



Phlebotomy Technology Program Student Policy Manual

**Effective Dates
August 2024-August 2025**

Last revised on 11.5.2024

**PHLEBOTOMY PROGRAM
STUDENT POLICIES**
Health Sciences Division
Wake Technical Community College

Students enrolled in the Wake Technical Community College Phlebotomy (PBT) Program will be responsible for observing the rules, regulations, and policies stated within this student policy document as well as those in the College Catalog Campus Policies and Procedures, <https://www.waketech.edu/catalog/campus-policies-and-procedures> and the Student Code of Conduct, Rights, and Responsibilities <https://www.waketech.edu/catalog/student-code-conduct-rights-and-responsibilities>. During their clinical experiences, students will also be responsible for adhering to the policies of the PBT Program's clinical affiliates.

These additional policies and procedures are specifically for students in the Phlebotomy program at Wake Technical Community College. If the Phlebotomy Program policies differ from general policies in the Wake Tech Catalog, students in the Phlebotomy program should follow this manual.

The policies stated herein represent an agreement between the PBT course and the PBT student. These written guidelines are applicable for the duration of the student's enrollment in the PBT program unless notification in writing of changes, additions, or deletions is provided to the student.

The student is encouraged to read and understand all student policies and to ask questions at any time during the curriculum to clarify the intent or meaning of a policy. Adherence to all policies is essential to the student's success within the program. Noncompliance may result in student dismissal. **The PBT Student Policies should be kept for reference at all times.**

After studying the enclosed information, the student will sign and submit the form attached to the back of this document within two days following receipt of this document. This form acknowledges the student's familiarization with the policies and guidelines. A copy of the acknowledgment will remain on file in the student's folder.

WAKE TECH'S MISSION

Wake Technical Community College provides equitable access to education that transforms lives through economic mobility and personal fulfillment.

WAKE TECH'S VISION

We will reach students in every part of Wake County and rally around them to go as far as their dreams, talents, and resilience take them.

WAKE TECH'S CORE INSTITUTIONAL CORE VALUES

In keeping with the college's Mission Statement, the PBT Program will promote Wake Tech's core institutional values:

- **Accountability** is essential for an environment of learning. Those who are accountable stand by their words and actions, taking full responsibility for what they create and for what they contribute to the community.
- **Respect** is a prerequisite for enhancing learning. Community members who respect themselves and others help create a safe, yet open, climate of learning.
- **Responsibility** is the root of success. Students who assume personal responsibility for their education will reach their goals. Responsible students also make contributions

to their communities.

- **Critical Thinking** is the fundamental purpose of higher education. The ability to solve problems through the application of the appropriate skills is critical to all disciplines.
- **Communication** is increasingly the key competency for living and working in the information age. Communicating effectively in oral and written forms through traditional and new media is a powerful tool for personal and career success.
- **Collaboration**, by bringing together individual knowledge and talents, creates teams that are greater than the sum of their parts. Such teamwork maximizes benefits to individuals and the community.

PHLEBOTOMY PROGRAM MISSION STATEMENT

The purpose of the phlebotomy technician program is to prepare and train competent phlebotomists having the knowledge, skills, and attitudes required to meet entry-level competencies for employment and who can successfully complete phlebotomy certification requirements of national credentialing exams. This mission is consistent with those of the Health Sciences Division and Wake Technical Community College.

PROGRAM GOALS

Consistent with the mission of the program and the College, the program will:

1. provide a dynamic learning environment to ensure successful achievement of students' goals by administering sound policies, curriculum, and instruction
2. provide a learning atmosphere where respect, responsibility, critical thinking, collaboration, and communication flourish
3. prepare students for national certification examination
4. provide employers with an employment pool of skilled phlebotomy graduates
5. facilitate job placement for graduates
6. encourage involvement of faculty and students in strengthening the profession through recruitment, involvement in professional activities, continuing education, and community service
7. pursue an ongoing evaluative process to improve procedures needed to enhance program quality and success

PROGRAM INFORMATION

Wake Tech offers a 12-week program to train you to become a phlebotomist. You will receive intense, individualized phlebotomy training in theory and skills during the first eight weeks of the course. We offer a day and evening class. The day class typically meets twice a week in person. The night class meets twice a week on Teams and once in-person. There is not an online only portion for the lecture/lab.

During the last four weeks, you will practice phlebotomy in hospital and clinic settings supervised by highly skilled professionals. Clinicals are during the day. Days and times may vary depending on clinical sites. Travel time to a clinical site may be up to an hour.

Sample Schedules:

Day Class	Night Class
Class date range: 8/20/24-11/12/24 Class meeting dates T/Th: 8/20-10/10 9:00 a.m.-11:30 a.m. Lab T or Th meeting dates: 8/20-10/10 12:00 p.m.-3:30 p.m.	Class date range: 9/23/24-12/16/24 Teams Class meeting dates: MW 9/23/24-11/6/24 6:00 p.m.-8:30 p.m. Lab in-person meeting dates: T or Th 9/24/24-11/14/24 6:00 p.m.-9:30 p.m.

<p>Weekly Blackboard assignments Clinical Dates: 10/14-11/7 M-Th *day times will vary depending on the clinical site. *11/12 On campus 9am-2pm to turn in clinical paperwork & workshops.</p>	<p>Weekly Blackboard assignments 11/13 in-person 6:00 p.m.-9:30 p.m. Clinicals: 11/18-12/12 M-Th *day times will vary depending on the clinical site. 12/16 On campus 9am-2pm to turn in clinical paperwork & workshops.</p>
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Courses will be listed under Current Opportunities. You can simply register and pay when a class is available.

COURSE FEES

Course fees are due at the time of registration. Financial Assistance is available. Wake Tech's [Propel program](#) offers scholarships that cover the cost of registration and fees. If you are a veteran, it is possible your benefits also may cover the cost of the program. Check with a [veterans' benefits specialist](#) for more information.

Tuition/Registration: \$180
Campus Access Fee: \$18
Professional Liability Insurance: \$6
Supply Fee: \$99
Rotation Manager: \$37
Total: \$340

Additional Expenses
Castlebranch: \$116
Book: 135 (price may vary)
Computer
Transportation
Parking at clinical site(s)

CRITERIA FOR ADMISSION

In addition to the general admission requirements of the College, the applicant must:

1. Order [Castlebranch](#) package WL26. Start uploading documentation.
2. Submit unofficial transcript(s) from high school, high school equivalency programs and/or previous college(s) in [Castlebranch](#).
3. Complete mandatory preregistration activities defined at the Orientation session.
4. Be physically and mentally healthy as validated by a written medical examination record. Submit all required immunization records, including current documentation of TB testing performed, Hepatitis B vaccine begun or waived, and current flu shot. See Addendum A for documentation requirements.
5. Complete CPR training.
6. Provide an official criminal background check to meet the requirements of clinical sites. The college will direct this process by identifying the agency performing the check and maintaining control of the information through the dean's office.

7. Provide a urine drug screen. The results must meet the requirements of clinical sites. The college will direct this process, by identifying the agency performing the drug screen and maintaining control of the information through the dean's office.
8. Submit personal health insurance information.
9. Read and accept the nonacademic Phlebotomy Essential Functions statement to assess his or her abilities to complete this program and demonstrate competence in the profession.

CLINICAL ASSIGNMENTS

1. Students may be assigned to **any** of the available clinical sites at the discretion of the instructor. Students can expect to be assigned to more than one site. These sites are located in Raleigh, Garner, Apex, Durham, Chapel Hill, Hillsborough, Cary, Dunn, and Henderson. New sites in other locations may be added as needed.
2. Student rotation assignments are subject to change at the discretion of the clinical instructor based on the needs of the course.
3. The student must provide his/her transportation to the assigned clinical site. Parking fees may be incurred.
4. Scheduling of clinical hours, including make-up time (if required), is at the discretion of the clinical instructor.
5. A total of 100 on-site clinical course hours and 100 **successful** venipuncture sticks must be completed for the student to be eligible for completion of the program.
6. The clinical site provides clinical facilities and experience necessary for program completion. During this experience, the student is closely supervised by qualified phlebotomists to fulfill the course's objectives. Any work and clinical procedures done by a student are part of the educational experience while working towards achieving prescribed competencies. Students are not used as substitutes for regular staff. In other words, **students do not perform service work.**

If a student is employed by the clinical facility during the weeks of the PBT clinical experience, it is a separate agreement between the student (contracted as an employee) and the clinical facility. This time must be outside of the student's academic hours, must not be compulsory, is paid, supervised, and subject to employee regulations.

In the Phlebotomy practicum portion of the course, every effort is made to ensure that sufficient clinical sites are available for students who complete the Phlebotomy Technology didactic & simulation portion of the course. However, there remains a possibility that a situation out of the control of the Phlebotomy Program may occur. When clinical placement cannot be guaranteed outside of the established criteria, clinical placement will occur as soon as sites are available and will follow the subsequent procedure:

1. The GPA noted at the end of the didactic & simulation portion of the course will be used to determine, if necessary, to reassign clinical placement.
2. Students with a higher GPA will be assigned to the limited number of clinical slots available for the practicum portion of the course.
3. Students needing to be reassigned will be given an Incomplete (I) for the practicum

portion of the course and will complete the Practicum in the following semester at no additional tuition or fees. The Incomplete will be changed to a letter grade.

CRITERIA FOR PROGRESSION, DISMISSAL, AND READMISSION

1. Students must have a 78% or higher in the didactic & simulation portion of the course to progress to the practicum portion of the course. During the didactic and laboratory simulation portion of the course, students are evaluated on academics, laboratory competencies, and professional behaviors as defined in the Phlebotomy Course Syllabus.
2. If a student does not obtain a 78% or higher in the didactic & simulation portion of the course, the student may repeat the course.
If exited for the first time, the student must formally inform the Department Head of their request for readmission.
 - The Department Head may recommend or require the following as criteria for readmission
 - (a) counseling
 - (b) remedial course work
3. Readmission will be on a space-available basis.
Students who have been dismissed from a clinical site may not be eligible for readmission.
4. A readmitted student who is then dismissed, fails to make a 78% or higher, or leaves before completing the program will not be eligible for readmission to the program a third time. The student and Department Head will meet for a final exit interview.
5. In addition to acceptable personal and academic conduct required by the college, continuance in the program is contingent upon compliance with ethical and professional standards of conduct as stated in Phlebotomy Performance Evaluation Objectives. See p. 9, Professionalism and Student Behaviors If a student is dismissed from the program due to ethical or professional misconduct, he/she will not be allowed reentry. Some examples of misconduct which may lead to dismissal are as follows:
 - Falsification of records.
 - Intentionally or consistently not following written protocols and/or procedures.
 - Giving patient information to unauthorized individuals.
 - Inability to interact with fellow students, clinical instructor, patients, or other laboratory personnel in an appropriate manner
 - Unsafe or disruptive behavior.
6. A student may be sent out of the clinical area for any of the following:
 - Being unprepared for that day's clinical assignment.
 - Non-compliance with the student dress code
 - Physically or mentally unable to perform required duties
7. Students **must** participate in safety sessions and comply with OSHA guidelines for bloodborne pathogen control, chemical safety, and respiratory hazard control.
8. It is the policy of the College that no student engaged in a Health Sciences program can refuse any clinical assignment considered a normal clinical duty by the host

provider. If a student refuses a clinical assignment, this will be considered grounds for immediate termination of the student from his/her/their curriculum.

9. If a student completes the didactic portion but cannot progress to the clinical rotation portion for any reason other than academic (*see #1 above*), they **MUST** retake and complete the entire course to receive a completion certificate. The course will not be divided up between semesters.

CRITERIA FOR COMPLETION

The student must satisfactorily complete all course requirements of the Phlebotomy program in order to receive a certificate from the college. Issuing the certificate is **NOT** contingent upon the student passing any external certification examination.

POLICY IN THE EVENT THE PHLEBOTOMY PROGRAM CLOSES

If for any reason it becomes necessary to close the Phlebotomy Program, then the following actions will be implemented.

1. Wake Tech will make every effort to “teach out” currently enrolled students.
2. The College may offer the courses required for graduation by students enrolled in the program at the time of closure until all those students have had an opportunity to complete their certificates.
3. Students awaiting entry into the programs and the community will be notified of the closing of the program.
4. Students who have not completed their programs will be advised by faculty or advisors regarding suitable options including transfer to comparable programs.

ATTENDANCE POLICY

Didactic & Lab

Attendance is **required** for all classroom activities and laboratory sessions. When class is attended, punctuality is expected.

1. Absence of 10% or more in either part of the course may result in disciplinary action including the student being dropped from the course. If a student exceeds the 10% absence policy, he/she may petition in writing to the program director within 24 hours for waiver of this policy. Students who request a waiver will be expected to attend scheduled classes until a decision is reached. For courses with an online component, all work for that week must be submitted by the specified deadline to be counted as “Present”. Students who submit partial or none of their work for that week by the specified deadline will be counted as “Absent”.
2. Late arrival or early departure on three occasions will equate to one absence.
3. On the first day back at school, the student is responsible for contacting the classroom instructor to determine whether make-up time is needed or available.

Clinical Experience

Attendance is required for all clinical experiences, and punctuality is expected.

1. If an illness or emergency occurs, the student must notify the instructor and clinical

preceptor **before** the beginning of the experience.

2. Absence of 10% or more may result in disciplinary action including the student being dropped from the course. The hours absent are determined by adding up the total number of missed scheduled hours and subtracting the scheduled make-up hours the student has completed. If a student exceeds the 10% absence policy, he/she may petition in writing to the program director within 24 hours for waiver of this policy. Students who request waiver will be expected to attend the clinical experience until a decision is reached.
3. All clinical time missed must be made up.

TESTING

All exams will be given on campus or proctored online. Students are expected to take tests as scheduled. If a student is absent the day of a test, advanced notice is encouraged.

1. Students may take two make-up tests without penalty. Each subsequent make-up test will have 5 points deducted from the grade.
2. Students should be prepared to take missed tests or practicals on the first day back at school.
3. The student is responsible for contacting the instructor on the first day back to schedule make-up test time.
4. Failure to contact the instructor on the first day of return will result in a "0" grade on any work missed.
5. If a student misses an assigned makeup time, ten points will be deducted from the grade.
6. If a student is on campus and must leave on the day a test or practical is assigned, it is the student's responsibility to contact the instructor (verbally or in writing) before leaving the campus. Failure to do so will result in a "0" for the missed work.
7. Smartwatches and cell phones are prohibited during quizzes and exams.

ACCIDENTS / INSURANCE

1. If a student is involved in an accident on campus or at a clinical site which may result in personal injury or injury to hospital patients or personnel or damage to laboratory equipment, the student must report the accident immediately to the instructor and clinical preceptor. The instructor and preceptor will complete a written report when appropriate.
2. The instructor or clinical supervisor will advise the student of available emergency care in the event of personal injury or illness.
3. Costs incurred as a result of such care is the responsibility of the student using Personal Health insurance, and Accident insurance (included in the student's administration fee for all curriculum students). The student must assume responsibility for filing the personal health insurance and/or student accident insurance.
4. Students are also to refer to and follow the MLT/PBT Department's Biohazard

Exposure Control Plan in the case of possible bloodborne pathogen exposure. The plan is distributed during the didactic/simulation portion of the course.

PROFESSIONAL LIABILITY INSURANCE

Due to direct patient contact and specimen handling, students must be covered by appropriate professional liability insurance. Premiums for the professional liability insurance must be paid at the beginning of the semester when tuition and other fees are paid.

WAKE TECH STUDENT CODE OF CONDUCT, RIGHTS, AND RESPONSIBILITIES

For detailed information on the content listed below, refer to:

<https://www.waketech.edu/catalog/student-code-conduct-rights-and-responsibilities>

OVERVIEW – STUDENT GRIEVANCE AND APPEAL PROCEDURES

A student who has an academic or clinical problem or grievance should go first to his/her classroom or clinical instructor and then the Program Director. Formal complaints and infractions brought to and resolved with the Program Director will be documented and placed in a confidential file with the Director.

If not resolved, the student should progress through the Dean of the Health Sciences division. Campus Policies and Procedures, <https://www.waketech.edu/catalog/campus-policies-and-procedures> and the Student Code of Conduct, Rights, and Responsibilities, <https://www.waketech.edu/catalog/student-code-conduct-rights-and-responsibilities>

The student is given the opportunity to follow the formal grievance and appeals procedure as defined in the College Catalog to provide a mechanism for neutral evaluation and ensure due process and fair disposition. Written records of the complaint and resolution are maintained.

DRESS CODE

Classroom, Laboratory, and Clinical Facility Laboratory.

While working *within the PBT department student laboratories*, students are required to:

1. Hair longer than shoulder length must be tied back and controlled
2. Jewelry must be conservative and should not present a safety hazard to students or others.
3. Conservative earrings are the only visible pierced accessories permitted. Ear piercing should be modest in size.
4. Fingernails must be short enough to avoid accidents or puncture to gloves and ensure adequate cleanliness. **No artificial nails may be worn.**
5. Students are expected to maintain proper grooming techniques at all times, by daily bathing and use of deodorant or antiperspirant. Eliminate body odor, smoke or tobacco odors, or bad breath. Avoid strong perfumes/colognes, scented lotions, or aftershaves.
6. Males should be clean-shaven or have well-groomed beards.
7. Visible body tattoos should be covered when possible. Students with them must comply with the MLT/PBT Department Head assessment (on a case-by-case basis) and prepare to comply with clinical site tattoo policies.

8. Wear Navy Blue scrubs every day in lab and clinical portion of course.
9. Wear a lab coat (provided by the school)
10. White or black shoes – closed toe, liquid impermeable, must be clean and neat. No brightly colored shoes should be worn (Croc footwear only acceptable if contains NO holes).
11. Wear the Wake Tech Student ID badge at all times. When on rotation, a clinical site may also require the student to wear the facilities ID badge.

The student will not be allowed in the student labs if these requirements are not met.

PROFESSIONALISM and STUDENT BEHAVIORS

Professionalism is demonstrated in many ways, both in the way a person embodies the commitment to the profession, the person's daily conduct, communications, ethical behavior, and personal self-awareness. Students will be expected to embrace and display professional attributes at appropriate levels throughout the program.

PROFESSIONAL ETIQUETTE is expected in the college and clinical environment.

- Keep a positive attitude and display respectful interaction with peers, college personnel, faculty, clinical staff, and patients.
- Maintain a professional appearance and work to keep the facility clean.
- Practice good and effective verbal and non-verbal communication
- Be prompt, on time, and respectful of others' time.
- Stay alert and attentive at all times.
- Avoid disruptive behaviors.
- Follow the Wake Tech Academic Integrity Policy and Student Code
- Come to each activity with required documents, resources, and assignments.
- Regularly, as directed by each course instructor, check Blackboard course materials and Wake Tech email accounts.

Additional examples include ~

IN THE CLASSROOM AND STUDENT LAB:

- Sit near the door to minimize disruption to others if you must enter late or leave early.
- Set cell phones and pagers to vibrate, if they must be on at all. Leave the classroom or lab to answer an emergency call.
- Portable electronic devices are not allowed in student labs. Students may store them in their book bags while in lab.
- Do not use text messaging or personal music devices during class. Limit use of electronic devices to note taking, assignments, and research relevant to the course.

WHILE ON CLINICAL ASSIGNMENTS:

- Display professional behavior by exhibiting appropriate demeanor in the clinical area, and the entire medical facility. The student must be concerned for patients, their confidentiality, the quality of their laboratory results, and their responsibility to the team.
- Stay informed of, agree to, and follow all facility safety policies and student protocols
- **Never use portable electronic devices while engaged in a clinical area.** Devices are not to be handled when wearing gloves due to contamination risks and challenges of decontaminating them.
- No photos or videos can be taken in clinical settings.
- Students are expected to participate in the predefined schedule and are not at liberty to make a change at their own discretion. Expect that the breaks and lunches should coincide with those of the preceptor and cannot be skipped to leave at an earlier time.

- Students will be evaluated by instructors through prescribed Performance Evaluations that include professional standards of behavior.
- If a student demonstrates unsafe or disruptive behavior or is unprepared for the day's clinical assignment, he/she may be sent out of the clinical area. If a student is asked to leave, they will be dismissed from the program without the possibility of readmission.

GIFT POLICY

The policy of Wake Tech Community College prohibits the acceptance of gifts, gratuities, or other favors which might impair one's ability to remain fair and objective in one's professional judgement. Gifts and meals from students are therefore discouraged. Students are encouraged to express their appreciation to instructors via instructor evaluations or notes/cards after final evaluations are completed.

SUPPORT SERVICES /RESOURCES

Libraries

The Health Sciences Library provides students with current literature via professional journals, audiovisual materials, computer services, and current editions of the most relevant medical texts, reference books, and extensive research databases. The library catalog is available remotely on the Internet through the library's web page (<http://library.waketech.edu/>) and provides access to over one million books through the consortium of North Carolina Community College libraries.

Student ID is required to access materials.

Tutoring and Learning Center (TLC)

The TLC is available to all Wake Tech curriculum and pre-curriculum students. Through one-on-one tutoring, multimedia resources, and print resources, the TLC helps students develop strategies for academic success in math, chemistry, writing, study skills, and computers. An TLC facility is located at the Health Sciences campus as well as 401 South and North campuses. You can contact the TLC at Health Sciences at 919-747-0233.

Counseling/Retention Services

The College provides a professional and impartial staff to assist students with their academic and/or financial needs and to guide the student through program policies and practices. These are available during the application and pre-registration processes, and progression through the program. Confidentiality in these matters is assured.

Students at Wake Tech can meet with a Wellness Counselor in person or virtually.

Appointments can be made using this link:

<https://www.waketech.edu/student-services/wellness-services/contact-us>

Students having thoughts of suicide can call the Alliance Access Crisis Line available 24 hours a day at 1-800-510-9132.

Students not in a crisis but cannot wait for a Wellness Services appointment, can call the Student Assistance Program which is available 24/7 at 1-800-633-3353.

Faculty Advising

Each student is assigned a faculty advisor. The advisor will be able to assist the student in such areas as conflicts that may hinder professional development, academic counseling, time management, counseling referrals, and career issues.

Academic Progress Reports and Instructor Support

An important aspect of the advising system at Wake Tech is the Academic Progress Report. This instrument is used when a student is not achieving his/her potential or is not meeting course objectives. The student and classroom instructor will identify, in a joint conference, probable causes for the classroom or clinical difficulties, along with a plan of corrective action. The student's faculty advisor along with any other referral resources will receive a copy of this report. Whenever a student is having academic difficulty, efforts will be made to identify the problem as quickly as possible so that appropriate assistance can be provided. Likewise, Instructors will provide ongoing advice and direction based on assessments, grades, participation, and recommendations for remediation that the student is advised to follow.

Disability Support Services

The mission of Disability Support Services is to adapt Wake Tech's general services to the individual and specialized needs of students with physical, psychological, and learning disabilities for the purpose of providing equal access to all programs and facilities for "otherwise qualified" students with disabilities. Wake Tech seeks to comply fully with the Americans with Disabilities Act and the Rehabilitation Act. Our goal is to integrate students with disabilities into the college and to help them participate and benefit from the programs and activities enjoyed by all students.

If you are a person with a documented disability who requires accommodations to achieve equal access to Wake Tech facilities, academic programs or other activities, you may request reasonable accommodations (as defined by the Americans with Disabilities Act and the Rehabilitation Act). To determine eligibility, contact the Disability Support Services, 141 Montague Hall, Wake Technical Community College, 9101 Fayetteville Road, Raleigh, NC 27603, Phone: 919-866-5670, Fax: 919-662-3616, Sorenson Video Phone for the Deaf: 919-324-1508.

On the Perry Health Sciences Campus, Distance Ed Testing Center can proctor tests for those qualifying for extra time and quieter settings. The student is expected to take the test at the same time as the class, or the same day if class schedule requires it.

Care Center and WCE Financial Resources and Student Support

When personal stressors and out-of-the-classroom challenges interfere with your academic performance and daily life, the [CARE Center](#) and [Workforce Continuing Education Financial Resources and Student Support | Wake Tech](#) are here to provide wraparound supports such as Wellness Services (free, brief mental health counseling), student success coaching, food resources, emergency financial aid including funding for textbooks and course materials, technology assistance, and transportation assistance. To learn more, contact the Care Center at care@waketech.edu or 919-866-6111 or WCE Financial and Student Support at wceresources@waketech.edu.

PBT/C45600: Technical Standards/Essential Functions

The technical standards as stated here reflect performance abilities that are necessary for a student to successfully complete the requirements of the Phlebotomy Technology Curriculum. It should be noted that under the Americans with Disabilities Act "A qualified person with a disability is one who can perform the essential function of a job with or without reasonable accommodation." Please read the standards carefully and seek clarification if necessary. According to the nature of the work required in Phlebotomy Technology, the student must be able to meet the following standards:

TECHNICAL STANDARD	EXAMPLES OF ACTIVITIES/BEHAVIORS (NOT ALL INCLUSIVE)
Interpersonal abilities sufficient to interact with co-workers, patients, families, individuals	Establish rapport with instructors, clients, families, members of the healthcare team, and colleagues from varied social, emotional, cultural and intellectual backgrounds
Communication abilities sufficient for interaction with others in verbal and written form.	Clearly communicate, both verbally and in writing, with the patient, family, personnel, and others to disseminate information relevant to patient care and work duties. This includes non-verbal communication such as interpretation of facial expression, affect, and body language Be able to ask questions and respond to verbal and written instructions Comprehend English when spoken in person or via the telephone Communicate and enunciate effectively in English with patients, family, and other health care professionals in a variety of patient settings
Intellectual Abilities Critical thinking ability sufficient for clinical judgment.	Have academic ability to learn technical and medical information to complete the didactic and clinical practicum Apply knowledge from lecture, laboratory and clinical areas Understand and use standard professional medical terminology when documenting a patient's electronic medical records Identify proper protocol, procedural sequencing, technical qualities in the phlebotomy setting Accurately elicit information from patients, family members, and team members Evaluate patient's reactions to phlebotomy procedures in order to administer emergency first aid
Physical Abilities – Gross and fine motor skills Adequate manipulation skills to perform a variety of phlebotomy tasks in various settings	Move in confined spaces of the lab and patient rooms and roll equipment on wheels to areas of the facility Reach, manipulate, and operate equipment necessary for blood collection procedures. Move and manipulate a patient as necessary for collection of blood specimens Sufficient eye/hand coordination skills for two-handed manual dexterity in related phlebotomy procedures (including to be able to apply and release tourniquets, palpate veins, use venipuncture equipment (vacuum tubes, syringes, and butterfly needles), and skin picture equipment) Ability and stamina to move quickly in emergency situations and stay within the work setting for an extended time. Bend to help position patients, assist with transfer techniques, and reach at arms-length for up to several hours per day Able to put on and wear safety glasses, face shields, protective clothing and gloves used in the laboratory
Visual and hearing abilities	Observe patient responses when performing venipunctures Evaluate visually patients, computer screens, log sheets, requisitions, patient identification, tube types, and the working environment Hear accurately to gather information relevant to patient and work duties (audible signals, phones, pneumatic tube systems, and timing devices)
Behavioral, emotional abilities and stability	Demonstrate emotional stability and psychological health in day-to-day interaction with patients, visitors, staff, and peers in routine and non-routine decision-making processes and on the daily execution of didactic and clinical assignments. Sufficient emotional stability and mental alertness in day-to-day interactions in stressful and changing environments, requiring prompt responses and actions Able to be flexible and work collaboratively Able to modify behavior in response to constructive criticism

Declaration:

I have read and understand the technical standards required for Phlebotomy Technology. I hereby declare that:

- I am/the student is **able** to meet the above listed essential technical standards.
- I am/the student is **unable** to meet the above listed essential technical standards based on the following: (please list standard that cannot be met and give rationale) _____

Name of Applicant (Print or type)

Signature of Applicant

Date

**If a Phlebotomy Technology Student believes that he or she cannot meet one or more of the standards without accommodation or modifications, the college must determine, on an individual basis, whether or not the necessary accommodations or modifications can be made reasonably.

Addendum A – Castlebranch Documentation

Documentation must be submitted and approved in Castlebranch two weeks prior to the clinical start date. Documentation must include facility name and address.

Item	Documentation Proof
Background Check	-This automatically runs when Castlebranch package is purchased. -Students can write a letter explaining any items on the background check. -Students must notify school if there has been a change in status, including charges or convictions, within five days, per academic policy. -Clinical sites may deny
Drug Test	-Follow directions in Castlebranch. -Positive drug tests are not accepted and will prevent students from attending clinicals. - -Examples of drugs that will not be accepted: Amphetamine, methamphetamine, barbiturates, benzodiazepines, THC, cocaine, opiates, methadone, oxycodone, propoxyphene, PCP, MDMA (Ecstasy), fentanyl, methaqualone, phencyclidine and marijuana metabolite. Extended opiates are defined as codeine, hydrocodone, hydromorphone, morphine, oxycodone and oxymorphone
Measles (Rubeola), Mumps & Rubella And Varicella (Chicken Pox)	One of the following is required: <ul style="list-style-type: none">• 2 vaccinations OR <ul style="list-style-type: none">• positive IgG antibody titer (lab report or physician verification of results required). If your series is in process, submit where you are in the series, and new alerts will be created for you to complete the series. If your titer was negative or equivocal, a new alert will be created for you to select if you have proof of your original series. If you are able to provide proof of your original 2 shot vaccination series, you will be required to receive 1 additional booster vaccination dated after your negative or equivocal titer. If you do not have proof of your original vaccination series, you will be required to receive a full 2 shot repeat series.
Hepatitis B	One of the following is required: <ul style="list-style-type: none">• 3 doses of Engerix-B or Recombivax HB OR <ul style="list-style-type: none">• 2 doses of HEPLISAV-B OR <ul style="list-style-type: none">• A positive Hep B Surface Antibody Titer (lab report or physician verification of results is required) OR <ul style="list-style-type: none">• Declination Waiver<ul style="list-style-type: none">• Available to download from this requirement. If your series is in process, submit where you are in the series, and new alerts will be created for you to complete the series.

	If your titer was negative or equivocal, new alerts will be created for you to repeat the vaccine series OR upload the Hep B Declination Waiver Form.
Tuberculosis (TB)	<p>One of the following completed within the past 12 months is required:</p> <ul style="list-style-type: none"> • 2 negative TB Skin Tests administered 1 week to 3 weeks apart, with the most recent administered within the past 12 months <p>OR</p> <ul style="list-style-type: none"> • QuantiFERON Gold blood test (lab report required) <p>OR</p> <ul style="list-style-type: none"> • T-Spot blood test (lab report required) <p>OR</p> <ul style="list-style-type: none"> • IGRA blood test (lab report required) <p>OR</p> <ul style="list-style-type: none"> • If you have had a positive result (such as due to TB exposure/infection or receiving the BCG vaccine), submit ALL of the following (uploaded together as 1 file): <ul style="list-style-type: none"> • the positive TB test document (if available) • a clear chest x-ray (lab report required) that followed the positive test • TB Screening Form completed by a licensed healthcare provider
Annual Tuberculosis Risk Assessment and Attestation Form	<p>Download, print, complete, and re-submit the Annual Tuberculosis Risk Assessment and Attestation form to this requirement.</p> <p>Form MUST have a date in Question 6 if “No” is checked.</p> <p>If any “Yes” boxes are checked in Questions 1 through 4, the form will be rejected for further review by Clinical Compliance Administrator.</p> <p>Renewal will be set for 1 year from the date of your last Annual Tuberculosis Risk Assessment and Attestation form.</p>
Tetanus, Diphtheria & Pertussis (Tdap)	<p>Submit documentation of an adult dose of Tetanus, Diphtheria & Pertussis (Tdap) vaccination administered after June 10, 2005.</p> <p>If the Tdap was administered more than 10 years ago, documentation for the Tdap and a Tetanus Booster (Td) must be provided.</p> <p>The renewal date will be set for 10 years from the date administered to submit a new Tdap or a TD vaccination.</p>
Influenza (flu)	<p>Submit documentation of a flu vaccine administered during the current flu season (August-March).</p> <p>Documentation MUST have the administered date and name of pharmacy or provider.</p> <p>Email documentation from provider or patient portal is acceptable and must include the administered date.</p> <p>The renewal date will be set for 10/01 of the following flu season.</p> <p>Nasal Mist is NOT acceptable.</p>
COVID-19 Vaccination	<p>One of the following is required:</p> <ul style="list-style-type: none"> • COVID- 19 Vaccination(s) <ul style="list-style-type: none"> • If series is in process, submit where you are and a new alerts will be created for you to complete series. • Once both doses (or single dose series) have been submitted, a new alert will be created for submission of a booster vaccination. • Documentation must include the type of vaccine/manufacture AND lot number for approval. <p>OR</p>

	<ul style="list-style-type: none"> • A Signed Declination Waiver (available to download from this requirement)
American Heart Association BLS for Healthcare Providers CPR Certification	<p>Submit your American Heart Association BLS for Healthcare Providers CPR (also known as AHA BLS Provider) certification.</p> <p>Temporary approval will be granted for 30 days with the submission of either a certificate of completion, or letter stating course completion from the provider. A renewal will be set for you to upload your certification card within 30 days.</p> <p>The renewal date will be set based on the expiration of your certification.</p> <p>We offer BLS CPR (must be through the American Heart Association). CPR Training Wake Tech</p>
Unofficial High School Transcript	Upload unofficial high school transcript. It must have the school's name and address on it.
Health Insurance Card	<p>One of the following is required:</p> <ul style="list-style-type: none"> • Current health insurance card OR • Proof of coverage. <p>If the name on the insurance card does not match the name on file, submit proof of coverage from your provider showing that you are covered under the insurance policy.</p> <p>The renewal date will be set for 01/10 annually.</p> <p>Military coverage is also acceptable.</p>
Physical Examination	<p>Submit your Physical Exam completed on the school form within the past 12 months and signed by a medical professional.</p> <p>Form MUST have an answer of "YES" for Question E and a response of "unlimited" for Question C.</p> <p>If any limitations are present you will be instructed to see the Clinical Compliance Administrator.</p>
Program Technical Standards (Phlebotomy)	Download, print & complete the Program Technical Standards form and upload to this requirement.
Criminal Background Check Consent Form & Hold Harmless Agreement	Download, print & complete the Criminal Background Check Consent Form & Hold Harmless Agreement and upload to this requirement.
Certification of Health Insurance Coverage Form	<p>Download, print, and complete the Certification of Health Insurance Coverage form and upload to this requirement.</p> <p>Renewal will be set for 1 year from the date of your last Certification of Health Insurance Coverage.</p>

Phlebotomy Student Policies

I have read, understand, and agree to abide by the Phlebotomy Student Policies stated in this document and the Wake Tech Catalog's Campus Policies and Procedures and Student Code of Conduct, Rights, and Responsibilities.

Student's Name (Printed) _____

Student's signature: _____ Date: _____