



HEALTHCARE TECH EXTERNSHIP HANDBOOK

HES121

PHLEBOTOMY TRAINING

Introduction

The purpose of this handbook is to assist the student in achieving his/her personal and professional goals by providing the necessary information regarding the requirements, policies and procedures related to Phlebotomy Training at Northern Essex Community College.

Phlebotomy training integrates theoretical and practical skills, providing the basis for the student to effectively perform as an entry-level phlebotomist upon completion of the required program courses. Students complete an Externship of 120-hours or 100 successful venipunctures, which is determined by the site. The externship is performed in a clinical laboratory or other healthcare facility and it provides the student with the knowledge and skills necessary to perform as a competent, entry-level phlebotomist whose duties include blood collection, biological sample acquisition, specimen handling, transport and processing, client education and clerical duties. Externship allows the student to progress from theoretical to practical application in the art of drawing blood. Good communication, fine motor skills, and some mobility are required for students to successfully perform in most clinical settings.

By performing 120 unpaid clinical hours the student becomes adept and proficient at performing phlebotomy and is able to synthesize the didactic and practical concepts learned throughout the Healthcare Technician Program.

PHILOSOPHY STATEMENT

The phlebotomy training supports the mission of Northern Essex Community College by creating “vibrant and innovative opportunities that encourage excellence and enhance the cultural and economic life in our region.” ([NECC Mission Statement & Core Values](#)) We are committed to providing well trained phlebotomists with relevant skills and knowledge that meet the needs of the community and profession.

We believe that phlebotomy education should be based upon identified and verified roles and responsibilities of entry level practitioners as identified by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS), the American Society for Clinical Pathologists (ASCP), and the National Healthcare Association (NHA). This education should provide opportunities for integration and application of learned experiences within the academic environment and clinical laboratories. We believe in the code of ethics established by professional organizations such as the ASCP and the American Society for Clinical Laboratory Scientist (ASCLS) and the incorporation of these standards in the phlebotomy curriculum.

The role of the Phlebotomy student and the Phlebotomist differs as the student segues during the practicum experience. The development of professionalism, customer service, team work and manipulative skill proficiency is enhanced and developed in the clinical setting. As a student, the classroom affords a degree of insulation from real world expectations in the form of make-up work, extensions and correction of errors. Real world experience is less subjective and evaluative tools used in the real world setting allows for a more realistic approach for personal growth

and development.

CURRICULUM

First Semester

ECE 101 English Composition I
 HES 115 Medical Terminology*
 HES 120 Phlebotomy*
 Computer Elective**

Second Semester

HES 103 RICCS: Preparing for Success
 in a Healthcare Career*
 HES 201 Healthcare Law and Ethics*
 HES 121 Phlebotomy Externship+*

*Students must earn a “C” or better in all career courses in order to graduate.

**CIS110 or higher.

+ Pre-requisite & Co-requisites. Registration requires Program Coordinator’s signature.

The technical component of phlebotomy training begins with the HES 120, Phlebotomy course. This course focuses on obtaining hematological specimens from fellow students who are acting in the role of a patient, using techniques of venipuncture and micro-collection. Units on the circulatory system, collection equipment, infection control, requisitioning, specimen transport, quality control and safety are also included in the course. **No classroom supplies can be removed from the class. All classroom materials are property of the school.**

Skill in the use of computers is developed through the computer applications course.

The Phlebotomy Externship (HES121) provides a capstone experience. The externship is scheduled based on the placement availability and the needs of each clinical site.

Please Note: Upon successful completion of all coursework and externship, the student must PETITION TO GRADUATE through the office of the Registrar.

EXTERNSHIP INFORMATION

The Phlebotomy Externship is distinctly different from the phlebotomy courses preceding it. During this externship students are encouraged to observe and emulate proven practices in the workplace and to find experienced and respected mentors to serve as their role models.

Externship Compensation

The privilege of participating in externship is in the ability to serve patients and their families in a healthcare setting. Externship is unpaid monetarily; however, the benefits derived by the students include, but are not limited to, the following:

- development of skills
- observation of professional phlebotomists
- practice in a real life setting
- learning to effectively interact with patients and providers
- opportunity to exercise problem solving skills
- learning to adapt to the pace of the facility
- experience with emergency/unexpected developments
- strengthening résumé
- developing a network of professional healthcare contacts

The benefits to the Externship facility include, but are not limited to, the following:

- engagement of staff
- participation in student development
- development of college and community relations
- increase number and quality of phlebotomists
- increase job-pool candidates

Students must obtain a signature from either the Department Chair or the Program Coordinator for the Healthcare Tech Program in order to register for HES 121, Phlebotomy Externship. **Externship hours are conducted Monday through Friday during the day. Each clinical affiliate establishes the hours that are available at that particular site.**

STUDENT HEALTH/IMMUNIZATION REQUIREMENTS

As part of the externship, students will be interacting with patients in the clinical setting. As such, in accordance with requirements established by the Massachusetts Department of Public Health, students need adequate protection against infectious agents to which the student and their patients may be exposed. The Division of Health Professions and the college have required immunizations. Please see the college website for details.

No student will be assigned to a clinical affiliate until all health forms are completed and submitted to the appropriate college office. Any student not having his/her immunizations and paperwork in place for an externship immediately following the completion of the Phlebotomy class will have to wait until the following semester for a clinical placement.

CORI/SORI REQUIREMENT

Students interested in participating in an academic program that involves working with children, the disabled or the elderly, or a cooperative education experience or a program that includes a clinical affiliation with a private or public health care provider, may be required to undergo a Criminal Offender Record Information (CORI) check, a Criminal Records Central Repository (CHRI) check and/or Sex Offender Record Information (SORI) check. Students will need to provide a government issued photo identification and sign a release form allowing the college to view the student's CORI, CHRI or SORI reports. Depending on the contents of the student's CORI, CHRI or SORI reports, participation in an academic program or cooperative education experience or a clinical or practicum affiliation related thereto, may be denied. CORI checks may be performed pursuant to Mass. General Laws, chapter 6, Section 172, and consistent with guidelines promulgated by the Executive Office for Health and Human Services, and/or the Commonwealth's Department of Public Health. SORI checks may be performed pursuant to Mass. General Laws, Chapter 6, Section 178(J) & 178(K). CHRI checks may be performed pursuant to New Hampshire law.

CORI/SORI forms will be sent to the student to complete when he/she has registered for HES 121, Phlebotomy Externship. No student is permitted to begin participating in the clinical placement prior to CORI/SORI clearance by the college.

DRUG SCREENING POLICY

Please be advised that students enrolled in the Healthcare Technician program will be required to undergo and pass a drug screening analysis in order to be eligible for placement in a clinical facility.

Drug Screening Policy for Clinical Placement

The Division of Health Professions commits to provide high quality education and excellent clinical experiences to students in the health professions. Students are expected to perform at their highest functional level during all educational and clinical experiences in order to maximize the learning environment and ensure patient safety. A student's performance at all times must be free of any impairment caused by prescription or non-prescribed drugs or alcohol use. Students enrolling in Health Professions programs are required to undergo and pass a drug and/or alcohol screening analysis in order to be eligible for placement in a clinical facility. Students assigned to clinical education experiences at our contracted facilities may also be required to undergo and pass random drug screening analysis in order to remain at that clinical facility and in the program. Students who fail a screening, or fail to comply within the designated time frame will be ineligible for clinical placement, which will affect their status in the program.

A "negative-dilute" drug screening result is judged inconclusive and is not considered successfully meeting the drug screening requirement. Those students who undergo drug screening which results in "negative-dilute"

will submit to a random drug test within 24 hours of the notification of the previous test result in order to confirm the negative status of the screening. This test can be repeated once. Any further “negative–dilute” results will be considered a failed drug screening. Only students who undergo and pass drug screening will be eligible for clinical placement.

Students who test positive for marijuana use are unable to continue in clinical placement which will affect their status in the health program. A student who has a prescription for Medical Marijuana and tests positive for marijuana will also be ineligible to participate in clinical placement due to the federal restriction on the use of marijuana. While the use of Medical Marijuana is permitted in Massachusetts, marijuana remains classified as a controlled substance under federal law and its use, possession, and/or cultivation at educational institutions remains prohibited.

By my signature below, I acknowledge that I have been provided information that I am required to undergo and pass a drug and/or alcohol screening analysis, and **I am aware that failure to pass, or failure to take a drug and/or alcohol screening analysis within the designated time frame will result in my being ineligible to participate in the practicum/externship/internship education component of my program.**

Program of interest _____ Date _____

Student Name (PRINTED) _____ Student ID# _____

Student Signature _____

Any questions or concerns regarding the information contained in this notification should be directed to the Dean of Health Professions.

July 2017

INTERVIEW REQUIREMENT

Clinical sites may require that students be interviewed before placement. Each clinical site has the final decision as to whether or not a student is placed in that particular facility.

CLINICAL SITE POLICIES/PROCEDURES

The following are policies/procedures for the student to follow upon placement at clinical site. Please note the student is also obligated to follow each clinical site's individual policies/procedures:

- Student will provide his/her own transportation to clinical site.
- Inclement Weather/College Closure: Students are placed in various areas; consequently it is impossible to have a centralized person making decisions regarding weather that may pose undue safety hazards to the student. Therefore, it is the responsibility of the student to objectively evaluate the weather conditions and notify the clinical site as early as possible if you feel you can not safely arrive to your clinical site. When the college is officially closed, or there is a delay in opening, as a result of inclement weather, the student must notify the clinical agency that he/she will either not be present or will be late. Delayed openings are based on a standard class start time of 8:00 am. Thus a 2 hour delay means students should arrive to their clinical site by 10:00 am. Hours missed due to college closing must be made-up at a time that is mutually agreeable to the student and the affiliate.
- **Dress Code:** Please note: Each clinical site may have additional dress code requirements.
 - For safety reasons all long hair must be pulled back away from your face.
 - Beards and mustaches must be neatly trimmed and facial hair must not be longer than ½ inch in length.
 - Jewelry is to be kept to a minimum. Wearing of jewelry on the face is restricted to the ears (one stud per ear) as it poses a safety risk for you and the patient. Hoop and dangling earrings must not be worn when providing patient care.
 - All shoes must be soft soled and impermeable to liquid spills. Open toe shoes are not acceptable.
 - The standard NECC clinical uniform consists of light blue scrubs, a white lab jacket with tight cuffs and NECC name badge and patch. Name badges and patches are available through McGill's Uniforms.
 - Facial piercing must be removed and all visible tattoos must be covered.
 - Cologne or scented body lotion must not be used.
 - Hair must be of a natural color that a person would be born with. No extreme colors such as blue, green, purple, pink, orange, etc. will be allowed.
 - No artificial fingernails or chipped polish. Nails must be no longer than ¼ inch over the fingertip.
 - Externship sites may require students to wear their NECC student college identification badge during their externship rotation. Students are responsible for obtaining the NECC student ID badge and wearing it at all times during their phlebotomy externship when required.
- **Attendance & Punctuality:** Student must attend all externship hours to develop the skills and knowledge necessary to meet course objectives. Students must arrive at designated locations on time, in proper attire and prepared to participate in all aspects of the clinical learning experience. Student will not be excused for appointments during externship hours. Should a student be absent from the externship due to extenuating circumstances, it is the responsibility of the student to arrange make up the hours with the clinical site manager and notify the program coordinator via email or phone call.

INSURANCE

All students are required to have malpractice insurance while enrolled in HES 121. This insurance is obtained through the college. Students must also have health insurance or have proof of coverage.

INJURIES AND ACCIDENTS

Every effort should be made by students completing laboratory/clinical activities to prevent both injuries and exposure to communicable disease or bloodborne pathogens. If an accident or an exposure incident affecting the student should occur, it is the responsibility of the student to initiate the following actions:

1. Immediately report the incident to the on-site supervisor and the clinical instructor.
2. Go to the nearest hospital emergency room located on the premises or in the immediate geographic area. Most affiliating agencies agree to provide emergency medical care for students and faculty who become ill or injured while engaged in a program at their facility. The cost of emergency treatment is the responsibility of the student and his/her insurer.
3. Seek evaluation by a physician and complete other required procedures.
4. Complete and sign the NECC Incident Report (Attachment 5). Note: Instructor /Preceptor should make a written notation on the Incident Report if a student refuses medical care. Copies of the report will be retained by the student and faculty member/preceptor. The faculty member/preceptor will forward the original of the completed report of the incident to the Program Coordinator, 414 Common Street, Lawrence, MA 01840.
5. In the instance of exposure to bloodborne pathogens, follow-up care with the student's personal physician consistent with the requirements of the latest OSHA Bloodborne Pathogens Standards.

PROFESSIONALISM

The phlebotomist is aware of the importance of attending to non-verbal cues. The phlebotomy extern must remember how posture, leaning toward or away from, making eye contact, touching, expressing terms of endearment, tone of voice and congruency all communicate meaning to the patient, the provider and others.

In addition, the student will also monitor more subtle aspects of his/her deportment. Supervisors frequently take notice of such positive behaviors as arriving early, being organized and ready to work, taking initiative, displaying a helpful attitude, feeling empathy with others, demonstrating an eagerness to learn, using idle time wisely, asking questions, assuming responsibility, showing gratitude, and meeting or exceeding expectations.

Supervisors are also attentive to employees who arrive late and/or leave early, are unprepared to work, waste time, overstep boundaries, engage in inappropriate behaviors, are aggressive and demanding, and who make excuses for

such behaviors.

The phlebotomy extern acts as a representative of NECC, the program coordinator, the professors, and him/herself. As a result, care must be taken to project a professional image in terms of dress, hygiene, speech, demeanor and attitude. Dress codes must be observed.

Cleanliness is a major value in the medical profession. Students must demonstrate this value to others by having clean hair, nails, breath, clothing and accessories. In addition, it is customary in a health care setting to avoid using products which have scents, such as perfume, hairspray, tobacco, garlic, and others because these can exacerbate symptoms in patients who are not feeling well or trigger allergies in patients or staff. Displaying flamboyant hairstyles, make-up, tattoos, and piercings will not be tolerated.

Two of the characteristics most valued by employers are dependable employee attendance and punctuality. Once the schedule is formulated, it is mandatory for the extern to adhere to it. Absenteeism and lateness create confusion and frustration in the workplace, and will not be tolerated. The supervisor, in the event of an unavoidable absence, must be notified immediately, along with the externship coordinator. As the externship progresses and the site come to rely on the availability and services of the extern, this practice becomes even more essential.

COMMITMENT TO THE EXTERNSHIP & PHLEBOTOMY PROGRAM

Once an externship offer has been accepted by the student and formalized by the college, the extern is committed to completing his/her 120 hours or 100 successful venipunctures of externship training at the site. Some sites require students to extend their training over several weeks based on site scheduling protocols.

Initially the student observes the culture of the clinical setting, internalizes the protocols that govern the patient flow, and forms a working relationship with the site supervisor and other co-workers and providers. The student recognizes that astute observation is an invaluable learning tool and utilizes it in preparing the required orientation documents contained in this guide.

Occasionally, a student will feel that the reality of the externship placements does not mesh with the great expectations that he/she has imagined the experience would provide. Sometimes, phlebotomy can be routine and seemingly uneventful, or opportunities for practice are reduced due to a lack of patients, lack of supervision, or cancelled altogether when a patient fails to appear for a scheduled appointment.

These situations are considered part of the normal phlebotomy process. Therefore, the student should always come to externship prepared to use his/her time to best advantage. Acceptable responses to having lag time between appointments are to observe the work that the phlebotomist does during such periods, shadow another medical professional, write up observations, ask relevant questions, and read textbooks or other medical or health care related

reading.

Unacceptable responses are to complain, look bored, communicate a sense that the staff should engage or occupy the extern, or leave the site without permission.

At any time that the extern is experiencing dissatisfaction with the placement, he or she should contact the program coordinator immediately. Most often, any difficulties can be remedied when they are recognized and communicated early. The program coordinator is available to counsel, make suggestions, and to intervene on behalf of the student as necessary.

CLINICAL DISMISSAL

In the event that an extern is dismissed from an externship site for issues related to unprofessional behavior, attendance or unsafe practices the college will investigate the situation and make a determination as to the student's status in the program. At the conclusion of the investigation a determination will be made by the college as to whether student is eligible for remediation work in order to reapply for an externship placement at a later date. If the college determines the student was dismissed for valid cause the college is under no obligation to reassign that student to another externship site. Failure to complete the phlebotomy externship course successfully will result in a failing grade and the student's ineligibility to apply to sit for the national phlebotomy certification exam. In addition, the student will not receive a certificate of completion from NECC for the Phlebotomy Program

THE CODE OF MEDICAL ETHICS

It is the moral and ethical duty of the extern to observe the code of medical ethics that apply to the health care worker in general and to the phlebotomist in particular. Among these ethical principles, two stand out as paramount; namely, *Do No Harm* and *Safeguard Patient Confidentiality*.

In fulfilling the written requirements of the externship, the student must pay special attention to any information, anecdote, detail or identifying circumstance that could betray the confidentiality of the patient, the medical encounter, or the patient medical record. This means that great care is exercised in all aspects of medical practice. Conversations with others in corridors, elevators or lunchrooms; relaying the day's events to family or friends; using facsimile or duplicating machines; leaving information displayed on computer monitors; and repeating information to coworkers is strictly prohibited.

RESPONSIBILITIES OF EXTERN AND SITE SUPERVISOR

The responsibilities of the site supervisor and student are delineated below in order to be clear about what the expectations of the College are for both roles.

Externship Site Supervisor

- a. commit to helping the extern succeed
- b. orient and supervise the extern in a positive manner
- c. provide a variety of opportunities for the extern to participate in
- d. report on intern progress as needed
- e. comply with government regulations regarding occupational hazards
- f. complete an outcome evaluation and discuss it with the intern
- g. help the student avoid making mistakes
- h. allow program coordinator to visit the extern at the site
- i. notify the program coordinator of any issues or potential problems with externs

Extern

- a. commit to serving patients
- b. be ready to learn and to receive constructive feedback
- c. be open to new challenges and professional risk-taking
- d. communicate with the college and site honestly and openly
- e. provide proof of immunization according to the requirements of the site
- f. participate in an outcome evaluation and exit interview
- g. pay attention to detail, arrive prepared, rested and ready to work
- h. finish the externship at the agreed-upon site.
- i. to alert program coordinator of any issues

EXTERNSHIP GRADING

The Phlebotomy externship grade is based on technical and professional evaluation performed by the clinical site preceptor and the College's faculty member (See Phlebotomy Externship Evaluation).

- 93 – 100 = A
- 90 – 92 = A-
- 87 – 89 = B+
- 83 – 86 = B
- 80 – 82 = B-
- 77 – 79 = C+
- 73 – 76 = C
- 70 – 72 = C-
- 67 – 69 = D+
- 60 – 66 = D

CERTIFICATION ELIGIBILITY

Certification is the process by which a non-governmental agency or association grants recognition of competence to an individual who has met certain predetermined qualifications, as specified by the agency or association.

Students that successfully complete all components of the NECC training are eligible to sit for the American Society of Clinical Pathologists (ASCP) Board of Registry Phlebotomy Technician Examination; eligibility for this examination is via Route 2. Alternatively, students may also take the National Healthcare Examination for Certificate in Phlebotomy through NHA, National Healthcare Association.

Please Note: For Information about either exam, NHA or ASCP, the student must contact NHANOW.COM OR ASCP.COM directly by going to their website. NECC has no affiliation with either certifying agency. The student, upon satisfactory completion of all coursework and externship, may take either exam by contacting either NHA or ASCP.

ATTACHMENTS

1. Student Handbook/Externship Agreement
2. HES-121 Phlebotomy Externship Syllabus
3. HES-121 Phlebotomy Externship Evaluation
4. HES-121 Phlebotomy Externship Attendance Form
5. Incident Report Form
6. HES 121-Phlebotomy Externship Student Technical Evaluation
7. HES 121-Phlebotomy Externship Affective Domain Evaluation
8. HES 121-Phlebotomy Externship Clinical Experience Record Sheet

CONTACT INFORMATION

For further information, please contact:

Cheryl Charest

Healthcare Technician Program Coordinator

Northern Essex Community College

978.645-1233

ccharest@necc.mass.edu

ATTACHMENT 1**EXTERNSHIP AGREEMENT**

I have read the attached information and agree to comply with the terms set forth in this handbook. I understand that the Northern Essex Community College Phlebotomy Externship consists of 120 hours or 100 successful venipunctures completed over a 2 to 6 week time-frame which is determined by the site. The completion of unpaid externship and that successful completion of the course is a requirement for receipt of certificate and/or application for certificate exam.

As a representative of the College and the Phlebotomy Program, I agree to hold myself to the highest standards of integrity and professionalism throughout the externship period. I will observe the ethics of both the health care profession and the phlebotomy profession, particularly in regard to protecting patient confidentiality.

I will take the responsibility for completing all paperwork accurately, on time, and to a college-level standard. I warrant that any information passed in is my own work and that all hours worked and signatures submitted are authentic.

I promise to notify the externship site and program coordinator of any unavoidable absence or lateness and understand that it is my duty to leave a favorable impression at the externship site so that it will remain available to the College for placing the next class of Phlebotomy student externs.

Phlebotomy Extern

Date

Externship Coordinator

Date

PHLEBOTOMY FACT SHEET

- All Phlebotomy Students must complete all coursework except for RICCS and Healthcare Law and Ethics prior to Externship (may be done simultaneously with Externship).
- Externship is UNPAID.
- Externship may last 2 to 6 weeks depending on the site. Weeks MUST be consecutive.
- Externship is done between 5:30 a.m. and 5:30 p.m. at most sites (8 hour shifts). Bloods are typically drawn early a.m. because of the fasting requirement.
- No evening or weekend sites are available.
- Commute may be as much as 75 miles from the Lawrence Campus.
- Assignment is made based on the needs and availability of sites and skill level of student, not on student's geographical location.
- Externship must be completed following the time-line of the cohort and cannot be put off until a later date, unless there is a documented medical reason.
- Students MUST have reliable transportation. Most sites are not on public transportation routes.
- If a student chooses NOT to accept an externship assignment. The student must withdraw from the current externship course prior to the end of the semester add/drop dates. He/she must reapply for Externship at a later date. Placement cannot be guaranteed if a student is out of the cohort rotation.
- Facilities have the right to terminate externship or change off-site location based on the needs and requirements of the facility with limited notice.
- NECC does not offer JOB PLACEMENT services.
- Student must petition to graduate when externship is completed in order to obtain NECC certificate.

ATTACHMENT 2

Northern Essex Community College Division of Health Professions

HES121 Phlebotomy Externship

2 credits (120 hours in an affiliating clinical agency)

(100 successful venous blood draws- determined by site)

Time and Location:

Instructor: Cheryl Charest, Healthcare Tech Program Coordinator

Phone: (978) 655-5870 e-mail: ccharest@necc.mass.edu

Course Description:

A supervised placement in an affiliating clinical agency provides students with an opportunity to obtain hematological specimens from patients using techniques of venipuncture and micro-collection. PLEASE NOTE: CORI (Criminal Offender Record Information), CHRI (Criminal Records Central Repository) and/or SORI (Sex Offender Record Information) checks are required prior to participation in this course. Drug Screening: Students enrolled in this academic course may be required to pass a drug screening analysis.

Teaching format: Primarily demonstration and return demonstration.

Course Objectives:

1. Demonstrate Universal (Standard) Precautions procedures as they relate to the role and function of a phlebotomist.
2. Identify OSHA standards used in the clinical agency.
3. Demonstrate compliance with safety guidelines as they relate to the role and function of a phlebotomist.
4. Describe the pre-analytic, analytic and post-analytic stages of laboratory testing, including the important aspects of specimen collection and transportation.
5. Assure the patient's right to confidentiality and considerate treatment.
6. Select and obtain equipment and supplies needed to collect blood and demonstrate the correct use of each.
7. Demonstrate the steps in performing a venipuncture procedure.
8. Identifies patients using two patient identifiers before completing blood draw.
9. Verifies appropriate site for venipuncture, after examining patient arms.
10. Completes all procedures in adherence to laboratory policies and procedures taking no shortcuts or unauthorized modifications of procedures.
11. Obtain 100 successful blood draws from human patients.
12. Minimize biohazard exposure through the use of appropriate techniques and equipment.
13. Identify procedure errors and discuss ways to reduce the occurrence of each.

14. Identify complications of associated with blood collection and demonstrate an appropriate response with any occurrence.
15. Recognize sub-optimal specimens and their effect on the quality of laboratory tests and results; take appropriate corrective measures.
16. Utilizes proper waste disposal containers for individual testing items.
17. Correctly identifies the order of the draw for each patient collection.

Class Schedule:

Schedule to be mutually determined by the student, the clinical agency, and the course preceptor.

Course evaluation:

In order to complete this course successfully, the student must demonstrate competency in each psychomotor skill and affective skill as outlined on competency evaluation sheets, see pages 16-23 in Phlebotomy Externship Handbook.

Attendance:

Students must complete at least 120 hours or 100 successful venipunctures, at the clinical agency. Any missed hours will be scheduled for make-up. Excessive absenteeism or chronic tardiness may result in the student being removed from the clinical agency and being assigned a grade of “F” for the course. The student may reapply for admission at a later date.

Grading:

100% of the grade is based upon technical and affective performance.

Student performances under direct supervision of the clinical site’s preceptor. The student must successfully complete the requisite number of phlebotomy venipunctures on actual patients.

Letter	Points	Numerical
A	4.00	93 – 100
A-	3.70	90 – 92
B+	3.30	87 – 89
B	3.00	83 – 86
B-	2.70	80 – 82
C+	2.30	77 – 79
C	2.00	73 – 76
C-	1.70	70 – 72
D+	1.30	67 – 69
D	1.00	60 – 66
F	0.00	59 or less; failure; no credit earned

Letter	Points	Numerical
W	0.00	Withdrawal from course by student within withdrawal period

Academic Ethic and Plagiarism:

The college expects all students to maintain high standards of academic honesty and integrity. Plagiarism (stealing other person's ideas and presenting them as one's own, without appropriate credit), is clearly an example of a violation of academic ethics and is a major offense. Disciplinary action will be taken in regards to any instance of Plagiarism brought to the notice of the instructor, leading to a range of penalties at the discretion of the instructor, which may extend to a recommendation to the Dean of Students for expulsion from the college.

Information Technology:

All current and potential Northern Essex Community College students should be prepared to complete assignments, exams, and projects using a variety of computer technology formats to any course in which they are enrolled. As part of the learning experience, a faculty member may use technology to enhance his or her course. There are various formats that can be used:

Online: Completely online courses with no classroom meetings

Hybrid: Online courses with some limited classroom meetings

Web Enhanced: This is a web enhanced class that meets in the clinical site for demonstration and return demonstration under the supervision of the instructor.

Web Companion: Traditional class meetings with supplemental web assignments

Learning Accommodations:

“Northern Essex Community College is committed to providing equal access to students with documented disabilities. To ensure equal access to this class (and your program) please contact the Learning Accommodations Center or Deaf and Hard of Hearing Services to engage in a confidential discussion about accommodations for the classroom and/or clinical/practicum settings. Accommodations are not provided retroactively. Students are encouraged to register with this office at the start of their program.

The **Learning Accommodations Center** serving students with documented disabilities, such as learning disabilities, attention deficit disorders, autism spectrum disorders, brain injuries, chronic illness, low vision/blind, physical disabilities, psychiatric disabilities and seizure disorders. Behrakis One-Stop Student Center SC111, call 978-556-3654, or email lacenter@necc.mass.edu.

Deaf and Hard of Hearing Services: Behrakis One-Stop Student Center SC110, call 978-241-7045 (VP/Voice), or email deafservice@necc.mass.edu.

NECC Outcomes Assessments Note to Students:

Northern Essex Community College's commitment to student success involves the evaluation of student work

to help ensure that students are achieving the learning outcomes targeted by our programs and the college. This process may involve the collection of student classroom products for evaluations at the program, department, or college levels. When collected for this purpose, student's names will be removed from the products so that the assessing is done anonymously. Evaluations carried out at the program, department, or college levels will not impact students' course grades. The process of assigning grades will continue to be the responsibility of the course instructor.

The Counseling Center at NECC supports the emotional well-being of all student body and is committed to a respectful understanding and honoring of the social, emotional, and cultural backgrounds represented by each individual student. The center provides time-limited individual counseling, crisis intervention, and prevention-oriented outreach to students at no additional charge. More information can be found on our webpage necc.mass.edu/counseling or by calling 978-556-3730. In a crisis situation, or after hours call 911. The National Suicide Prevention hotline also offers a 24-hour hotline at 1-800-273-8255. For social service related issues: housing, food insecurity or childcare you can find information at necc.mass.edu/social-services. For immediate referrals, United Way runs a 24-hour, multilingual referral line at 2-1-1 or 1-877-211-6277.

ATTACHMENT 3

**Northern Essex Community College
HES 121 Phlebotomy Externship Evaluation**

Instructions to Clinical Evaluator: Please complete the following technical and affective evaluation and return to NECC, Cheryl Charest, Healthcare Technician Program Coordinator.

Student Name: _____ Date of Externship: _____

Clinical Agency: _____

Instructor/Clinical coordinator comments:

Site Preceptor Signature Date

EXIT INTERVIEW

I have read and understand the evaluations of my performance during the Phlebotomy Externship.

Student Comments:

Instructor Signature Date

ATTACHMENT 4

Northern Essex Community College
Division of Health Professions
Phlebotomy Externship Attendance Form

Student Name: _____

Clinical Site: _____

Month: _____ Year: _____

Month: _____ Year: _____

Month: _____ Year: _____

Month: _____ Year: _____

Student Signature: _____ Date: _____

Clinical Preceptor Signature: _____ Date: _____

Clinical Site Manager Signature: _____ Date: _____

ATTACHMENT 5

**NORTHERN ESSEX COMMUNITY COLLEGE
INCIDENT REPORT
DIVISION OF HEALTH PROFESSIONS**

Name of Student: _____ Date: _____

Home Address: _____ Tele: _____

DOB: _____

Accident Location: _____ Dept.: _____

Date of Injury: _____ Time: _____

Date Injury Reported: _____

Name of Witness (es): _____

How did the accident occur?

Nature of Injury:

Statement of Instructor:

Recommendation/Advisement:

Student's Signature: _____ Date: _____

Instructor's Signature: _____ Date: _____

Note: Students are advised to contact their primary healthcare provider for review and any follow-up procedures.

ATTACHMENT 6

Northern Essex Community College
Phlebotomy Externship Performance Evaluation

Clinical Site: _____ Student Name: _____

AFFECTIVE DOMAIN EVALUATION

The evaluation of student's ability to perform in a professional setting. Please assign the student a number for each of the following skills.

The student demonstrates:

<i>Professional Behavior and Clinical skills</i> Total:	Excellent (4)	Above average (3)	Average (2)	Needs improvement (1)	Did not perform	Comments
Regular Attendance/Punctuality						
Appearance clean/neat and clinical ID badge visible						
Displays flexibility/motivation/professionalism						
Accepts constructive criticism and applies it to skill set						
Effectively and appropriately communicates with patients /team members and instructors						
Follows instructions and has good follow through w/responsibilities and time management						
Ability to make sound decisions independently or asks for help when necessary						
Accurate specimen documentation, labeling and transport noted on all specimens						
Adheres to safety procedures and universal precautions while performing clinical duties						

ATTACHMENT 7

Northern Essex Community College
Health Care Tech Externship Performance Evaluation

Clinical Site: _____ Student Name: _____

Student Technical Evaluation	Excellent (4)	Above average (3)	Average (2)	Needs improvement (1)	Did not perform	Comments
Demonstrate understanding of and ability to adhere to policies and procedures of the clinical agency						
Demonstrate Universal (standard) Precautions and procedures as they relate to function of the phlebotomist						
Identifies OSHA standards used in the clinical agency						
Demonstrates compliance with safety guidelines as they relate to the role and function of a phlebotomist						
Understand the pre-analytic, analytic and post-analytic stages of laboratory testing including the important aspects of specimen collection and transportation						
Student performs phlebotomy technical procedure correctly						
Identifies patients using two patient identifiers before beginning blood draws						
Verifies appropriate site for venipuncture, after examining patient arms and explaining procedures						

Student Technical Evaluation	Excellent (4)	Above average (3)	Average (2)	Needs improvement (1)	Did not perform	Comments
Selects and obtains equipment and supplies needed to collect blood and demonstrates correct use of each						
Demonstrates the steps in performing a venipuncture procedure.						
Identifies the order of draw for each patient collection						
Minimizes biohazard exposure through the use of appropriate techniques and equipment.						
Student demonstrates professional conduct in all aspect of their duties						
Greets patient and explains the procedure						
Assures the patient's right to confidentiality and considerate treatment						
Demonstrates the ability to communicate to clinical staff in a manner that reflects active listening and respect						

5 = Strongly Agree 4 = Agree 3 = Neutral (acceptable) 2 = Disagree 1 = Strongly Disagree

If a position was available at your organization, how likely are you to hire this student? 5 4 3 2 1

How satisfied are you with NECC's internship/practicum/clinical programs and students? 5 4 3 2 1

Comments: _____

Signature of individual completing this evaluation _____

Credentials & Title _____ Date _____

Information about National Certification Exams for Phlebotomy

As graduates of the NECC Healthcare Technician Program, you will be eligible to apply to take a National Certification Exam in Phlebotomy and/or EKG with the National Healthcare Association (NHA). Upon passing these exams you may then use the initials CPT (Certified Phlebotomy Technician) and/or CET (Certified EKG Technician) after your name.

You must complete the NECC Healthcare Technician program, including **Phlebotomy Externship**, prior to submitting your application for either NHA exam.

To register to take these exams simply go to the NHA website at: NHANOW.com and complete the application process.

Phlebotomy students can also apply to ASCP.org for their certification through American Society of Clinical Pathology (ASCP) if desired.

Both certifications, ASCP and NHA are nationally recognized, meaning that if you have these certifications you will be qualified to work anywhere in the United States.

Certification is not necessarily required for every Phlebotomy and/or EKG position, but it is strongly desired by many potential employers.

We wish you the very best of luck as future Healthcare Technicians.

GRADUATION APPLICATION

INSTRUCTIONS: Before you complete this application you should conduct your own graduation audit either by going to "My NECC" on the college website or seeing your academic advisor or the CPAC advising center. To graduate, you will need a **minimum cumulative grade point average of 2.0, met the Core Academic Skills requirements** (if applicable), completed exit loan counseling at www.studentloans.gov (if applicable) and must have fulfilled your program requirements as listed in the Academic Advising Handbook. If you think you will be eligible to graduate, complete the information below and submit this form to Enrollment Services, Welcome/Express Desk in Haverhill or Lawrence. In addition, be sure to attach any written program audit or course waivers that you may have received. Information about your cap and gown and the annual Commencement will be mailed to you during the month of April. If you are applying for more than one degree or certificate in a given semester, you must fill out a separate application for each degree or certificate that you are applying for. **Please print clearly and neatly.**

PART I

Student ID # _____ Telephone # _____
 Last Name: _____ First Name: _____ M. I. _____
 Street Address: _____ City: _____ State: _____ Zip: _____
 What graduation period are you applying for?
 (Please Check) May August December LPN
 Associate in Arts _____ Associate in Science _____ Certificate _____
 Program you are applying for _____
 List other colleges you have attended or are currently attending if transfer credits are to be used for your degree. _____
Print your name exactly as you want it to appear on your diploma

Submit completed form to Enrollment Services, Welcome/Express Desk in Haverhill or Lawrence prior to the posted deadline date. This date will be posted on the current Academic Calendar each semester. The completed form can also be mailed to 100 Elliott Street, Haverhill, MA 01830; faxed to 978-556-3160; or emailed to registrar@necc.mass.edu.

PART II Office Use Only

Exit Interview Required: Yes _____ No _____
 Program Code In Banner _____ Program Number In Banner _____
 Seq.# _____ Registrar's Date _____ By: _____
 A. _____ Eligible to graduate Final GPA _____ Honors: C _____ S _____ MT: Yes _____ No _____
 B. Pending upon successful completion of courses work in progress:

 C. Not eligible to graduate. Reason: _____

 Code: AW _____ RJ _____ PN _____ Signature _____ Date: _____