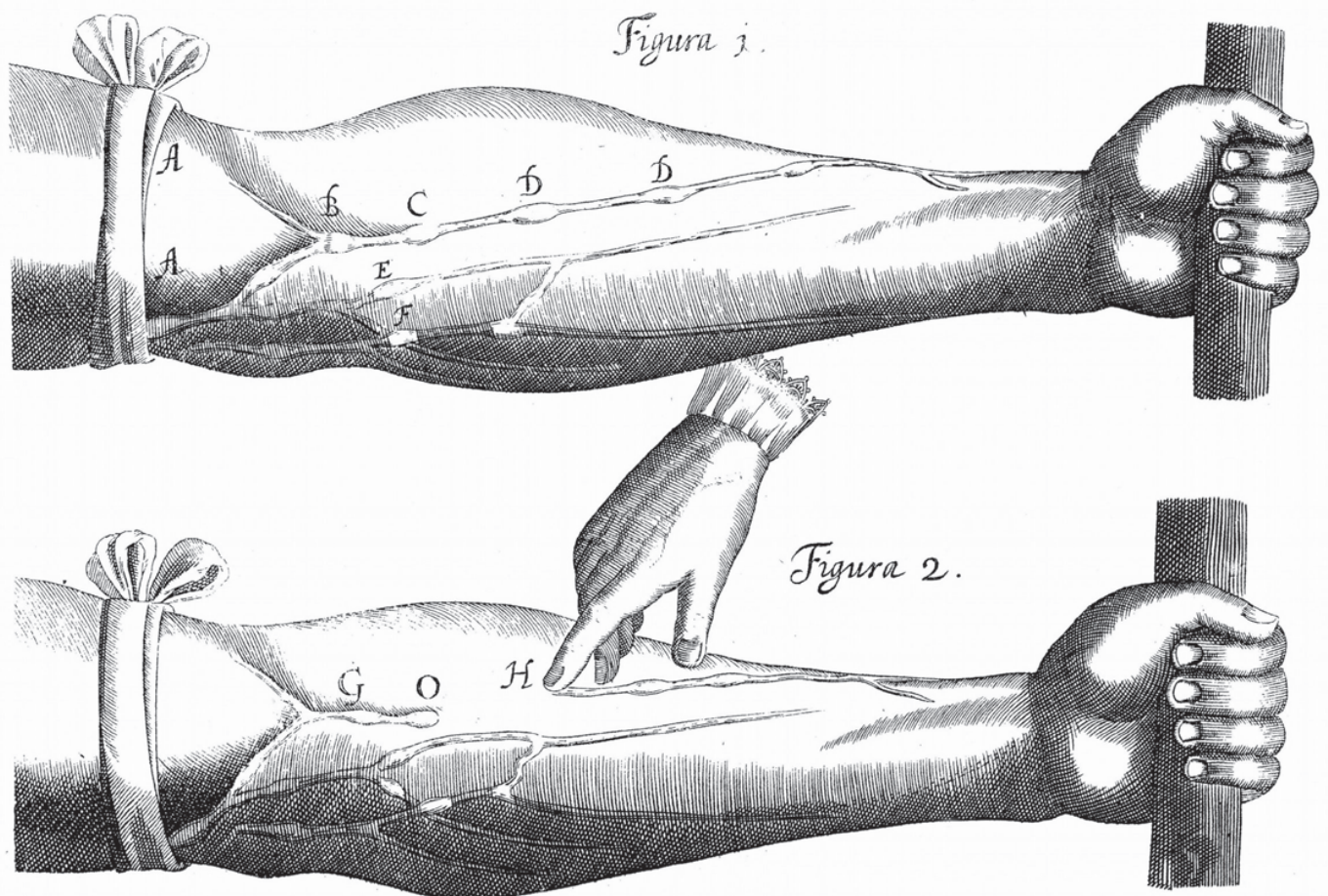


PHLEBOTOMY

Student Handbook

FRONT RANGE COMMUNITY COLLEGE
Westminster CAMPUS
Fall 2015



Phlebotomy Program

Dear Phlebotomy Student,

Welcome to the Phlebotomy Program at Front Range Community College, Westminster Campus. We have an excellent Phlebotomy training program, which includes lecture, lab and clinical components with a skilled Phlebotomist\Instructor. This program will prepare you to be able to seek employment as a Phlebotomist, and prepares you to sit for the national exam. National registration is recommended, but it is not required in Colorado to be able to work as a Phlebotomist, and we highly recommend that students obtain Certification\Registration. The Phlebotomy training is also an excellent way to enhance other medical careers, such as Nursing, Medical Technologist or Medical Laboratory Technician.

The Phlebotomy Program has developed this handbook to help you navigate the program policies. Important information on courses, expectations, policies for classes and clinicals are included. We expect that you will read and be familiar with this material.

Lack of knowledge about the contents of the Student Handbook is not justification or defense for unacceptable or inappropriate actions.

As a student you need to read and follow the policies in each of the documents throughout the training. Students will be required to sign documents at the beginning of the semester, acknowledging they have read and understand the program policies. Please submit the forms to the instructor of the course at the beginning of the semester, by the instructor's due date. The signed form will be placed in your file as part of your permanent record of training. If you have any questions about any of the material you read, please talk with your instructor. Our faculty members are a resource for you, so feel free to contact us with any questions.

Warmest Regards,

Karen Garcia, MS, RAHI, RMA, RPT Program Director Phlebotomy

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General Information

- The program is a one semester, 8 credit curriculum.
- Classes are held at the Front Range Community College, 3645 west 112th Ave Westminster Colorado 80031. Room A0110
- Clinicals are held in a number of local laboratories, clinics and hospitals, ranging from Denver to Northern Colorado.
- Upon successful completion of the Phlebotomy Training Program, the student is awarded a Certificate of completion in Phlebotomy from Front Range Community College.
- Following successful completion of the lecture, lab and clinical components, the student will be eligible to sit for the Registration\Certification in Phlebotomy examination, and gain the professional credentials as a phlebotomist. At the current time, the State of Colorado does not require that phlebotomists be certified or registered in order to obtain employment in Colorado. However, students are urged to take the certification examination, as it is nationally recognized, and this certification can be used in other states that may require a certification.

Required Phlebotomy Courses:

Credits	Course	Course Title
4	HPR 112	Phlebotomy (lecture & lab)
4	HPR 113	Advanced Phlebotomy (includes 2-3 days with instructor, then a 2 week clinical rotation during the dates of this class)

**Both HPR 112 & HPR 113 are offered in one semester*

Successful completion of both courses is required to achieve a certificate in Phlebotomy

Course Descriptions:

HPR 112: This course teaches the duties associated with the practice of venipuncture, capillary puncture, and special collection procedures. Students will have experience with quality control, infection control and safety procedures as well as laboratory computer systems and laboratory equipment.

HPR 113: This course instructs students in advanced Phlebotomy techniques to include patients in trauma, neonatal, geriatric, long-term care and acute care areas. In addition, laboratory procedures taught include specimen processing and advanced point-of-care instrumentation. This course includes a clinical rotation in a local Phlebotomy lab site, for students to master the Phlebotomy skills learned in the classroom and lab in HPR 112. Students are required to pass all components of HPR 112 to be eligible to attend the clinical. The scheduled class meetings are exam preps for the certification exam.

Admission Process:

Admission to the phlebotomy program is governed by standard admission procedures developed by the Colorado Community College System.

1. **Register as a student at FRCC.** To do this, go to: www.frontrange.edu
Click on *Prospective Students* tab, then *Getting Started*, then *Apply On-line*. To be accepted in the Phlebotomy Program, the student needs to be 18yo by the clinical dates.
2. Be sure to sign up for **COF (College Opportunity Fund)** when enrolling. COF will reduce your tuition significantly. COF is a stipend for Colorado residents- to qualify you must have lived in Colorado for at least 1 year.
3. Take the **Accuplacer Assessment Exam**- in the testing center on the FRCC Larimer Campus at the corner of Harmony and Shields, in the Mount Antero building. Access the testing center schedule at: <http://www.frontrange.edu/Current-Students/Learning-Resources-and-Support-Programs/Testing/Larimer-Testing-Center.aspx> **Testing Center : 303.404.5000**
The exam takes about 2 hours. You may get an exemption for the Accuplacer exam if you meet certain requirements, i.e. already have a degree in a field, be currently enrolled in another college or university, or have recent SAT/ACT scores at a certain level. See the testing center website for test exemption information.
Students should have either taken CCR092, or place into CCR 093 or 094.
4. **Register for the Phlebotomy classes.** Be sure to register for both HPR-112 & HPR-113. The HPR 112 class will be an on-line hybrid class. Some lecture material will be in the on-line D2L format, and labs will be face-to-face in class. Clinicals are usually held at hospitals, clinics, and Quest labs and are held for a 2 week rotation during the dates for HPR-113. Students will sign up for the clinical rotation during HPR-112, based on the student's preference of dates *or* location.

Program Requirements:

Cost of the Program:

- The estimated cost for in-state students is around \$1,380.00 for tuition and class fees for 2 classes (8credits), the textbook & student kit, and the cost of the required background and Drug test. This does not include the cost of uniforms and immunizations that may be required.
- **(Out-of-pocket expenses not paid to the college are:** Cost of the required criminal Background Check and drug test (\$63), cost of required immunizations, cost of scrub uniforms, cost of registration and exam, a watch)

Textbook & Student Phlebotomy Kit: REQUIRED

Available ONLY at the Westminster Campus Book Store

Phlebotomy Essentials, 5th edition, Ruth McCall & Cathee Tankersley, Lippincott Williams & Wilkins

Phlebotomy Program Philosophy

The mission statement of the Phlebotomy Program is consistent with the mission and values of the Front Range Community College. The mission of the College states that **we enrich lives through learning**. The College vision is learner-centered and responsive to the diverse needs of student goals, including service to the community. The college is committed to serving the community through vocational, academic and business oriented students to succeed in a highly competitive, goal economy by focusing on quality, technology, self-initiative, and problem solving. The core values of the college are students, teaching and learning, community, and employees.

Philosophy

The FRCC Phlebotomy Program believes that working in the medical field is both an art and a science. A Phlebotomist assists to promote optimal function of the individual client by integrating Phlebotomy skills into the overall health care plan. A Phlebotomist functions as a team member in the health care process of each patient, resident or client. Changing needs of society require varying patterns of practice and delivery of health services, which occurs in a variety of settings. Phlebotomy education is concerned with helping the student to learn and master the Phlebotomy skills, and utilize the current standards of Phlebotomy practice. Current Phlebotomy standards of care are incorporated into the curriculum, and the goal is for the student to become competent in all Phlebotomy skills required to function within the scope of practice of a Phlebotomist.

Phlebotomy Role

The Phlebotomist provides direct patient contact with clients who have common, well-defined health problems. Phlebotomist's roles include the sciences of blood sample collections, collecting lab specimens and delivering those specimens to the appropriate agencies, sample processing and includes bedside point-of-care tests and other lab tests. The Phlebotomist functions primarily in structured health care settings such as hospitals, nursing homes, labs and clinics where the policies, procedures and protocols for provision of care are established.

The goal of the Phlebotomy program is to provide our students access to the resources, skills, and knowledge that enable their career and community success in the field of Phlebotomy.

This program prepares students for entry-level Phlebotomy positions.

*** As Medical fields are comprised of both *art* and *science*, there are other skills in the arts incorporated into the Phlebotomy program, which include:**

Caring

Caring is the basis for all health practices, and is derived from the intrinsic value placed on the individuals, families, and communities served. Caring is an active process valuing each client's individual needs, including physical, emotional or spiritual needs, which incorporates client choice and quality of life. Students in the program will have the art of caring and compassion emphasized throughout the training. The students will demonstrate caring and compassion to clients, families, the healthcare team and other students and faculty.

Communication

Communication is an important skill as a Phlebotomist or health care worker. It involves the process of sending and receiving information through verbal, nonverbal, written, and technological processes to increase understanding between clients, health care providers, community members and health care systems. Students will learn communication skills, and will practice the use of good communication skills throughout the courses, and particularly during the clinical.

Critical Thinking

Critical thinking skills are imperative when dealing with clients in health care settings. This is a cognitive process of reflective judgment through inquiry, reasoning, analysis and decisive decision making. The student will learn critical thinking skills in the classroom setting, and will demonstrate the use of good critical thinking and judgment throughout the courses, and in a variety of situations during the clinical. The student will be required to demonstrate a good understanding of their scope of practice, and will be expected to apply all principles of the skill accuracy, scope of practice and critical thinking when working with clients during the clinical rotation.

Phlebotomy Program Objectives:

The following program objectives have been developed the Accrediting Agencies:

Competencies of the Phlebotomist:

Students will:

1. **Know** the history of phlebotomy
2. **Understand** the importance of phlebotomy and the role of the phlebotomist in the health care setting.
3. **Be familiar** with all sections of the laboratory, and other hospital departments
4. **Have knowledge of** the ethical/legal aspects of the phlebotomist.
5. **Describe** and actively apply knowledge of anatomy and physiology of the venous system for pediatric and neonatal patients while performing blood specimen collection.
6. **Describe** and actively apply knowledge of anatomy and physiology of venous system for ambulatory, acute care and long term care patients.
7. **Demonstrate** ability to successfully perform blood collections for testing on veins using straight needles, lancets, butterfly set-ups, syringes, and other techniques.
8. **Demonstrate** the ability to perform point-of-care testing to include pregnancy tests, drug screening, glucose, and other miscellaneous tests.
9. **Demonstrate** the ability to perform specimen processing to include centrifugation, aliquoting, and special handling techniques.
10. **Understand** the role of quality assurance and quality control in phlebotomy
11. **Know** common medical terminology as it applies to the phlebotomist's role.
12. **Understand** and demonstrate knowledge of infection control and safety measures applicable to phlebotomy.
13. **Learn** and demonstrate standard lab operating procedures to requisition, transport, and process various specimens.
14. **Learn** and demonstrate effective workplace communication.

Role as a Phlebotomy Student:

Students Will:

1. **Demonstrate cognitive competence** by assuming responsibility for your own learning, by applying theoretical knowledge to clinical practice and by applying concepts of basic problem solving and critical thinking to clinical decision-making and problem-solving.
2. **Demonstrate technical competence** through appropriate, skillful use of basic equipment according to established standards. The student will be able to consider alternatives and will utilize knowledge gained from lectures and skills labs to demonstrate skills accuracy during the clinical.
3. **Demonstrate interpersonal skills competence** through interactions and/or relationships with other students, faculty, staff at clinical sites and all clients during the clinical. Students will demonstrate caring and compassionate behaviors, including the use of verbal communication and nonverbal communication. The student will be able to demonstrate proper therapeutic communication skills with clients when performing Phlebotomy procedures.
4. **Demonstrate ethical and legal competencies** by following the Phlebotomy Scope of Practice. Students will function according to the professional code of ethical behaviors and standards which ensure accountability for personal practice, patient advocacy, client confidentiality and the use of legal standards for practice.

Professional Role Development As A Phlebotomist:

1. **Demonstrate responsibility and accountability** to the Phlebotomist's Job Role and the health care settings by having an awareness of a variety of health care delivery systems, an awareness of safety and legal concerns, including scope of practice, and by working with other health care professionals for the good of each client, which may include reporting or intervening to resolve client concerns. The Phlebotomist understands and complies with the scope of practice of phlebotomists in the state where he/she is employed. The Phlebotomist is concerned with changes in health care trends and the delivery of excellent care, changes in the Phlebotomy profession and the changes in practice that incorporate new skills and new education.
2. **Demonstrate awareness of the need for professional development** for a Phlebotomist to keep current in the field of Phlebotomy, as a member of the health care team. The Phlebotomist assumes responsibility for self-development and life-long learning by identifying educational needs, personal and professional growth and improvement, and consideration for career mobility. Those achieving the ASCP certification will complete continuing education every 3 years to maintain active status.
3. **Demonstrate people and communication skills** by using good communication skills when interacting with co-workers, clients and families, to foster the climate of communication and quality of care in all health care settings. Phlebotomists should demonstrate an awareness of human limitations, personal and professional for self, with understanding of the limitations of others.
4. **Demonstrate ethical and legal competencies** by practicing concepts of ethical/legal practice and by teaching and/or evaluating ethical/legal standards to other personnel. A Phlebotomist should follow the scope of practice, should practice behaviors that promote client's rights and promote quality of life in all clients. The Phlebotomist works to resolve ethical problems encountered in practice.

BACKGROUND CHECK COMPLETION:

About CertifiedProfile

CertifiedProfile is a secure platform that allows you to order your background check online. Once you have placed your order, you may use your login to access additional features of **CertifiedProfile**, including document storage, portfolio builders and reference tools. **CertifiedProfile** also allows you to upload any additional documents required by your school.


Summary Order

Required Personal Information - In addition to entering your full name and date of birth, you will be asked for your Social Security Number, current address, phone number and e-mail address.

Payment Information - At the end of the online order process, you will be prompted to enter your Visa or Mastercard information. Money orders are also accepted but will result in a \$10 fee and an additional turn-around-time.

Place Your Order

Go to: <http://cccs.certifiedbackground.com>

Click on the  button in the middle of the page.


Select your school (Front Range Community College).

Select your campus from the drop-down menu: **Boulder**, **Larimer** or **Westminster**.

From the second drop-down menu that appears, select your program. (If you are not sure of your program, please contact your administrator before continuing.)

From the third drop-down menu that appears, please select your program-specific package. (If you are not sure of your package, please contact your administrator before continuing.)

On the following screen, please review the contents of your package. Then, check the box that appears at the bottom of the screen to show that you have read, understand, and agree to the terms and conditions.

You are now ready to get started with your order. Click the  button, and you will be directed to set up your **CertifiedProfile** account.

View Your Results

Your results will be posted directly to your CertifiedProfile account. You will be notified if there is any missing information needed in order to process your order. Although 95% of background check results are completed within 3-5 business days, some results may take longer. Your order will show as "**In Process**" until it has been completed in its entirety. The necessary personnel at Front Range Community College can also securely view your results online with their unique username and password.

If you have any additional questions, please contact **CertifiedProfile** at **888-914-7279**

*** Proof of payment for Drug test needs to be submitted to the Program Director or Administrative Assistant for Lab Order for Drug Test.**

★ Drug Test can be done at any Quest testing Center; results will be sent to FRCC

* **REVIEW DISQUALIFYING OFFENSES** that will keep a student from passing a background check or attending the clinical portion of the training program **PRIOR** to submitting the Background Check.

- ❖ If the student is aware that they have an infraction on the list of Disqualifying Offenses when discussed on day 1 of class, it is the student's responsibility to drop the class by the add/drop date in order to receive a refund in tuition for the course.

.....**See Disqualifying Offenses.....**Page 11

★ It is highly recommended that the student submit the background check and drug test prior to the start of the HPR 112 class, as *submission* of the background check is no guarantee of *passing* the background check. A passed background check and Drug test is required to attend the clinical.

★ **Failure to *submit* the background check and drug test, or *pass* the background check by the instructor's established due date in HPR 112, will result in the student being **UNABLE** to attend the clinical, no exceptions.** The student will be removed from the clinical schedule, and will only be rescheduled for clinicals, as space permits, and when the background check is passed.

Helpful Hints for Successful BG ✓ Submission:

- You may need to gather information on previous addresses, employers and schools for the last 10 or more years before starting the background check. You will enter your full name, date of birth, social security number, current address and phone number, and e-mail address. You may verify the information required on the Certified Background website.
- Do not list employers whom you know to be out-of-business, therefore no one can be reached to verify your employment. There may be a mandatory holding period when employers cannot be reached.
- **Print a COPY of your background check results from your Certified Profile Account. Some clinical sites could require you to bring a copy of your own background check on day 1 of clinicals.**
- Students are responsible for submitting the background check, and verifying it has been received and completed at the Certified Background website.

* **It is your responsibility to monitor that your background check and drug test has been completed and received by FRCC.**

Background Check Policies:

- ❖ Once Certified Background has completed the background check, it is sent to FRCC, who actually determines if the background check passes. Your name and pass or fail status is entered into a secure database by FRCC legal department- they will be the only entity to see the background check facts.
- ❖ **DO NOT** bring a copy of the background check results to the instructor, as this is the student's private information.

- ❖ The Phlebotomy Program’s administrative assistant will access the database daily during class, to determine that the student has passed the background check, and is cleared to attend the clinical.
- ❖ Students will be notified in class by their instructor when they have successfully passed the background check and drug test through FRCC.

BACKGROUND CHECK MODIFICATION/ DISQUALIFYING OFFENSES:

The Colorado Community College System (“CCCS”) and the State Board for Community Colleges and Occupational Education authorize the health care programs to conduct a background investigation of all student applicants. The clinical sites used in the health care programs require background checks of all potential interns. The purpose is to maintain a safe and productive educational and clinical environment. New students who refuse to comply with the background investigation will not be allowed to enter an FRCC health care program.

An Applicant will be disqualified from a CCCS health care/Phlebotomy program based on the following guidelines: (These items will fail a BG Check.....NO EXCEPTIONS)

- Any violent felony convictions of homicide. (No time limit)
- Crimes of violence (assault, sexual offenses, arson, kidnapping, any crime against an at-risk adult or juvenile, etc.) as defined in section 18-1.3-406 C.R.S. in the 10 years immediately preceding the submittal of application.
- Any offense involving unlawful sexual behavior in the 10 years immediately preceding the submittal of application.
- Any crime, the underlying basis of which has been found by the court on the record to include an act of domestic violence, as defined in section 18-6-800.3 C.R.S. in the 7 years immediately preceding the submittal of application.
- Any crime of child abuse, as defined in section 18-6-401 C.R.S. in the 7 years immediately preceding the submittal of application.
- Any crime related to the sale, possession, distribution or transfer of narcotics or controlled substances in the 7 years immediately preceding the submittal of application.
- Any felony theft crimes in the 7 years immediately preceding the submittal of application.
- Any misdemeanor theft crimes in the 5 years immediately preceding the submittal of application.
- Any offense of sexual assault on a client by a psychotherapist, as defined in section 18-3-405.5 C.R.S. in the 7 years immediately preceding the submittal of application.
- Crimes of moral turpitude (prostitution, public lewdness/exposure, etc.) in the 7 years immediately preceding the submittal of application.
- Registered Sex Offenders. (No time limit)
- Any offense in another state, the elements of which are substantially similar to the elements of any of the above offenses.
- More than one (1) D.U.I. in the 7 years immediately preceding the submittal of application.

If the investigation reveals information that could be relevant to the application, the designated individual responsible for background checks may request additional information from the applicant. The offense shall be reviewed on a case by case basis.

Students who have successfully completed the terms of a deferred adjudication agreement will not be disqualified.

Background Check Failure:

If the Background Check is failed, the student may complete the HPR-112 class and receive a grade if all other criteria are met. The student also has the option to “withdraw” without refund of tuition if the add/drop date has passed. There will be no reimbursement of tuition for HPR-112, **as there is no guarantee a submitted background check will result in passing the background check.**

- ❖ **BUT....Since the background check is a requirement for the clinical portion of the training**, the student must drop the HPR-113 class by the add/drop date to be eligible for tuition reimbursement of HPR-113.
- ❖ If the Background Check does not pass in time for the clinical, the student is removed from the clinical schedule, and is responsible for contacting the Program Director at 303-404-5115, or at karen.garcia@frontrange.edu. There may be a *possibility* of arranging a new clinical date once the background check is passed, but there is no guarantee that a clinical will become available.
- ❖ Again, it is the student’s responsibility to submit the background check in plenty of time prior to the clinical.

*** *There is no appeals process for a failed background check.***

REQUIRED IMMUNIZATIONS:

Immunizations are required for the clinical portion of the training, HPR-113.

- The student will need to provide **COPIES** of immunizations to the instructor, to be kept in the student’s file, and to be sent to the clinical facility *prior* to the clinicals.
- **Do not bring your original documents, as the Phlebotomy program will not make copies for you.**
- The student should begin obtaining immunization records **prior to the start of the program**, so they may be turned in **ON TIME** to the instructor. Students should be mindful of the due dates.

Required Immunizations Prior to HPR 113 Clinical: (these are out-of-pocket expenses)

- ❖ **2 MMR (Measles, Mumps & Rubella):** This vaccine is usually received as a child, and requires 2 doses. Many Physicians are recommending a booster as an adult, as some people have shown they have not developed full immunity from the 2 childhood doses. Doses can only be given at a minimum of 28 days apart. Only people born before January 1957, would not require these vaccines, as people would have contracted the disease prior to the availability of immunization in 1957.
- ❖ **Negative TB Test Results (Tuberculosis):** (must be less than 1 year old, including the clinical dates) The CDC requires anyone in a healthcare setting to be tested annually for Tuberculosis. If a student has a positive TB test, a chest X-Ray or blood work is required, at the student’s expense, to prove the student is negative for TB before the student is permitted to attend the clinical

rotation. **TB tests take 48-72 hours to complete! You must return to have the results read in 48 - 72 hours following placement of the TB test!** A private physician, clinic, or Dept. of Health may administer TB tests.

- ❖ **Seasonal Flu Shot (Influenza):** As of Fall 2012, the Colorado Department of Public Health and Environment requires all Colorado health care workers and students to have this vaccine yearly, between the months of October 1 and March 31. FRCC requires proof of this vaccination prior to attending clinical training in any health care facility. Influenza is highly contagious, and can be deadly to patients and residents. If the student has a **health reason** he/she may not take a flu shot, documentation from a physician is required on the FRCC Flu Waiver form. **In this event, the student will be required to wear a mask at all times while in the facility, during the clinical rotation.**
- ❖ **Hepatitis B and Meningococcal:** May provide proof or a waiver for these.
- ❖ **Varicella (Chicken Pox) & Tdap:** Some clinical sites do require proof of Varicella vaccines, or a negative titer (a titer requires blood work for proof), and proof of current Tdap, to attend the clinical.

The following immunizations are not required for most of the clinical sites, but are recommended for all health care workers:

Immunization Recommendations For All Healthcare Workers:

Students and health care professionals are at risk of being infected with a variety of viruses, bacteria or other pathogens through contact with infected patients or residents. Because of this risk, the American College Health Association and the Center for Disease Control (CDC) highly recommend that all health care workers be vaccinated against Hepatitis B, Meningitis, Diphtheria, Pertussis (Whooping Cough), Tetanus, Measles, Mumps, Rubella, Varicella (Chicken Pox) and Seasonal Influenza, unless medical or religious circumstances make it inadvisable. All students planning a career in health care are encouraged to contact their personal Physician to verify they are current on all vaccinations recommended for health care workers by the CDC. It is mandated that a yearly TB (Tuberculosis) Test should be administered to all health care workers and students, showing a negative result, and also a yearly seasonal flu shot.

The following vaccinations can be obtained through your private Physician or local Health Department, and are also highly recommended for all healthcare workers:

Meningococcal Vaccine: This vaccine is recommended to health care workers. The vaccine protects against certain strains of Meningitis, particularly the more serious strains of the disease. The spread of this virus can be airborne, and therefore is easily transmitted.

Varicella (Chicken Pox): This vaccine is usually received as a child, and requires 2 doses to protect against contracting Chicken Pox. Varicella is spread via the air, and is very contagious.

****may be required at some sites***

Tdap (Tetanus, Diphtheria, Pertussis): Most people have had the series of multiple injections of Tetanus, Diphtheria and Pertussis as a child. Tetanus should be repeated every 10 years to be protected from the disease. Recently, there have been a number of new cases of Pertussis (Whooping Cough) in the U.S., so many Physicians are recommending adult boosters of the combination Tdap, instead of just Tetanus vaccination only. ****may be required at some sites***

Immunizations NOT Submitted By The Due Date:

- ★ The student will NOT be permitted to attend the clinical rotation, and **will be removed from the clinical schedule**, if immunization records are not provided to the class instructor by the due date set by the instructor, in the HPR-112 class.

Immunization Waiver Form:

- An immunization waiver for all recommended vaccinations for healthcare workers (above) is found in the student paperwork packet. **Each student will be required to sign the waiver form** prior to the clinical, acknowledging that the vaccinations are highly recommended, but not required to attend the clinic

~All student information will be kept confidential~

Phlebotomy Program Policies: FRCC/Westminster

~*Each student will be required to read these policies and sign a declaration that they have read the following policies in this handbook, and understand they will be held accountable for the rules and policies herein.*~

Please be advised that lack of knowledge about the contents of the Student Handbook is not justification or defense for unacceptable or inappropriate actions.

Admission Policy to the Phlebotomy Program:

Recommended Admission Criteria:

1. Registered as a Front Range student, minimum age of 18 yo, (age limit required for the clinical)
2. Register for HPR 112 & HPR 113 classes
3. Good physical and mental health without physical, mental, visual or hearing impairment that would inhibit successful learning of all required skills.
.....**see Essential Functions/Technical Standards.....Page 16**
4. Excellent personal hygiene and grooming habits
5. Absence of drug and alcohol abuse
6. Personality traits and work ethics consistent with a professional Phlebotomist:
 - Professional, positive attitude
 - Friendly, and likes people
 - Good work ethic
 - Honest

- Cooperative, and can work as a team
- Empathetic and compassionate, and a good listener
- Punctual/timely
- Reliable/dependable
- Accountable for his/her actions, shows maturity
- Conscientious, cares about doing a good job while meeting the needs of people and serving people when very ill and possibly at their worst.
- Attentive to details
- Courteous and respectful to all people from all cultures, belief systems and walks of life
- Life-long learner, open to learning new skills, and learning them well
- Able to handle challenging situations

7. Ability to read, write and understand English.

8. Take the Accuplacer placement exam at the FRCC Testing Center, placing in CCR 093 or 094 or equivalent, or previous college transcripts indicating proficiency in a level higher than Accuplacer expectations, or conferred degree. Pre-requisite accepted: completion of CCR 092.

Transcripts must be turned in to Testing Center for review, to obtain Accuplacer Test Exemption.

9. Provide required immunizations:**See Immunizations section**

10. A completed and **passed background check and drug test**

Essential Functions/Technical Standards

The prospective Phlebotomy student is expected to be able to meet the following Essential Functions to be successful in the training program. A professional phlebotomist would be required to meet these standards on the job in order to perform tasks consistent with high standards of care.

Each student will be asked to read the following Essential Functions Policy, then sign a signature page attesting that they have read and understand the policy, and that these requirements must be met to be successful in completing the program.

The following Technical Standards are common in Phlebotomy job descriptions:

- **Normal, compensated, or corrected vision** to independently perform microscopic work; read charts, graphs, manuals, and instruments, and, make color comparisons and interpretations.
- **Normal, compensated, or corrected hearing** to independently communicate with patients, colleagues, and other health care practitioners.
- **Sufficient and appropriate eye-hand coordination and manual dexterity** to independently perform phlebotomy techniques/ procedures.
 - Have full range of motion of joints, ability to perform repetitive tasks and the ability to stoop, bend twist, reach, and occasionally kneel and squat.
 - Have fine motor abilities to use electronic keyboards to input and transmit data.
 - Have the ability to lift and move up to 50 pounds of weight daily.
- **Physical stamina to work long periods of time** (4-12 hours) at tasks that demand bending, stooping, standing, and sitting.

- Move freely and safely about the laboratory and the clinical setting
- Perform moderately taxing continuous physical activity.
- Reach laboratory counters, shelves, patients lying in hospital beds or patients seated in blood collection furniture.
- **Mental, psychological, and emotional health** to independently perform with speed and accuracy in potentially and occasionally stressful situations.
 - Recognize own stress level and communicate need for assistance appropriately
 - Perform multiple tasks and establish priorities.
 - Calmly react to urgent situations
 - Focus to specific tasks as needed
- **Sufficient English-language competence** (verbal and written) to independently interact with patients and co-workers.

Essential Functions:

Front Range Community College has adopted the following standards for admission, progression and completion of Phlebotomy Program students in clinical courses involving direct client care. These standards are required of all Phlebotomy students to be successful in the program. Candidates for this certificate must be able to meet these minimum standards with or without **reasonable accommodations** for successful completion of certificate requirements. The following essential functions are often standard in Phlebotomy job descriptions, and are required for the program:

A. Observation

The student must be able to observe lectures, demonstrations, videos and practice situations in the program. She/he must be able to observe clients, observe changes in the client's condition, be observant for safety risks and interventions, and interpret interactions in the clinical setting. Observation necessitates the functional use of vision, hearing, tactile and somatic senses to function adequately.

B. Communication

A student must be able to speak and communicate effectively in English with clients and family members, faculty and all members of the health care team. This includes both social and therapeutic communication, both verbal and non-verbal. A student will be required to exhibit effective communication as the sender of information, and the receiver of information. A student must communicate adequately with clients to elicit information regarding history, safety precautions, client needs, desires, choices, mood and activity, and to perceive nonverbal communication. A student must be able to report accurate and appropriate information to members of the health care team and to clients, and receive accurate information from the client and the health care team. The student must be able to teach, explain, direct, counsel and provide emotional support to a wide variety of individuals of all ages in the clinical setting. Students must be able to follow directions adequately in routines of care, and in emergency situations. Effective therapeutic communication includes the functional use of speech, hearing, reading, writing and computer literacy.

C. Motor

A student must have sufficient gross and fine motor skills, physical endurance, physical strength, mobility, vision, tactile abilities to carry out Phlebotomy skills and procedures, and to operate equipment accurately and safely. A student must have sufficient motor function to elicit

information from clients and perform basic laboratory tests and routine client procedures. He/she must be able to execute motor movements reasonably required in a prompt, timely fashion to provide routine and emergency responses. The student should be able to lift and/or support at least 50 pounds in order to reposition clients or move equipment. Students must be able to stand and/or walk for up to four hours at a time. Students must have a high degree of manual dexterity, and be able to squat, bend, sit and lift using good body mechanics. Students should have the motor skills necessary to accurately follow infection control procedures.

D. Intellectual, conceptual, integrative and quantitative abilities

The student must be able to read and understand written documents in English and to solve problems involving procedures and recording accurate information, using appropriate reasoning, memory, and critical thinking skills, in a timely manner. He/she must be able to synthesize knowledge and integrate the relevant aspects of a client's history and physical findings. The student must be able to use this information to report changes and resident needs to the nurse. The student must be able to demonstrate the ability to focus on relevant information in noisy and/or stimulating environments. A student must be able to demonstrate and utilize knowledge of the aging process, residents with dementia and disabilities, or cognitively impaired individuals. A student will need to be able to follow regulations on resident rights, like the right to choice, privacy and dignity, and freedom from abuse. In addition, he/she must be able to comprehend three-dimensional and spatial relationships.

E. Behavioral and social attributes

A student must have the capacity to demonstrate full utilization of her/his intellectual abilities, emotional stability, exercise good judgment and complete all responsibilities under stressful crisis and non-crisis situations, and promptly complete all responsibilities pertinent to the care of clients in a variety of settings. A student must have the capacity to develop mature, sensitive, and effective therapeutic relationships with clients. He/she must be able to tolerate physically and mentally taxing workloads and function effectively under stress. As a component of Phlebotomy education, the student must be able to demonstrate ethical behavior, including adherence to the student codes of conduct, as well as the scope of practice for Phlebotomists, HIPAA laws and confidentiality, facility rules and regulations. A student must be able to demonstrate caring and compassion to all clients. A student must demonstrate sensitivity to emotional states, dementia behaviors, confusion, inappropriate behaviors, and must be able to adequately modify own behaviors and responses to the needs of each individual.

Reasonable Accommodations:

It is the policy of Front Range Community College to provide reasonable accommodation to qualified students with disabilities so they can meet these required standards. Students requiring reasonable accommodation are strongly encouraged to contact the Learning Opportunity Center directly, at **303-404-5000** to arrange for accommodations and support services. It is the individual student's responsibility to request such services and to provide appropriate current documents addressing the need for such services, to the instructor. Documentation from the Learning Opportunities Center is to be given to the instructor by the student as soon as possible so student accommodation needs can be met by the instructor.

Retention Policy:

Retention of the Phlebotomy student in this class may be in jeopardy if any of the following issues are manifested by the student. The instructor will meet with the student and provide the appropriate documentation of warning, probation or dismissal. The student and instructor will plan goals required to be met, and the student will be given the appropriate amount of time to improve the behaviors and meet the goals. If the student does not meet the set goals, they will not be successful in passing or completing the program.

Behaviors Affecting Student Success Include:

1. **Unprofessional attitudes:** Which may include, but is not limited to:

- Acts of verbal or physical aggression, or harassment of other students or faculty
- Displaying negative attitudes with peers, instructor or facility staff members
- Refusals to practice skills to the best of one's ability, as part of the curriculum
- Not adhering to either class instructors' direction as to skills curriculum expectations
- Unwillingness to practice skills, or practice the correct way.
- Any unprofessional behaviors or unprofessional dress/attire (see description of Professionalism)

2. **Violations of Student Code of Conduct for FRCC:**see also Dismissal Policy

The complete Student Code of Conduct/Rights and Responsibilities can be found at <http://www.frontrange.edu/Current-Students/Student-Life/Student-Rights.aspx>

Some of these acts may include, but is not limited to:

- | | |
|--|--------------------------------|
| • Academic misconduct | • Harassment or Discrimination |
| • Disruptive behavior | • Sexual Misconduct |
| • Deceitful acts, lying, cheating | • Weapons |
| • Conduct that is detrimental to college or safety | • Narcotics/alcohol use |
| • Physical or Non-physical abuse | • Dress Code Violation |
| | • Leaving Children unattended |

3. **Failure to complete and pass ALL tests and assignments as assigned by class instructor, or master the required skills with accuracy in the skills final exam.**

.....see Testing & Assignment Policy

4. **Failure to meet the academic grade level that is set by the program:**

.....see Grading Scale

5. **Failure to Submit Required Immunizations:**

.....see Immunizations

6. **Failure to Pass the Required Background Check and Drug Test Prior to the Clinical:**

.....see Background Check Information

7. **Non-attendance, tardies, or failure to meet the required training hours- for classes, labs or clinical time:**

- It is mandatory that every student enrolled in this program attends all classes, skills labs and clinical days as part of the Phlebotomy training program, and meet the required training hours and skills proficiencies of NAACLS.

.....see Attendance Policy

Dismissal Policy:

Grounds For Dismissal/Termination Or Suspension:

Students are expected to follow all policies of student code of conduct during the classes, labs and the clinical rotation. If a student violates these policies, it is grounds for dismissal from the program and clinical site.

❖ **Violations of the STUDENT CODE OF CONDUCT:**

The complete Student Code of Conduct/Rights and Responsibilities can be found at <http://www.frontrange.edu/Current-Students/Student-Life/Student-Rights.aspx>

Some Violations of Student Code of Conduct may include, but are not limited to:

- Academic misconduct
- Disruptive behavior- repeated behaviors that interferes with the learning process of other students
- Deceitful acts- Dishonesty, such as cheating, copying, lying, plagiarism, forgery or misuse of records
- Conduct that is detrimental to college or safety- disorderly conduct, combative or hostile behavior
- Physical abuse/ threats of injury, or Non-physical abuse
- Harassment or Discrimination of any sort
- Sexual Misconduct or obscene behavior including, but not limited to:
 - Sexual flirtation or prolonged staring
 - Sexually suggestive looks, gestures, or sounds
 - Sexually explicit statements, jokes, or anecdotes
 - Pressure for dates
 - Sexually demeaning comments that infer that one sex is inferior to another
 - Deliberate physical contact such as patting, pinching, cornering
 - Pressure for sexual activity
 - Requests for sex in exchange for grades or favors, or to avoid poor grades or discipline
- Weapons- presence of, or use of weapons on campus

- Theft or property damage or destruction
- Use of narcotics/alcohol/illegal substances- not compatible with health care employees
- Dress Code Violation
- Leaving Children unattended

Grounds For Dismissal, Specific To The Phlebotomy Program Include:

The following will result in dismissal from HPR 112 & HPR 113:

- ❖ Failure to maintain an academic average of “C” , or 77% in the class.
- ❖ Non-compliance with the attendance policy
- ❖ Failure to notify the instructor of an absence, tardy or early departure, prior to missed class, lab or clinical time.
- ❖ Failure to meet course requirements of attendance, required hours of training, quizzes, assignments, and written and skills final exams
- ❖ Failure to complete criteria for an “Incomplete” grade.
- ❖ Unprofessional attitudes, negativity, or unprofessional dress/ attire
- ❖ Any behaviors against the student codes of conduct listed above
- ❖ Failure to submit required immunizations by the due date will dismiss a student from the HPR-113 clinical.
- ❖ Failure to submit and pass the background check prior to the clinical will dismiss a student from the clinical, HPR-113.
- ❖ Any physical or emotional problem that interferes with completion of the course requirements.
- ❖ A student will be dismissed from, and fail the clinical for attending a clinical without the FRCC instructor, or arranging personal clinical hours.
- ❖ Unprofessional conduct, behaviors or language towards peers, faculty, preceptors or facility staff during clinicals.
Facility staff members and clients are to be treated with respect at all times.
- ❖ Use of cell phone in resident areas during the clinical. Cell phones must be silenced at all times during clinical hours, and may not be used as a watch.

Termination of the Clinical Experience:

- ❖ Compromising the safety of patients or clients
- ❖ Any behavior or response that would not meet clients’ safety needs or would cause a patient or client to be unsafe during the clinical rotation
 - If a student is demonstrating a pattern of unsafe performance, lack of accountability, or inconsistency in performance in the clinical area at the expected level of the course, the clinical experience will be terminated by the instructor, upon consultation with the preceptor, even if there are days remaining in the clinical experience. This is necessitated by the critical need for patient safety, and clinical facility concerns. The grade for the clinical experience will be an “F”.
 - If a clinical agency/facility requests that a student NOT return to their facility (to complete a current or future clinical) due to behavior, drugs, etc., the phlebotomy program has the right to terminate the clinical and/or record this as a student failure (F) in that course.
- ❖ Unsafe or inconsistent performance, lack of accountability
- ❖ Disregard for privacy and confidentiality laws and protocols (HIPAA), during the clinical. Students are required to safeguard any private health information obtained during the clinical.

- ❖ Any patient abuse during the clinical. ***PATIENT ABUSE** will **NOT** be tolerated at any time during the Clinical rotation!! This will result in immediate dismissal from the clinical site, possible criminal charges, failure of the course and dismissal from the program.
- ❖ Disregard for the regulations/scope of practice for Phlebotomists in Colorado.
- ❖ Performing skills of which the student has not been trained and found proficient by the instructor is prohibited
- ❖ Disregard of clinical facility rules and policies
- ❖ Use of drugs or alcohol before or during the clinical
 - If a student is sent home due to suspicion of drug or alcohol use, the case will be investigated by the Dean of Student Services, and determinations will be made as to the re-admittance of the student to the class. If the student, in attempting to refute these concerns, chooses to have a blood alcohol test done, it will be at the student's expense and must be done within 45 minutes of being approached by a faculty person for the results to be accurate.

Remediation & Dismissal Procedure:

Any infractions by the students that may cause potential dismissal from the program will first be discussed verbally with the student, by the instructor, and possibly the program director. The student and instructor will establish goals and requirements that must be followed by the student, for the student to continue in the program and be successful, *if* the infractions are not outlined as "immediate dismissal" from the program. This will become a written contract between the student and the FRCC Larimer Phlebotomy Program, and will be signed by the instructor, student and program director. If the student does not meet the requirements in the contract, the student will be dismissed from the Phlebotomy training program, and will receive a failing grade. There will be no option for taking an "Incomplete" grade. Tuition reimbursement will not be possible.

Course Withdrawal Option:

- A "**Withdrawal**" or "**W**" grade from a course would mean the student would not receive a failing grade on their college transcripts, but a withdraw grade would NOT be eligible for tuition reimbursement. Tuition reimbursement is usually only possible if a student drops a course *prior* to the add/drop date in the course.
- If "**Withdrawal**" in good standing, from HPR-112 or HPR-113, becomes necessary, re-enrollment for a future course may be possible.
The registrar office determines tuition and fees reimbursement, if any.

Complaint Process: If a student has a disagreement with a faculty member, the student is required to discuss it first with the instructor. If the issue fails to be resolved, the student may speak with the program director, and ultimately the Department Chair.

Completion Policy:

To successfully complete the Phlebotomy program at Front Range Community College, the student must successfully meet all criteria in the Program Retention Section, which includes:

1. Attention to professionalism and positive attitudes
2. No violations of the student code of conduct
3. Maintaining a grade of C (77%) or better in each required course
4. Successfully completing and passing **all** quizzes, final exams, assignments, all skills proficiencies, and adherence to safety and infection control policies.
5. Satisfactory performance of all required skills, with attention to detail and accuracy, willingness to practice and learn skills the correct way, and demonstration of proficiency in testing of the skills.
6. Submission of required immunizations prior to the clinical
7. Submission and passing of the background check prior to the clinical
8. Attendance of required classes, labs and clinical hours, with missed hours or content made up by the student- required program training hours
9. Professional behavior in calling the instructor when tardy or absent, prior to missed hours, as a professional health care worker would do on the job
10. Successful completion of all 2-3 days of clinical with the class instructor, and 2 weeks with the site Phlebotomy preceptor, under the supervision of an FRCC Instructor.
11. Adherence to all policies for the clinical, including professionalism, attendance, cell phone use, safety, infection control, proper care and treatment of clients, and adherence to HIPPA regulations, scope of practice and facility policies. The student should not demonstrate any form of resident abuse. Professional conduct towards peers, faculty, staff, patients and families are expected in all classes, conferences, labs, and clinical experiences. The student should not perform skills in which they have not been trained and found proficient by the instructor.

Phlebotomy Program Student Outcomes:

Phlebotomy Program Outcomes are developed as performance indicators which provide evidence that the FRCC Phlebotomy program is meeting its mission and goals for Phlebotomy training.

Documentation of program outcomes shows the effectiveness of the educational program and serves as a mechanism to guide program development and revisions. Phlebotomy program outcomes have been developed using the National Accrediting Agency for Clinical Laboratory Services (NAACLS) criteria and guidelines, and are also aligned with the mission and philosophy of FRCC.

By the end of HPR 112 & 113, the student will:

1. Complete the training successfully and progress to graduation in a timely manner as identified by program documents. Graduates will be prepared to begin a career as a Phlebotomist, and are prepared for entry into practice in a variety of health care settings.
2. Be prepared to take and pass the national certification exam for Phlebotomists with the following agencies and meeting the agencies guidelines:

List of Phlebotomy Certification Agencies

National Healthcareer Association

7500 West 160th Street
Stilwell, Kansas 66085

Web site: <http://www.nhanow.com>

Requirement

- Have successfully completed of a training program
- 30 Successful venipunctures and 10 capillary sticks
- Cost: \$105.00
- Credentials: Certified Phlebotomy Technician (CPT)

American Society for Clinical Pathology

33 West Monroe, Suite 1600
Chicago, IL 60603

Web site: <http://www.ascp.org/>

Requirement

- Have successfully completed of a training program
- 100 Successful venipunctures, butterflies and capillary sticks
- Cost: \$135.00
- Credentials: Phlebotomy Technician with ASCP (PBT, ASCP)

American Medical Technologists

10700 West Higgins Road, Suite 150
Rosemont, Illinois 60018

Web site: <http://www.amt1.com>

Requirement

- Have successfully completed of a training program
- 50 Successful venipuncture and 25 capillary sticks
- Cost: \$100.00
- Credentials: Registered Phlebotomy Technician (RPT)

American Society of Phlebotomy Technicians

P.O. Box 1831
Hickory, NC 28603

Web site: <http://www.aspt.org/>

Requirement

- Have successfully completed of a training program
- 100 Successful venipunctures and 5 capillary sticks
- Current ASPT member
- Cost: \$55.00 exam fee plus membership fee
- Credentials: Certified Phlebotomy Technician (CPT)

National Center for Competency Testing

7007 College Blvd Suite 385 Overland Park KS 66211

Website: <https://www.ncctinc.com>

Requirement

- Have successfully completed of a training program

- 25 Successful venipunctures and 5 capillary sticks
- Cost: \$90.00 if taken within 6 months of graduation, \$135 after 6 months of graduation
- Credentials: National Certified Phlebotomy Technician (NCPT)

HPR 112 Classroom Policies:

Learning and mastery of the curriculum depends on class attendance, participation, and student preparation and effort. The knowledge gained in class, laboratory, and clinical experiences provides the foundation for all future phlebotomy responsibilities.

These program policies have been adopted in order to maximize success and maintain fairness for all students. Students are expected to abide by the following policies of professionalism and attendance.

- Tardiness, personal conversations, extraneous noise, etc., are distracting to others in the learning environment, and will be addressed as needed by the instructor.
- Cell phones must be turned off or silenced during class/clinical time. Students are responsible for following the professionalism code at all times.
- Students are expected to notify the course instructor of impending absences, tardiness or need for early departure. This is the student's responsibility.
- A faculty member has the authority to ask a student to leave, or have the student removed, from an academic activity upon observing student behavior that demonstrates irresponsible, unsafe, or unprofessional conduct in class, laboratories, or clinical experiences.
- Advanced preparation (i.e., reading, completion of assignments, etc.) will be necessary for students to participate in classroom sessions and clinicals.

Food In The Classroom or Lab:

The class instructor may have specific guidelines regarding food and drink in the classroom or lab.

- Usually students may bring food/drink to classes.
Drinks are allowed ONLY if in a closed container to prevent spills.
- Students are required to clean up their own trash and spills, on the **floor or table.**
- Students are requested to be careful to minimize any spills, and be aware of other students' notes, books, computers or other personal belongings.
- **If these guidelines are not followed, the class may lose the right to food/drink in the classroom.**

Weather Emergencies:

Occasionally weather emergencies make it impossible to hold classes. Weather and school closure notifications can be found on the FRCC home page, at www.frontrange.edu.

- ★ In the event of bad weather, students should refer to the FRCC website and watch for notifications regarding the FRCC Westminster Campus.
- ★ In the event of school closure, the program director and instructor will create a plan for making up class and lab time and content. This could include make-up days that will be required, class work done in another class time or on D2L. Occasionally clinicals may need to be moved to different dates.

Dress Code For Class & Lab: Professionalism in dress is required

- Scrubs are required for classes.
- Students should maintain good body and oral hygiene, attending to both cleanliness and good grooming practices.
- Hair should be clean and washed, and pulled back out of the face during lab time.
- A watch with a second hand is required for class and clinical.
- FRCC nametag

PROFESSIONALISM

Health care is not only a science (knowledge and skills) but also an art (caring, compassion and professionalism).

❖ ***Professionalism* is a very important attribute for a Phlebotomist, and is a key component in taking care of patients and clients, and of being a valuable health care worker.**

- In order to maintain your status in this program, students are expected not only to work hard to gain knowledge but also must demonstrate professional, caring behaviors and attitudes. This means being kind, considerate and respectful to fellow students, patients, faculty and other staff. Following high standards of professionalism are required during all classroom, lab and clinical time.
- In addition to teaching content, the program aims to support the professional development of our students. As late arrivals are disruptive and disrespectful to classmates and the instructor, students are expected to arrive in class on time. Habits developed during school are frequently habits that will continue in professional life. The faculty strongly encourages students to address issues such as childcare, reliable transportation, personal time management, etc. to develop this area of professional behavior.
- Part of the Phlebotomy training is preparing students for a realistic health care career in Phlebotomy.
- Part of this training will include calling the class instructor to report the student will be late or absent, as a real Phlebotomist would do on the job, as part of real-life professionalism.
- Students who are tardy or absent will miss valuable content material or required components. Missing required components may fail a student or make them ineligible for the clinical rotation.
- As part of real life professionalism in a Phlebotomy job and in preparation for that career, your instructor may have special requirements regarding tardiness or absences. Missing class time may be a graded component in the course.

Professionalism Grading:

- ❖ **Students will be evaluated for professionalism in class, lab and clinicals.**
- ❖ Points may be assigned daily for professionalism, at the instructor's discretion.
- ❖ The number of daily Professionalism Points are determined by the instructor.
- ❖ **Points** may be deducted for **ANY** poor display of the listed criteria of professionalism

expectations, resulting in a lower professionalism grade, possibly a lower letter grade or failure of the course.

In order to maintain your professionalism and status in this program, students are expected to:

- Work hard to gain knowledge
- Learn the skills accurately and with attention to details
- Practice the skills for the length of time required by the instructor
- Use lab time efficiently
- Demonstrate a positive attitude towards the practice
- Come to class prepared, as directed by the instructor. There may be specific content that must be prepared at home prior to lab time. Instructors may alter the syllabus as needed to further evaluate students or to aid in the training and preparation of students.
- Learn and practice techniques of infection control and safety, and adhere to these during the clinical
- **Students must call the instructor prior to missing class time, when the student will be tardy or absent, as a professional Phlebotomist would on the job.** This reflects the professionalism expectations of a real Phlebotomist and is part of the Phlebotomy program professionalism policy.

- **Students must demonstrate personality traits/work ethics consistent with a professional health care worker:**
 - Professional, positive attitude
 - Friendly, and likes people
 - Good work ethic
 - Honest
 - Cooperative, and can work as a team
 - Empathetic and compassionate, and a good listener
 - Punctual/timely
 - Reliable/dependable
 - Accountable for his/her actions, shows maturity
 - Conscientious, cares about doing a good job, meeting the needs of people and serving people at sometimes their worst times when ill.
 - Attentive to details
 - Courteous and respectful to all people from all cultures, belief systems and walks of life
 - Life-long learner, open to learning new skills, and learning them well

- ❖ Students must demonstrate professional, caring behaviors and attitudes at all times. This means being kind, considerate and respectful to fellow students, faculty, staff in the clinical facilities, and the clients in those facilities.

- ❖ The student is expected to communicate professionally and therapeutically with peers, instructors, facility staff, residents and families at all times during the classes and clinicals. This also includes the use of foul language, sarcasm, teasing, or any forms resident abuse.
- ❖ Students must comply with the **cell phone and electronics policy** of the Phlebotomy program and the clinical facility.
- ❖ **All students** will consistently demonstrate knowledge of the scope of practice for Phlebotomists.

- ❖ Professional behaviors in the classroom include no use of any substance that could impair reasoning, judgment and behavior, like drugs (either legal, prescription or illegal), alcohol, smoking (either tobacco cigarettes or electronic cigarettes). Unprofessional behavior also includes language/ foul language in the classroom, sexual harassment or other harassment.

.....See Student Conduct Covered Previously

Cell Phone & Electronics Policy: (HPR 112 & 113)

This is **part of professionalism**, and it is expected that students will follow this policy in class! The policy could be related to either cell phone or other electronics use in the classroom or lab.

- **Laptop or tablet devices may be used in class as it pertains to the lecture only. These items should not be used during skills demonstrations.**
- Cell phones may be left on silent or vibrate, during class or clinicals, so students may be notified in case of a campus emergency.
- Cell phones **may NOT be used during lectures or labs, including text messaging.** This behavior can be very distracting to others in a learning environment, and should be avoided.
- **Students MUST step outside the room if a cell phone *must be used*.** Students may check on children, or answer important calls in the hallway, not in the classroom.
- If the student's use of the cell phone in the hallway leads to frequent breaks, or unusually long breaks, the student may lose attendance or professionalism points.
- The student's grade WILL be affected by cell phone use in class and labs, and professionalism points will be deducted from the student's daily grade.
- Cell phones may be left on silent during the clinical rotation, **but must be kept in the student's pocket.**
- Cell phones may NOT be used as a watch during the clinical rotation
- Cell phones MUST NEVER be used in any client areas within the clinical facility, per facility policy, and FRCC policy. This is considered unprofessional in all areas of health care work and settings.
- During clinicals, cell phones may **only** be used outside of client areas, in the break rooms, in the staff bathroom, outside the facility or in the student's car.
* **BE ADVISED THAT ALL CONVERSATION AT A CLINICAL SITE MUST BE PROFESSIONAL, APPROPRIATE AND WITHOUT USE OF FOUL LANGUAGE, PER PROFESSIONALISM POLICY, EVEN *OUTSIDE* THE FACILITY, OR IN ANY AREAS THE STUDENT COULD BE OVERHEARD!**
- Students may fail the clinical or be asked to repeat all clinical days based on breach of professionalism, if the cell phone policy is not followed.

Attendance Policies:

Lecture (HPR 112)

The Phlebotomy student will be responsible to follow policies of professionalism, as a Phlebotomist would in real life. This includes calling the instructor when the student will be tardy or absent. This

would be a requirement for a professional job as a Phlebotomist, and will be expected for class, lab and clinicals.

- The Phlebotomy program is a professional health care program, therefore the student is expected to assume personal responsibility to arrange to make up any missed assignments, exams, clinical days, etc.
- Lecture attendance is strongly advised. If you occasionally cannot attend a lecture class, you are encouraged to have another student tape the lecture for you.
- Online lecture material is required, and there is not a valid reason for missing on-line lecture, as this can be accomplished from home.
- Students are required to be self-directed and motivated to complete on-line course material. Each student is required to monitor the class assignments and due dates, and complete these by the due date.
- Some lecture courses have specific attendance guidelines as part of the course grade. See the course syllabi for specific policies.
- Students are responsible for all announcements, handouts, and other material presented in class and for meeting all course requirements.
- Punctuality is expected. Students should plan accordingly for traffic and weather.
- **ANY absence may require class hours to be made up, at the instructor's discretion.**
- **A TARDY will be considered more than 5 minutes late to class.**
- If a student is **tardy every day or multiple times**, this will also be considered unreliable and unprofessional, and points may be deducted, even though a call was made. This also reflects current standards of professionalism in health care.
- For an **excused absence**, the student may be required by the instructor to provide documentation of the absence, like an MD note for illness. Excused absences are illnesses of self, child or significant other, hospitalization, car trouble or motor vehicle accident, or other pre-arranged absences with the instructor of the class.

Laboratory (HPR 112)

- Attendance is **mandatory** for all laboratory sessions, as there is new and specific content covered in each lab, and missed content is not easily made up.
- Punctuality is required. Arriving late for lab sessions is considered the same as arriving late for a clinical experience. Missed content and practice of skills must be made up. Failure to make up any missed lab will constitute a failure in the course.
- Absence from the laboratory component of any course is considered the same as an absence from a clinical component and must be made up. Arrangements must be made with the course instructor for makeup activities as soon as possible after returning to school. If available, lab makeup may include reading textbook assignments, viewing tapes or videos, and completing assignments.
- The instructor must be notified prior to absence of laboratory time.
- **ANY absence may require class hours to be made up, at the instructor's discretion.**
- **A TARDY will be considered more than 5 minutes late to class.**
- If a student is **tardy every day or multiple times**, this will also be considered unreliable and unprofessional, and points may be deducted, even though a call was made. This also reflects current standards of professionalism in health care.
- For an **excused absence**, the student may be required by the instructor to provide documentation of the absence, like an MD note for illness. Excused absences are illnesses of

self, child or significant other, hospitalization, car trouble or motor vehicle accident, or other pre-arranged absences with the instructor of the class.

- **In the event of any missed labs, the student will still be required to demonstrate competency and proficiency of the missed skills on the skills final exam.** If skills do not meet proficiency on the skills final exam, the student will fail the course, and will not attend clinical.
- If specific content is not made up prior to the scheduled clinical, the student will be removed from the clinical schedule. There may be the possibility of the student receiving an “Incomplete” grade, and making up the class at another time.
- Arrangement for make-up time is the responsibility of the student. The student must check with the instructor for available make-up times.

Unexcused Absence, No Call/No Show for Class Or Lab:

- **Unexcused absences**, including no call/no show, will lose attendance and professionalism points in the class or lab, and this may result in a lower letter grade or failure of the course.

Clinical (HPR113)

- **Absences of any clinical day must be made up regardless of the reason for the absence.**
- The purpose of clinical makeup days is to allow students with extenuating circumstances to complete the required clinical work necessary to pass the course when clinical days are missed due to valid and excused absences, like illness of self or child.
- The program will not provide makeup days in excess of three clinical days.
- Makeup days will be scheduled at the availability of the clinical facility and instructors. These may include weekends, evenings or night shifts.
- Absences in excess of three days or failure to make up the absences will constitute a failure in the course.
- Absences will be recorded in terms of ½ day or 1 day. Any absence from a clinical or laboratory experience of 4 hours or less equals a ½ day absence. Any absence from a clinical or laboratory experience of more than 4 hours will equal a one-day absence.
- Clinical orientation is considered part of the clinical experience; therefore, absences from clinical orientation will be recorded as per the above guidelines.
- Students who anticipate being late to the clinical area are required to notify the clinical site first and then the FRCC instructor.

FRCC NON-ATTENDANCE DROP POLICY:

◆ For All Students:

FRCC will drop students for non-attendance, by 5 pm on the add/drop day of the course. This is a change to our previous policy.

For online students, logging in to the course site **does not** count as attendance unless students also participate in an academically-related activity such as submitting an assignment or participating in an online discussion about the course content.

There are no late-adds and no appeals process once the student has been dropped from the Phlebotomy Program. The student may re-register for the course prior to the add/drop deadline, as space permits. A student **must** be registered for the course to attend or sit in the class.

Tests & Assignments Policy:

There are required examinations and assignments from the required reading in the textbook in every course. All quizzes and exams may consist of multiple choice and other types of questions. The quizzes may be completed in class or on-line in D2L. Students will be instructed in the use of D2L on day 1 of class. The written final exam will be in class, and is cumulative. There will also be a skills final exam in class. Assignments are determined by the course instructor. ***Additional quizzes/ assignments may be added by the instructor to further evaluate student learning.**

Students requiring accommodations should provide the necessary accommodation's letter from Disability Support Services to the instructor at the beginning of classes, and prior to any tests. It is the responsibility of the student to ask for accommodations, and to alert the instructor to the student's needs.

.....See Student Accommodations

- ❖ All exams and assignments are required on the date due, whether in class or on-line.
- ❖ Early exams will not be available.
- ❖ **If an exam or assignment is missed and not approved, the student will still be required to complete the exam or assignment, but there will be a loss of points equivalent to a drop in a letter grade for each day it is completed late, past the due date. For example: If a student takes an exam 1 day late, and scores an "A", they will receive a B on the exam, because the student did not meet the requirements of taking the exam by the due date.**
- ❖ Students should go to the on-line 24 hour help desk on D2L home page if having difficulties on D2L.
- ❖ The student should contact the instructor immediately if they cannot open an on-line exam or have any difficulties taking the exam. A student should **NOT** wait until the due date has passed to notify an instructor that an exam was missed.
- ❖ Taking or copying exam questions or answers are prohibited, both, during or after the exam.
- ❖ Students may not use any electronic devices, cell phones, ear buds, headphones, laptops or tablets during the exams, and should abide by the student code of conduct in regard to cheating on exams.
- ❖ If a student arrives late for the written exam, the student may be allowed to begin the exam, at the instructor's discretion. The student may need to make arrangements with the instructor to make up the exam at a later time.
- ❖ Written Final exam answer sheets will be collected by the instructor, and must be kept in the student's file in the Program office.
- ❖ Any missed exams must be pre-approved by the instructor prior to missing the exam, and a make-up time will be determined by the instructor. Make-up exams may be different from the original exam, in written format, short answer, essay, or other types of questions.
- ❖ **If the final written exam or final skills exam is missed for a valid reason, i.e. illness, the student may be eligible to receive an *incomplete* for the course. Arrangements for making up the final**

written or skills exam will be at the discretion of the instructor.

- ❖ ***The student may not attend the clinical if the written or skills final exams are missed.*** Every effort will be made to reschedule the clinical for the student in another clinical group during the semester, **as space permits**, when all class requirements are met. There are no guaranteed clinical spots for make-up.
- ❖ **If a student receives an “incomplete” grade, the student must complete all missed criteria or proficiencies by the end of the following semester to receive a grade.** The student will meet with the instructor to discuss criteria that needs to be completed for the student to be successful. The student will receive an “F” if the criteria are NOT completed, for both the HPR 112 & HPR 113 classes, in the allotted time frame. There will be no tuition reimbursement for a failed class, or an incomplete that is not *completed* by the student in the expected time frame.
- ❖ Corrected exams will be returned as soon as possible to the students. Students will be allowed a brief period of time to review items missed on their exam. At the end of the review time, the exam and answer sheet must be returned to the faculty. Instructors may choose to review certain specific exam questions. Students with additional questions or those that wish to review the exam should contact their instructor before the next exam.

Skills Final Exam/ Clinical Competency Test:

The skills final practical is a graded exam, and will determine the student’s proficiency and competence of the Phlebotomy skills learned in the lab training time. If a student does not demonstrate proficiency of all skills, or proficiency with communication, safety and infection control during the skills exam, the student will not pass the skills final exam. The Skills Final Exam must be passed for the student to be eligible to go to clinicals, and complete the Phlebotomy training.

- ❖ *The skills final exam/clinical competency test includes practical assessment of venipunctures, bleeding times and skin punctures. The instructor may add content to be assessed to further evaluate student learning.*
- ❖ This exam is administered prior to the beginning of clinical rotations. This test must be passed at 93% before the student will be allowed to start the clinical component. A maximum of 3 tries will be allowed to successfully complete this requirement. If the student does not successfully complete the test at 93% after three attempts, he/she will not be allowed to attend clinical, and will therefore fail the course.

Policies:

- **It is at the discretion of the classroom instructor to determine if a student who arrives late for the skills final exams will be permitted to join the exam, already in-progress.** Skills final exams are very specific to certain skills and content, and require specific participation.
- There are no immediate make-ups for missing the skills final exams.
- **Missed skills final exams must be made up at a later date, possibly with another class, and will delay the student’s ability to attend clinicals.**

If The Skills Final Exam Is Failed:

- **If a student fails steps or skills in the skills final exam, the student may be asked to repeat the failed skill for the instructor, possibly the same day of the skills final exam.** If the student shows proficiency of the skill the next time, they will pass the skills final exam. If the student is not able to demonstrate proficiency of a skill, the student will fail the skills final exam.
- **If the skills final is failed, the student will NOT be able to attend the clinicals, the final portion of the Phlebotomy training.**
- **Failure of the skills exam will fail the student for the HPR 112 class, and the student is advised to drop the clinical, HPR 113.**
- Students may discuss options for re-taking the entire skills exam at a later date, with another class, with their instructor or Program Director.

SERVICE WORK

The student may, on occasion, participate in service work, such as participating in the 9 Health fair. This participation is not compulsory, and is not required for program completion. Students may avail themselves of this opportunity to obtain more practice with their skills. An instructor must be present with the student during service work. Please discuss this matter with the course instructor when the need arises.

HPR 112 Grading:

Grades are determined by the following:

- **Quizzes** – points to be determined by instructor
- **Tests** – points to be determined by instructor
- **Homework** – points to be determined by instructor
- **Written Final Exam** – points to be determined by instructor
- **Professionalism** – breakdown of points to be determined by instructor
- **Attendance** – points to be determined by instructor
- **Skills final exam** – points to be determined by instructor
- **Additional assignments as determined by individual instructors**

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- The student is responsible for contacting the course instructor to clarify any questions or expectations.
 - A syllabus will be provided on day 1 of class, and is also available on D2L (Desire 2 Learn).

*** Instructors reserve the right to modify the syllabus and calendar to better meet class and individual needs.**

Grading Scale for HPR 112:

A=	93 – 100	*Students must receive 77%, a “C” or better, to pass the course, and to be eligible to attend the clinical portion of the training program.
B=	85 – 92	
C=	77 – 84	
D=	69 – 76	
F=	0 – 68	* May not attend clinicals with a D or F

- ❖ Students are expected to initiate interactions with the course instructor regarding his/her academic standing. Any student not achieving 77% or greater on **any** exam should make an appointment with the instructor before the next scheduled exam. Tutoring/mentoring may be available through the Learning Center at FRCC Westminster campus.
- ❖ **Grades** will not be given over the phone, by e-mail or to any other person other than the student, due to **FERPA** regulations. Final grades will be posted on-line, and may be accessed by going to the FRCC home page at <http://www.frontrange.edu/>, under current students tab, records and transcripts, or by accessing E-Wolf.

Rounding Policy for Grades

All grades for exams in the phlebotomy courses will be kept to the 100ths for each exam.

Example: 86.79 will not be rounded up to 86.8. At the completion of each course, grades will be tallied and rounded only once for a final grade. A grade of 0.49 will be rounded down, 0.50 and above will be rounded up to the nearest whole number.

Example: A final grade of 76.49 will be rounded down to 76, or a grade of 76.51 will be rounded up to 77.

Phlebotomy Clinical Information: (HPR 113)

Phlebotomy clinical includes the practice of skills learned in HPR 112 in the clinical setting. The process integrates cognitive, affective, and psychomotor skills. Because practice is not limited to a particular area, the learning experiences of the student must be broad enough to cover all clinical areas, knowledge, and practical skills expected of a job entry-level phlebotomist.

A clinically oriented competency test will be administered prior to the beginning of clinical rotations. This test must be passed at 93% before the student will be allowed to start the clinical component. A maximum of 3 tries will be allowed to successfully complete this requirement. If the student does not successfully complete the test at 93% after three attempts, he/she will not be allowed to attend clinical, and will therefore fail the course.

- Clinicals are a **mandatory** component of the Phlebotomy training program. Consist of 4 face to face meetings for exam prep and a 2-week clinical rotation with a preceptor during the dates of the HPR 113 course.
.....See Clinical Attendance
- During the clinical, the student is expected to **proficiently and professionally perform the skills learned in class** while caring for clients.
- **This is NOT a shadowing experience! The student will NOT pass the clinical if they do not actively participate and perform skills during the clinical.**

- Students are paired with a preceptor (professional Phlebotomist) at the clinical site. In some clinical sites, the student may, if deemed proficient by the preceptor after performing a number of draws, be allowed to work independently, after the preceptor has determined the student is competent. ***The criteria for proficiency to work alone will be determined by the individual preceptors at the clinical sites, and will follow individual clinical site protocol. The student will never be present in the clinical setting without a preceptor available in the vicinity of the clinical site.***
- HPR 113 is a graded experience. When all criteria and competencies of the clinical rotation are met, the student will earn a letter grade based on the theory requirements.
- The HPR 113 instructor will make visit to each clinical site during each clinical rotation to evaluate the student's performance. Part of this evaluation will be from the input received from the preceptor.
- Each student's performance is evaluated by the laboratory site preceptor on the Phlebotomy Clinical Checklist. This document will be kept as part of the student's permanent record at FRCC.
- The FRCC Phlebotomy Training Program has pre-arranged the clinical sites for each class many months in advance. These sites are often difficult to come by, and FRCC is fortunate to be able to get student placements at any facility where we attend the clinical.
- The sites for the clinical experience will be announced during the HPR 112 class, and students will have an opportunity to sign up for the site they would like to go to, as space permits, or may sign up for the dates they prefer, as space permits. Due to limited availability of clinical sites, students may not always receive their first choice in the clinical setting.
- Instructors attempt to have students with transportation issues sign up at a facility closest to home, but no site is guaranteed. Transportation to the clinical facility is the responsibility of the student.
- Students are required to be prompt to the clinical, regardless of transportation issues.
- Students are *not guaranteed* a specific facility, regional location or 2-week rotation.
- Occasionally, the sites are subject to change due to changes at a facility, and due to no fault of FRCC. The Phlebotomy Program does its best to establish firm dates and sites for every class.
- Due to staffing fluctuations in local hospitals and laboratories, available preceptors for clinical sites may be changed and thus clinical placements cannot be guaranteed at all times. In the event that a clinical site becomes unavailable, the program director will work directly with the student and other available sites to ensure completion of HPR 113. In the event that the clinical site is not available, the student may take an Incomplete and then complete the required hours for the clinical in the following college semester.
- If the student fails the clinical component (HPR 113), the student will receive a failing grade for HPR 113.
- To be eligible to attend the clinical, the student must have been trained and found proficient in all skills, and in areas of safety and infection control. The student must demonstrate competency of skills on the skills final exam/clinical competency exam, completed with the Phlebotomy instructor.
- To be eligible to attend the clinicals, the student must have met all of the criteria in the HPR 112 course and successfully passed HPR 112, must have turned in sufficient immunizations, passed the background check, passed all exams, and have at least a 77% overall in the HPR 112 course.
- If a clinical is missed due to extenuating circumstances, like an illness, the student is required to make up all clinical time to successfully pass the clinical rotation. ***Make-up clinical days are not guaranteed, as availability depends on number of clinical sites each semester.*** Clinicals will be arranged by FRCC faculty, as space permits.
- Once the requirements of ***both*** HPR 112 & HPR 113 are successfully passed, the student will

receive a Certificate of Phlebotomy training from FRCC (usually within 6 weeks). The student will also be eligible to take the national Exam. **If the clinical is failed the student will not be eligible for a certificate of program completion, nor eligible to sit for the national exam.**

Schedule and Work Recommendations

Due to the fast pace and heavy academic demands in the phlebotomy program, particularly in HPR 113, the faculty urges students to avoid working fulltime during their clinical rotation. Clinical shifts may be 8 to 12 hours and may include days, evening, and weekends. Clinical shifts are subject to last minute changes each semester. In addition, clinical shifts are scheduled at a variety of clinical sites that may be some distance from campus. Therefore, students' personal commitments must remain flexible to accommodate program requirements. Reliable transportation is needed due to the distance of some clinical sites.

Safe Practice Guidelines for Clinicals:

The definition of safe clinical practice for all phlebotomy students includes the following items. Individual instructors may require additional items for specific learning situations or for certain clinicals.

The student will:

1. Come to the initial clinical experience meeting with the preceptor and/or instructor with a completed time schedule.
2. Review performance criteria and hospital procedures for phlebotomy procedures as needed prior to the clinical day, and ask pertinent questions as needed. If receiving a new order, review the protocol prior to doing the procedure.
3. Demonstrate ability to perform assigned skills safely and accurately, applying knowledge from HPR 112.
4. Report pertinent changes in the client's health status during procedures immediately to preceptor.
5. Seek help from instructor and preceptor as needed. Do not perform new skills/additional skills without consent or supervision of the preceptor and/or instructor.
6. Follow guidelines of the FRCC Phlebotomy Program and the clinical facility.

Student Skills Expectations:

Students will demonstrate knowledge of the Phlebotomy Terminal Competencies learned in HPR 112 during the clinical rotation:

To successfully meet the competencies, students must demonstrate skills and procedures at an entry-level Phlebotomy position.

Competencies from HPR 112:

1. Know the history of phlebotomy
2. Understand the importance of phlebotomy and the role of the phlebotomist in the health care setting.
3. Be familiar with all sections of the laboratory, and other hospital departments

4. Have knowledge of the ethical/legal aspects of the phlebotomist.
5. Describe and actively apply knowledge of anatomy and physiology of the venous system for pediatric and neonatal patients while performing blood specimen collection.
6. Describe and actively apply knowledge of anatomy and physiology of venous system for geriatric and acute long term care patients.
7. Demonstrate ability to successfully perform blood collections for testing on veins using lancets, butterfly set-ups, syringes, and other techniques.
8. Demonstrate the ability to perform point-of-care testing to include pregnancy tests, drug screening, glucose, and other miscellaneous tests.
9. Demonstrate the ability to perform specimen processing to include centrifugation, aliquoting, and special handling techniques.
10. Understand the role of quality assurance and quality control in phlebotomy
11. Know common medical terminology as it applies to the phlebotomist's role.
12. Understand and demonstrate knowledge of infection control and safety measures applicable to phlebotomy.
13. Learn and demonstrate standard lab operating procedures to requisition, transport, and process various specimens.
14. Learn and demonstrate effective workplace communication.

Required Student Documentation for Clinical:

The health care clinical facilities that we contract with for student clinical experiences require current documentation of various items from each student and faculty attending clinicals in the facility. Beyond the requirements for a passing background check and immunizations, there will be other documentation required by the student to attend the clinical.

These documents must be submitted to the facilities prior to the clinical rotation, so it is crucial that the Phlebotomy Program receives this documentation from students in a timely manner. Failure to comply will result in the student not being allowed into the clinical setting.

Additional Required Documentation:

- Current Personal Data Form
- Acknowledgment of Workman's Compensation Form
- Acknowledgement of Program Policies Form

Phlebotomy Program Contacts:

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