



Phlebotomy Technician Technical Diploma

Program Handbook

2023 - 2024



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Welcome to Mid-State Technical College Phlebotomy Technician Program

Welcome to Mid-State Technical College and thank you for choosing the Phlebotomy Technician Program. According to the U.S. Bureau of Labor Statistics, employment of phlebotomists is expected to grow 10 percent from 2021 to 2031, faster than the average for all occupations. About 21,500 openings for phlebotomists are projected each year, on average, over the decade. The Phlebotomy Technician Program at Mid-State Technical College will teach you blood collecting techniques to provide samples for lab analysis, including venipuncture, skin punctures, and arterial punctures. You will also learn to perform various lab procedures, including specimen processing. The Phlebotomy Technician Program will prepare you for a challenging and rewarding career.

You belong here. The faculty and staff in the Mid-State Technical College Phlebotomy Technician program bring the right balance of industry knowledge, professional experience, and teaching expertise to you. Your instructors are dedicated to assisting you in becoming successful in the classroom and the industry. However, it is your responsibility to put in the weekly effort to meet the demands of your courses. You are entering an industry built on the shoulders of hard-working people and critical thinkers. Developing that mindset now will carry you far in your career.

Basic Needs Statement If you are struggling with basic needs such as food, housing, technology, or mental health, please let us know so we can connect you with resources at Mid-State. We are passionate about the course content and teaching, but those things cannot be done without you, and you are our priority. Please do not hesitate to contact us via email, phone, or Teams if you need anything.

Thank you for choosing Mid-State Technical College for your educational experience. We are happy to have you here. We strive to make Mid-State a welcoming and supportive environment. Be proud of your accomplishments, be proud of your school, and enjoy this time of personal growth.

Suzanne Rathe, M.A., M.S.
Executive Dean, Academics / Interim Dean, School of Allied Health

Nichol Riedel, BS, MLS (ASCP)
Program Director & Instructor



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The Purpose of This Handbook

This Phlebotomy Technician Program Handbook has been developed for you by the Mid-State Technical College (Mid-State) faculty, Mid-State leadership, students, and advisory board members to help clarify potential questions related to the Phlebotomy Technician program. In addition, this handbook is designed to help you understand and maintain the standards required to complete the program successfully. Students are expected to have a working knowledge of the content of the Mid-State Phlebotomy Technician Program Handbook. The Phlebotomy Technician Program Handbook is reviewed and revised yearly by program faculty. In addition, program faculty will consider input for manual revisions from students, college administration, Phlebotomy Technician program advisory committee members, and college staff. Students and the administration will be notified of the updates and changes.

You should retain this handbook; it will be a valuable resource and reference for the Phlebotomy Technician program. If you have any questions about the information or materials in this handbook, please contact the Program Director or the Associate Dean.

This handbook supplements the [Mid-State Technical College Student Handbook](#) with information specific to the Phlebotomy Technician program. It is designed for use in conjunction with the instructors' Phlebotomy Technician course-specific syllabi and the course schedules.

After reviewing the Phlebotomy Technician Program Handbook, please sign and date the **"Statement of Acknowledgement/Agreement/Understanding"** at the end of this handbook, which includes an agreement that states you understand the content of the handbook and agrees to abide by the policies and procedures set forth during your tenure as a Phlebotomy Technician student.



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Our Commitment to You

Mid-State Technical College complies with all state and federal laws regarding equal rights in education and employment. The College has established both Affirmative Action and Disability Services Offices to assure that equal opportunity is available without regard to race, color, national origin, creed, gender, sexual orientation, age, marital status, ancestry, arrest/conviction record, or other protected status in employment of staff and in admission to educational programs and activities sponsored by the College.

Inquiries or complaints regarding equal opportunity may be directed to:

Equal Opportunity Officer
Mid-State Technical College
500 32nd Street North
Wisconsin Rapids, WI 54494
715.422.5325

Disability Services Coordinator
Mid-State Technical College
500 32nd Street North
Wisconsin Rapids, WI 54494
715.422.5452

If you know you have a recognized disability or suspect that you might have one, it is your responsibility to identify yourself as soon as possible to the Disability Services Staff located in Student Services and Information Center (SSIC). Course standards will not be lowered, but various accommodations may be available to you. Adequate and reasonable time will be required to develop and provide appropriate accommodations so contact Disability Services as soon as possible. It is Mid-State's goal to assist you in your education plan.

Title IX of the Education Amendments Act of 1972 is a federal law that states: "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance." Contact Student Services and Information Center (SSIC) for assistance.

Please find additional resources on the Mid-State website

Mid-State Student Services/Disability Services - [Student Services - Disability Services](#)

Mid-State Student Services/Disability Resources - [Disability Resources](#)

Mid-State Disability Services FAQ - [Student Services Disability Services - FAQ](#)

Mid-State Complaint Procedure - [Complaint Procedure - Students & Employees](#)



Mid-State Technical College Mission, Vision, and Core Values

Mission Statement

Mid-State Technical College transforms lives through the power of teaching and learning.

Vision Statement

Mid-State Technical College is the educational provider of first choice for its communities.

Core Values

The College and all of our employees are guided by a set of core values that are part of Mid-State's past and will continue to be part of its future. We are convinced that the key to creating a truly great learning organization is an intense focus on the values that guide our actions.

As members of the Mid-State Technical College community, we work diligently to weave our core values into the fabric of everything we do to positively impact those who seek our services. Mid-State Technical College and its employees operate with allegiance to core our values: Student Centeredness, Integrity, Commitment, Accountability, Respect, and Exceptional Service.

Student Centeredness

We value and respect each student as a unique individual. We assist students in identifying and realizing their educational goals and work hard to create an accessible and dynamic learning environment. Providing students with a positive educational experience is of vital interest to each of us.

Integrity

Our actions and words signal the institutional integrity of our college. We embrace honesty and base our decision-making on a combination of high ethical standards and practical considerations.

Commitment

Our actions reflect our dedication to the people we serve and to the College. The success of Mid-State depends upon our skills and abilities to communicate, promote, and support our educational offerings, and meet the current and emerging needs of our students and other stakeholders. We invest the time and energy necessary to fulfill the mission of the College and provide a healthy and safe environment.

Accountability

We understand and value our individual roles in the College. We take responsibility for processes, decisions, and outcomes within our scope of influence. We work hard to communicate effectively and apply our expertise to continuously improve our systems and strengthen organizational performance.

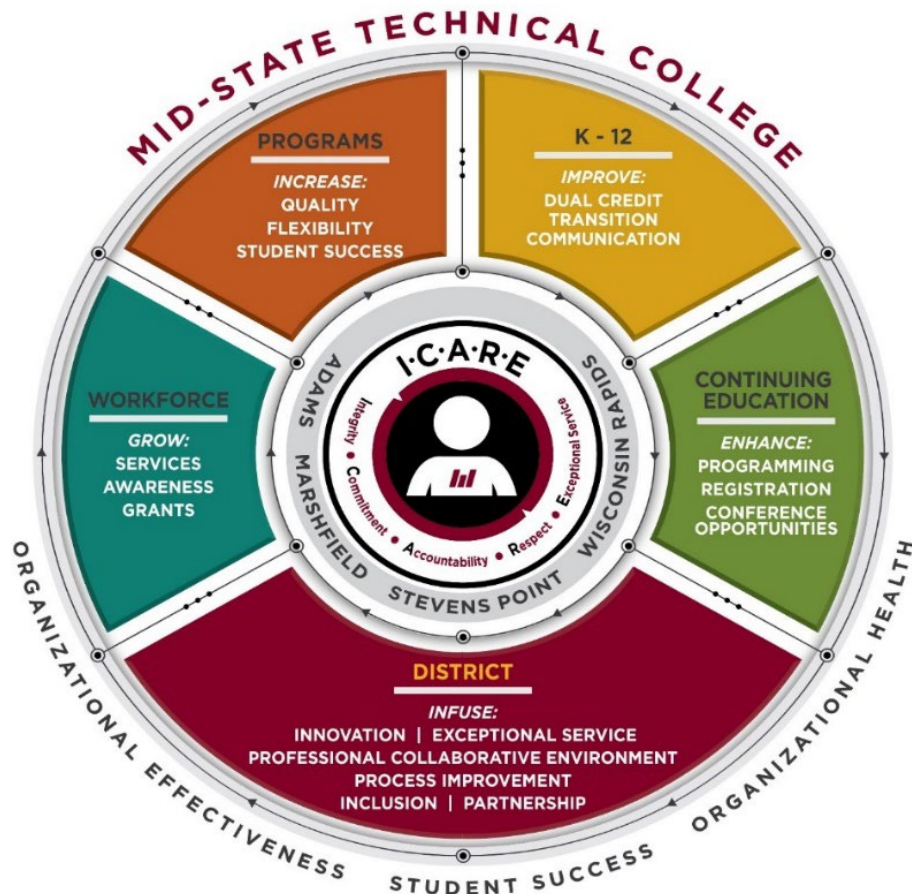
Respect

We embrace individual differences and diverse opinions and work together to create a mutually supportive environment. We treat each other with dignity and appreciate the contributions of all.

Exceptional Service

We create and improve relationships through positive interactions with others. United by a common purpose to support and improve learning, we collaborate to provide lifelong learning opportunities that enhance the well-being of individuals, businesses, and communities.

Mid-State Website - [Mid-State Technical College](http://www.mid-state.edu)





Phlebotomy Technician Mission

Mission Statement

The mission of the Mid-State Phlebotomy Technician program is to respond to the needs of the community by educating students to become qualified phlebotomy technicians who are competent, ethical, and professional, and who meet the needs of the patient and the organization.

Mid-State Phlebotomy Technician Program - [Phlebotomy Technician](#)

Employability Skills

Employability skills are broad outcomes or skills that every graduate of a Mid-State Technical College Phlebotomy Technician program is expected to demonstrate.

The Mid-State supports the following skills for all graduates:

- Behave responsibly—both individually and cooperatively
- Communicate effectively
- Demonstrate effective critical and creative thinking
- Demonstrate cultural, social, and global awareness
- Uses appropriate technology



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Accreditation



NAACLS Accreditation

The Phlebotomy Technician accrediting agency of Mid-State Technical College is the [National Accrediting Agency for Clinical Laboratory Sciences](#) (NAACLS).

All inquiries about the program's accreditation status should be directed by mail to NAACLS, 5600 N. River Road, Suite 720, Rosemont, IL 60018-5119; by phone at (773) 714-8880; or by email info@naacls.org.

NAACLS Description of Entry Level Competencies of the Phlebotomist PBT Unique Standards

Upon graduation and initial employment, the phlebotomist will be able to demonstrate entry level competencies.

- A. Identify components of the health care delivery system and the services each provides;
- B. Identify each department within the laboratory, list tests, and corresponding pathologic conditions associated with each department;
- C. Apply knowledge of infection control and safety in the workplace;
- D. Demonstrate basic understanding on the anatomy and physiology of body systems and anatomic terminology;
- E. Utilize computers, information systems and other technology as related to job duties and responsibilities;
- F. Demonstrate basic understanding of age specific or psycho-social considerations involved in the performance of phlebotomy procedures on various age groups of patients;
- G. Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care;
- H. Identify and report potential pre-analytical errors that may occur during specimen collection, labeling, transporting and processing;
- I. Demonstrate knowledge of phlebotomy collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents;

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- J. Perform standard operating procedures to collect specimens via venipuncture and capillary (dermal) puncture;
- K. Explain the collection of non-blood specimens, such as urine, stool, sputum, throat or other in order to instruct patients, process and handle non-blood specimens;
- L. Perform specimen requisitioning and processing;
- M. Transport specimens following safety regulations, predetermined criteria, and standard protocol;
- N. Explain quality assurance and quality control in phlebotomy;
- O. Communicate professionally (verbally and nonverbally) in the workplace;
- P. Perform waived and POCT procedures as established using standard protocol and predetermined criteria for testing and quality assurance.

ASCP Phlebotomy Technician Board of Certification Exam Statistics

Graduates who sat for the ASCP Board of Certification Exam within the first year of graduation (optional).

Measurement Period	Mid-State Pass Rate	National Pass Rate
7/1/21 – 6/30/22	100%	92%
7/1/20 – 6/30/21	100%	92%
7/1/19 – 6/30/20	100%	91%
3-Year Average	100%	

Mid-State Phlebotomy Technician Graduation and Attrition Rates

Students who begin the final half of the Phlebotomy Technician program which is defined as Phlebotomy Clinical.

Measurement Period	Graduation Rate	Attrition Rate
7/1/22 – 6/30/23	100%	0%
7/1/21 – 6/30/22	90%	10%
7/1/20 – 6/30/21	89%	11%
3-Year Average	93%	

Mid-State Phlebotomy Technician Placement Rates

Employed in the field or closely related field and/or continued with education within one year of graduation.

Measurement Period	Placement Rate
7/1/21 – 6/30/22	94%
7/1/20 – 6/30/21	92%
7/1/19 – 6/30/20	100%
3-Year Average	94%



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Regional Accreditation

The Higher Learning Commission regionally accredits Mid-State Technical College. Mid-State was first accredited by the Higher Learning Commission in 1979 and has been continually accredited since then.

You may contact our accreditor at the Higher Learning Commission, 230 South LaSalle Street, Suite 7-500, Chicago, Illinois 60604-1411 (Phone: 800.621.7440 / 312.263.0456, Fax: 312.263.7462, Website: <https://www.hlcommission.org>).

Accreditation means that Mid-State has been found to meet the Commission's requirements and criteria and that there are reasonable grounds for believing it will continue to do so. Accreditation provides public certification of acceptable institutional quality and an opportunity and incentive for Mid-State to improve continuously.

Program Description

Phlebotomy Technician - Total Credits 13

Mid-State's [Phlebotomy Technician Program](#) teaches blood collecting techniques to provide samples for lab analysis, including venipuncture, skin puncture, and arterial punctures. You will also learn to perform various lab procedures, including specimen processing. Our program is among the few in Wisconsin accredited by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS). The course of study is quick and hands on, with a practicum at a regional health care agency.

Graduates are prepared to take the voluntary [ASCP Board of Certification \(BOC\)](#) national certification exam. However, taking and passing a national exam is not a graduation requirement.

Upon successfully completing the Phlebotomy Technician program requirements, the individual will be awarded the Phlebotomy Technician Technical Diploma.

Program Outcomes

The Phlebotomist will:

1. Adhere to infection control and safe practices
2. Perform specimen collection
3. Process specimens
4. Comply with legal regulations
5. Model professional behaviors



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Curriculum

Curriculum Overview

The curriculum for the Phlebotomy Technician program at Mid-State prepares students to be entry level phlebotomists, and to successfully take national certification exams. Teaching and learning activities include theory, demonstrations, discussions, laboratory sessions, competency skill evaluations, oral and written assignments, and written exams.

- GPS for Student Success* 10-890-102 1 credit
- Medical Terminology 10-501-101 3 credits
- Culture of Healthcare 10-501-104 2 credits
- Human Body in Health and Disease 31-509-302 3 credits
- Basic Lab Skills 10-513-110 1 credit
- Phlebotomy 10-513-111 2 credits
- Phlebotomy Clinical 10-513-117 2 credits

* GPS for Student Success is not part of the program credit requirements but is a college requirement for graduation that must be passed with a C or better.

Course Descriptions

See the [Phlebotomy Technician Program](#) webpage for course descriptions.

Phlebotomy Clinical Guide

PHLEBOTOMY CLINICAL OVERVIEW

The Phlebotomy Clinical experience prepares the learner to function as a staff member in a medical laboratory setting performing venipuncture and other specimen collection procedures, processing and handling of laboratory specimens, and performing related duties.

Phlebotomy Clinical consists of a 120-hour assignment to a clinical site. The student will complete competency checklists, daily logs and daily journals, weekly reports, and evaluations, according to the Phlebotomy Clinical Competency Notebook instructions to successfully pass Phlebotomy Clinical.

CLINICAL SITES

The Mid-State Phlebotomy Technician program has affiliation agreements with the following hospitals and clinics. This list may change from semester to semester.

Marshfield Clinic Health System, Marshfield, WI
Aspirus Riverview Hospital, Wisconsin Rapids, WI
Aspirus Stevens Point Hospital, Stevens Point, WI
Aspirus Doctors Clinic, Wisconsin Rapids, WI
Aspirus Plover Hospital, Plover, WI



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Aspirus Wausau Hospital, WI
Marshfield Medical Center – River Region, Stevens Point WI
ThedaCare Medical Center, Waupaca, WI
Krohn Clinic, Black River Falls, WI

PRIOR TO PHLEBOTOMY CLINICAL PLACEMENT - REQUIREMENTS

Before placement at a clinical site, students must pay for a criminal background check through a private vendor and provide documentation of required health work. Some clinical sites may have additional health requirements that will need to be met. All costs incurred related to health requirements are the financial responsibility of the student.

Clinical sites have the right to refuse a student's placement based on inadequate health records, pending charges, or conviction records. Students with a criminal history may not be able to complete Phlebotomy Clinical.

Mid-State will make two attempts to place a student in an appropriate Phlebotomy Clinical experience. If Mid-State is unable to place the student after two attempts, the student will be withdrawn from the Phlebotomy Clinical course and will not be able to advance in the program.

Once assigned to a clinical site for Phlebotomy Clinical, the student must complete all required Facility Orientation materials by the deadline to attend clinical as scheduled.

CLINICAL SITE SCHEDULING

1. The student will be given a list of clinical site options and will rank the clinical sites in order of preference on the Student Application for Clinical Site. The Program Director will assign the student to a clinical site. Student preferences will be used to help determine site assignment, but there is no guarantee that a student will be placed in a preferred site. Individual ability will be taken into consideration when assigning a student to a clinical site. Final clinical placement decisions are at the discretion of the Program Director and will be based on student capabilities and the need for additional support from mentors and staff at the assigned clinical site. The Program Director reserves the right to assign clinical sites. The student is not allowed to contact the clinical site directly to try to arrange a clinical experience.
2. Once the clinical site has been assigned to the student, the Program Director will provide the student with contact information so the student can arrange a schedule with the assigned clinical site and a time to shadow (observation) at that clinical site prior to the start date of Phlebotomy Clinical. When shadowing, the student should obtain phone

number(s) in the event the student cannot attend clinical due to illness or other reason. The student must share the finalized schedule with the Program Director.

3. The student must attend clinicals according to the pre-arranged schedule. It is not permissible to change the scheduled hours (i.e., leave early and then stay later the next day). Schedules are made based on staff availability and cannot be altered. If a student attempts to alter the schedule set by the clinical site, the student may be dismissed from the clinical site.
4. The student must complete a minimum of 16 clinical hours per week; two or more shifts.
5. Absences:
 - a. The student must call the clinical site before the start of the scheduled shift. The Program Director must also be notified. If this is not done, it is considered a no-call, no-show. It is advisable to keep the clinical site supervisor's and the Program Director's contact information handy if you need to call in sick or late.
 - b. More than one absence with failure to notify the clinical site and the Program Director (no-call, no-show) will result in dismissal from the clinical site, a failing grade, and termination from the Phlebotomy Technician program.
 - c. Phlebotomy Clinical is a total of 120 hours. All hours missed during an absence must be made up contingent upon the clinical site's approval.

CLINICAL SITE PLACEMENT POLICY

1. To be assigned to a clinical site, the Program Orientation and Clinical Requirements (Background Information Disclosure Form and Health Work Requirements) must be completed in the Phlebotomy Technician Clinical Orientation course in Blackboard by the deadline indicated in the course.
2. Student must have completed both Basic Lab Skills and Phlebotomy with a grade of C or better to attend Phlebotomy Clinical.

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3. Student must be passing all non-core program courses currently enrolled in with a C or better to attend Phlebotomy Clinical. These courses include Medical Terminology, Human Body in Health and Disease, and Culture of Healthcare.
4. No special considerations can be given to those individuals with a spouse, children, lack of transportation, etc.
5. It is expected that clinical sites will continue to affiliate with Mid-State, however it is each clinical site's right to terminate their affiliation agreement or refuse a student for a particular semester. In the event clinical placement cannot be immediately guaranteed, alternative clinical rotations will be sought at other affiliate institutions. In the unlikely event alternative clinical rotations are unable to be secured, affected students will be assigned to the first available rotation site. If more than one student is impacted, the assignment will be based on a lottery system.
6. Phlebotomy Clinical is normally scheduled during the last 8 weeks of the semester. If a student cannot be placed during that time due to an insufficient number of clinical sites, an attempt will be made to establish a site during the following semester.
7. If there are enough clinical sites available for all students, but a student chooses not to accept the assigned site for any reason, the student will be placed at a clinical site the following semester only after all other students from that semester are placed. There is a risk that this may further delay the student. This will be counted as one attempt at clinical placement toward the limit of two placement attempts as described previously.
8. If a student does not complete Phlebotomy Clinical due to academic or disciplinary reasons, a second attempt can be made the following semester. The student will be placed at a clinical site only after all other students from that semester are placed. If the student does not accept the placement offered, the student will be withdrawn from the Phlebotomy Technician program.

A clinical site accepting a student who has been dismissed from another site has the right to know the reason(s) for previous dismissal and may choose not to accept the student. Should a clinical site refuse a student for clinical placement, program re-entry will not occur. A student unable to continue in the Phlebotomy Technician program will be counseled by an Academic Advisor for alternate career path options.



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TRAVEL

Students in the Mid-state Phlebotomy Technician program may be required to travel to attend classes, labs, and clinical rotations. It is the responsibility of the student to have transportation to meet program requirements.

SERVICE WORK POLICY

Students will not be substituted for paid staff when scheduled for Phlebotomy Clinical at the clinical site. Students may become employed in the facility outside of regular Phlebotomy Clinical education hours, provided that the work is limited, so it does not interfere with typical academic responsibilities. The work has no connection to the Phlebotomy Clinical course.

CONFIDENTIALITY POLICY

You have been instructed on the importance of maintaining patient confidentiality through your coursework. It is your responsibility to protect the privacy of all patients in the facility. Therefore, no privileged information can be repeated or disseminated inappropriately (including recording audio or taking photographs of patients or confidential patient information).

DRESS CODE (CLINICAL SITE)

Personal hygiene and appearance are paramount in any healthcare profession because healthcare professionals interact with patients, family members, coworkers, etc. In addition, as a student at the clinical site, you will be representing the healthcare facility, Mid-State Technical College, and the Phlebotomy Technician profession. Therefore, your appearance must be a priority.

Scrubs or business casual clothing is acceptable. Clothing should be in good condition and pant hems must not drag on the floor. Shoes must be closed toe. Hair must be tied back if shoulder length or longer. Once you have been assigned to a clinical site for Phlebotomy Clinical, you will have the opportunity to discuss the specific dress code requirements for that facility in more detail. Please discuss any concerns regarding dress code policies with the Mid-State Phlebotomy Technician Program Director.

BLOODBORNE PATHOGEN EXPOSURE

Students in the Mid-State Phlebotomy Technician program will be working with blood and other potentially infectious materials in the campus laboratory and at the clinical site. Bloodborne pathogens may be transmitted by exposure to blood or body fluids that contain the pathogen(s). Students are required to wear lab coats, gloves, and other appropriate PPE when working with blood and body fluids. Standard and universal precautions will be observed in the campus lab and at the clinical site to prevent contact with bloodborne pathogens.

If a student is exposed to blood or body fluids, the student must immediately notify the Program Director and clinical site supervisor. The Program Director will complete the Bloodborne Pathogen Exposure Report and the First Report of Injury Form.

STUDENT HEALTH MAINTENANCE

The student is responsible for following infection control guidelines in the clinical facilities, maintaining safe practices, and providing their own health insurance. In addition, students must comply with the current COVID-19 protocol.

If the student is injured or becomes ill during Phlebotomy Clinical, the student will immediately notify the clinical site supervisor and the Program Director. It is the student's responsibility to seek medical attention if necessary and take care of the resulting financial responsibilities.

STUDENT MISCONDUCT OR BEHAVIOR DISMISSALS

A student may not be successful in the Phlebotomy Technician program for reasons such as academic misconduct (cheating), behavioral misconduct, and unsafe behaviors. These students are not eligible for re-entry into the Mid-state Phlebotomy Technician program. Unacceptable conduct can be found in the [Student Code of Conduct Policy](#).

Students will abide by procedures and policies of the clinical site particularly in matters relating to patient care, confidentiality, and lab safety. Unsafe clinical behaviors are cause for immediate removal from the clinical site. Depending on the specific instance, the student may be prohibited from returning to the clinical site and program progression may not be possible. If this were to occur, a meeting between the student, Dean Allied Health, and Program Director will be held. The student has the right to file an appeal.

APPEAL PROCESS

Mid-State seeks to ensure fair and just treatment of students. Therefore, opportunities are available to [appeal academic and non-academic decisions](#). Before an academic appeal is filed, the student must contact the instructor or other staff member directly involved with the decision to clarify the issue(s). Every effort to resolve the issue(s) should be made at this level.

RECORD RETENTION FOR ENROLLED STUDENTS

Currently enrolled students have a student file (communications, competency skill check documents, Application for Clinical Site, Phlebotomy Clinical Competency Notebook) with the Program Director. Student files are stored:

- In the faculty office areas on Stevens Point and/or Marshfield campuses. The office area is a limited access space.
- Files are not to be removed from the faculty office area.
- Files contain confidential information and are in a locked drawer accessible by the Program Director or in locked faculty offices.
- Student files are kept for a minimum of five years. After five years, the files are shredded and destroyed.

TECHNICAL STANDARDS

Each student is required to review the list of Technical Standards for Phlebotomy Technician. These are the specific physical, emotional, and mental tasks needed to function in the Phlebotomy industry. If students have concerns about meeting these standards, they should work with the Disability Services Coordinator in the Student Services & Information Center to receive assistance.

Upon entering the program, students enrolled in the Phlebotomy Technician program should be able to meet the established technical standards identified below with or without reasonable accommodations. The technical standards for the Phlebotomy Technician program are representative of those found in the Phlebotomy Technician profession.

Area	Standard	Examples (not inclusive)
Motor Skills	<p>Student will have sufficient:</p> <ul style="list-style-type: none"> • Endurance, strength, mobility, balance, flexibility and coordination to perform client care activities and emergency procedures • Gross and fine motor skills to perform clinical skills in a safe and effective manner 	<ul style="list-style-type: none"> • Stand, sit, or walk • Bend, stoop, modified squat, kneel, twist, reach in all directions • Ability to move freely • Ability to move in confined spaces • Maintain balance • Ability to move quickly • Squeeze, grasp, twist, pinch, and manipulate small objects • Operate laboratory equipment and computers • Ability to don and wear personal protective equipment • Transport collection trays

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<p>Sensory Skills</p>	<p>Student must have sufficient function to:</p>	<ul style="list-style-type: none"> • Ability to see clearly, (both near and far), including peripheral vision and depth perception • Ability to detect and identify different color • Ability to identify labels and requisitions, patient ID bands • Detect changes in skin color • Read and measure • Read and enter information into patient charts or computer record • Observe patient while in care • Detect audible alarms • Effectively communicate with others • Detect / feel depth of veins and arteries • Detect vibrations through skin • Detect subtle differences through skin • Detect temperature • Detect swelling • Detect abnormal odors • Detect alcohol, abnormal breath
<p>Communication Skills</p>	<p>Student will be able to:</p> <ul style="list-style-type: none"> • Communicate, read, write, interpret, comprehend, and legibly document as needed • Observe and recognize non-verbal behavior 	<ul style="list-style-type: none"> • Identify patients • Read, identify, and chart data as needed • Ability to understand charts, graphs, and worksheets • Interact with patients, family, and medical staff in a timely and professional manner • Follow proper phone protocol • Ability to speak, write, and understand English • Work independently and in team
<p>Safety Skills</p>	<p>Apply knowledge and experience to provide a safe environment for the patient, self, and phlebotomy team:</p>	<ul style="list-style-type: none"> • Work in an environment with potentially infectious materials • Demonstrate adherence to safety guideline sand regulations • Recognize potentially hazardous conditions and take appropriate actions • Maintain immunization and health care requirements • Utilize personal protective equipment • Operate lab equipment, adhering to lab safety standards
<p>Professional Behavior</p>	<p>Student should demonstrate appropriate behavior to</p> <ul style="list-style-type: none"> • Establish effective relationship with clients, 	<ul style="list-style-type: none"> • Maintain confidentiality • Adhere to attendance, dress code, and personal hygiene protocol • Accept accountability • Read and comprehend procedure manuals and policies

	<p>families, and staff, with varied socioeconomic, emotional, cultural and intellectual backgrounds</p> <ul style="list-style-type: none"> Show respect for diverse populations 	<ul style="list-style-type: none"> Display integrity, honesty, and responsibility Comply with legal and ethical standards of the medical profession, and policies of the phlebotomy program Establish a professional working rapport with phlebotomists, phlebotomy lead(s), laboratory managers and supervisors, nurses, physicians, as well as patients Exhibit positive interpersonal skills in patient, staff, and faculty interactions Demonstrate appropriate impulse control and professional level of maturity Recognize appropriate boundaries in relationships with patients and colleagues Demonstrate good team building skills Must possess the ability to handle demanding clinical assignments and handle the stress that goes with it Demonstrate calm and effective behavior and responses, especially during emergency situations
<p>Critical thinking Skills</p>	<p>Student will have sufficient critical thinking and problem-solving skills to:</p> <ul style="list-style-type: none"> Apply knowledge and experience to determine best/safe practice for phlebotomy 	<ul style="list-style-type: none"> Prioritize care of patient Identify and resolve unsafe situations Implement and adapt all technical and blood drawing procedures Follow emergency procedures as needed Ability to problem solve complex situations

Phlebotomy Technician Program Progression

Advising

Academic advising is mandatory at Mid-State Technical College. Students are required to attend an advising session prior to registration to ensure courses are taken in the correct sequence, to prevent students from enrolling in courses not required for the program, and ensure students are on track for graduation. Advisors provide counseling in a confidential and impartial manner to students throughout the entire Phlebotomy Technician program. Mid-State policy ensures all students confidentiality in accordance with the federal Family Education Rights and Privacy Act (FERPA).

Students are encouraged to meet with their [Academic Advisor](#) and/or with the Phlebotomy Technician Program Director (Nichol.Riedel@mstc.edu) while progressing through the program.



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The Academic Advisor can assist with course and program advising, academic concerns, credit for prior learning, developing educational plans, or referral to campus and community resources. The Program Director can assist with academic concerns, tutoring advice, program progression, and any program concerns.

Academic Progress

Instructors will maintain the student's grades in Blackboard. It is also the student's responsibility to monitor their progress. Student progress reports may be issued if the student encounters difficulty in the course. The student will work with the instructor to formulate a plan of action. It is the student's responsibility to communicate with the course instructor concerning the progress of the action plan. The instructor may also submit an early alert referral when concerns are persistent.

If the student feels a grading error was made, it must be brought to the instructor's attention via email within one week for reconsideration.

Successful Progression

Students should follow the course progression as published in the [Phlebotomy Technician Program Information Guide](#). Options for full-time and part-time curriculum are available.

To progress in and successfully complete the program, students must:

- Repeat courses not completed with a C or better before progressing in core courses or other courses with corequisites.
- Receive a grade of C or better in all courses required for graduation.

Progression with Course Failure or Withdrawal

Students will receive three attempts to pass any class in the Phlebotomy Technician program. If a passing grade is not achieved in three attempts, the student will be permanently withdrawn from the program or program waiting list. A withdrawal grade of "W" counts as one attempt for the course. Requests for special consideration should be directed to the Associate Dean of Health.

If a student is considering withdrawing from a course, it is recommended that the student discuss this with the Phlebotomy Technician Program Director and/or Academic Advisor to discuss options prior to withdrawing from the course.

If a time lapse of one or more years occurs between the completion of the core courses Basic Lab Skills, Phlebotomy, and/or Phlebotomy Clinical, it will be necessary to reevaluate competencies and skills attained in previous core courses. All previous competency evaluations and checklists must be repeated within the first four weeks of the semester. Individualized refresher plans are developed with the assistance of the Program Director.



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Returning after Program Withdrawal or Multiple Failures

Readmission is handled on an individual basis. The eligibility for readmission is determined after the applicant's meeting with the Associate Dean, Academic Advisor, and Program Director. If interested in readmission to a program, the first step is to schedule an appointment with the Academic Advisor. If a student is permitted to re-enter the Phlebotomy Technician program, a learning contract will be developed with the student outlining the student's plan for success. The plan will include assessment of theoretical, skill, and clinical knowledge to determine the appropriate placement within the Phlebotomy Technician program. The student may need to demonstrate competencies, written exams, repeat of course(s), or start the Phlebotomy Technician program over to improve the student's ability to be successful in the program. Consideration will be given to the length of time elapsed since the course was originally taken. This applies only to students who were unsuccessful academically and not dismissed for [Student Code of Conduct](#) violations.

Classroom and Laboratory Guidelines

Attendance

Students are encouraged to attend all classroom and laboratory sessions. It is critical to attend all lab sessions to obtain hands on experience and practice of lab procedures. Attendance includes being on time. If a class is missed due to illness or other legitimate reason (family emergency, death in family, lack of transportation, etc.) the student is required to notify the instructor via phone, text, or email prior to the start of class. Many lab sessions require students to work together so this is necessary for planning purposes.

The student is responsible for material missed due to absence. Arrangements should be made with the instructor to receive any materials for the missed class and to schedule a make-up lab. The student must demonstrate all lab competencies to pass the course.

Excessive Absence

Excessive absence is defined as missing more than 3 days in one semester. This may include classroom, lab sessions, or scheduled days at the clinical site. Excessive absences will be reviewed by the Program Director and may result in the student being unable to progress in the Phlebotomy Technician program.

Laboratory Safety

- When there is a risk of exposure to blood and/or body fluids, a lab coat, gloves, and other appropriate personal protective equipment (PPE) must be worn.
- Students must purchase a disposable lab coat (available at the Mid-State Bookstore). Gloves and eye protection will be provided to students.
- Eating and drinking are not allowed in the laboratory.



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- Children are not allowed in the laboratory.
- Students will sign the Laboratory Safety Rules and Blood Collection Agreement documents the first week of the semester.

Dress Code (on campus)

Clothing

- Scrubs are not required to be worn on campus but may be worn. Legs must be covered during lab sessions (i.e., pants, leggings). Pant hems must not drag on the floor.
- Closed toe shoes must be worn.
- A disposable lab coat must be worn during all lab sessions and can be purchased from the Mid-State Bookstore.
- If a lab coat becomes torn or contaminated with blood or body fluids, a new lab coat must be obtained.

Hair

- Hair that is shoulder length or longer must be tied back during lab sessions.

College Policies

Please refer to [Mid-State Student Handbook](#) and Mid-State website for [Student Policies and Procedures](#) for specific (not an all-inclusive list):

- Academic Support Services
- Academic Integrity
- Admission and Enrollment
- Appeals
- Disability Services
- Financial Aid
- Veterans Benefits
- General College Information
- Graduation
- Transcript Requests
- Privacy
- Student and Employee Right to Know Report
- Student Records and Privacy Rights
- Student Activities
- Student Code of Conduct
- Technology



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Code of Conduct

Mid-State believes that all college community members are responsible for contributing to a positive learning environment. Every student has the right to be educated under the [conditions of respect, dignity, and safety](#).

Email Responsibilities

Student Email

Students are responsible for checking their Mid-State email account for communications from instructors on a routine basis (at least once daily is recommended) to help ensure the student's success in the courses. The healthcare field requires staff to check emails regularly to keep up with the latest communications.

Issuing of Degree

Students who complete all required course work with grades of 80% or above will be awarded the Phlebotomy Technician Technical Diploma. Issuing of the degree is not contingent upon passing an external certification exam.

Teach Out Plan

In the event that there is a disruption of the college's ability to operate the Phlebotomy Technician program at either the Marshfield campus or the Stevens Point campus, the college would attempt to provide instruction at the unaffected campus or if possible, via the telepresence system or Blackboard online delivery system. If such an event would occur, in-person educational activities would be moved to the unaffected campus with minimal disruption to the student's progress. Collaborative efforts with other WTCS campuses would be considered if their courses or programs could accommodate additional students.

In the event that administration would elect to discontinue the program, a date would be determined where no new students would be admitted. Individuals would be notified of the decision to close the program so they could appropriately plan. Academic advisors would provide assistance in mapping out the courses current students would need to successfully complete the program or options would be given to transfer to a comparable program within the Wisconsin Technical College System.



Wisconsin Technical College System (WTCS) TSA Scoring Guide

This summative assessment scoring guide will determine if you have met the Phlebotomy Technician program outcomes. This assessment, called Technical Skill Attainment (TSA), is essential because it objectively measures the student's ability to meet industry-recognized skills. The instructor will notify the student how and when the program TSA will be done. To meet the requirements of the scoring guide, the student will be asked to draw upon the skills and concepts that have been developed throughout the program and are necessary for successful employment in your field.

This scoring guide may evaluate your performance at your practicum, project check sheets, or other activities identified by your instructor.

The instructor will provide detailed instructions. After the instructor completes this scoring guide, the student will receive feedback on their performance, including their areas of accomplishment and areas that need improvement.

Target Program Outcomes

1. Adhere to infection control and safe practices
2. Perform specimen collection
3. Process specimens
4. Comply with legal regulations
5. Model professional behaviors

Rating Scale

Value	Description
Pass	Performs adequately; meets basic standards
Fail	Does not meet basic standards.

Scoring Standard

You must achieve a rating of MET on all criteria for each program outcome to demonstrate competence (passing). A rating of NOT MET on any criterion results in a FAIL score for that program outcome and for the TSA assessment.

Scoring Guide

	Criteria	Ratings
1.	Adhere to infection control and safe practices	Met Not Met
2.	Comply with federal, state, and locally mandated regulations and policies regarding safety practices	Met Not Met
3.	Practice standard and expanded precautions	Met Not Met
4.	Practice infection control procedures	Met Not Met
5.	Maintain patient safety in various patient settings	Met Not Met
6.	Perform specimen collection	Met Not Met
7.	Apply concepts of anatomy and physiology to specimen collection	Met Not Met
8.	Identify patient according to CLSI standards	Met Not Met
9.	Determine pre-analytical variables that affect specimen collection	Met Not Met
10.	Select appropriate equipment for various patient types and tests	Met Not Met
11.	Perform blood and other specimen collection procedures per CLSI standards	Met Not Met
12.	Assess patient for signs and symptoms of physical problems that may occur during or after blood collection	Met Not Met
13.	Label specimens according to CLSI standards	Met Not Met
14.	Follow quality assurance standards	Met Not Met
15.	Process specimens	Met Not Met
16.	Transport specimens per laboratory testing guidelines and CLSI standards	Met Not Met
17.	Differentiate among whole blood, serum, and plasma specimens	Met Not Met
18.	Centrifuge specimens per laboratory guidelines	Met Not Met
19.	Aliquot specimens into properly labeled containers	Met Not Met
20.	Store specimens per laboratory guidelines	Met Not Met
21.	Comply with legal regulations	Met Not Met
22.	Maintain confidentiality of privileged information according to federal, state and local regulations	Met Not Met
23.	Comply with the Patient's Bill of Rights	Met Not Met
24.	Follow criteria for the collection and processing of specimens used as legal evidence	Met Not Met
25.	Model professional behaviors	Met Not Met
26.	Model professional appearance	Met Not Met

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27.	Demonstrate respect for diversity	Met Not Met
28.	Interact professionally with patients and other healthcare professionals	Met Not Met
29.	Manage time effectively	Met Not Met
30.	Use appropriate medical terminology	Met Not Met
31.	Demonstrate honesty and accountability	Met Not Met

Professional Organization Student Membership

Students are encouraged to become involved in professional organizations. Professional organizations promote leadership skills, expand interest, and provide opportunities for professional networking.

- [American Society for Clinical Pathology \(ASCP\)](#) is a national professional organization for the clinical laboratory. Laboratory student memberships are free.
- [American Society for Clinical Laboratory Science Wisconsin \(ASCLS\)](#) is a state organization for laboratory professionals. Student membership rates are available.

School of Health – Faculty and Staff

Executive Dean, Academics / Interim Dean, Allied Health
Suzanne Rathe, M.A., M.S.
Suzanne.Rathe@mstc.edu

Phlebotomy Technician Program Director & Instructor
Nichol Riedel, BS, MLS (ASCP)
Nichol.Riedel@mstc.edu

Academic Advisor
Renaë Guldán
Renaë.Guldán@mstc.edu
[Academic Advising | Mid-State Technical College \(mstc.edu\)](#)



Statement of Acknowledgement/Agreement/Understanding

I have received the Mid-State Technical College Phlebotomy Technician Program Handbook. I accept the responsibility of understanding and complying with all guidelines and processes of the program and the material linked to this handbook and addressed in this handbook.

If I do not understand the guidelines, I realize I can address my questions to the Program Director or the Dean of Allied Health.

I understand the complete Phlebotomy Technician Program Handbook, and any changes to this document will be made available to me and are communicated in this document. In addition, a link to this handbook will be included in the Phlebotomy core courses.

I understand I must sign and date the Program Handbook Verification Form acknowledging that I have opened, read through, understand, and agree to abide by the guidelines and processes contained within the handbook. Note: You are encouraged to refer to this handbook often.

Name (Please Print) _____

Signature _____

Signature Date _____

Term Entering _____

Please sign this page and email or hand it to your instructor

Information in this handbook is subject to change as the Phlebotomy Technician Program Director at Mid-State Technical College reserves the right to initiate changes in the course policies and schedules as deemed necessary to meet the student's needs.



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