY THE BEGINNING OF THE FIRST DAY OF PHBC 110R.

PHLEBOTOMY PROGRAM STATEMENT OF ACKNOWLEDGEMENT

I, (please print full name) _____, have read and been allowed to ask questions for clarification regarding the materials in this River Valley Community College **Phlebotomy Program Student Handbook**, including;

- Philosophy and Program Outcomes
- Infections Disease Management Policy
- Grading Policies
- Internship Policies

I have read and understand the Phlebotomy Program Infectious Disease Management Policy. I understand that I will be exposed to potentially infectious materials and I understand the risks associated with the participation in the Phlebotomy Program and the field. As such I understand and agree to follow all safety procedures as outlined by instructors and supervisors of the program.

Student signature _____ Date _____

RETURN THIS FORM TO THE PHLEBOTOMY PROGRAM DIRECTOR/FACULTY BY THE BEGINNING OF THE FIRST DAY OF PHBC 110R.