Phlebotomy Technician
Program
March 12 – May 7, 2013
Syllabus

Class Times and Locations: Refer to class calendar for date, time and location for each session. Address and phone number for each facility is provided on the calendar.

Course Description: Course follows guidelines established by the Department of Health Services in preparation for the state phlebotomy technician certification exam and employment as a certified phlebotomy technician. Course focuses on state-identified topics of basic anatomy and medical terminology, infection control, and procedures necessary to appropriately collect laboratory specimens and communicate with patients.

Purpose: This course will prepare the certified phlebotomy technician to work in a clinical laboratory environment and healthcare setting.

Approach to the Material: This course consists of lecture components, directed class discussion, audio-visual aids, overhead transparencies, demonstrations, role-playing, and clinical evaluation.

Learning Objectives - By the conclusion of the course you should be able to:
1. Define the role of the phlebotomist.
2. Describe the state requirements related to phlebotomy practice.
3. Describe legal and ethical issues related to phlebotomy practice.
4. Demonstrate effective customer service skills.
5. Define medical terms associated with the role of the phlebotomist.
6. Describe basic human anatomy and physiology.
7. Trace the circulatory pathway of the blood.
8. Identify anatomical structures utilized in blood collection.
9. Describe the components of blood.
10. Maintain a safe environment.
11. Perform the blood collection procedure.
13. Demonstrate skills required for pre-analytical specimen processing.
14. Discuss specimen collection techniques requiring special handling.
15. Demonstrate problem-solving and trouble-shooting skills.
16. Perform clerical duties required to document phlebotomy practice.

Course Design –
A. Each lesson for this course has:
   An introduction
   A lecture section
   Discussion, audio-visual aids, role-play, demonstrations and practice
   Assignments
B. Additional components
   Quizzes
   Final examination
   Clinical evaluations

Materials:

Textbook: Garza; Becan-McBride,
Syllabus: Phlebotomy   Term: SPRING 2013

PHLEBOTOMY HANDBOOK, BLOOD COLLECTION ESSENTIALS

Review Text:  Garza; Becan-McBride,
Success ! In Phlebotomy 7th Edition Q&A Exam Review

Other Required Readings:
********************************************************
Hand-out materials distributed in class
Chaffey College Student Handbook Phlebotomy Technician

Supplies:  Student: Paper, pen/pencil, hi-liter, and notebook.
Instructor:  Blood collection equipment
Hand-out materials
Other items for enhanced learning

TENTATIVE CALENDAR SUBJECT TO CHANGE

<table>
<thead>
<tr>
<th>Lesson</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>Lesson 1</td>
<td>3/12/13 (Tue.)</td>
<td>9am-3:30pm</td>
<td>Chino Center</td>
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<tr>
<td></td>
<td>Reading Assignment:</td>
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<tr>
<td></td>
<td>Garza: Chapters 1, 4, 5,10</td>
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<td></td>
<td>Read selected pages</td>
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<td>Appendix:</td>
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<td>6 (pg 570-573)</td>
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<td>13 (pg 599)</td>
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<td>Enhanced Reading:</td>
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<tr>
<td></td>
<td>Sections 1, 2,3</td>
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| Lesson 2 | 3/14/13 (Thur.) | 8am-4:30pm | Assigned Clinical Site |
|          | Reading Assignment: |           | Enhanced Reading Section 9 |
|          | Adhere to dress code |           | Wear scrubs; ID badge |
|          | Bring pocket notebook; pen |           | Be prompt; Be professional |

| Lesson 3 | 3/16/13 (Sat.) | 8am-4:30pm | PVHMC |
|          | Reading Assignment: |           |        |
|          | Lecture: |           |        |
|          | MANDATORY LECTURE AND CLINICAL ORIENTATION |   |
|          | Absence cannot be rescheduled |           |        |
|          | Student ID badges must always be worn at clinical externship sites |           |        |

|          | Lecture: |           |        |
|          |  Venipuncture Procedure (pg 301-361) |   |
# Syllabus: Phlebotomy

**Term:** SPRING 2013

## Reading Assignment:
- **Garza:** Read Chapters 8, 10
- **Enhanced Reading Section 4**
  - Patient Identification
  - Vein site selection: tourniquet application
  - Pre and Post Puncture care
  - Specimen identification
  - **Blood Collection Equipment**
    - (pg 249-279)
  - **Blood Collection Techniques**
    - Evacuated Tube System (pg 328-342)
    - Syringe (pg 257-258)
    - Winged Set (Butterfly) (pg 262-263)
  - Demonstration and practice

## Lesson 4  3/19/13 (Tue.)
**Chino Center**
- **Reading Assignment:**
  - Garza: Chapter 9;
  - Review 10
- **Enhanced Reading Section 8**

## Lecture:
- Pre-analytical Complications and Risk Factors / Appropriate Responses (pg 281-299)
- Blood Collection Techniques:
  - Demonstration and Practice

## Lesson 5  3/23/13 (Sat.)
**PVHMC**
- **Reading Assignment:**
  - Garza: Chapters 6, 7
  - Read selected pages
  - Glossary: (pg 631-652)
- **Enhanced Reading:**
  - Section 6

## Lecture:
- Medical Terminology (pg 158-164)
  - Glossary pg 631
- Anatomy and Physiology (pg 165-205)
- Cardiovascular and Lymphatic System (pg 207-248)
- Anticoagulation Theory
- Phlebotomy Procedure Review and Practice

## Lesson 6  3/26/13 (Tue.)
**Chino Center**
- **Reading Assignment:**
  - Garza: Chapters 1, 2, 3
  - Appendix: 4 (pg 556)
  - 14 (pg 600-603)

## Lecture:
- Stress Management
- Communications Strategies (pg 38-60)
- Computerization and Documentation
  - (pg 61-78)
- Professional Ethics, Legal and Regulatory Issues (pg 81-99)
- Customer Satisfaction
- Quality Assessment (pg 22-38)
| Lesson 7 | 4/2/13 (Tue.) 3-7pm | Lecture:  
- Laboratory Test Assays (pg 575-579)  
- Arterial Puncture (479-484)  
- Infection Control-I isolation (pg 121-137)  
- Review Phlebotomy Procedures  
- Externship Clinical Review  

**Reading Assignment:**  
Garza: Chapters 4, 15  
Read selected pages  
Appendix 7 (pg 575)  
Enhanced Reading Section 7  

Lesson 8 | 4/6/13 (Sat.) 8am-4:30pm | Lecture:  
- Capillary Blood Collection Procedures (pg 363-381)  
(Review Chapters 8, 10, 11)  
- Pediatric and Geriatric Procedures (pg 405-442)  
- Special Collection Procedures (465-498)  
  Blood Cultures, Transfusions, Therapeutic Phlebotomy  
- Phlebotomy Techniques Practice  
- Clinical Review  

**Reading Assignment:**  
Garza: Chapters 11, 13, 15  
Read selected pages  
Appendix 8 pg 580  
Enhanced Reading: Section 5  

Lesson 9 | 4/9/13 (Tue.) 3pm-7pm | Lecture:  
- Drug Use, Forensic Toxicology and Related Areas (pg 524-542)  
- Specimen handling, Transportation, and Processing (pg 383-403)  
- Clinical Review  

**NCCT EXAMINATION APPLICATION**  
due 3 weeks prior to exam  
(NCCT will not accept applications within 2 weeks prior to the exam)  
- Apply on line  
WEB SITE: ncctinc.com  
- $90 fee (credit card VISA, MasterCard etc.)  

4/16/13  
NO CLASS  

Lesson 10 | 4/23/13 (Tue.) 9am-3:30pm | Lecture:  
- Point of Care Collections (pg 444-463)  
- Urinalysis, Body Fluids, and Other Specimens (pg 500-521)  

**Review:**  
- Phlebotomy procedures  
- Preanalytical errors in specimen handling  
- Phlebotomy Safety  
- Preparation for Final Exam  
- Clinical Review  

**Reading Assignment:**  
Garza: Chapters 12, 14, 16  
Appendix 9 pg.581
Lesson 11  
4/30/13 (Tue.)  
9am-3:30pm  
Chino Center  

FINAL EXAM  
- Review of Final  
- Preparation for Phlebotomy Technician National Examination  
Clinical Externship Documentation  
Due on Site  

Lesson 12  
5/7/13  
9am-3:30pm (Tue.)  

Utilize:  
Success! In Phlebotomy text  
Exam  
Quizzes  
Class notes  
Handout materials  

NCCT Phlebotomy Technician National Examination  

Lecture:  
- California Phlebotomy Technician Certification Process Applicant is responsible for CaDPH application and $100 fee for certification  
- Continuing Education Requirements  

Students are responsible for knowing and adhering to due dates for readings and other class activities. Please note that the reading assignments coordinate with the lecture topics and are not in the same chapter order of the textbook. Changes to the schedule will be announced during class time. Students are responsible for noting all changes and adhering to them.  

Pay close attention to class locations and times.  

Application for NCCT Phlebotomy Technician Examination is due prior to 4/16/13.  

All externship documents are due to be turned in to instructor by 5/3/13.
What successful students should expect to do in this course:

Responsibilities:
Successful students follow both oral and written instructions. The syllabus and assignment sheets are the primary sources of instructions in any college course; so successful students read them carefully and refer to them regularly.

Successful students write down any instructions given orally by the professor; they also are careful to make sure that they have taken accurate notes and ask questions before due dates.

Successful students look up information first so that they ask informed questions, not questions they already have the answers to. If they can’t find the answers, they contact the instructor after class or via voice mail.

Successful students pay close attention to how they can best and most easily learn the material in a particular subject area. If you have difficulty learning the material in this class, please make an appointment to see me.

Successful students apply knowledge obtained in the classroom, textbook and student laboratory in the environment of their externship. They demonstrate initiative, confidentiality, and professionalism in all aspects of their clinical experience.

Planning Time:
Successful students, those who earn A’s, B’s, and C’s, use their time wisely. The standard formula for college coursework is that every one hour of class time will result in two to three hours of homework (reading, studying). As a result, successful students plan their time so they keep up with assignments. They take responsibility for completing the clinical assignments to satisfy or exceed the state requirements for phlebotomy technician.

Classroom Conduct:
Successful students conduct themselves in a professional manner because college is a professional environment; it’s just like a job.

Successful students are ready to start class at the appropriate time and have their notebooks open and their pens ready to take notes because diligently taking notes and being attentive during class shows a professor that the student is serious and wants to learn. Most students need to move the material from the ears and eyes through their brain and hand in order to absorb it more effectively. Notes also provide a reminder of what was discussed and can serve to flag material that is unclear to you. If you reread your notes, and can’t remember or understand what you wrote, ask about it at the next class meeting.

Successful students are attentive during class. They ask questions about anything in class they do not understand, but they do not engage in side conversations and whispering or other activities, because this is disruptive and distracting to others around them. They are also aware of those around them and are sensitive to what might offend, so they don’t engage in personal relationships during class. They choose language that will not be considered offensive. Many students have made huge personal sacrifices to come to college; don’t disrupt their class. I may ask students who are engaging in side conversations to leave the class if they persist in annoying those around them.

No food or drink is allowed in the classroom. A student lounge is available for break periods. Please do not enter the faculty lounge.

Turn off all beepers, cell phones, and watch alarms that make noise before coming into class; they are a serious distraction in college classes and cannot be tolerated.
What to expect from me outside the classroom:
In order to meet all of my professional obligations, I plan my schedule carefully. While I might wish to be available for your questions 24/7, that is simply not possible. Please be advised that I regularly check my phone messages and will reply as soon as possible.

Communicating in Class:
I encourage students to communicate with me and to work out difficult questions or problems. I am always approachable, so please do not feel or assume that I am “too busy” to talk with you. If I am too busy at that particular moment, I will tell you and offer an alternative time.
Communicate with me if you are unable to attend a class or if you are having difficulty completing an assignment. I am available during class hours and via voice mail.
Questions about course content, related issues, grading, study habits, and so forth are welcome. Every reasonable effort will be made to assist in a student's success, especially when that need is expressly communicated.

Attendance:
ATTENDANCE IS EXPECTED; you must be present and ON TIME for all class sessions. If a student misses more than one class session, please be aware that on the second absence, s/he may be dropped from the class. Make-up assignments are mandatory for any 15 minutes or more of missed class time.

Attendance for Clinical Orientation is mandatory and cannot be made up.

In order to meet the objectives of this course, and to comply with the requirements of the California Department of Health Services for phlebotomy certification, it is necessary for students to be present in class each session. Any absence, tardy, or early departure must be made up through additional assignments before the student can successfully complete the course and obtain their certification. No Chaffey College Phlebotomy certificate will be awarded to any student who does not meet the attendance requirements stated here.

Completion of a minimum number of 64 clinical practice hours is required and will be assigned by the instructor. If for any reason the student is absent, he or she is responsible to arrange with the clinical instructor to make-up the missed hours. Less than the minimum 64 hours clinical practice completed within the course dates will result in the student receiving no credit for the course.
Grading:

This course is **PASS** (met all objectives) or **NO PASS** (did not pass, did not meet objectives).

Grades for credit will be determined on the following scale:

- **A** = 90-100%
- **B** = 80-89%
- **C** = 75-79% (minimum requirements to pass the course and receive credit)
- **D** = below 75% (Incomplete: All requirements are not met)

Course grades will be based on a point system. A percentage will be calculated using the total number of points earned vs. the total number of points available.

According to the rubric below, there are **415 points available** to be earned.

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<thead>
<tr>
<th>GRADE COMPONENT</th>
<th>AVAILABLE POINTS</th>
<th>POINTS EARNED</th>
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<tbody>
<tr>
<td>Quizzes</td>
<td>45</td>
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<tr>
<td>Final Examination *</td>
<td>105</td>
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<tr>
<td>Venous Puncture Evaluation</td>
<td>50</td>
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<tr>
<td>Skin Puncture Evaluation</td>
<td>50</td>
<td></td>
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<tr>
<td># Venipunctures **</td>
<td>100</td>
<td></td>
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<tr>
<td># Skin punctures **</td>
<td>10</td>
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<tr>
<td>Attendance/ Class Participation***</td>
<td>55</td>
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<td><strong>Total</strong></td>
<td><strong>415</strong></td>
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*Students must earn a 75% or higher on the didactic examinations and successfully pass the final practical examinations for both venous and skin puncture procedures. Any test or practical exam missed due to illness may be taken one time within one week of the absence. A doctor’s note will be required to re-take the exam, which will be a revised version of the one administered on the scheduled day.

**Each student must meet the minimal **California requirements** for the clinical portion of the phlebotomy course. This includes the successful performance of the minimum of 50 venipunctures and 10 skin puncture procedures, 2 arterial observations, and practical exams. Additional points may be earned by completing additional successful venipunctures (maximum venipuncture points - 100). Each student must complete **assigned hours of clinical practice** (though California requirement is a minimum 40 hours of clinical practice at an assigned location) even if the required number of procedures has been documented. Additional clinical practice hours have been provided to allow students to meet the minimum requirements for venipuncture and skin puncture procedures. These requirements must be completed prior to the date ending the course.

***After the first session class participation is worth 5 points per didactic class session. If you are absent you cannot participate, therefore you will lose those 5 points.