Reading Hospital
School of Health Sciences

Phlebotomy Technician

Student Handbook

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Reading Hospital School of Health Sciences
Phlebotomy Technician (PBT) Program
Student Handbook
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Section I: Introduction

The Phlebotomy Technician Program is a two-part structured program designed to prepare the successful graduate to practice as an entry-level phlebotomist, by a combination of didactic instruction and clinical training. After successful completion of the two-part program, students will receive a certificate of completion and be qualified to sit for the Board of Certification Phlebotomy Technician examination given by the American Society for Clinical Pathology (ASCP).

1. Educational Statement

Reading Hospital is committed to educational sponsorship, as evidenced by the numerous programs it makes available to the community. The faculty and staff accept the responsibility for the design of a curriculum that will enable the students to meet the stated learning goals and objectives of the program. By enrolling in the Phlebotomy Technician Program, students agree to make the necessary commitment to achieve the educational foundation necessary to enter the phlebotomy profession. Through active participation in all scheduled classes and clinical assignments, the student will learn the skills necessary to provide health care to their community in a professional, compassionate, and responsible manner.

Reading Hospital School of Health Sciences Phlebotomy Technician Program reserves the right to change the curriculum, educational policies, program requirements, fees, and calendar as considered necessary for the progressive development of the Program.

2. Program Rules, Regulations, and Policies

The Phlebotomy Technician (PBT) program follows the policies of the Reading Hospital School of Health Sciences (RHSHS) unless noted otherwise. RHSHS policies can be found on the school website at https://reading.towerhealth.org/academics/health-sciences/school-policies/. Students are expected to exhibit responsibility and, as allied health professionals, conduct themselves in a professional manner. Areas of responsibility include those to the patient, to the institution, to the physician, to the profession and to oneself. By carefully reviewing these pages, the student will gain the information necessary to know what is expected of them during their phlebotomy education.

3. Mission Statements

Mission Statement of Reading Health System

The mission of Reading Health System is to provide compassionate, accessible, high-quality, cost-effective health care to the community; to promote health; to educate healthcare professionals; and to participate in appropriate clinical research.

Mission Statement of the School of Health Sciences

The mission of the Reading Hospital School of Health Sciences is to provide educational programs that develop competent and compassionate professionals capable of providing high-quality service to individuals, families, and communities.

Mission Statement of the Phlebotomy Technician Program

The mission of the Phlebotomy Technician program is to educate students to become entry-level Phlebotomy Technicians who are compassionate, competent, ethical, professional, and who respond to the needs of the patient.

4. Philosophy and Goals

Philosophy

The Reading Hospital School of Health Sciences aims to challenge students with educational experiences that enhance understanding of their discipline, reinforces the critical nature of interdisciplinary practice in healthcare and inculcates the value of life-long learning. We seek to build a collegial alliance of faculty, students, staff, and administration committed to providing course work, resources, activities, and instructional facilities that support excellence in teaching and learning.

The philosophy of the program is to provide education and training so that students have a thorough understanding of the various job requirements of a phlebotomist. A phlebotomist is a member of the health care delivery team whose primary responsibility is that of collecting blood specimens from patients. These specimens are used for clinical laboratory analysis and thereby provide physicians with vital information used in making diagnoses, following progress, and treating patients. It is because of this integral part that the laboratory plays in the total health care delivery system that a continuous need for qualified laboratory personnel exists.

RHSHS is committed to providing a safe and healthy educational environment for all individuals. *Reading Hospital School of Health Sciences (RHSHS) complies with all applicable Federal civil rights laws.* RHSHS does not discriminate in any education program or activity that it operates, which includes admission and employment opportunities and processes. RHSHS follows federal state and local regulations including current Title IX requirements. Discrimination based on sex, pregnancy or related conditions, age, race, color, national origin, religion, creed, marital status, disability, economic means or veteran status is prohibited.

Reading Hospital School of Health Sciences *reserves the right to make necessary changes to the program, curriculum, costs, policies, procedures, and calendar. The school reserves the right to clarify any information printed on the website or in official school publications. Prospective students will be updated by the website and current students will be notified immediately in writing with verbal follow up. Advisors, academic institutions, and other external parties will be notified as appropriate.*

Program Goals

The goals of the Phlebotomy program are to:

- Provide a base of theory and practice that is appropriate to develop entry level skills as a phlebotomist.
- Support the profession by preparing graduates who are competent in the skill of phlebotomy, and as members of the health care team.
- Prepare graduates to successfully complete a national certification exam.

5. Program Learning Outcomes

The combined practical and classroom experience is designed to allow the student to meet the objectives of the program, to provide the student with insight into the role of the phlebotomist on the healthcare team, and to equip the student to meet the professional challenges of a career as a phlebotomist.

Phlebotomy Technician Student Learning Outcomes

At the completion of the program, the PBT graduate will be able to:

- Demonstrate knowledge of the health care delivery system and medical terminology applicable to phlebotomy and laboratory testing.
- Practice accepted standards for infection control and safety.

- Demonstrate basic understanding of anatomy and physiology of body systems as it applies to laboratory science.
- Perform venipuncture and dermal puncture proficiently in accordance with CLSI standards.
- Understand the importance of proper specimen collection and specimen integrity in the delivery of patient care.
- Demonstrate understanding of quality assurance in phlebotomy.
- Apply appropriate quality assurance and quality control to waived laboratory testing according to CLIA regulations.
- Communicate (verbally and nonverbally) effectively and appropriately with patients, staff, and coworkers.
- Demonstrate professional and ethical behavior.
- Embrace the need for ongoing professional growth and development.

Section II: Ethics and Professionalism

1. ETHICS

PBT students are expected to conduct themselves in a manner deemed appropriate to represent the profession.

ASCLS PLEDGE TO THE PROFESSION:

As a Medical Laboratory Professional, I pledge to uphold my duty to Patients, the Profession and Society by:

- Placing patients' welfare above my own needs and desires.
- Ensuring that each patient receives care that is safe, effective, efficient, timely, equitable and patient-centered.
- Maintaining the dignity and respect for my profession.
- Promoting the advancement of my profession.
- Ensuring collegial relationships within the clinical laboratory and with other patient care providers.
- Improving access to laboratory services.
- Promoting equitable distribution of healthcare resources.
- Complying with laws and regulations and protecting patients from others' incompetent or illegal practice
- Changing conditions where necessary to advance the best interests of patients.

2. Professional Performance Expectations (Affective Domain)

Professional development is an integral part of the phlebotomy curriculum. The professional performance expectations are communicated to students so their behavior conforms to standards of professional practice.

While completing the course of instruction, the phlebotomy technician student will:

- Demonstrate professionalism by complying with the dress code policy; complying with the code of conduct; and complying with the attendance policy.
- Demonstrate enthusiasm and interest in the profession of phlebotomy by asking questions, and actively participating in discussions.
- Demonstrate attentiveness during instruction.

- Demonstrate initiative by reviewing objectives and lab exercises, as well as completion of reading assignments prior to class.
- Demonstrate task performance initiative by prioritizing and completing multiple tasks accurately in allotted time.
- Utilize constructive criticism to correct deficiencies and improve performance.
- Work cooperatively with instructors, preceptors, and fellow students.
- Behave in a pleasant and orderly manner.
- Demonstrate a positive attitude.
- Communicate effectively and in a professional manner with faculty, staff, and classmates.
- Demonstrate ethical behavior by respecting the confidentiality of patient records and using discretion when discussing patient matters.
- Display punctuality when reporting to class, laboratories, and assigned clinical sites.
- Demonstrate compassion, consideration, and respect in all interactions with others.
- Follow established safety procedures.
- Recognize the importance of his/her work to the diagnosis and treatment of the patient.
- Demonstrate integrity in dealing honestly with his/her mistakes.
- Demonstrate perseverance by overcoming obstacles to achieve goals.
- Maintain work area in a clean and orderly fashion.

3. Code of Conduct

The PBT program follows the RHSHS Conduct Policy No. 334.

4. Dress Code Policy

Purpose: Standards for appropriate dress and appearance help ensure a professional image for PBT students. Students are expected to dress in a manner that reflects attention to safety, respect for self and others, and cleanliness. Failure to adhere to the policy will result in disciplinary action.

Policy:

- All clothing/uniforms should be neat, clean, and professional looking.
- Hospital issued photo ID badge must be worn at all times in accordance with RHSHS Policy # 385.
- Hairstyles, makeup, and nail polish should be simple and neat.
- **The use of fragrances is prohibited.**
- Artificial **fingernails are prohibited**. Fingernail length shall not exceed ¼" beyond the fingertip.
- Hair longer than shoulder length must be pulled back off the shoulders in student labs and patient care areas. Hair will be clean and natural appearing in color. Facial hair must be neatly trimmed.
- Body piercings other than the ear (such as tongue, lip, and eyebrows) are not permitted.
- Dangling necklaces, earrings, or bracelets are prohibited. Excessive or extreme jewelry such as rings on every finger is not permitted.
- The student may be asked to cover visible tattoos which could be considered offensive to others.
- No cell phones outside backpacks/purses except in emergency situations with pre-approval from program director or instructor.

Educational Setting (Classroom and Student Lab):

- It is recommended that students wear scrubs for all activities, but students are permitted to wear street clothes to class and student lab activities.
- Student's dress on campus should reflect the professional nature of the setting.
- For safety reasons, long pants and impervious, closed toed shoes are required for all student lab activities (see footwear policy below).
- Students are expected to dress sensibly and appropriately. Clothing that is disruptive, provocative or offensive in nature or focuses undue attention on the wearer should not be worn.
- Clothing or accessories with words or symbols that are obscene, profane, sexually explicit, or refer to drugs, alcohol, violence, or weapons or are otherwise improper are prohibited.
- Some examples of UNACCEPTABLE dress: Tight fitting jeans, jeans with holes in them, legging, capris, shorts, short skirts, tank tops, low cut tops, cropped tops, visible undergarments, flip flops, sandals or any open toed toes.
- Students shall wear appropriate PPE when performing phlebotomy and in technical or specimen processing areas.

Clinical Assignments:

- **The student must wear scrub outfits during clinical assignments.** Scrub outfits must be styled for professional wear. Pants should not touch the floor. Pants are not to be rolled up at the bottom or tucked into socks or shoes.
- Scrub pants may be white or solid color. If purchasing scrubs, we recommend dark grey scrub tops and pants which is the designated color for RH phlebotomists.
- Scrub tops must be solid in color during clinical assignments (no prints).
- Footwear must be clean and in good repair and should be selected for comfort and safety. Duty shoes or all-leather sneakers are acceptable (must be fluid impervious). Open toes shoes, canvas shoes, sneakers with mesh material, and clogs with holes are unacceptable for safety reasons when in clinicals or student laboratory activities.
- Chewing gum is not allowed during clinical assignments.
- **Note:** If a student cannot wear pants for medical, cultural, religious or other reasons, an exception to these standards will be made on an individual basis. Acceptable substitutes will be discussed and agreed upon by the individual student and the program director prior to the start of the program.

Section III: Attendance and Health

1. General Attendance Information

Purpose: To ensure that PBT students are aware of the expectations regarding attendance.

Policy: The Attendance Policy is designed to set a pattern of professional behavior which mirrors the attendance expectations in the clinical environment. Punctual attendance is required at all lecture, lab sessions, and clinical assignments. Excellent attendance and punctuality are key behaviors which demonstrate responsibility and commitment to a successful learning experience.

Procedure: Students are expected to be in their assigned area, organized, and ready for clinical or lecture at the time scheduled. Tardiness, excused, and unexcused absences will be recorded on the student attendance record. The faculty will maintain attendance records for each student.
Students must be in attendance at least 90% of the class time to successfully pass the course.

Tardiness:

- Not arriving at the classroom or assigned clinical assignment at the appointed time.
- If the student will be tardy to class, the student is responsible for notifying the instructor by phone call, phone message, or email at least 30 minutes prior to class start time. If the student will be tardy to clinical training, the student must call the outpatient laboratory **at least 30 minutes prior to your start time.**
- Consistent tardiness will not be tolerated and will result in disciplinary action and possible dismissal from the program.

Excused absence:

- A legitimate reason for not attending class or clinical assignment.
- Unplanned absence: personal illness or injury (medical verification of absence may be required)
- Scheduled absence: funeral attendance or other individualized situations that require a student's presence.

Unexcused absence:

- Results when the student does not have a pre-scheduled excused absence or does not call to notify the outpatient laboratory and/or instructor of his/her absence. More than one occurrence of unexcused absence is deemed unacceptable and will result in dismissal from the program.

Students' responsibilities:

Unplanned absences (illness/injury):

- Leave a message on the instructor's voicemail and/or email the instructor.
- If you are in clinicals, call or email the outpatient laboratory where you are assigned **at least 30 minutes prior to your start time.**
- You MUST notify the instructor **and** outpatient laboratory for any and all absences.
- Discuss with the instructor the options for making up any missed learning activities upon returning to class.
- It is at the discretion of the instructor if missed experiences can be made up at a later date. Some activities cannot be rescheduled.

2. Breaks During Clinical Assignments

Lunch and break periods in the clinical setting will be arranged by the preceptor to be convenient to the area in which the student is assigned. Students are expected to return to their assigned area immediately after their lunch or break period. Thirty minutes will be assigned for lunch.

3. Inclement Weather

Purpose: The inclement weather policy is intended to provide student guidelines regarding travel in inclement weather or an emergency. The policy is not meant to substitute for prudent decision-making in determining whether an individual student can reasonably travel to campus. All members of the school community are encouraged to utilize personal judgment to make this decision based on their local weather circumstances and safety of travel.

Policy: In the case of severe inclement weather or emergency, the program director or instructor may cancel class, have a delayed start, or dismiss class early. Classes will be cancelled if the Reading Hospital School of Health Sciences (RHSHS) closes.

Procedure: RHSHS closures will be announced on local television and websites for WGAL and WFMZ Channel 69 News. Students can sign up for notifications by visiting the websites of WGAL or WFMZ Channel 69. Delays in opening will typically be communicated to the students by the instructor or Program Director at least 1 hour prior to the start of classes via phone call, text message, and/or email.
For clinical assignments, please check the Reading Hospital website for closures/delayed opening of the Reading Hospital outpatient laboratories.

Students MUST notify the instructor and/or outpatient laboratory of a late arrival or absence due to inclement weather.

4. Health Services for Students (RHSHS Policy 320)

Reading Health System Occupational Health Services (OHS) facilitates the provision of health services for students in the Reading Hospital School of Health Sciences. Refer to Policy No. 320: Student Health Services.

Injuries and Exposures during Clinical activities

In the event that an injury or exposure occurs during the student's participation in clinical activities, students should refer to RHSHS Policy 320. The student must immediately notify the supervisor or phlebotomist in charge at the outpatient lab. The student is also responsible for notifying the instructor and Program Director ASAP **by email.**

Procedure for Reporting Communicable Diseases

Reading Hospital tracks the occurrence of communicable diseases occurring in students and employees. Students having symptoms of the communicable diseases listed in the RHSHS Policy 320 should notify OHS at 484-628-8499:

Section IV: Academic Policies

1. Curriculum

The curriculum is a structured educational experience consisting of lectures, audio-visual aids, textbook assignments, quizzes; exams; student laboratory sessions; and clinical experiences. The PBT program is a certificate only program; therefore, credits are not earned. Basic Life Support (BLS) CPR classes are provided and certification is required prior to participation in clinical experiences. Refer to the current course syllabus for course schedule.

Student Laboratory Sessions

The Phlebotomy Technician program will contain student laboratory sessions in which the student will practices skills introduced in the classroom. Students practice venipunctures and dermal punctures using current methods and equipment in preparation for preceptor supervised clinical work. Students will draw blood from each other and volunteers before being assigned to clinical rotations. Students are required to participate as a student phlebotomist and are encouraged to take part in the role of patient for their fellow classmates. The instructor will determine whether the student performs skills to the level necessary for clinical assignment.

Clinical Assignment
Students must complete a minimum of **100** successful, unaided blood draws and **5** dermal/capillary blood collections at one of the Reading Hospital Outpatient laboratory facilities. Dermal punctures performed in the student lab may count towards the total number of required dermal punctures. Shadowing an inpatient phlebotomist for one eight-hour shift is available upon request. Students need to complete the "Clinical Availability Form" and return it to the instructor by the end of the first week of class. Students have approximately 7 weeks to complete clinical rotations. Students are expected to attend clinical rotations on the days assigned and to arrive promptly. Students will receive log sheets to record the number of clinical hours and the number of successful blood collections. The log sheets are required to successfully complete the program requirements and to document eligibility for the national certification exam. Log sheets must be completed in ink and signed by an authorized individual at the clinical site. The authorized individual may be the supervisor or the preceptor with whom the student is assigned. Log sheets must be submitted to the program director. Students should make a copy of the log sheets for their own records.

If students want immediate ASCP PBT BOC eligibility, the student must obtain a minimum of 100 successful, unaided blood draws **AND** 100 documented clinical hours in the clinical rotation.

****Students who do not meet attendance or grade requirements or pass the final competency evaluation will not be allowed to proceed to the clinical portion of the course.**

Transportation
It is the student's sole responsibility to provide their own transportation to and from the clinical sites.

2. Grading

Purpose: To inform students of the grade requirements for the PBT program.

Policy: The RHSHS Grading Policy #305 is followed to determine final grades only.

Procedure: PBT students are evaluated based on their ability to meet course objectives and competencies. Evaluation is based on three areas of achievement: cognitive ability which consists of knowledge and understanding; psychomotor ability which is skill related; and affective behavior which is related to professional attitudes and traits. Satisfactory evaluation in each of the three areas described is required. High achievement in any one area does not compensate for deficiencies in other areas. Students are required to achieve a minimum grade of 70%. Grades are available to students on Web Connect.

The grading system is as follows:

A	= 94 - 100	C-	= 70 – 73.9
A-	= 90 – 93.9	F	= <70
B+	= 87– 89.9	WP	= Withdrawal Passing
B	= 83 – 86.9	WF	= Withdrawal Failing
B-	= 80-82.9	I	= Incomplete
C+	= 77 – 79.9		
C	= 74 – 76.9		

Final Course Grade: One final grade is given for the program which reflects the student's overall performance in the program. The final grade is recorded in the student's permanent record. The Program Director is responsible for keeping all records. Appeals for change of grade for individual assignments, quizzes, or examinations are handled initially with the instructor and the student requesting the grade review. If arbitration is necessary, the Program Director will intervene. Refer to the RHSHS Academic Grievance policy for final grade appeal.

3. Academic Integrity

Refer to the RHSHS Policy No. 307: Academic Integrity.

4. Academic Advisement/Counseling

Purpose: The academic advisement/counseling program is designed to create a supportive relationship to help PBT students address academic, professional, and personal needs. The Program Director and faculty are available to advise and guide students through the program.

Policy: Counseling forms are used to document academic advisement for students achieving a grade of less than 70%; for affective domain concerns; for attendance issues; and for non-compliance with any hospital, school, laboratory, or program policies, rules, or regulations.

Procedure: The Program Director or faculty member will fill out a counseling form which will be signed by the student, instructor, and the Program Director. The form will list reason for counseling; recommended action; and student comments. These forms are kept confidential and are kept in the student's file. A copy is given to the student for his/her reference. The purpose of academic advisement is to provide students with notice that they are in significant danger of failing and being dismissed from the program.

5. Program Withdrawal

Refer to the RHSHS Policy No. 318: Voluntary Withdrawal from the School

6. Causes for Dismissal from PBT Program

Purpose: To provide guidance to the student who is being dismissed from the PBT program.

Policy: A student may be dismissed from the PBT program for any of the following reasons:

1. Academic/clinical failure
2. Failure to meet the standards of conduct
3. Failure to complete the program within established timeframes
4. Continued absenteeism or tardiness
5. Divulging patient or pertinent hospital information
6. Violations of school, hospital, laboratory, and/or program rules, policies and/or regulations
7. Theft
8. Falsification of records
9. Willful destruction of property
10. Using any hospital computer for an unauthorized purpose
11. Plagiarizing another's written publication or cheating of any sort in academic assignments

Procedure:

The student will be notified to meet with the Program Director. The Program Director will explain the reason(s) for dismissal of the student.

- The student has the right to appeal the decision through the grievance procedure.

- The School will refund tuition according to the RHSHS Policy No. 601: Tuition Payment and Student Refund Policy.

7. Grievance Procedures

- Academic Grievance: Refer to RHSHS Policy No. 365: Academic Grievance Policy
- Non-Academic Grievance: Refer to RHSHS Policy No. 366: Non-Academic Grievance Policy

Section V: Safety

1. General Safety Information

Students receive extensive instruction in safety. The Hospital abides by the Occupational Safety and Health Administration (OSHA) regulations (e.g. blood borne pathogens, hazardous communication) and the Centers for Disease Control and Prevention Guidelines (CDC). Students are expected to adhere to these guidelines as well as all hospital and laboratory safety policies and procedures.

- Initial orientation training includes but is not limited to Fire Safety, Hazardous Chemicals, Safety Data Sheets (SDS), Standard Precautions, and Transmission Based Precautions.
- Students are responsible for reviewing and adhering to all safety policies for the RHSHS.
- The Hospital requires that all employees and students report any accident, injury, or exposures to their supervisors immediately so that emergency measures may be instituted. Students must notify the Program Director of any accident, injuries, or exposures. Incident reports are to be completed via the intranet using RL Solutions.
- Safety is also a consideration for the patients of Reading Hospital and Tower Health System. To ensure that patient safety will be maintained, all students are required to complete background checks. Refer to RHSHS Policy No. 324: Student Background Checks.

2. Evacuation Plan for the MLS Classroom in RH SoHS

Purpose: To provide a plan for the evacuation of the Room 104 classroom, Program Director office, or any other area in the event of a fire or other emergency situation.

Policy: RHSoHS building must be **evacuated** in the event of activation of a fire alarm on any floor. If you discover a fire, pull the closest manual pull station and call security command center at extension 8282 or 911. *Remember R.A.C.E and P.A.S.S as applicable. *

Procedure: Overhead voice alert will sound a floor and compass point where a fire is located. Strobe lights will also strobe until the fire is under control; the system is reset; and the code green is given that the emergency is over. Close any windows and close door behind the last person to exit. The classroom instructor, if present, will coordinate the evacuation. Check the restroom if all students are not in attendance, and then direct everyone to exit as quickly as possible. Roll will be taken when evacuation is complete and all are assembled outside.

Evacuation Route:

Primary Evacuation Route: All students and employees will exit the lounge (restroom area), classroom and Program Directors' office and proceed to the RIGHT toward the fire escape stairwell. Proceed down the stairwell to the Ground floor. A fire escape door is there that leads to the outside, back entrance of the SoHS and the parking lot. Proceed straight the parking lot to the upper area and wait for further instruction and a headcount from the instructor, faculty, or program director. You may return to the building only when the alarm has been cleared by the appropriate personnel.

Secondary Evacuation Route: In the event the fire or emergency involves the EAST AREA of the building, follow the secondary route. All students will make a RIGHT out of the classroom and head for the center of the building and take the stairs down to ground level. The main exits (3) are in the front and back (2) of the building. From there proceed to the parking lot behind the school and walk towards the upper section near Old Wyomissing Road.

Section VI: General Information

1. Student Work Policy

Purpose: To ensure that all student activities, especially while students are completing clinical rotations, will be educational in nature.

Policy: The clinical practice is designed to be an educational experience for the student.

Procedure:

- Students will not be substituted for regular staff during clinical hours.
- Students may choose to be employees of Tower Health during their education, but students may not perform work duties during clinical hours.
- Students will not receive remuneration during their clinical assignments.
- Students are not guaranteed employment with Reading Hospital or Tower Health during their education or upon completion of the program.

2. RH School of Health Sciences Room 104

Room 104 Classroom

No food is allowed in the Room 104 classroom and drinks are only allowed in the front of the classroom during lectures. No drinks are allowed during any student lab activities due to risk of body fluid exposure. Students are permitted to use the kitchen area on the ground floor near the vending machines.

3. Retention of Student Files and Records

Purpose: To provide guidance to PBT students and former PBT students who desire to have their educational records released during or after enrollment.

Policy: All student records are maintained on a confidential basis in accordance with the Family Education Rights and Privacy Act of 1974. Refer to RHSHS Policy No. 325: Family Education Rights and Privacy Act of 1974. Student records are open to the student at his/her request except for reference letters if the student has waived the right of access. Records must be reviewed in the presence of the Program Director or designee.

Procedure:

The following items comprise the PBT student record:

- Admission File
- Student Health Records
- Attendance Records
- Evaluation and Advisement Records
- Transcript Records

Location and Retention Timeframes:

- Admission File: Admission records for graduates, withdrawn and terminated students are retained for five years. Admission records of accepted but not enrolled applicants as well as rejected applicants are maintained for two years. Records are maintained in the administrative office at the RHSHS.
- Student Health Records: Health files are maintained by Student Health Services. All items listed in the health files are retained for five years except for immunization records and blood and body fluid exposure records which are retained ad infinitum.
- Attendance Records**:** Includes academic and clinical attendance, and tardiness. Maintained in the Program Director's Office for five years.
- Evaluation and Advisement Records: Includes grade sheets, competency evaluations, affective domain evaluations, advisement records, documentation of safety training, clinical rotation schedule and clinical rotation log sheets. Maintained in the Program Director's Office for five years.
- Transcript Records: Maintained by the Registrar's office ad infinitum.

Request for Release of Records

Students must request transcripts through the RHSHS Registrar's Office. Transcript Request Form can be found online at https://reading.towerhealth.org/academics/health-sciences/for-students/registrars-office/transcript-request-form/. Written permission must be granted to the program director for the release of any other records to a third party such as attendance and evaluation records.

4. Requirements for Certificate of Completion

Students enrolled in the Phlebotomy Technician Program will be eligible for certificate of completion from the Reading Hospital School of Health Sciences when they successfully complete all requirements of the program. Requirements include at least 100 successful, unaided venipuncture blood collections, 5 dermal puncture blood collections, and 100 documented clinical hours. The 100 documented clinical hours are only necessary for recent graduates that seek immediate ASCP PBT BOC exam eligibility.

Students must have all financial obligations satisfied, all tests and assignments completed, all evaluation forms completed, and their student ID badge returned before all obligations are determined to be met. When all obligations have been met, the student will be eligible to receive a Certificate of Completion which is awarded by the Program.

Successful completion of the program and receipt of the certificate are NOT contingent on the student taking or passing any external certification examination(s).

APPENDIX A

Reading Hospital
School of Health Sciences
READING HOSPITAL
Advancing Health. Transforming Lives.

Phlebotomy Technician Program Clinical Evaluation of Technical Skills

Student's Name _____ Date_____

Clinical Site _____

Evaluator's Printed Name_____

INSTRUCTIONS:
This evaluation is to be completed by the Clinical Preceptor at the end of clinical training
Based on the student's performance to date indicate your assessment by placing an "X" or a checkmark in the appropriate column as follows:

4: Excellent; Exhibits mastery of the task.
3: Above average; Minimal errors and little instruction necessary
2: Average: Performs at an acceptable level with some errors and requires some instruction or prompting
1: Below Average: Performs at a minimally competent level with major deficiencies; improvement needed
0: Unacceptable; Cannot perform the task without complete oversight by the instructor

Phlebotomy Skills and Knowledge		**4**	**3**	**2**	**1***	**0***
1.	Follows standard operating procedures when collecting blood.					
2.	Uses acceptable patient identification procedures.					
3.	Chooses venipuncture equipment that is appropriate for the patient and collection scenario.					
4.	Practices the correct order of draw.					
5.	Quality of work: Consistently obtains quality specimens (sufficient quantity, not hemolyzed, etc.)					
6.	Quantity of work: collects specimens efficiently in an appropriate amount of time.					
7.	Organization: Organizes supplies and prioritizes work.					
8.	Demonstrates knowledge of collection requirements for commonly collected lab tests.					
9.	Identifies tube additives when asked.					
10.	Can identify problems which may occur during blood collection (i.e. syncope, hematomas)					
11.	Wears appropriate PPE and follows infection control procedures.					

***Comments required for anything rated 1, or 0:**

This should be reviewed with the student prior to sending to the Phlebotomy Program Director.

Student Signature_____ **Date**_____

Evaluator Signature_____ **Date**_____

APPENDIX B

Reading Hospital
School of Health Sciences
READING HOSPITAL
Advancing Health. Transforming Lives.

Phlebotomy Technician Program Clinical Evaluation of Professional Behaviors

Student's Name _____ Date_____

Clinical Site _____

Evaluator's Printed Name_____

INSTRUCTIONS:
This evaluation is to be completed by the Clinical Preceptor at the end of clinical training
Based on the student's performance to date indicate your assessment by placing an "X" or a checkmark in the appropriate column as follows:

4: Demonstrates these behaviors all the time.
3: Demonstrates these behaviors most of the time (>50% of the time)
2: Demonstrates these behaviors some of the time (25-50% of the time)
1: Demonstrates these behaviors <25% if the time
0: Never demonstrates these behaviors

Professional Behaviors		**4**	**3**	**2***	**1***	**0***
1.	Reports on time, returns promptly from lunch and breaks.					
2.	Complies with student dress code; neat, clean, and well groomed					
3.	Displays interest in the profession.					
4.	Is attentive during instruction.					
5.	Demonstrates initiative. (starts work without prompting; offers to help others)					
6.	Uses constructive criticism to correct deficiencies and improve performance.					
7.	Demonstrates a positive attitude.					
8.	Communicates effectively and in a professional manner.					
9.	Demonstrates ethical behavior by respecting the confidentiality of patient records.					
10.	Demonstrates respect, consideration & compassion in all interactions with others.					
11.	Follows established safety procedures.					

***Comments required for anything rated 2, 1, or 0:**

This should be reviewed with the student prior to sending to the Phlebotomy Program Director.

Student Signature_____ **Date**_____

Evaluator Signature_____ **Date**_____

APPENDIX C

Reading Hospital
School of Health Sciences
READING HOSPITAL
Advancing Health. Transforming Lives.

Phlebotomy Blood Draw Consent

I have enrolled in the Phlebotomy Technician program at the Reading Hospital School of Health Sciences (RHSHS) and I am aware of the importance of practice in developing quality phlebotomy skills which are performed as safely as possible.

In consideration of the educational opportunity being offered to me by RHSHS, I hereby consent to allow students within this program to practice phlebotomy techniques, including venipunctures and capillary punctures on me in the presence of an instructor, just as I will practice these same techniques on other students in the program. I understand that there are risks, some of which are very rare, associated with phlebotomy which include, but are not limited to infection, bruising, and other potential damage to surrounding tissue. I accept these risks and agree to perform these skills as safely and professionally as possible.

I hereby agree to release and hold harmless Reading Hospital, Reading Hospital School of Health Sciences, its officers, and staff from any and all liability arising out of or related to injuries that I may receive as a result of such phlebotomy practice.

_____ _____
(Student's Printed Name) (Last 4 digits of Social Security Number)

_____ _____
(Student's Signature) (Date)

_____ _____
(Witness Signature) (Date)

APPENDIX D

Reading Hospital
School of Health Sciences
READING HOSPITAL
Advancing Health. Transforming Lives.

Reading Hospital School of Health Sciences Phlebotomy Technician Program

Clinical Training Availability

Student Name: _____

Date: _____

Indicate the times that you are available for clinical training (minimum 4 hours per scheduled day). If you are available for the entire day, indicate "no restrictions". If you cannot attend clinicals on a specific day, indicate "no availability".

Example:

Monday (6 am – 6 pm)	Tuesday (6 am – 6 pm)	Wednesday (6 am – 6 pm)	Thursday (6 am – 6 pm)	Friday (6 am – 4 pm)	Saturday (7 am – 11 am)
No restrictions	***No availability***	**6 am – 1 pm**	**12 pm – 6 pm**	***No restrictions***	***No availability***

Complete this section

Monday (6 am – 6 pm)	**Tuesday (6 am – 6 pm)**	**Wednesday (6 am – 6 pm)**	**Thursday (6 am – 6 pm)**	**Friday (6 am – 4 pm)**	**Saturday (7 am – 11 am)**

Place a checkmark in each box to indicate your available days and shifts for inpatient phlebotomy shadowing.

	Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
5 AM – 1:30 PM					
1:30 PM – 9 PM					

Return this form to your instructor by the end of the first week

APPENDIX E

Reading Hospital School of Health Sciences

Phlebotomy Technician Program Clinical Log Sheet

Student's Name _____

Clinical Site _____

Student must complete log each day of clinical assignment in INK and have preceptor initial log. Log Sheets must be submitted to Program Director. Keep a copy for your records. Fill in cumulative number of clinical hours and # of successful venipunctures on the last line (100 clinical hours and 100 successful venipunctures required for immediate ASCP eligibility graduate pathway). Use additional log sheets as necessary.

Date	Time In	Time Out	# of Clinical Hours*	Total # Attempted Draws	Total # Successful Draws	Preceptor Initials
Cumulative TOTALS						

*Subtract lunch and/or breaks from total number of hours

Student Signature_____ **Date**_____

Supervisor/Preceptor Signature_____ **Date**_____

Supervisor/Preceptor Printed Name: _____

APPENDIX F

Phlebotomy Technician Program Dermal Puncture/Other Procedures Log Sheet

Student Name _____

Dermal Puncture Log

Date	Location (CR/OP)	# dermal punctures	Type (F, G, H)	Preceptor Initials

CR = classroom **OP = outpatient location** **F = finger blood draw** **G = glucose** **H = heel**

Additional Procedures:

- ☐ **Blood culture** **Date(s)/preceptor initials**_____
- ☐ **Blood Bank Specimen** **Date(s)/preceptor initials**_____
- ☐ **Glucose tolerance** **Date(s)/preceptor initials**_____
- ☐ **MRSA screen collection** **Date(s)/preceptor initials**_____
- ☐ **FOB collection instructions** **Date(s)/preceptor initials**_____
- ☐ **Midstream Clean Catch Urine** **Date(s)/preceptor initials**_____
- ☐ **24-hour urine instructions** **Date(s)/preceptor initials**_____
- ☐ **Other special collections (list procedure/date/preceptor initials):**

_____

_____

Student Signature_____ **Date**_____