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## GENERAL INFORMATION

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### PURPOSE OF THE PROGRAM HANDBOOK

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The Bossier Parish Community College (BPCC) *Program Handbook* serves to inform students about the curriculum, rules, regulations, and policies of the clinical programs at BPCC. It also helps to disseminate clear information and guidelines for use in decision-making. The information in this handbook is intended to provide each student with the knowledge of the intent and expectations of the Program for which he/she is enrolled. This Handbook is not intended to replace the *BPCC Catalog* or the *BPCC Student Handbook*.

The student must abide by policies established by each program's rules, and policies of clinical affiliates, and the standards set by the respective professions.

For the purpose of the handbook, “clinical” shall refer to all components of the curriculum in which the student is assigned to locations outside of the BPCC classroom and laboratory. These include, but are not limited to, hospitals, clinics, physicians’ offices, fire departments, emergency transport units, pharmacies, medical records facilities, and surgical centers. Students will also be responsible for following the clinical site’s policies and procedures while in their facility.

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### MISSION STATEMENT

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The mission of the Phlebotomy Program is to provide educational opportunities for individuals desiring a career in Phlebotomy. To achieve this mission, the Phlebotomy Faculty is committed to the following goals:

1. To promote behaviors in Phlebotomy Program students consistent with sound medical ethics and workplace responsibility.
2. To provide Phlebotomy Program students opportunities for mastery of entry-level skills and knowledge of standard phlebotomy procedures.
3. To prepare Phlebotomy Program students for success on the certification/licensure examination.
4. To assist and encourage Phlebotomy Program graduates in continuing and furthering their education.

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### PHLEBOTOMY PROGRAM GOALS

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*The goals of the BPCC Phlebotomy Program are to:*

- a. prepare individuals to perform skin punctures and venipunctures in a professional manner properly.
- b. Improve the quality of patient care by increasing precision and accuracy in specimen collection, which will increase the accuracy and dependability of laboratory results.
- c. Prepare individuals to handle collection supplies and equipment in a prudent manner.
- d. Improve personnel relations, both intra-and inter-departmental, by providing instruction in interpersonal communication techniques.
- e. Reduce the traditionally high turnover rate associated with phlebotomy by developing professional attitudes and an adequate base of knowledge in healthcare fields.
- f. Increase knowledge and skills of entry-level phlebotomists to make them more marketable in the health care industry.

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### PROGRAM LEARNING OUTCOMES

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Recipients of the Certificate of Technical Studies in Phlebotomy will be able to demonstrate:

- a. written, verbal, and visual communication skills to interact with and explain information to medical personnel and patients;
- b. critical thinking processes in the assessment and interpretation of specimen collection procedures and equipment;
- c. the application of anatomy, physiology, and the use of medical terminology in the role of the phlebotomist;
- d. mathematical processes to perform and interpret laboratory data;
- e. computer and other technical methods in the performance of phlebotomy and other specimen collection procedures;
- f. compliance with safety codes and regulations in the clinical environment; and
- g. execution of skills appropriate to the role of a phlebotomist.

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## FACULTY AND STAFF CONTACT INFORMATION

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**FACULTY / STAFF CONTACT INFORMATION**

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**Program Director / Clinical Coordinator:**

Melissa Shepherd, MPH, MLT, (ASCP)  
Division of Science, Nursing, and Allied Health  
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Division of Science, Nursing, and Allied Health  
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[tsharp@bpcc.edu](mailto:tsharp@bpcc.edu)  
Office: 318-678-6110



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**CLINICAL AFFILIATES/OBSERVATION SITES**


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Facility	Location	Phone #	Report To	Contact Person
<b>Willis-Knighton Health System</b>	Willis Knighton North 2600 Greenwood Rd. Shreveport, LA	212-4000	Lab in basement	Lead Phlebotomist:  Joycelyn Daniel (3am-11:30am)  Jodie Sweeney (11:30 am – 8:00pm)
	Willis Knighton South 2510 Bert Kouns Industrial L Shreveport, LA	212-5000	1 <sup>st</sup> floor lab	Lead Phlebotomist:  Meoshees West
	Willis Knighton Bossier 2400 Hospital Drive Bossier City, LA	212-7000	1 <sup>st</sup> floor lab	Lead Phlebotomist:  Tireka Collins
	Willis Knighton Pierremont 8001 Youree Drive Shreveport, LA	212-3000	1 <sup>st</sup> floor lab	Lead Phlebotomist:  Kim Young
<b>Overton Brooks VA Medical Center</b>  <b>Red Lab (VA-Red)</b> <b>Blue Lab (VA-Blue)</b> <b>Special Labs (VA-Spec)</b>	510 E. Stoner Avenue Shreveport, LA 71104	221-8411	2 West 55	Lane Carlisle

<b>Life Share Blood Center</b>	8910 Linwood Avenue, Shreveport, 71106	673-1450	Lobby	Michelle Anthony, MBA
<b>Ochsner LSU Health, Shreveport (Sweat Test Observation)</b>	1541 Kings Hwy, Shreveport, LA 71130	675-5000	Lobby	Joe Elzen
<b>Ochsner LSU Health, Shreveport (Clinical Rotation)</b>	University Health Women's and Children's Clinic 1602 Kings Hwy, Shreveport, LA 71130 (diagonally across the street from hospital)	675-5000	1 <sup>st</sup> floor blood collection	Reginald Autry
<b>Minden Medical</b>	1 Medical Plaza Pl. Minden, LA 71055	(318) 377-2321	Lab	Cassandra or Wanda

# ACCREDITATION INFORMATION

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## COLLEGE ACCREDITATION

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Bossier Parish Community College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees, diplomas, and certificates. Contact the Commission on College at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Bossier Parish Community College.

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## PROGRAM ACCREDITATION

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The Phlebotomy Program is accredited by The National Accrediting Agency for Clinical Laboratory Sciences (NAACLS):

National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)  
5600 North River Road, Suite 720  
Rosemont, IL 60018  
Phone: (773) 714-8880  
[www.naacls.org](http://www.naacls.org)

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## NAACLS PHLEBOTOMISTS' COMPETENCIES

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*After completing the Phlebotomy Program, the student should be able to:*

- 1.1 identify the health care providers in hospitals and clinics and the phlebotomist's role as a member of this health care team.
  - 1.2 describe the various hospital departments and their primary functions in which the phlebotomist may interact in his/her role.
  - 1.3 describe the organizational structure of the clinical laboratory department.
  - 1.4 discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.
  - 1.5 list the types of laboratory procedures performed in the various sections of the clinical laboratory department.
  - 1.6 describe how laboratory testing is used to assess body functions and disease.
  - 1.7 define medical terminology commonly used in the laboratory.
  - 2.1 identify policies and procedures for maintaining laboratory safety.
  - 2.2 demonstrate accepted practices for infection control, isolation techniques, aseptic techniques, and methods for disease prevention.
    - 2.2.1 identify and discuss the modes of transmission of infection and strategies for prevention.
    - 2.2.2 identify and properly label biohazardous specimens.
    - 2.2.3 discuss in detail and perform proper infection control techniques, such as hand washing, gowning, gloving, masking, and double-bagging.
    - 2.2.4 define and discuss the term "nosocomial infection."
  - 2.3 comply with federal, state, and locally mandated regulations regarding safety practices.
    - 2.3.1 use the OSHA Standard Precautions.
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- 2.3.2 use prescribed procedures to handle electrical, radiation, biological, and fire hazards.
- 2.3.3 use appropriate techniques, as outlined in the OSHA Hazard Communication Standard, including the correct use of the Material Safety Data Sheets as directed.
- 2.4 describe measures used to ensure patient safety in various patient settings, i.e., inpatient, outpatient, pediatrics, etc.
- 3.00 demonstrate a basic understanding of the anatomy and physiology of body systems and anatomic terminology to relate significant areas of the clinical laboratory to general pathologic conditions associated with the body systems.
- 3.1 describe the essential functions of each of the central body systems and demonstrate basic knowledge of the circulatory, urinary, and other body systems necessary to perform assigned specimen collection tasks.
- 3.2 identify the veins of the arms, hands, legs, and feet on which phlebotomy is performed.
- 3.3 explain the functions of the significant constituents of blood and differentiate between whole blood, serum, and plasma.
- 3.4 define hemostasis and explain the basic process of coagulation and fibrinolysis.
- 3.5 discuss the properties of arterial blood, venous blood, and capillary blood.
- 4.00 demonstrate an understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
- 4.1 describe the legal and ethical significance of proper patient/sample identification.
- 4.2 describe the types of patient specimens that are analyzed in the clinical laboratory.
- 4.3 define the phlebotomist's role in collecting and/or transporting these specimens to the laboratory.
- 4.4 list the general criteria for the suitability of a specimen for analysis and reasons for specimen rejection or recollection.
- 4.5 explain the importance of time, fasting, and stat specimens related to specimen integrity and patient care.
- 5.00 demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary, and substances that can interfere in clinical analysis of blood constituents.
- 5.1 identify the different types of additives used in blood collection and explain the reasons for their use.
- 5.2 identify the evacuated tube color codes associated with the additives.
- 5.3 describe substances that can interfere in clinical analysis of blood constituents and ways in which the phlebotomist can help to avoid these occurrences.
- 5.4 list and select the equipment needed to collect blood by venipuncture, capillary, and arterial puncture.
- 5.5 identify special precautions necessary during blood collections by venipuncture, capillary, and arterial puncture.
- 6.00 follow standard operating procedures to collect specimens.
- 6.1 identify potential sites for venipuncture, capillary, and arterial punctures.
- 6.2 differentiate between sterile and antiseptic techniques.
- 6.3 describe and demonstrate the steps in the preparation of a puncture site.

- 6.4 list the effect of a tourniquet, hand squeezing, and heating pads on capillary puncture and venipuncture.
- 6.5 recognize proper needle insertion and withdrawal techniques including direction, angle, depth, and aspiration, for arterial puncture and venipuncture.
- 6.6 describe and perform the correct procedure for capillary collection methods on infants and adults.
- 6.7 identify alternate collection sites for arterial, capillary, and venipuncture. Describe the limitations and precautions of each.
- 6.8 name and explain the frequent causes of phlebotomy complications. Describe the signs and symptoms of physical problems that may occur during blood collection.
- 6.9 list the steps necessary to perform an arterial, venipuncture, and/or capillary puncture in chronological order.
- 6.10 follow standard operating procedures to perform a competent/effective venipuncture on a patient.
- 6.11 follow standard operating procedures to perform a competent/effective capillary puncture on a patient.
- 7.00 demonstrate an understanding of requisitioning, specimen transport, and specimen processing.
- 7.1 describe the standard operating procedure for a physician requesting a laboratory analysis for a patient. Discuss laboratory responsibility in responding to physician requests.
- 7.2 instruct patients on proper collection and preservation for various samples, including blood, sputum, and stools.
- 7.3 explain methods for transporting and processing specimens for routine and special testing.
- 7.4 explain methods for processing and transporting blood specimens for testing at reference laboratories.
- 7.5 describe the potential clerical and technical errors that may occur during specimen processing.
- 7.6 identify and report possible pre-analytical errors that may occur during specimen collection, labeling, transporting, and processing.
- 7.7 describe and follow the criteria for specimens and test results that will be used as legal evidence, i.e., paternity testing, chain of custody, blood alcohol levels, etc.
- 8.0 demonstrate an understanding of quality assurance and quality control in phlebotomy.
- 8.1 describe the system for monitoring quality assurance in the collection of blood specimens.
- 8.2 identify policies and procedures used in the clinical laboratory to assure quality in the obtaining of blood specimens.
  - 8.2.1 perform quality control procedures.
  - 8.2.2 record quality control results.
  - 8.2.3 identify and report control results that do not meet predetermined criteria.
- 9.0 communicate (verbally and nonverbally) effectively and appropriately in the workplace

- 9.1 maintain confidentiality of privileged information on individuals.
- 9.2 value diversity in the workplace.
- 9.3 interact appropriately and professionally with other individuals.
- 9.4 discuss the major points of the American Hospital Associations' Patient's Bill of Rights or the Patient's Bill of Rights from the institution.
- 9.5 model professional appearance and appropriate behavior.
- 9.6 follow written and verbal instructions in carrying out testing procedures.
- 9.7 define the different terms used in the medicolegal aspect for phlebotomy and discuss policies and protocols designed to avoid medicolegal problems.
- 9.8 list the causes of stress in the work environment and discuss the coping skills used to deal with stress in the work environment.
- 9.9 demonstrate the ability to use computer information systems necessary to accomplish job functions.

## COMMITTEE INFORMATION

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### ADVISORY COMMITTEE

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Each program has an advisory committee with the charge of providing broad-based input to institutional programs. Advisory committees consist of faculty, administrators, professionals, community representatives, and student representatives. Meetings are held at least annually to allow for discussions and decisions relative to programmatic curriculum modifications or revisions, student academic and clinical performance, graduate examination results, employer feedback on entry-level graduate performance, and hiring trends.

Decisions made by advisory committees requiring administrative action will be presented to the Vice-Chancellor for Academic Affairs, the Curriculum Committee, the governing board, or other board or committee as deemed appropriate. Minutes of these meetings are maintained in the Division Office and distributed to the advisory committee membership and BPCC administration.

# CLINICAL PROGRAM ADMISSION REQUIREMENTS

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## ACADEMIC STANDARDS

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Students must pass qualification courses with a C or better to apply for the clinical component of the program. The student must fill out a new application packet and attend all clinical meetings each time they apply for clinicals. ALHT 102/102L (Introduction to Phlebotomy) must be taken within three years of entering clinicals. If more than three years pass before a student enters clinicals, the student must then take the challenge exam for ALHT 102/102L. If more than five years pass before a student enters clinicals, he or she must retake ALHT 102/102L before entering clinicals.

Fifteen students are accepted into clinicals each spring and fall. Acceptance into clinicals is based on the following:

- Completed [Allied Health Program Application](#) Packet
- Minimum grade point average (GPA) for qualification courses of 2.0.

If over 15 students meet the above criteria, students with the highest GPA for qualification courses will be selected first. Two alternates will be chosen. If there is a tie, the student with the highest grade in ALHT 102 will be selected.

After completing clinicals and any other classes needed for the program, the student will graduate and take the national certification exam. Earning a Certificate of Technical Studies in Phlebotomy is not contingent upon the student passing an external certification or licensure exam.

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## ADMISSIONS REQUIREMENTS

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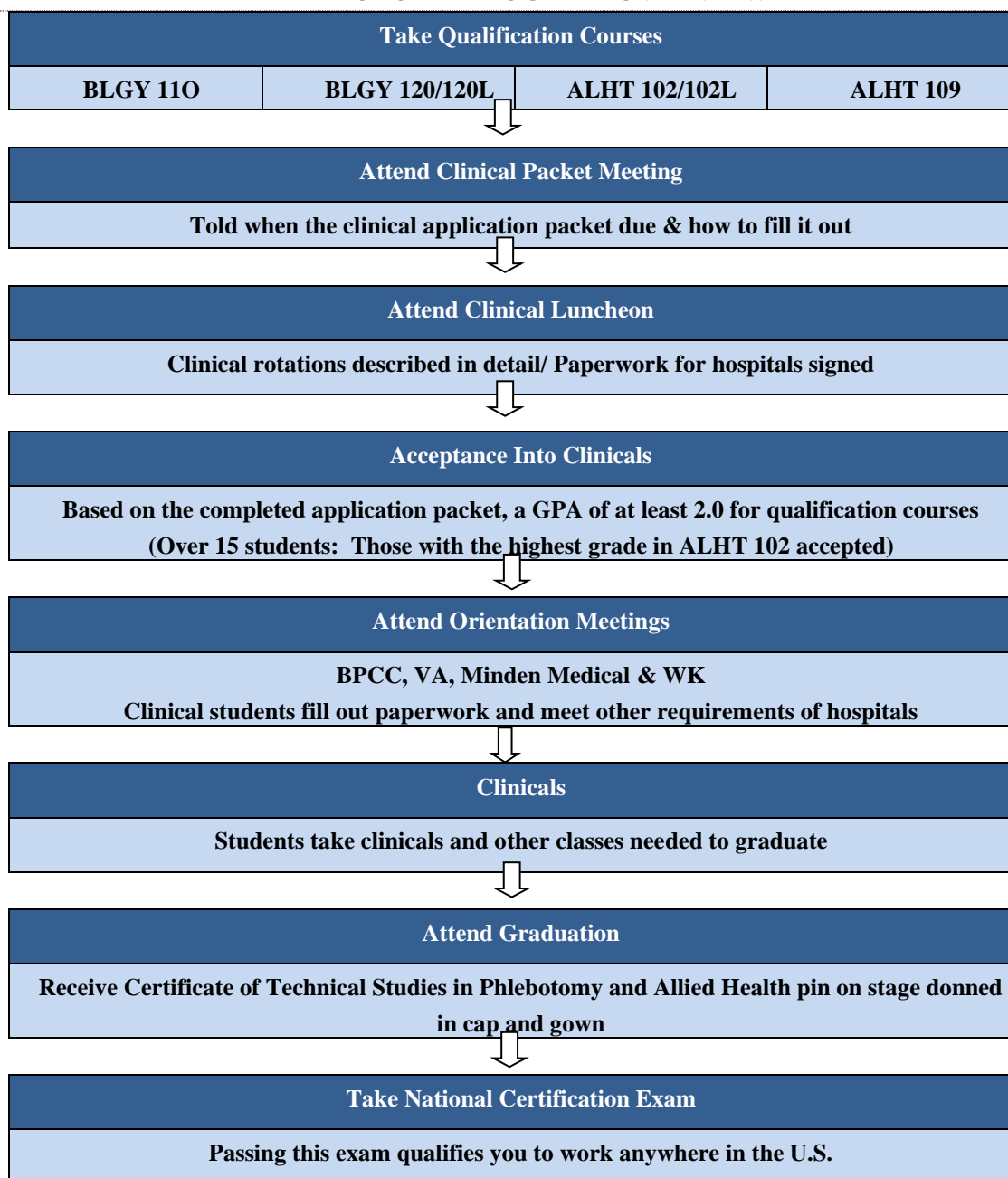
Upon selection to the Phlebotomy program, the student will be required to read and sign the following forms/releases (located in the section titled “Student Resources”):

- Consent for Information Release in Preparation of Clinical Assignment Form
- Consent for Background check
- Drug/Alcohol Testing Consent form
- Memorandum of Understanding
- Student Information Release form
- Image Release form
- Acknowledgment of BPCC Clinical Handbook form
- BPCC’s Under No Obligation Form
- Computer Usage Policy
- Patient Confidentiality Agreement
- Student Acknowledgement of ASHP Accreditation Standard and Model Curriculum Form

Upon selection to the clinical program, the student will also be required to:

- Submit a written acceptance of his/her clinical position
  - Attend mandatory clinical meetings
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## PHLEBOTOMY PROGRAM OVERVIEW



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### RECORDS KEPT BY BPCC

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The following records must be kept on each clinical student until 45 days after the semester ends in accordance with BPCC policies and the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS):

- Student papers (quizzes, tests, exams, case studies, research papers, etc.)
- Log sheets recording collection techniques and rate of student success
- Skills tests including rating scales and antidotal records (records that explain a plan of action if the student is having trouble in a specific area)

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### GRADUATION

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Upon successfully completing the phlebotomy curriculum and satisfactory fulfillment of all BPCC Graduation requirements (Reference: BPCC General Catalog), the student will receive the Certificate of Technical Studies in Phlebotomy. Upon graduation, the individual will be eligible to take the national certification in phlebotomy. Graduation is not contingent upon the successful passing of the certification exam.

## PROJECTED COST TO STUDENTS

	FALL 2020	SPRING 2021
<b>Tuition/Registration Fees:</b>		
<b>In-State Resident, New</b>	\$2,156.52	\$2,156.52
<b>In-State, Continuing</b>	\$2,141.52	\$2,141.52
<b>Out-of-State, New</b>	\$4,495.02	\$4,495.02
<b>Out-of-State, Continuing</b>	\$4,480.02	\$4,480.02
<b>Clinical Lab Fee</b>	\$300.00	N/A
<b>Lab Insurance</b>	\$2.00	\$2.00
<b>Drug Screen Fee</b>	\$30.00	N/A
<b>National Cert. Exam for Phlebotomy Technicians fee</b>	\$135.00	N/A
<ul style="list-style-type: none"> <li>• <b>Physical Exam (Health Status Statement)</b></li> <li>• <b>Immunizations</b></li> <li>• <b>Laboratory Tests</b></li> </ul>	\$500. (estimate)	N/A
<b>Health Insurance</b>	\$800.00 (estimate)	N/A
<b>Scrubs &amp; Lab Coat</b>	N/A	150.00 (estimate)
<b>Books</b>	\$0	\$761.00
<b>Semester Totals:</b>		
<b>In-State Resident, New</b>	\$3,069.52	\$3,069.52
<b>In-State, Continuing</b>	\$3,054.52	\$3,054.52
<b>Out-of-State, New</b>	\$5,408.52	\$5,408.52
<b>Out-of-State, Continuing</b>	\$5,393.02	\$5,393.02

## RELEASE OF INFORMATION IN PREPARATION FOR CLINICAL ASSIGNMENT

Students are required to sign a *Consent for Information Release in Preparation of Clinical Assignment* form. This will allow BPCC and its representatives to release information to clinical affiliate(s) for approval to schedule a student clinical experience and maintain a student's clinical rotation. The information that will be released includes the following:

- Name
- Contact and identification information
- Background check results
- Drug/Alcohol Testing results
- Health information

- OSHA certification
- HIPAA certification
- BLS certification
- Health Insurance Information
- Academic and clinical performance and status
- Emergency contact information
- Vehicle registration information
- Any information required by a clinical site for student clinical placement

The ability to place a student in a clinical rotation is not possible without the sharing of this information; therefore, failure to authorize this release of information will result in the Office of Student Services to be notified with the recommendation for dismissal from the program. Clinical facilities will also provide information to BPCC regarding all aspects of the student's performance while in clinicals.

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### FACILITIES CLINICAL REQUIREMENTS

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Program students **MUST** provide the requested documentation\* by the assigned deadline in order to be placed in a clinical site:

\*Required documentation subject to change. Requirements are based on mandates from healthcare facilities.

Phlebotomy Program students are responsible for obtaining the following immunizations and laboratory work:

- Hepatitis B vaccination series
  - Hepatitis B titer
  - Varicella titer\*\*
  - Rubella and Rubeola titer\*\*
  - Negative TB skin test or negative chest x-ray report (current for the year)
  - Tetanus (within ten years)
  - Influenza vaccine (flu shot) required at many facilities
- \*\*A negative titer may require additional vaccinations and titers to be performed.

Phlebotomy Program students are also responsible for providing the following documentation:

- General physical examination (Health Status Statement Form) – program-specific form to be completed to comply with the requirement
- Health insurance verification\*\* (must be maintained during enrollment in the clinical program)
- HIPAA certification (current for the year)
- OSHA certification (current for the year)
- American Heart Association Healthcare Provider Basic Life Support certification (current while in the program)
- Copy of Driver's License or State Issued Identification Card

- TB Mask Fit Test performed at a Willis Knighton Health System Workcare (N95 mask made by Kimberly Clark) if performing a clinical rotation in that system. May also be required by other clinical facilities, and each facility may specify where the TB Mask Fit test must be performed.
- Certificate of Completion of online modules and viewing of presentation material for the Veteran's Administration (VA) Hospital, if performing a clinical rotation in that system

Additional documentation or procedures may be required at any time. Changes to documentation requirements would be in response to mandates administered by accrediting agencies, clinical affiliates, or administration. Contact Shunta Spearman, Program Coordinator, ([sspearman@bpcc.edu](mailto:sspearman@bpcc.edu)), room B105, for further information.

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### BACKGROUND CHECKS

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Background checks are a required prerequisite for BPCC's clinical affiliates. Students enrolled in a program requiring clinical placement shall consent to have a background check(s) performed and for the results to be shared with school administration, clinical faculty, and clinical affiliates. It is the student's responsibility to fully disclose all incidents that result in an arrest, warrant, or violation of the law<sup>1</sup> before, during, or after the background check. Any above-referenced activities shall result in immediate disclosure of said information to current or potential clinical affiliates and possibly an additional background check being performed with all results disclosed to the clinical sites. The omission of and/or failure to disclose information will be regarded as an intentional falsehood and shall be reported to the clinical sites.

Any and all findings will be released to the above-named parties and any accrediting agency and/or regulatory agency as required by law. Although positive results do not immediately interfere with the student's standing in the clinical program, the findings will be released to the clinical affiliate. It is the clinical affiliate's decision to permit a student to perform a clinical rotation in their facility.

Should a student be unable to complete all required rotations or assignments due to refusal or delay of a clinical affiliate to accept the student, the student may be unable to complete the clinical course and may ultimately be unable to complete the clinical program.

Common causes for a delay of results are positive findings, multiple names or alias, numerous locations of residence, locations of residence outside of the continental United States, residence in a parish or county with limited or fixed schedules for performing background checks, unusual or frequent social security number usage, or student submission of incorrect information.

If a student should have positive background check findings, the student may provide court documents, receipts, personal statement of events, and/or certificates of completion of court-ordered interventions to the program coordinator. These documents will be submitted to clinical affiliates for review. Some clinical affiliates may require this documentation to determine if permission to rotate through the facility will be granted. The facility has the right to refuse permission regardless

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<sup>1</sup> Excluding moving and nonmoving traffics, except DWI and DUI

of the charge, level of the charge, circumstances surrounding the charge, or outcome of the charge. The decision of the facility is final.

Clinical affiliates have the right to perform additional background checks, and the associated cost may be the responsibility of the student. Students will be notified before submitting for background checks that may result in additional costs. Failure to submit to these additional background checks will prohibit the student from being placed in the facility and may ultimately result in immediate dismissal from the program. Contact Mrs. Spearman, Program Coordinator, ([sspearman@bpcc.edu](mailto:sspearman@bpcc.edu)), room B105, for further information.

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### DRUG/ALCOHOL TESTING

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Drug/Alcohol Testing is another required prerequisite for BPCC's clinical affiliates. Students consent to a drug/alcohol test and for the results to be shared with administration, clinical faculty, clinical affiliates, and all other agencies as directed by law and/or program accreditation. A drug/alcohol screen will be performed prior to placement into the clinical rotation. It may also be performed randomly, during incidences of suspicious behavior, or upon clinical affiliate requests or requirements. Any and all findings will be released to the above-named parties. If a Clinical Affiliate requires a separate or additional drug/alcohol testing, the student may be responsible for these charges.

A positive drug/alcohol test will result in the student immediately being prohibited from continuing in phlebotomy clinicals with a recommendation for dismissal from the clinical program sent to the Office of Student Services. Once the program coordinator has received the results of a positive drug/alcohol screen, a letter will be sent to the student reiterating the Drug/Alcohol Testing Policy and recommending that the student contact the Admissions Department to withdraw from the program courses. Any and all findings will be released to the Program Director, Program Faculty, Administration, Clinical Affiliates, and any accrediting agency and/or regulatory agency as required by law.

The dismissal from the clinical program for a positive drug/alcohol test will remain on the student's intra-campus record. This will prohibit the student from applying to any BPCC clinical program for the period of one full calendar year. After one full calendar year, the student may apply to any BPCC clinical program assuming completion of program prerequisites and meeting of program eligibility requirements. Contact Mrs. Spearman, Program Coordinator, ([sspearman@bpcc.edu](mailto:sspearman@bpcc.edu)), room B105, for further information.

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### ESSENTIAL REQUIREMENTS

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Phlebotomy Program admissions are based on academic achievement and additional program-specific non-academic criteria referenced in the catalog. Essential Requirements have been established by each program identifying the occupational specific technical standards required of students in the program. Decisions to apply for admission to a clinical program should be made after considering the program's Essential Requirements.

It is the responsibility of this program to be concerned with the rights of patients and clinical sites and to only place students in clinical education that are capable of providing safe, high-quality laboratory assistance. The list of Essential Requirements for this program can be located in the section titled "Student

Resources.” The Essential Requirements represent reasonable expectations for a student enrolled in a specific clinical program at BPCC.

It is the responsibility of the program applicants to carefully review the Essential Requirements and ask questions if not familiar with the standards and skills listed. Certain chronic or recurrent illnesses and problems that interfere with patient care or safety may be incompatible with clinical training or clinical practice. Conditions that may lead to a high likelihood of student absenteeism should be carefully considered. Deficiencies in knowledge, judgment, integrity, character, or professional attitude or demeanor, which may jeopardize patient care, may be grounds for course/rotation failure and possible dismissal from the program. All applicants to the program must have the ability to meet the standards and skills listed in the Essential Requirements if accepted to the program in order to complete the educational requirements for the certificate or degree sought.

If a student cannot demonstrate the standards and skills contained within a program’s Essential Requirements without accommodation, it is the responsibility of the student to request an appropriate accommodation with the Disability Services Provider (Disability Services, Building F, 318-678-6511) by the program’s application deadline. The College is committed to the principle of equal opportunity as defined in the catalog. It will provide reasonable accommodation as long as it does not fundamentally alter the nature of the program offered and does not compromise patient safety, or impose an undue hardship such as those that cause a significant expense or are unduly disruptive to the educational process.



# Essential Requirements

Division of Allied Health

Bossier Parish Community College

Rev 9/23/2020

Allied health program admissions are based on academic achievement and additional program-specific non-academic criteria that can be referenced in the catalog. Essential Requirements have been established by each program identifying the occupational specific technical standards required of students in the program. Decisions to apply for admission to the Phlebotomy Program should be made after considering the program's Essential Requirements.

It is the responsibility of the program to be concerned with the rights of patients and clinical sites and to only place students in clinical education that are capable of providing safe, high-quality health care. The following list represents reasonable expectations for the student enrolled in the Phlebotomy Program at Bossier Parish Community College.

It is the responsibility of the program applicants to carefully review the Essential Requirements and ask questions if not familiar with the standards and skills listed. Certain chronic or recurrent illnesses and problems that interfere with patient care or safety may be incompatible with Phlebotomy training or clinical practice. Conditions that may lead to a high likelihood of student absenteeism should be carefully considered. Deficiencies in knowledge, judgment, integrity, character, or professional attitude or demeanor, which may jeopardize patient care, may be grounds for course/rotation failure and possible dismissal from the program. All applicants to the program must have the ability to meet the following standards and skills if accepted to the program in order to complete the educational requirements for the Phlebotomy Program.

If a student cannot demonstrate the following standards and skills without accommodation, it is the responsibility of the student to request an appropriate accommodation with the Coordinator for Section 504 and ADA by the application deadline. The College is committed to the principle of equal opportunity as defined in the catalog. It will provide reasonable accommodation as long as it does not fundamentally alter the nature of the program offered and does not compromise patient safety or impose an undue hardship such as those that cause a significant expense or are unduly disruptive to the educational process.

**Where applicable, use the following keys:**

- **Listed indicators are required for proficient job performance or academic completion of the program**
- **Frequency indicators O = Occasionally 1-33% F= Frequently 34-66% C= Constantly 67-100%**

Mandatory Prerequisite Requirements	Freq
Current AHA BLS Healthcare Provider certification	
Satisfactory Physical Exam	
Current OSHA & HIPAA education verification	
Completed Application Packet submitted by the due date	
Health Insurance Maintained throughout Program Clinicals	

# Bossier Parish Community College Phlebotomy Student Handbook

GPA 2.5 or better	
“C” or higher on prerequisite courses	
Absence of Criminal history or record	
Negative drug/alcohol screen (may also be performed randomly or ordered if a student is under suspicion)	
<b>Immunizations</b>	
Hepatitis B series & titer	
Tetanus (within ten years)	
TB Test (Current for the year)	
Chicken Pox (Varicella-Zoster) Titer*	
Rubella & Rubeola Titer*	
Influenza immunization (yearly)	
*If the titer is negative, additional vaccinations may be required	
<b>Perceptual Requirements</b>	
<b>Sight</b>	
Near & far vision	C
Both eyes required	C
Depth perception	C
Distinguish colors and shades of color	C
See small type such as on packaging and imprints on instruments	C
See words on a computer screen and equipment monitors	C
See measurements markings	C
See small items, such as needles	C
Distinguish opacity of substances	C
Accurately observe demonstrations	C
See Intravenous IV lines	C
See visual alarms	C
<b>Touch</b>	
Ability to type or keyboard 25 wpm accurately	C
Fine motor abilities sufficient to insert needles	C
Tactile Sensory ability is needed in tasks such as feeling and location of veins.	C
Repetitive hand and wrist movement	C
Fine motor abilities to manipulate small items, such as needles	C
Dexterity and grip strength to open and manipulate bottles and packaging.	C
Determine if a puncture wound was sustained	C
Manipulate controls on equipment	C
<b>Smell</b>	
Discriminate between odors	C

<b>Hearing</b>	
Auditory ability sufficient to hear coworkers, patients, or their representatives	C
Auditory ability to hear mechanical alarms and tones	C
<b>Intellectual Requirements</b>	
Process & Communicate information in a timely manner	C
Read and understand typed, handwritten, verbal, and computer information	C
Able to problem solve, assess, analyze data and implement solutions	C
Able to think critically and distinguish relevant from irrelevant data	C
Able to memorize and categorize large quantities of information	C
Operate computers	C
<b>Written Communication Skills</b>	
Typing or word processing and data entry	C
Uses correct spelling, grammar, and punctuation	C
Writes legibly	C
Expresses thoughts of an idea in written form	C
Concise and accurate documentation	C
<b>Clerical</b>	
Ability to perceive pertinent detail in verbal or tabular material; to observe differences in copy, to proof-read words and numbers, and to avoid perceptual errors in arithmetic computation	C
<b>Perception</b>	
Spatial- ability to comprehend forms in space and understand the relationship of plane and solid objects; frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms	C
Form-ability to perceive pertinent details in objects or in pictorial or graphic material; to make visual comparisons and discrimination and see slight differences in shapes and shadings of figures and widths and lengths of line.	C
<b>Reasoning</b>	
Deal with abstract and concrete variables, define problems, collect data, establish facts, and draw valid conclusions	C
<b>Mathematics</b>	
Simple Skills – Add, subtract, multiply and divide whole numbers, fractions, ratios, decimals, and percentages; calculate time and simple measurement	F
Complex Skills – Conversion between different weights, volume systems, applications of formulas	O
<b>Reading</b>	
Simple skills- Comprehend simple instructions and notations	C
Complex skills – Comprehend newspapers, manuals, journals, instructions in the use and maintenance of equipment, safety rules, reference and procedures, and drawings.	C
<b>Oral Communication</b>	
Demonstrates respect for others with language	C

# Bossier Parish Community College Phlebotomy Student Handbook

Instruction of others	C
Offers own thoughts and ideas with appropriate non-verbal expression	C
Uses correct grammar and expression	C
Communicate with people of different cultures and beliefs	C
Communicates with others in a respectful, confident, and appropriate manner	C

Adjust for differences in age or education level	C
Capable of responsive, empathetic listening	C
Capable of distinguishing between appropriate and inappropriate bedside conversation	C
<b>Environmental Factors</b>	
Indoor	C
Bright lighting	C
Chemicals	C
Machinery with moving parts	C
Exposure to blood and body fluids	C
Exposure to dust, fumes, smoke, gases, odors, mists, or irritating particles (such as aerosol spray)	F
Exposure to toxic, caustic chemicals or medications	O
Exposure to solvents	O
Working in confined spaces alone and with others	C
<b>Physical Requirements</b>	
Good physical condition with the ability to:	
Walk (at varying speeds)	C
Sit	O
Stand: prolonged position of standing	C
Twisting of body	C
Kneel	O
Bend forward	C
Pull: up to 50 lbs	O
Push: up to 50 lbs	O
Climb Stairs	C
Reach above shoulder level, below and in front of the body	C
Bilateral repetitive wrist motion as performed in chest physiotherapy	C
<b>Lift</b>	
Light: less than 15 lbs	C
Moderate: 15 to 20 lbs	F
Heavy: greater than 20 lbs	O
<b>Carry</b>	
Light: less than 15 lbs	C

## Bossier Parish Community College Phlebotomy Student Handbook

Moderate: 15 to 20 lbs	F
Heavy: greater than 20 lbs	O
Maintain good balance with movement while performing tasks	C
Maneuver equipment safely	C
<b>Behavioral/Emotional Requirements</b>	
Ability to exercise sound judgment	C
Prompt completion of all tasks	C
Prioritize and manage multiple tasks	C
Able to manage stress effectively	C
Can function independently and unsupervised	C
Demonstrate time management	C
Follow directions	C
Organizational skills	C
Able to perform self-assessment	C
Able to recognize patient needs	C
Ability to receive and apply constructive criticism	C
Assumes responsibility and accountability for actions and outcomes	C
Effective use of resources	C
Maintains professional demeanor	C
Respects the personal space of others	C
Recognizes limitations and seeks assistance	C
Maintains confidentiality	C
Establishes rapport and trust with patients and co-workers	C
Maintains composure during unpleasant or stressful situations	C

### Acknowledgment of Essential Requirements for the Phlebotomy Program

I, \_\_\_\_\_, have been informed of the Essential Requirements of the Bossier Parish Community College Phlebotomy Program. I have carefully reviewed the Essential Requirements and have asked questions if I was unfamiliar with the standards and skills listed. If I believe I require an accommodation, I will request appropriate accommodation with the Coordinator for Section 504 and ADA by the application deadline. I am aware that certain chronic and recurrent illnesses and problems that interfere with patient care or safety may be incompatible with Phlebotomy training or clinical practice. I have also considered any conditions that I may have that may lead to a high likelihood of absenteeism. I have been informed that deficiencies in knowledge, judgment, integrity, character, or professional attitude or demeanor may jeopardize patient care may be grounds for course/rotation failure and possible dismissal from the program. I have the ability to meet the standards and skills listed in the Essential Requirements. I agree to complete the educational requirements for the Phlebotomy Program if accepted to the program.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name Printed

# PHLEBOTOMY PROGRAM SYLLABI

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## ALHT 102 SYLLABUS

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### **Bossier Parish Community Master Syllabus**

**Course and Prefix Number:** ALHT 102

**Credit Hours:** 3

**Course Title:** Introduction to Phlebotomy

**Course Co-requisites:** ALHT 102L

**Textbooks:** Garza, D. and Becan-McBride, K.; Phlebotomy Handbook, 10<sup>th</sup> edition

**Course Description:**

Instruction in proper collection, transportation, and handling of blood, including blood collection equipment, venipuncture, and capillary collection. Instruction also includes the collection and transportation of other body fluids. Withdrawal from lecture mandates withdrawal from the laboratory.

**Learning Outcomes:**

At the end of this course, the student will

- A. integrate professionalism, written and verbal communication, knowledge of historical and legal issues, and appropriate safety codes as applied to the role of a phlebotomist in different health care systems; and
- B. demonstrate the knowledge necessary for proper pre-analytical laboratory testing techniques

To achieve the learning outcomes, the student will

- 1. describe health care professionals who work in the lab and those who generally perform phlebotomy. (A)
- 2. define phlebotomy and the phlebotomist. (A)
- 3. describe the importance of phlebotomy to the overall care of the patient.(A)
- 4. describe competencies for phlebotomists and organizations that certify programs and provide certification exams.(A)
- 5. define ethics, confidentiality, and professionalism. (A)
- 6. describe and give examples of the three levels of care.(A)
- 7. describe health care settings, including hospitals and hospital departments, where phlebotomy is performed. (A)

8. discuss managed care.(A)
9. list ambulatory care settings where phlebotomists are employed.(A)
10. discuss the role of the laboratory in blood collection, accreditation, and testing.(B)
11. discuss common tests and the laboratory section to which they are delivered. (C)
12. lists skills for active listening and effective communication during blood collection.(A)
13. list examples of positive and negative body language.(A)
14. discuss the major points of the Patient's Bill of Rights. (A)
15. list causes of stress and coping skills used to deal with stress in the workplace.(A)
16. describe the anatomic surface regions and cavities of the body.(B)
17. list the eight structural levels of the human body and Maslow's Hierarchy of needs.(B)
18. describe the role of homeostasis in normal body functioning.(B)
19. describe the purpose, function, and structural components of the 11 body systems.(B)
20. list examples of disorders associated with each organ system. (B)
21. discuss the structures and functions of the heart.(B)
22. discuss the flow of blood through the heart.(B)
23. discuss the structure and function of blood vessels.(B)
24. locate and name the veins and arteries most commonly used for phlebotomy. (B)
25. describe the phases of homeostasis.(B)
26. define nosocomial infection. (A)
27. discuss basic programs for infection control.(A)
28. demonstrate proper techniques for handwashing, gowning, gloving, masking, double bagging, and entering and exiting various isolation areas.(A)
29. discuss the potential route of infection and method for preventing transmission of microorganisms through these routes. (A)
30. describe the various isolation procedures and reasons for their use. (A)
31. discuss safety awareness.(A)
32. discuss the measures taken for fire, electrical, radiation, mechanical, and chemical safety in a health care facility.(A)
33. describe the essential elements of a disaster emergency plan for a health care facility.(A)
34. describe the basic components of a medical record. (A)
35. discuss six ways to enhance intra-laboratory communication. (A)
36. describe nine methods of extra-laboratory communication. (A)
37. describe the essential elements of requisition and report forms. (A)
38. name methods commonly used to process and transport specimens. (B)
39. name areas that usually receive laboratory reports.(A)
40. list the various types of anticoagulants used in blood collection, their mechanisms for preventing blood from clotting, and the tube color codes for these anticoagulants and proper order of draw.(B)
41. describe the latest phlebotomy safety supplies and equipment, and evaluate their effectiveness in blood collection.(B)
42. list the various supplies that should be carried on a specimen collection tray when a skin puncture specimen must be collected and explain how and when they are used.(B)
43. list the types of equipment needed to collect blood by venipuncture. (B)
44. describe the special precautions that should be taken and the techniques that should be used when various specimens must be collected, transported, and processed in the clinical laboratory and reference lab. (B)

45. describe the introduction, patient identification, and medical interview process for inpatients, emergency room patients, and ambulatory patients. (A)
46. list essential information for test requisitions.(A)
47. list supplies that would be used in a venipuncture procedure.(B)
48. list the most common sites for venipuncture, describe situations when these sites might not be acceptable sites for venipuncture, and identify alternative sites of the venipuncture procedure.(B)
49. describe the venipuncture process and the time limits for applying a tourniquet to a patient's arm.(B)
50. describe the decontamination process and the agents used to decontaminate skin for routine blood tests and blood cultures.(B)
51. describe the reasons for performing a skin puncture procedure.(B)
52. discuss the proper sites, equipment, and process for performing a skin puncture procedure.(B)
53. explain why controlling the depth of the puncture is necessary. (B)
54. describe the process of making a blood smear and the test for which it is used.(B)
55. explain why blood from a skin puncture procedure is different from blood taken by venipuncture. (B)
56. describe physiologic and other complications related to phlebotomy procedures.(B)
57. explain how to prevent complications in blood collection and how to handle the complications that do occur.(B)
58. list the effects of physical disposition on blood collection.(B)
59. discuss the types of substances and other things that can interfere in clinical analysis of blood constituents and the methods used to prevent these occurrences. (B)
60. describe the fears or concerns that children of different developmental stages might have toward the blood collection process. (B)
61. list suggestions that might be appropriate for the parent's behavior and the phlebotomist's behavior during a venipuncture or skin puncture procedure.(B)
62. identify puncture sites for heel sticks on infants; demonstrate the procedure, and state the complications.(B)
63. describe venipuncture sites for infants and young children.(B)
64. discuss the types of equipment and supplies used during microcollection and venipuncture of infants and children.(B)
65. describe the procedure and indications for screening neonates for PKU and hypothyroidism. (B)
66. explain the procedure, special precautions, and types of equipment needed to collect capillary and arterial blood gases.(B)
67. describe the procedure and equipment that is used to perform bleeding-time tests.(B)
68. discuss the requirements for the glucose, lactose, epinephrine, glucagon, and D-xylose tolerance tests and other glucose tests.(B)
69. differentiate cannulas from fistulas.(B)
70. list the special requirements for collecting blood through central venous catheters. (B)
71. describe therapeutic phlebotomy, autologous transfusion, and blood donor collection.(B)
72. describe the special precautions needed to collect blood in therapeutic drug monitoring procedures and for a chain of custody drug test.(B)
73. discuss the procedure and equipment needed for trace metal analysis and skin tests.(B)



74. list five other terms that are synonymous with point-of-care testing and state the future trend of POC testing.(B)
75. discuss five physical and/or emotional changes that are associated with the aging process. (B)
76. discuss how a health care worker should react to physical and emotional changes associated with the elderly.(B)
77. identify and describe four analytes whose levels can be determined through point of care testing.(B)
78. describe the most widely used application of point-of-care testing.(B)
79. record the control values on the appropriate quality control chart and explain the quality control process given the abnormal and normal control values for glucose from a daily run.(B)
80. identify the types of body fluid specimens, other than blood, that are analyzed in the clinical laboratory, and the correct procedures for collecting and/ or transporting these specimens to the laboratory and sending to reference lab. (B)
81. discuss the various types of specimens collected for microbiological, throat, and nasopharyngeal cultures and the protocol that health care workers must use when transporting these specimens. (B)
82. list the types of patient specimens that are needed for skin tests and gastric and sweat chloride analysis.(B)
83. discuss types of urine specimen collections and differentiate the uses of the urine specimens obtained from these collections. (B)
84. state the physical, chemical, and microscopic changes in urine in normal or abnormal conditions. (B)
85. define toxicology and forensic toxicology. (B)
86. state five examples of specimens that can be used for forensic analysis.(B)
87. describe the role of the health care worker or “collector” in federal drug testing programs.(B)
88. list security measures and minimum site requirements for urine collection for federal drug testing programs.(B)
89. describe the function of a chain-of-custody, and the Custody and Control form.(B)
90. list the basic steps in specimen collection for urine drug tests and blood alcohol levels.(B)
91. describe quality, assurance, quality control, and total quality management and its importance.(B)
92. describe the “5D’s” in terms of negative patient outcomes.(B)
93. identify steps in monitoring and evaluating a specimen collection process. (B)
94. distinguish between quality control and quality improvement.(B)
95. recall examples of improved patient outcomes for phlebotomy services.(B)
96. define “g value” and tell how it is used.(B)
97. define major legal terms and explain how they relate to the health care setting.(A)
98. define risk and describe the major elements in a risk management program.(A)
99. describe the basic functions of the medical record. (A)
100. define informed consent.(A)
101. describe how to avoid litigation as it relates to specimen collection in the health care environment. (A)

102. describe CLIA '88 in perspective to blood collection and transportation responsibilities.(A)
108. research and write a paper on a phlebotomy related topic.(A, B,)
109. complete two hours of clinical observation of a phlebotomist. (A, B)
110. critically analyze phlebotomy case studies.(A, B)

### **Course Requirements**

To earn a grade of “C” or higher, the student must earn 70% of the total points for the course and meet all of the following course requirements.

- minimum 50% accuracy on at least 5 case studies
- a minimum grade of 70% on all tests, including the comprehensive final exam

### **Course Grading Scale:**

- A- 90% or more of total points on tests including comprehensive final exam and minimum of 50% accuracy on at least 5 case studies
- B- 80% or more of total points on tests including comprehensive final exam and minimum of 50% accuracy on at least 5 case studies
- C- 70% or more of total points on tests including comprehensive final exam and minimum of 50% accuracy on at least 5 case studies
- D- 60% or more of total points on tests including comprehensive final exam and minimum of 50% accuracy on at least 5 case studies
- F- less than 60% of total points on tests including comprehensive final exam or less than 50% on at least 5 case studies

**Attendance Policy:** The college attendance policy is available at <http://www.bpcc.edu/catalog/current/academicpolicies.html>

### **Nondiscrimination Statement**

Bossier Parish Community College does not discriminate based on race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

Title VI, Section 504, and ADA Coordinator  
Angie Cao, Student, and Disability Services Specialist  
Career Services, F-254  
6220 East Texas Street  
Bossier City, LA 71111  
Phone: 318-678-6511  
Email: [acao@bpcc.edu](mailto:acao@bpcc.edu)  
Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Equity/Compliance Coordinator  
Teri Bashara, Director of Human Resources  
Human Resources Office, A-105  
6220 East Texas Street  
Bossier City, LA 71111  
Phone: 318-678-6056  
Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Reviewed by Melissa Shepherd/09/2020

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## ALHT 102L SYLLABUS

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### **Bossier Parish Community Master Syllabus**

**Course and Prefix Number:** ALHT 102L

**Credit Hours:** 1

**Course Title:** Introduction to Phlebotomy Lab

**Course co-requisites:** ALHT 102

**Textbooks:** No textbook required

**Course Description:**

Laboratory instruction to reinforce and enhance concepts and techniques presented in ALHT 102 lecture. Withdrawal from laboratory mandates withdrawal from the lecture. (This course is offered in the fall and spring semesters. Enrollment in the lecture is limited to 30 students per course section. Enrollment in the laboratory course is limited to 15 students per course section).

**Learning Outcomes:**

At the end of this course, the student will

- A. integrate professionalism, written and verbal communication, knowledge of historical and legal issues, and appropriate safety codes as applied to the role of a

- phlebotomist in different health care systems;
- B. demonstrate knowledge and skills necessary for proper pre-analytical laboratory testing techniques; and
- C. apply correct analytical skills to selected clinical laboratory testing.

To achieve the learning outcomes, the student will

103. demonstrate the ability to determine the correct blood type and group. (B, C)
104. demonstrate how to take blood pressure and pulse rate. (B)
105. demonstrate the ability to choose the correct anticoagulants with their corresponding tube color and the proper order of draw for each laboratory test. (B, C)
106. complete test requisition forms correctly, including all essential information. (A)
107. demonstrate competency in the performance of the following skills: (A, B, C)
- given a requisition form, perform the entire venipuncture procedure, choosing the correct safety collection equipment for each test ordered.
  - perform venipuncture using a safety syringe
  - perform venipuncture using a safety winged infusion set
  - stock a phlebotomy tray
  - given a requisition form, perform the entire skin puncture procedure, choosing the correct safety collection equipment for the test ordered
  - perform blood smears
  - perform a malaria blood smear collection
  - perform a point-of-care glucose test
  - observe a glucose tolerance test
  - perform a quality control procedure
  - perform microbiology collections including throat swab, NP swab, and blood culture collection
  - perform a skin test on a practice arm
  - perform a urine specimen collection
  - perform a chemical and physical urinalysis
  - complete a Custody and Control form for drug testing
  - complete a donor information form and physical screen prior to donation of blood
  - properly collect blood for a hematocrit test using a microhematocrit capillary tube
  - perform a blood group and type
  - collect a blood specimen using a Unopette
  - process a blood specimen including centrifugation and proper separation and then entering the patient information into the master laboratory log
  - perform an arterial blood gas puncture on a practice arm
  - perform a scalp vein venipuncture, pediatric venipuncture, heel stick, capillary blood gas collection, and dorsal hand stick on an infant model

## Course Requirements

To earn a grade of “C” or higher, the student must earn 70% of the total points for the course and meet all of the following course requirements.

- a minimum grade of 70% on all tests, including the comprehensive final exam
- a minimum score of 70% on the venipuncture skills test (with two attempts maximum)
- a minimum score of 70% on the skin puncture skills test (with two attempts maximum)
- demonstrate competency in the performance of required laboratory testing techniques.

## Course Grading Scale:

- E- 90% or more of total points for the course and minimum score of 70% on both venipuncture skills test and skin puncture skills test with two attempts and demonstrated competency in the performance of all required laboratory testing techniques
- F- 80% or more of total points for the course and minimum score of 70% on both venipuncture skills test and skin puncture skills test with two attempts and demonstrated competency in the performance of all required laboratory testing techniques
- G- 70% or more of total points for the course and minimum score of 70% on both venipuncture skills test and skin puncture skills test with two attempts and demonstrated competency in the performance of all required laboratory testing techniques
- H- 60% or more of total points for the course and minimum score of 70% on both venipuncture skills test and skin puncture skills test with two attempts and demonstrated competency in the performance of all required laboratory testing techniques
- F- less than 60% of total points for the course or less than 70% on venipuncture skills test or skin puncture skills test with two attempts or failure to demonstrate competency in the performance of all required laboratory testing techniques

**Attendance Policy:** The college attendance policy is available at <http://www.bpcc.edu/catalog/current/academicpolicies.html>

**Course Fees:** This course is accompanied by an additional non-refundable fee for supplemental materials, laboratory supplies, certification exams, and/or clinical fees.

## Nondiscrimination Statement

Bossier Parish Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in

any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

Title VI, Section 504, and ADA Coordinator

Angie Cao, Student and Disability Services Specialist

Career Services, F-254

6220 East Texas Street

Bossier City, LA 71111

Phone: 318-678-6511

Email: [acao@bpcc.edu](mailto:acao@bpcc.edu)

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Equity/Compliance Coordinator

Teri Bashara, Director of Human Resources

Human Resources Office, A-105

6220 East Texas Street

Bossier City, LA 71111

Phone: 318-678-6056

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Reviewed by S. Spearman & M. Shepherd 9/20

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**ALHT 211 SYLLABUS**

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**Bossier Parish Community  
Mater Syllabus**

**Course and Prefix Number:** ALHT 211

**Credit Hours:** 7

**Course Title:** Phlebotomy Hospital Clinical

**Course Prerequisites:** Acceptance into the Phlebotomy clinical program

**Textbook:** none

**Course Description:**

Hands-on phlebotomy experience and classroom instruction in patient preparation, selection and preparation of puncture sites, collection of specimens, maintenance of equipment, effective communication, and post-collection client care at a variety of clinical sites. This course includes a weekly lecture requirement and 180 clinical hours performed over the semester.

**Learning Outcomes:**

At the end of this course, the student will

- A. apply phlebotomy technical and safety skills in a variety of medical environments while exhibiting communication skills and behavior consistent with professionalism;
- B. integrate skills with knowledge in preparation for the national certification exam in phlebotomy; and
- C. apply the principles of interpersonal communication to personal and professional relationships.

To achieve the learning outcomes, the student will

- 1. demonstrate professionalism and proper communication skills. (A)
- 2. demonstrate consistent compliance with hospital policies and procedures and safety and infection control procedures. (A)
- 3. integrate phlebotomy skills with knowledge about the following procedures: venipuncture, finger puncture, heel stick, capillary blood gas, blood culture, viral cultures, tolerance procedures, bleeding time, nasopharyngeal and throat culture, skin test, sweat test, therapeutic phlebotomy, urine specimen collections, blood smear, specimen processing, and computer procedures. (A, B)
- 4. complete a minimum of 180 hours in assigned clinical settings. (A)
- 5. participate in weekly classes for a total of four hours. (B)
- 6. perform 250 successful venipunctures, ten successful finger sticks, one GTT, one blood culture, one throat culture, ten blood smears, observe one sweat test, one skin test, one nasopharyngeal culture, and one ABG and give verbal instructions for a 24-hour urine collection, a clean catch urine collection, and the criteria for the rejection of a specimen by the lab. (A)

7. document the importance of self-concept in communication and the effective use in the workplace. (C)
8. document the role of verbal and nonverbal communication in the communication process (C)
9. exhibit effective listening skills in the workplace; employability skills and conflict resolution skills (C)
10. identify and exhibit effective patient-care and intercultural communication competence (C)
11. implement effective interpersonal behaviors and skills in the workplace and beyond. (C)
12. demonstrate clinical competency in the performance of the following skills: (A)
  - venipuncture procedure
  - finger stick procedure
  - glucose tolerance test
  - preparation of blood smears
  - blood cultures
  - throat cultures
  - giving instructions for the collection of urine specimens: clean catch and 24-hour
  - specimen processing
  - computer procedures

**Course Requirements:**

To earn a grade of “C” or higher, the student must earn 70% of the total points for the course and meet all of the following course requirements.

- minimum of 70% on classroom assignments
- a minimum average of 75% on all written tests, including the comprehensive final exam
- passing score on all skills assessments
- minimum of 180 hours of clinical practice
- completion of all required clinical procedures
- a minimum average of 70% on attendance, performance, and behavior assessments
- submit a satisfactory resume
- participate in a mock job interview
- complete a satisfactory clinical journal

**Course Grading Scale:**

- A- 90% or more of total points on written tests, including the comprehensive final exam, and a minimum of 70% on classroom assignments and attendance, performance and behavior assessments, and a minimum of 180 hours of clinical practice, and a passing score on all skills assessments, and completion of all required clinical procedures
- B- 80% or more of total points on written tests, including the comprehensive final exam, and a minimum of 70% on classroom assignments and attendance, performance and behavior assessments, and a minimum of 180 hours of clinical practice, and a passing score on all skills assessments, and completion of all required clinical procedures



- C- 70% or more of total points on written tests, including the comprehensive final exam, and a minimum of 70% on classroom assignments and attendance, performance and behavior assessments, and a minimum of 180 hours of clinical practice, and a passing score on all skills assessments, and completion of all required clinical procedures
- D- 60% or more of total points on written tests including the comprehensive final exam, and a minimum of 60% on classroom assignments and attendance, performance and behavior assessments, and a minimum of 180 hours of clinical practice, and a passing score on all skills assessments, and completion of all required clinical procedures
- F- less than 60% of total points on written tests, including the comprehensive final exam, or less than 70% on classroom assignments or attendance and behavior assessments, or less than a minimum of 180 hours of clinical practice, or failure to pass all skills assessments, or failure to complete all required clinical procedures

**Attendance Policy:** The college attendance policy, which is available at <http://www.bpcc.edu/catalog/current/academicpolicies.html>, allows that “more restrictive attendance requirements may apply to some specialized classes such as laboratory, activity, and clinical courses because of the nature of those courses.” The attendance policy of the Phlebotomy program is described in the Phlebotomy Clinical Handbook.

**Course Fees:** This course is accompanied by an additional non-refundable fee for supplemental materials, laboratory supplies, certification exams, and/or clinical fees.

### **Nondiscrimination Statement**

Bossier Parish Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

Title VI, Section 504, and ADA Coordinator  
Angie Cao, Student and Disability Services Specialist  
Career Services, F-254  
6220 East Texas Street  
Bossier City, LA 71111  
Phone: 318-678-6511  
Email: [acao@bpcc.edu](mailto:acao@bpcc.edu)  
Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Equity/Compliance Coordinator  
Teri Bashara, Director of Human Resources

Human Resources Office, A-105

6220 East Texas Street

Bossier City, LA 71111

Phone: 318-678-6056

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Reviewed by Shunta Spearman & Melissa Shephard/ 09/ 2020

## PHLEBOTOMY PROGRAM NON- ACADEMIC POLICIES AND PROCEDURES

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### PROGRAMMATIC COUNSELING RECORD

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BPCC is dedicated to the development of professionals. Programmatic Counseling is a means for an instructor to further educate a student about behavior or actions that are unbecoming for a professional. The programmatic counseling documentation is maintained in the student's file but will be released to the Office of Student Services should the behavior require disciplinary action or intervention.

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### DISCIPLINARY REFERRAL

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At any time unsatisfactory behavior in the clinical, laboratory, or classroom setting is identified as requiring disciplinary action, the following procedure will apply:

1. The BPCC instructor will immediately fax (318-678-6474) a completed Disciplinary Referral Form to the Office of Student Services. The instructor should also fax any supporting documentation.
2. The instructor does NOT contact the student regarding this referral. The Office of Student Services will contact the student.
3. After reviewing the documentation and meeting with the student, the Vice Chancellor for Student Services will determine the course of disciplinary action.
4. The instructor will be notified by the Vice-Chancellor for Student Services of the disciplinary action taken.

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### CONTINUING EDUCATION

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1. Students may be required to attend a continuing education program as a component of the clinical education program.
2. Once an individual becomes certified by the American Society of Clinical Pathologists (ASCP), they must attain 9 hours of continuing education every year to remain certified. Rules concerning continuing education can be found on the ASCP website. It will be the student's responsibility to become familiar with these rules.

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### COMMUNITY SERVICE ACTIVITIES

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Bossier Parish Community College and its allied health programs work diligently to prepare the clinical student for the academic challenges as well as the professional development of a practicing clinician. Therefore, to further develop the Phlebotomy clinical student professionally, they may be given opportunities to perform community service activities as they become available. These activities are non-compulsory.

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### INCLEMENT WEATHER POLICY

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Refer to the BPCC Catalog for information regarding school closure due to inclement weather. NOTE: If the College is open, the Phlebotomy Program is available including clinical assignments. Each student is expected to use their own judgment to determine unsafe travel conditions.

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### FIRST CALL-EMERGENCY NOTIFICATION SYSTEM

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Students are encouraged to enroll in BPCC's Emergency Notification System. **CAVSalert** is an emergency mass notification company that provides BPCC with instant notification capabilities during an emergency on campus or school closure. BPCC students, faculty, and staff have the option of registering with **CAVSALERT**. To best utilize this alert system, we need you to ensure **CAVSALERT** has your correct contact information. After initially registering

with **CAVSALERT**, the log-in information will be sent to your registered email account. Using these log-in credentials, you can [update](#) your contact information on the **CAVSALERT** website at any time. Please keep your contact information up to date.

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### DRESS CODE AND HYGIENE POLICY

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BPCC students are expected to dress appropriately while on campus, while in the classroom, and while representing the College within the community.

1. Students are expected to maintain proper hygiene while on duty. Offensive odors and excessive use of perfumes and colognes are discouraged.
2. Students are required to wear dark burgundy scrubs, a white lab coat, socks or hose, and white or black, closed-toe and closed-heel shoes.
3. Clothing must be clean, wrinkle-free, and fit properly.
4. Professional lengths are expected. Dresses or skirts should be no shorter than two inches above the knee.
5. No revealing apparel of any kind is acceptable.
6. No casual clothing is allowed.
7. No extreme styles are permitted.
8. Accessories, including jewelry, must not be excessive and may not be worn at all where hazards exist. Earrings are limited to two per ear. No other piercing jewelry is permitted.
9. The use of fragrances in direct patient care areas is prohibited.
10. Professional hair color and cut are required of all students. Extremes in hairstyle, length, and color must be avoided. Hair must be kept clean and combed. Hair must be tied back at the neck if it is long enough to gather that way.
11. Sideburns, mustaches, and beards must be kept clean, trimmed, and well-groomed. If a beard or mustache is not worn, the student must be clean-shaven.
12. Fingernails should be kept clean and no more than fingertip length to prevent the spread of infection. No nail extensions or fingernail polish is allowed.
13. Students are required to wear a BPCC badge or hospital identification badge if required by the facility.
14. If a facility a student is assigned has stricter professional appearance expectations than the phlebotomy program, the student must also follow the requirements of the facility.
15. Students are prohibited from having headphones, cellphones, or any other electronic device to rotations that will distract or prevent them from performing the tasks and learning experiences provided by the clinical sites.

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### PROFESSIONAL BEHAVIOR POLICY

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Students enrolled in the Phlebotomy Program are required to abide by the BPCC Code of Conduct (available on the BPCC website).

In addition to requirements related to technical skill development during clinical practice experiences, the Program additionally expects students to demonstrate effective behaviors consistent with a “professional.” Students are expected to conduct themselves professionally at all times during clinical experiences. The

policies and procedures of the Program and the Clinical Facility must be adhered to. Specifically, the Program has defined the expected affective behaviors/skills as:

- Commitment to Learning
- Interpersonal Skills
- Communication Skills
- Effective Use of Time & Resources
- Use of Constructive Feedback
- Problem Solving
- Critical Thinking
- Professionalism
- Responsibility
- Stress Management
- Integrity
- Honesty
- Empathy

Preceding the first clinical experience, students will receive more detailed descriptions, expectations, and examples related to each of the effective skills.

Preceptor and instructor feedback is solicited during each clinical experience on the student's professional skills and course requirements related to which skills must be satisfactory during the rotation(s).

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#### CELL PHONE POLICY

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Cell phone or other electronic device usages (included but not limited to blue tooth devices, text messaging, phone calls, camera, MP3 or iPod, audio recording, etc.) is prohibited during clinical activity, including silence/vibrate mode, and electronic devices may not be brought into any clinical facility. Any violation of this cell phone policy will result in the following:

1. First infraction – Professional Behavior Counseling Record
2. Second Infraction – Professional Behavior Counseling Record
3. Third infraction – may result in a disciplinary referral being sent to the Office of Student Services with the recommendation to dismiss the student from the program.

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#### MISUSE OR ABUSE OF COMPUTER EQUIPMENT, PROGRAMS, AND DATA

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BPCC encourages and embraces technology and the opportunities for learning it provides. However, students must behave in a manner that is ethical and legal when utilizing the computers, internet, and wireless internet connection at School and in a clinical setting. Students are only permitted to perform activities that are academic in nature when using these resources. The computer and internet usage is monitored to ensure these resources are not abused. Failure to act in a manner that is ethical and/or legal will result in disciplinary action.

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#### SOCIAL MEDIA

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Online communication through social media and networking is a recognized form of daily communication. BPCC's Allied Health Programs have expectations for responsible, professional, and ethical behavior with this form of interaction/expression. These guidelines are intended to more clearly define Program expectations for appropriate student behavior related to social media and protect the

privacy and confidentiality of patients, fellow students, faculty/staff, clinical educators, and BPCC affiliated facilities.

For the purposes of this policy, “social media” include but are not limited to:

- Social networking sites such as Facebook or MySpace
- Video and photo sharing websites such as YouTube, Snapchat, Instagram
- Microblogging sites such as Twitter
- Weblogs and online forums or discussion boards
- Any other websites or online software applications that allow individual users to post or publish content on the internet

BPCC Program students are expected to understand and abide by the following guidelines for the use of social media:

- Students should be aware that there is no such thing as a private social networking site. Comments can be forwarded or copied, and search engines can retrieve posts years after the original publication date, even if the post has been deleted.
- Employers are increasingly conducting Web searches on job candidates before extending offers. Content posted that is unprofessional or irresponsible may cost students job opportunities.
- Understand that as part of entering a ***profession***, students will interact with individuals who reflect a diverse set of customs, values, and points of view. As a ***professional***, caution should be used to not only avoid offensive comments (ethnic slurs, defamatory statements, personal insults, obscenity, etc.) but also to demonstrate proper consideration of privacy and of topics that may be considered objectionable or inflammatory, such as politics and religion.
- Students are prohibited from initiating “friend-requests” (or the like) with clinical instructors or other staff of facilities to which they have been assigned. Students are also prohibited from initiating *or accepting* friend requests from patients/clients of those clinical facilities.
- A violation of the **privacy** of a patient, instructor, clinical affiliate, college faculty/staff member, or classmate is ***extremely serious***. This includes violations of HIPAA and FERPA policies and additionally may include disclosure of confidential information related to business practices of clinical affiliates. Such behavior may result in failure of a clinical practice course, a recommendation to the Office of Student Services for dismissal from the program and may also put the student at risk of legal liability. Students utilizing social media should make absolutely no reference to patients, clinical sites, or clinical instructors, even if names are not given or if the student attempts to remove identifying information from the comment.
- Posting/publication/distribution of pictures, audio, or video of patients, clinical affiliate facilities/instructors/staff, college facilities/faculty/staff, or classmates is prohibited unless the student receives written permission from the subject(s), clinical affiliate, and the Program/college.
- Students should use discretion when selecting the appropriate time and place for utilizing social media to not interfere with classroom instruction/learning or clinical experience performance. For example, posting “status updates” during class or the clinical day from a smartphone is prohibited.

Violations of the social media policy are considered professional behavior violations and will result in Programmatic Counseling and, if appropriate, a disciplinary referral to the Office of Student Services.

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### STUDENT SAFETY

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BPCC strives to maintain a safe and secure atmosphere for the student body, faculty, staff, and the general public. The College makes every effort to provide such an environment but stresses that campus safety is the responsibility of the entire campus community. The BPCC Phlebotomy program subscribes to all general safety and crime prevention policies and procedures as outlined in the BPCC Catalog as well as the BPCC Student Handbook.

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### BPCC'S UNDER NO OBLIGATION

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BPCC strives to provide the best education for all of its students. The School's attention and compliance with regulatory and accreditation agencies are continuous. However, a student's graduation or completion of a course or program does not ensure a student's ability to successfully pass a national credentialing or certification examination or approval for licensure that may be required to practice. It is the student's responsibility to maintain his/her adequate academic and clinical skills and improve them to a mastery level further if passing a national credentialing or certification examination is one's goal. It is the student's responsibility to meet the criteria set forth by the licensure board or organization if obtaining a license is one's goal. Graduation or successful completion of a BPCC course or program only indicates a student has met the minimum requirements set forth by BPCC and/or its regulatory and accreditation agencies and is not contingent upon the student passing a national certification or licensure exam.

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### STUDENT COMPLAINTS FROM EXTERNAL SOURCE

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A complaint from an outside source about a student enrolled in a BPCC allied health program that at the time of the complaint is acting in a capacity to represent the College or Program, will be dealt with according to the Program/College's discipline policies and procedures.

A complaint received by a representative of the BPCC Phlebotomy Program, which falls outside of existing policies for discipline or due process, will be documented and forwarded to the Dean of Science, Nursing, & Allied Health. Actions taken related to these complaints will vary depending upon the nature of the complaint. Documentation of the complaint and action(s) brought will be kept within the Division.

If a student is asked to leave or not return to a clinical site, the program director must be notified immediately. The circumstances surrounding the student's removal will influence the student's program progression and processing.

Students who have been removed or instructed to not return to a clinical site must not return to or contact the site. Students who do not follow these instructions will be managed as an unwanted guest as directed by the facility's security protocol.



## CLINICAL SPECIFIC POLICIES AND PROCEDURES

For the purposes of this handbook section, “clinical” shall refer to all components of the curriculum in which the student is assigned to locations outside of the BPCC classroom and laboratory. These include, but are not limited to, hospitals, clinics, physicians’ offices, and surgical centers. Students will also be responsible for following the clinical site’s policies and procedures while in their facility.

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### CLINICAL ATTENDANCE POLICY

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Students are required to attend all clinical classes as scheduled. In the event of illness or emergency, the student is required to notify the clinical coordinator. Failure to follow this procedure will result in disciplinary action as described in the policy.

**Tardy students are considered absent, and the same procedure and policies apply.**

Students should be aware that if employment interferes with attendance and participation in clinical classes, these absences will be unexcused. Students will be subject to disciplinary action or dismissal from the program.

1. Attendance will be checked at every meeting with the clinical instructors, clinical coordinator, and program director. Students must have the preceptor initial the arrival time when arriving at each clinical rotation. This procedure is taken in place of a roll call to document attendance and prove the student was not tardy.
2. When a student has accumulated two weeks of absences, excused or unexcused, the Office of Student Services will be contacted. The recommendation to dismiss the student from clinicals will be made.
3. Tardiness, for any reason, will result in the student being written up on a Professional Behavior Counseling Record. Three write-ups for any reason may result in a disciplinary referral being sent to the Office of Student Services with the recommendation to dismiss the student from the program. Tardiness of 5 minutes or more is counted as an absence. Students are encouraged to be at each clinical rotation, meeting, and class at least 15-20 minutes early.
4. All absences due to mandatory military exercises, illness, and jury duty are excused. Illness will be excused with a note from the doctor. Official documentation must be provided for military exercises and jury duty. All clinical rotation hours and coursework must be made up.
5. If a student disagrees with a suspension, they may discuss the action first with the clinical coordinator/program director and division dean. The student may then appeal to the Academic Admission and Appeal Committee, providing a letter of appeal with an explanation of the reason for the appeal and the appropriate signatures.

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### CLINICAL PLACEMENT

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All students in the BPCC Phlebotomy Program are rotated through all clinical sites. In some cases, such as a positive background check, one of the clinical sites may decide to refuse a student. In this case, the student will have to withdraw from the program.

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### CLINICAL BADGE

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While in clinical rotations, students must display appropriate facility identification as specified by the clinical site, such as a hospital-issued ID badge or BPCC issued clinical student ID badge. Students must return this security badge/card to the program director by a specified date. Failure to submit the badge/card will result in the immediate release of the student's name to Bossier Parish Community College's Office of Student Services. A "Hold" will be placed on the student's file preventing the release of the student's records. This will interfere with graduation, registration, or obtaining a copy of official transcripts (transferring to another school). If a "Hold" is placed, for this reason, it will be removed once the security badge/card has been returned to the Program Coordinator, Mrs. Spearman (B105).

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### CLINICAL FEES AND EXPENSES

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A clinical fee is charged, in addition to regular college tuition, for each clinical program. This fee is required each semester that a student is scheduled to practice in a clinical facility. The standard college tuition and fees are listed in the *BPCC Academic Bulletin*. Students may incur expenses in addition to tuition and fees for items, including physical exams, laboratory testing, immunizations, health insurance, required uniform, books, and other program-specific requirements.

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### SUMMARY OF ROLE/RESPONSIBILITIES OF THE STUDENT DURING CLINICAL EXPERIENCES

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While individual clinical practice course syllabi describe requirements for each clinical experience, specifically, students participating in clinical education courses have the following global responsibilities:

- a. Secure and wear appropriate uniform/dress designated by each site
- b. Assume travel and accommodation expenses related to each assigned clinical site
- c. Read and abide by the policies, procedures, and standards of the College, the Program, the clinical facility, and the profession.
- d. Fulfill and maintain all prerequisite requirements for clinical education identified by the Program and the clinical site
- e. Actively participate in the clinical learning process
- f. Complete all assignments requested by the Program or the clinical site
- g. Complete Assessment of the Clinical Program/Site and submit to the program director

**Certain behaviors, including but not limited to, the following, may result in immediate removal from the clinical site:**

- **Violation of patient's rights**
- **Violation of patient's confidentiality**
- **Falsifying data or records**
- **Illegal behavior or act**
- **Possession or use of intoxicants or narcotics**
- **Failure to follow the instructions of employees of the facility**
- **Any conduct that results in dismissal from a clinical site or programmatic course**
- **Failure to submit to a drug test or a positive drug test result**
- **Failure to submit to a criminal background check**
- **Jeopardizing patient safety**
- **Failure to maintain personal health insurance**
- **Failure to consent to a background check, drug/alcohol screen, or Release of Information for Preparation of Clinical Rotation**

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### PROHIBITION AGAINST PERFORMING SERVICES

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Students do not perform services in lieu of a clinical site's staff or employees.

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### CARE OF PATIENTS WITH KNOWN ACTIVE TUBERCULOSIS (TB)

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No phlebotomy student will perform clinical rotations in an area with a patient with known active TB. Please contact Shunta Spearman (sspearman@bpcc.edu) with questions or concerns.

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**PATIENT/CLIENT CONFIDENTIALITY**

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**HIPAA**

Students are expected to respect patient rights at all times during the education process and after completion of the course / programmatic enrollment. Any and all information students have exposure to during laboratory, classroom, field trips, and clinical rotation are to remain confidential. Failure to maintain this confidentiality is unethical and illegal. Breaches of confidentiality will not be tolerated. The Office of Student Services will be contacted in such an instance.

Specifically, per HIPAA guidelines, the following behaviors are prohibited:

- Releasing confidential patient/client information by any means (i.e., verbally, electronically, or in print) to any individual/agency who does not have the legitimate, legal or clinical right to the information
- Unauthorized use, copying, or reading of patient medical records
- Unauthorized use, copying, or reading of employee/hospital records
- Taking patient records outside the clinical facility
- Any tampering of patient information

This policy/agreement applies not only to patients/clients with whom the student has direct contact but for *any* personal/confidential information, the student may have access to while in the clinical setting.

The student must use discretion when discussing patient/client information with other *appropriate* individuals to assure that the nature of the discussion remains professional and pertains only to information clinically relevant. The student must ensure that such conversations cannot be overheard by those not involved in the patient's care.

Violations of this policy/agreement may result in sanctions and may be grounds for dismissal from the clinical program.

Some clinical facilities will have additional policies related to protecting patient/client information that the student will be expected to follow.

**Business Practices**

Students are expected to respect the confidentiality of business practices at all times during the education process and after completion of the course / programmatic enrollment. Any and all information students have exposure to during laboratory, classroom, field trips, and clinical rotation are to remain confidential. Failure to maintain this confidentiality is unethical and, in some cases, illegal. Breaches of confidentiality, including but limited to the release of information regarding equipment used, computer software capabilities, documentation protocols, or medication formulations, will not be tolerated. The Office of Student Services will be contacted in such an instance.

Specifically, the following behaviors are prohibited:

- Releasing confidential business practices by any means (i.e., verbally, electronically, or in print) to any individual/agency who does not have the legitimate, legal or clinical right to the information
- Unauthorized use, copying, or reading of confidential business practices

- Unauthorized use, copying, or reading of employee/hospital records
- Taking documentation of business practices outside the clinical facility
- Any tampering of business practice documentation

This policy/agreement applies not only to business practices with whom the student has direct contact but for *any* confidential information, the student may have access to while in the clinical setting.

The student must use discretion when discussing business practice information with other *appropriate* individuals to assure that the nature of the discussion remains professional and pertains only to information clinically relevant. The student must ensure that such conversations cannot be overheard by those not involved in the clinical setting's business practices.

Violations of this policy/agreement may result in sanctions and may be grounds for dismissal from the clinical program.

Some clinical facilities will have additional policies related to protecting business practice information that the student will be expected to follow.

### **Protected Health Information (PHI) and the Educational Experience**

If students need to bring protected health information (PHI) back to the institution for teaching purposes, the student must remove all patient-identifying elements and receive approval from the instructor and/or preceptor before removal from the institution. NO copies are to be made of patient sensitive chart information. Students may not take any patient imaging studies from the institution.

### **Publication**

A student shall not submit for publication any material relating to the clinical rotation without prior written approval by the clinical site and BPCC.

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### **MALPRACTICE/MEDICAL INSURANCE POLICY**

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Students are provided malpractice insurance while enrolled in the Phlebotomy program by the Louisiana Office of Risk Management in the amount of \$5,000,000 per occurrence. Coverage terminates when a student graduates or is no longer enrolled. This policy covers students only during assigned clinical rotations.

Accidents or Illness expenses that occur at a clinical facility are not the responsibility of the clinical affiliate or BPCC. Each student must assume responsibility for the cost of treatment.

BPCC does not provide health insurance for students enrolled in clinical programs. Students are required to maintain personal health insurance during the duration of their clinical practice. A student unable to maintain health insurance will not be permitted to participate in clinical rotations. Students will accrue unexcused absences for the time missed.

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### **SAFETY, ACCIDENT/INJURY, AND INSURANCE INFORMATION**

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Students are to perform all tasks with safety for patients, staff, faculty, and themselves as a priority. However, even in the most cautious environments, accidents occur.

BPCC does not have insurance covering the injury of a student in a classroom setting. If a student is injured in a classroom, all efforts to obtain care for the student will be made; however, the student will be responsible for any and all costs related to care.

BPCC has insurance coverage for students injured in a laboratory. In the event, a student is injured while in a laboratory setting, the student must contact the instructor immediately to initiate the appropriate protocol and documentation of the event. Initially, the student's health insurance will be processed, and then BPCC's laboratory insurance will be applied.

Students are required to have their own personal health insurance to assist with any costs related to injury or illness that occurs during clinicals. If a student is injured during a clinical rotation, the student should immediately contact the hospital preceptor. The preceptor will obtain care for the student according to the facility's protocol; however, the student will be responsible for any and all costs related to care.

In the event a student is exposed to a bloodborne pathogen, the following protocol is to be followed (excerpt from *Exposure Control Plan-Bloodborne Pathogens*, Office of Risk Management, BPCC):

### **Exposure**

In the event of possible exposure to bloodborne pathogens, the following protocol will be followed:

For contact with needles or other sharps:

1. Decontaminate the needlestick or other sharps injury (i.e., shards of glass) with soap and water for 30 seconds, OR
2. Use an appropriate antiseptic (e.g., iodine, Betadine) for 30 seconds

For exposure other than by needle or other sharps:

1. Contact lenses must be removed immediately and disinfected before reuse or discard
2. 2. Flush the exposed mucous membrane site (e.g., eyes, nose, or mouth) with water (eyewash station is available) or sterile saline for 10—15 minutes

## STUDENT RESOURCES

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### EQUAL OPPORTUNITY STATEMENT

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The Bossier Parish Community College equal opportunity statement is located in the general catalog. It may be accessed via the internet at <http://www.bpcc.edu/catalog/current/equalopportunitystatement.html>.

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### STUDENT SERVICES DIVISION

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The mission of the **Student Services Division** is to maximize student success in achieving a well-rounded education. The Student Services Division coordinates its services with all the other divisions within the College to enhance the educational experiences of the students and to support the mission of Bossier Parish Community College. For a complete listing of the services provided by the Student Services Division, refer to the website (<http://www.bpcc.edu/studentservices/index.html>).

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### CODE OF STUDENT CONDUCT

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The code of student conduct, which includes acts that constitute sanctionable misconduct, academic misconduct, disciplinary policies and procedures, disciplinary hearing procedures, and the appeals process, is located at <http://www.bpcc.edu/studenthandbook/index.html>. Disciplinary actions are based on the treatment of the student as an individual. The nature and gravity of a situation will determine the form of disciplinary action taken. The Office of Student Services will administer disciplinary action with input from the Phlebotomy Program.

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### ACADEMIC INTEGRITY POLICY

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Students should be aware of the Student Academic Integrity policy described in the *Student Handbook*. If the policy is violated, they will be subjected to disciplinary sanctions listed in the *Student Handbook*.

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### ACADEMIC APPEAL POLICY (DUE PROCESS)

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Students have the right to appeal any grade or disciplinary action. The process of appeal is described in the BPCC Student Handbook, available online at <http://www.bpcc.edu/studenthandbook>.

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### STUDENT LOGIN INFORMATION GUIDE

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# STUDENT LOGIN INFORMATION GUIDE

Please allow 24 hours after submitting your admissions application to be provided a username.

**BPCC USERNAME**  
is identical for all  
of the following:

**LOLA**  
**myBPCC**  
**Student email**  
**BPCC computers**  
**BPCC wifi**

## LOLA:

1. Go to [www.bpcc.edu](http://www.bpcc.edu) and select the LOLA icon on the home page.
2. Select "Don't know your username?"
3. Enter SSN and date of birth, click "Find My Username", click "Continue"
4. Type the temporary password:
  - First initial of first name (lowercase) + EXAMPLE: John (j)
  - First initial of last name (lowercase) + EXAMPLE: Smith (s)
  - Birthdate (mmddyy) + EXAMPLE: May 10, 1975 (051075)
  - P@ss EXAMPLE: P@ss
  - Temporary Password EXAMPLE: js051075P@ss
5. Once you have logged into LOLA for the first time, you will be asked to create a new password:
  - Passwords cannot contain the user's first or last name
  - Length must be between 12 and 20
  - Must contain at least one uppercase letter and one number
  - Must contain one of these characters: @ \* = +
  - Password EXAMPLES: CallMe@5555555, Mybday=010199, student@BPCC2014

## myBPCC:

Questions? Email [mybpcc@bpcc.edu](mailto:mybpcc@bpcc.edu) or call Educational Technology at 318-678-6023.

Students can utilize **myBPCC** for announcements, assignments, grades, and other important information. Students taking courses for the first time at BPCC are encouraged to complete the **myBPCC** orientation prior to the start of class.

1. Go to [my.bpcc.edu](http://my.bpcc.edu) (or to the BPCC home page and click on the **myBPCC** icon).
2. Username: Your LOLA username
3. Password: Your LOLA password

If you do not know your LOLA credentials, you can attempt to recover them at LOLA. You will need to provide your *Social Security Number and Date of Birth*. The system will then give you the username for the account for verification. At this point you are prompted for a new password. Simply, provide a new password that satisfies the outlined requirements and you will be all set to access LOLA and myBPCC.

*Note: After three (3) failed login attempts your account will be locked for approximately 15-30 minutes. To prevent this, please ensure you are using the proper login credentials.*

## BPCC STUDENT EMAIL: Questions? Email [studentmail@bpcc.edu](mailto:studentmail@bpcc.edu) or call Computer Services at 318-678-6418.

Students are assigned a BPCC student email after registering for classes and will be available approximately one week prior to the start of the semester.

1. Go to [student.bpcc.edu/webmail](http://student.bpcc.edu/webmail) OR to [www.bpcc.edu](http://www.bpcc.edu), click on Current Students, scroll down & click on Student Email.
2. Username: BPCC username
3. Password: 6-digit birthdate

*Example: John Smith was born May 10, 1975 = Password: 051075*

## BPCC COMPUTER:

Questions? Call Computer Services at 318-678-6418.

Students will be granted access to BPCC computers approximately one week prior to the start of the semester.

1. Username: BPCC username
2. Password: 6-digit birthdate

*Example: John Smith was born May 10, 1975 = Password: 051075*

## BPCC Wi-Fi:

Questions? Call Computer Services at 318-678-6418.

Students will be granted access to BPCC Wi-Fi at the same time that the student's email is assigned. Select and connect to the wireless network **BPCClink2** on laptops, smartphones, tablets, or other wi-fi devices. If a log-on page does not show immediately, open any web browser to access.

1. Username: BPCC username
2. Password: 6-digit birthdate

*Example: John Smith was born May 10, 1975 = Password: 051075*

revised 6-15-15



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## VHA MANDATORY TRAINING FOR TRAINEES

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### STEP-BY-STEP INSTRUCTIONS FOR ENROLLING AND CREATING A PROFILE

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In order for you to train, interact with patients, and be granted access to our information systems, you are required to complete a mandatory training item using the VA Talent Management System (TMS). The item is titled **VHA Mandatory Training for Trainees**, and if you are in a multi-year program, this training must be completed every 365 days to remain compliant.

In order to access the TMS, you must **use one of the following browsers**:

- Internet Explorer (7.0 to 11.0)**
- Mozilla Firefox (3.6.x.x and above)**
- Safari on Mac (6.0 and above)**
- Google Chrome (23.0.x.x and above)**

To ensure the training course operates correctly, you should **disable the pop-up blocker**. **Your system must have the following software installed and enabled:**

- Flash Player version 10.0.0 and above**
- Adobe Reader 9.0 and above**

Using the information below, follow the steps on the subsequent pages to create your profile, launch the mandatory training item, and complete the content prior to beginning your clinical training.

**You will need the following *facility-specific* information in order to complete the TMS self-enrollment process and fulfill the training requirement:**

- VA Location Code: **SHR**
- VA Point of Contact First Name: ***Lane***
- VA Point of Contact Last Name: **Carlisle**
- VA Point of Contact Email address: ***Lane.Carlisle@va.gov***
- VA Point of Contact Phone Number: ***318-990-5109***
- Printed Certificate Required? ***No***

---

### STEP-BY-STEP INSTRUCTIONS FOR NEW USERS

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[Already Have a TMS Account? Contact the TMS Helpdesk [VATMSHelp@va.gov](mailto:VATMSHelp@va.gov)]

From a computer, launch a web browser and navigate to  
<https://www.tms.va.gov/SecureAuth35/>

1. Click the [**Check System**] link to see if your computer is compatible with the TMS. This automated check will tell you if you need to install updates or missing software components for the course to run. If the System Check shows red **x's**, follow the instructions on the display to install the indicated software. Once complete, you should be able to run TMS courses.
2. Click the [**Create New User**] link located below the [**SIGN IN**] button.
3. Select the radio button for ☒ **Veterans Health Administration (VHA)**  
Click the [**Next**] button
4. Select the radio button for ☒ **Health Professions Trainee** (This first option)  
Click the [**Next**] button
5. Complete all required fields, indicated by asterisk\* and any non-required fields, if possible.

**My Account Information:**

- Social Security Number\* (*If you do not have a Social Security Number, follow the on-screen instructions when registering.*) and Re-enter Social Security Number\*
- Date of Birth\*
- **LEGAL** First Name\*
- **LEGAL** Last Name\* Middle Name is optional but helpful
- Your e-mail Address **Note:** The Email Address that you enter here will be used as your Username to log into the system. Please ensure that the email address you use is one that you will be able to access.
- Re-enter your e-mail address\*
- Phone Number (*Enter a number where you can receive a passcode for*)
- Time Zone ID\*

**My Job Information:**

- VA Location Code\* - **SHR**
- Trainee Type\* - **Nursing**
- Specialty/Discipline\* - **Phlebotomy – select other**
- VA Point of Contact First Name\* - **Lane**
- VA Point of Contact Last Name\* - **Carlisle**
- VA Point of Contact Email\* - **Lane.Carlisle@va.gov**
- Point of Contact Phone Number\* **318-990-5109**
- School/University\* - **Full spelling of school**
- School/University Start Date\* - **Semester Start Date – First day of class for next semester**
- Estimated School/University Completion Date\* - **Graduation Date**

Click the [**SUBMIT**] button when all required fields are completed.

Once you have entered all of the required data, click the [**Submit**] button. If the information you provided is all correct, TMS 2.0 will create a new account for you upon submission. If there are

errors in your information, such as missing a required field, you will receive a message on top of the page. You should correct the error and re-submit.

Once any errors have been corrected, you will see the **Congratulations** screen. At this point, you should make a note of your TMS 2.0 Username (which will be the Email Address that you entered).

It will take up to 30 minutes to activate your new TMS 2.0 account before you can log in. Please use the follow link to access TMS 2.0: <https://www.tms.va.gov/SecureAuth35/> Your Username will be the email address you provided during the Self Enrollment. You will not be using the password you entered. Instead, you will choose to receive a Passcode either via email or phone to log in.

Once done with your questions and answer, click on the [**SAVE**] button and wait until your “**To-Do**” list is displayed with the title of the mandatory training item.

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### LAUNCHING AND COMPLETING THE CONTENT

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1. Click on the title of the *VHA Mandatory Training for Trainees* training item.  
Pop-Up blockers **MUST BE TURNED OFF**
2. Complete all of the item content following the on-screen instructions.
3. Exit the item as instructed to accurately record your effort.
4. Complete the steps below if you have been asked to provide a **Certificate of Completion**.
5. [**Optional**] Click on the “**My Learning History**” link in the Welcome window.
6. Move your mouse over the title of the course you just completed and select “**Print Certificate**.”
7. Print your completion certificate and save it in a pdf file for your records.

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### TROUBLE-SHOOTING AND ASSISTANCE

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The **Check System** link on the VA TMS is an automated tool that confirms the existence of basic, required software on the computer you are using to complete this training.

If one of the components of your computer is not in compliance with the requirements, red **x's** will appear next to the **Check System** link. If the System Check shows red **x's**, please follow the instructions to bring your computer up to the standards that will work with the VA TMS.

**If you need assistance with the VA Talent Management System (TMS), contact:**

- Enterprise Service Desk by going to your IT Services website:  
<https://www.tms.va.gov/SecureAuth35/>
- Via phone: 1(855) 673-4357

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### PIV ID PROOFING CRITERIA

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The following criteria must be met by all VA employees, contractors, and affiliates prior to being issued a PIV card or Temporary Identity Badge.

Table of Accepted Identification

Last Update: June 5, 2006

Picture ID From Federal or State Government	Non-Picture ID or Acceptable Picture ID not issued by Federal or State Government
<ul style="list-style-type: none"> <li>• State-Issued Drivers License</li> <li>• State DMV-Issued ID Card</li> <li>• U.S. Passport</li> <li>• Military ID Card</li> <li>• Military Dependent's card</li> <li>• US Coast Guard Merchant Mariner card</li> <li>• Foreign Passport with appropriate stamps</li> <li>• Permanent Resident Card or Alien Registration Card with a photograph (INS Form I-151 or I-551)</li> <li>• ID Card issued by federal or state government agencies provided it includes a photograph.</li> </ul>	<ul style="list-style-type: none"> <li>• Social Security Card</li> <li>• Certified Birth Certificate</li> <li>• State Voter Registration Card</li> <li>• Native American Tribal Document</li> <li>• Certificate of U.S. Citizenship (INS Form N-560 or N-561)</li> <li>• Certificate of Naturalization (INS Form N-550 or N-570)</li> <li>• Certification of Birth Abroad Issued by the Department of State (Form FS-545 or Form DS-1350)</li> <li>• Permanent or Temporary resident card.</li> <li>• ID Card issued by local government agencies provided it includes a photograph or includes the following information: name, date of birth, gender, height, eye color, and address</li> <li>• Non-photo ID Card issued by federal or state government agencies provided it includes the following information: name, date of birth, gender, height, eye color, and address</li> <li>• School ID with a photograph</li> <li>• Canadian Drivers License</li> <li>• US Citizen ID Card (Form I-179)</li> </ul>

- Two forms of identification are required from the list of acceptable documents. At least one ID must be a state or federal government-issued picture ID. Either of the following is accepted:
  - Two forms of identification from the left column (Federal or State Government issued picture ID).
  - One form of identification from the left column (Federal or State Government issued picture ID) and one form from the right column (Non-Picture ID or Acceptable Picture ID not issued by Federal or State Government).
- Any form of identification used for ID proofing may not be expired.
- Handwritten or photocopied documents are not accepted.

4. An ID issued before a legal name change (e.g., birth certificate or driver's license) can be presented as one form of ID if a legal document (e.g., marriage certificate/license or a court order) is also presented linking the previous name to the current legal name. The linking document has to display both the former and current legal names. Both documents must be valid and not expired. For example, a married woman may use both a certified copy of her birth certificate and marriage license as one form of ID as long as the marriage license has to display both her maiden name and married name.
5. The Applicant's name listed on the VA Form 0711, Request for One-VA Identification Card, must match the name on one of the IDs presented by the Applicant.

<u>Vision:</u> With correction:     Right 20/____     Left 20/____ Without correction: Right 20/____     Left 20/____ Reaction of pupils: _____ Evidence of disease or injury: Right _____ Left _____ Able to see color and shades of color: _____ Able to perceive depth: _____	Hernia:_____ Type:_____ Condition of inguinal rings:_____ Varicocele:_____ Hydrocele:_____  Medical conditions that may require attention during academic attendance, laboratory practice, or clinical rotations: _____ _____
<u>Ears:</u> _____ Hearing with correction: Right ____     Left ____ Hearing without correction: Right ____     Left ____ Nose & throat: _____ Teeth & gums: _____	Lower extremities: _____ Varicose Veins:_____ Location:_____ Upper Extremities: _____ Skin: _____
<u>Heart:</u> _____ <u>Hypertrophy:</u> _____ <u>Arrhythmia:</u> _____ <u>Blood pressure:</u> S ____/D ____ <u>Murmurs:</u> _____ <u>Pulse:</u> _____	<u>Reflexes:</u>  <u>Patellar:</u> _____ <u>Romberg:</u> _____
<u>Lungs:</u> _____ <u>Abdomen:</u> _____ <u>Spine:</u> _____	<u>Apparent Mental Illness:</u> _____ <u>Any Evidence of Trauma:</u> _____ <u>Deformities:</u> _____

Walk at varying speeds for prolonged period:	Yes	No	Maintain good balance with movement:	Yes	No
Sit for prolonged period of time:	Yes	No	Constantly lift items less than 15 lbs:	Yes	No
Work in a prolonged period of standing:	Yes	No	Occasionally lift items 15 to 20 lbs:	Yes	No
Frequent twisting of body:	Yes	No	Reach above shoulder level:	Yes	No
Kneel frequently:	Yes	No	Constantly carry items less than 15 lbs:	Yes	No
Bend forward frequently:	Yes	No	Occasionally carry items 15 to 20 lbs:	Yes	No
Pull up to 20 lbs:	Yes	No	Constantly carry items greater than 20 lbs:	Yes	No
Push up to 20 lbs:	Yes	No	Climb stairs:	Yes	No

## HANDBOOK CONSENT FORMS

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STUDENT INFORMATION SHEET

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Date: \_\_\_\_\_

Program: \_\_\_\_\_

Name: \_\_\_\_\_

Alias (Maiden Name, Any other names due to marriage/divorce/adoption)

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Mailing Address: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

BPCC Student Email Address: \_\_\_\_\_

Email Address (other than BPCC email): \_\_\_\_\_

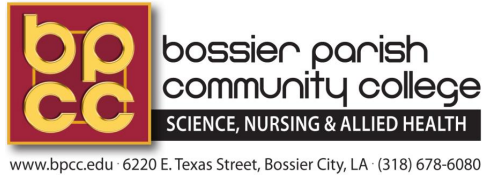
Student ID number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Last 4 of Social Security Number: \_\_\_\_\_

Name of Emergency Contact: \_\_\_\_\_

Emergency Contact Number(s): \_\_\_\_\_





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## STUDENT PROGRAM HANDBOOK ACKNOWLEDGEMENT

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I, \_\_\_\_\_, acknowledge receipt of a *Student Program Handbook* for the Phlebotomy Program. I accept the responsibility of abiding by the rules and procedures contained in the *Student Program Handbook*. My signature below also indicates my understanding that the policies are contained in the Student Clinical Handbook do not replace the policies and procedures found in the Bossier Parish Community College *Student Handbook* or Catalog. In addition, I understand that I will also be responsible for abiding by the policy and procedure of a specific clinical affiliate while in their facility.

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student's Printed Name



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## BACKGROUND CHECKS

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Background checks are a required prerequisite for BPCC's clinical affiliates. Students enrolled in a program requiring clinical placement shall consent to have a background check(s) performed and for the results to be shared with school administration, clinical faculty, and clinical affiliates. It is the student's responsibility to fully disclose all incidents that result in an arrest, warrant, or violation of the law<sup>2</sup> before, during, or after the background check. Any above-referenced activities shall result in immediate disclosure of said information to current or potential clinical affiliates, and potentially an additional background check being performed with all results disclosed to the clinical sites. The omission of and/or failure to disclose information will be regarded as an intentional falsehood and shall be reported to the clinical sites and may result in disciplinary action.

Any and all findings will be released to the above-named parties and any accrediting agency and/or regulatory agency as required by law. Although positive findings do not immediately interfere with the student's standing in the clinical program, the findings will be released to the clinical affiliate. It is the clinical affiliate's decision to permit a student to perform a clinical rotation in their facility.

Clinical Affiliates may run additional background checks. If that background check results in positive findings, BPCC has the right to disclose and will disclose those positive findings to other Clinical affiliates prior to placing a student at a Clinical site.

Should a student be unable to complete all required rotations or assignments due to refusal of a clinical affiliate to accept the student, the student may be unable to complete the clinical course and may ultimately be unable to complete the clinical program. Contact Shunta Spearman, Program Coordinator (sspearman@bpcc.edu), room B105, for further information.

By signing and dating the bottom of this policy, the signor acknowledges that they have read, agree to comply with, and understand the policy above.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed Name**

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<sup>2</sup> Excluding moving and nonmoving traffic violations, except DWI and DUI



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## AUTHORITY TO RELEASE DRUG AND / OR ALCOHOL TESTING RECORDS

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As part of the drug policy for clinical students at Bossier Parish Community College, I, \_\_\_\_\_, do hereby voluntarily consent to drug/alcohol testing. I also authorize and give full written permission to the testing agency to release the results to Bossier Parish Community College. Information may be released for the purpose of confirming eligibility to continue in the program, as required by regulating agencies, and for participation in clinical classes, as required by clinical affiliates. Except as permitted by the testing program, the College will exercise its best effort to assure that all test results remain confidential. Bossier Parish Community College may also advise others, within the normal reporting lines, of a positive result for illegal drugs or for banned legal drugs, where such disclosure is appropriate.

I understand that as a student if I test positive for drugs or alcohol, I will be immediately dismissed from the program.

\_\_\_\_\_  
Student Name (print)

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

*Information may be released to the following:*

Bossier Parish Community College: Shunta Spearman, Program Coordinator  
Carolyn Burroughs, Dean  
Office of Student Services  
Program Director  
Clinical Faculty  
Clinical Affiliates



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**CONSENT FOR INFORMATION RELEASE IN PREPARATION FOR CLINICAL ASSIGNMENT**

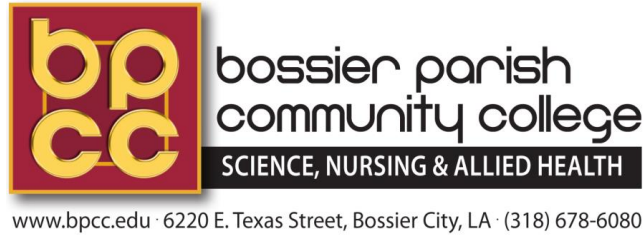
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I, \_\_\_\_\_, authorize Bossier Parish Community College (BPCC) and its agents to release my name, contact information, social security number, date of birth, background check results, drug/alcohol screen results, health information, OSHA certification, HIPAA certification, American Heart Association Health Care Provider Basic Life Support Certification, health insurance information, and information regarding my performance as necessary to a third party for the sole purpose of obtaining and maintaining approval for clinical assignment while enrolled in the Phlebotomy Program. I know it is my responsibility to inform BPCC of any changes or updates in the above named information.

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student's Printed Name



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**BPCC UNDER NO OBLIGATION**

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I, \_\_\_\_\_, understand that my graduation from or completion of the Phlebotomy Program does not ensure my ability to successfully pass a national credentialing or certification examination or obtain approval for licensure that may be required to practice. I know it is my responsibility to maintain adequate academic and clinical skill and to further improve them to a mastery level if passing a national credentialing or certification examination is my goal. I accept the responsibility for initiating and completing the credentialing or certification process.

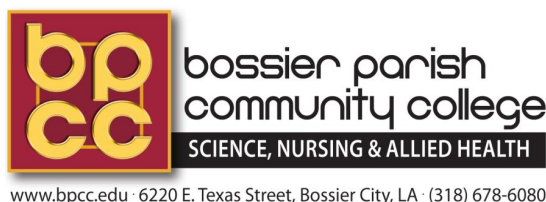
I know it is my responsibility to meet the criteria set forth by the licensure board or organization if obtaining a license to practice is my goal. I accept the responsibility for initiating and completing the licensure process.

I understand that graduation or successful completion of a BPCC course or program only indicates that I have met the minimum requirements set forth by BPCC and/or its regulatory and accreditation agencies and that graduation is not contingent upon passing a national certification or licensure exam.

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student's Printed Name



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### MEMORANDUM OF UNDERSTANDING

---

I understand that a portion of my education in the Phlebotomy Technician Program at Bossier Parish Community College (BPCC) will include clinical placements in health care facilities. One purpose of clinical education is to acquaint students with the reality of clinical practice of a health care profession. I understand that during clinical placement, I will be subject to the known and unknown risks those members of my professional experience in the provision of health care. These may include exposure to people with infectious and communicable diseases, chronic and degenerative diseases, mental illness, and risks attendant to the work environment. I realize, however, that as a student, I am not eligible for coverage under the College's or facility's workmen's compensation insurance, and there is no mechanism for compensation in the event I am injured during my clinical placement.

Every attempt has been made by the Bossier Parish Community College's Phlebotomy Technician Program to protect my interests. I have been provided basic instruction in prevention procedures and in the application of reasonable and prudent clinical practices, which can serve to limit unnecessary exposure and constitute a measure of safety for the patients I treat and me. I understand that it is my responsibility to apply these procedures and to take appropriate steps to protect my patients and myself. As a condition of placement in a clinical affiliation, I will be required by the facility and the College to show proof of health insurance. I also understand that another condition of placement in a clinical affiliation is the completion and submission of immunizations and laboratory testing. Further, I will be expected to abide by whatever policy (ies) the facility has regarding risk exposure management for its employees, even though I am not considered by the College or the facility to be an employee of the facility.

The program director for the program in which I am enrolled has offered to answer any questions that I may have about these risks and the precautions I can take to avoid them. If I have any questions before, during, or after the clinical affiliations, I will contact my program director. Also, I understand that I may stop any participation in the clinical affiliation at any time I think my personal safety or that of the patients I treat is in jeopardy and agree to contact my program director immediately should this occur.

I have a right to privacy. All information obtained in connection with this affiliation that can be identified with me will remain confidential as far as possible within state and federal laws.

I voluntarily agree to participate in clinical affiliations arranged by the Bossier Parish Community College Phlebotomy Program.

In addition, I acknowledge that I have read, understand, and will abide by clinical policies as established by the BPCC Allied Health Division as presented to me in the *Program Handbook*.

---

**Signature of Student**

---

**Date**

---

**The printed name of Student**



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## PATIENT/CLIENT CONFIDENTIALITY STATEMENT

---

I acknowledge that I have received training in protecting patient/client confidentiality and HIPAA guidelines. In the course of my clinical training, I will have access to confidential information related to patients/clients of the facilities that I enter. I have been informed that it is my **responsibility** as a student enrolled in a clinical program at Bossier Parish Community College to maintain confidential any information related to patients and/or clients. I specifically understand that per HIPAA guidelines, the following behaviors are prohibited:

- **Releasing confidential patient/client information by any means (i.e., verbally, electronically, or in print) to any individual/agency who does not have the legitimate, legal or clinical right to the information**
- **Unauthorized use, copying, or reading of patient medical records**
- **Unauthorized use, copying, or reading of employee/hospital records**
- **Taking patient records outside the clinical facility**
- **Any tampering of patient information**

I understand that this policy/agreement applies not only to patients/clients with whom I have direct contact but for **any** personal/confidential information I may have access to while in the clinical setting.

I further understand that I must use discretion when discussing patient/client information with other *appropriate* individuals to assure that the nature of the discussion remains professional and pertains only to information clinically relevant. I will make every effort to ensure that such conversations cannot be overheard by those not involved in the patient's care.

I am aware that violations of this policy/agreement may result in sanctions and may be grounds for dismissal from the clinical program.

I understand that some clinical facilities will have additional policies related to protecting patient/client information that I will be expected to follow.

---

Student Signature

---

Date



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### COMPUTER USAGE

---

I, \_\_\_\_\_, understand that when I utilize the computers  
Student's Printed Name  
internet, and a wireless internet connection, I must behave in a manner that is ethical and legal. I agree to perform only activities that are academic in nature when using these resources. I am aware that my computer and internet usage are monitored, and failure to act in the manner described will result in disciplinary action.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date





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### PHLEBOTOMY PROGRAM PROGRESSION

---

I understand the policies for progression in and completion of the Phlebotomy Program.

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student's Printed Name



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### AUTHORIZATION FOR IMAGING RELEASE

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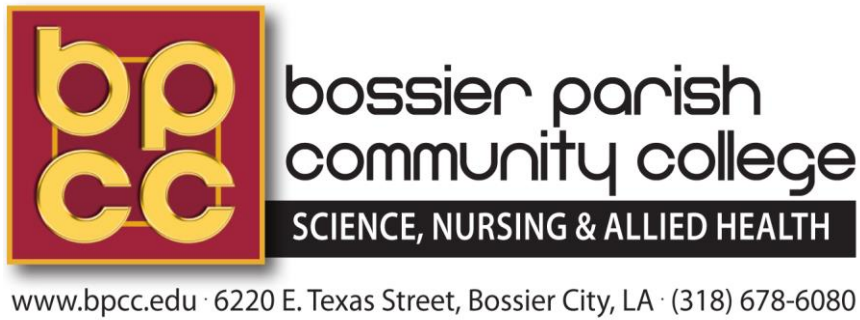
I do hereby irrevocably authorize Bossier Parish Community College, and employees thereof to copyright, publish, and use in all forms and media and all manners for advertising, trade, promotion, education, exhibition, or any other lawful purpose whatsoever, still, single, multiple or moving photographic portraits, pictures, or videos in which I may be included in whole or in part, or composite or distorted in character, or form, in conjunction with or without my own name, or reproductions thereof in color or otherwise or other derivative works made through any medium.

I do hereby waive any right that I may have to inspect or approve the finished product or the advertising or other copy that may be used in connection therewith or the use to which it may be applied.

I do hereby warrant that I am of full age and have every right to grant release in my own name in the above regard. Further, I have read the above authorization and release prior to its execution, and I am fully familiar with the contents thereof.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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BOSSIER PARISH COMMUNITY COLLEGE WAIVER

---

I, \_\_\_\_\_, hereby, for myself, my heirs, executors, administrators and assigns, waive and release any and all rights and claims for damages I may have against Bossier Parish Community College, the Louisiana Community and Technical College System, the State of Louisiana and any and all agents, employees, representatives, successors and assigns of said parties for any and all injuries which may be suffered by me in connection with my participation in attending, completing or participating in any field trip associated with Bossier Parish Community College.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Student's Printed Name



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---

### ACKNOWLEDGEMENT OF SOCIAL MEDIA POLICY

---

My signature below indicates that I have read and will follow the Social Media Policy. My signature also indicates that I am aware that violations of the social media policy are considered professional behavior violations and will result in Programmatic Counseling and, if appropriate, a disciplinary referral to the Office of Student Services.

---

Date

---

Student's Signature

---

Student's Printed Name