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Introduction

Welcome to the Mayo Clinic School of Health Sciences (MCSHS) Phlebotomy Technician (PBT) program. The faculty is committed to helping you become successful as you embark on a rewarding career as a phlebotomy technician and we wish you the best as you tackle the requirements of the program. We know that you will learn many new skills during your time here, and the faculty will certainly benefit from the experience and personal gifts you bring to our program.

To help you adjust to student life within the program, take some time to acquaint yourself with the Phlebotomy Technician Program curriculum located within Blackboard. Blackboard can be accessed through the online student portal: https://edlink.mayo.edu.

To access Blackboard, log in using your assigned username and password. Click on the Blackboard link located on the upper, left hand side of the page. The Phlebotomy Technician Program organization will be listed under “My Courses”. Blackboard contains many resources you will need throughout your time within the program including policies, procedures, and daily schedules.

You can expect to receive a focused, hands-on experience clinical rotation (which may include observations/shadowing; one-on-one experience will be provided as often as possible).

If you have any questions or need clarification on any of the content contained in this student handbook please contact the Program Director or Associate Program Director.

Minnesota Campus
Randy Gruhlke, MS, PBT (ASCP)  gruhlke.randy@mayo.edu
Program Director  (507) 284-5781
Instructor in Laboratory Medicine and Pathology  Baldwin SL 101 F

Erin Peper, MS, PBT (ASCP)  peper.erin@mayo.edu
Associate Program Director  (507) 266-5951
Instructor in Laboratory Medicine and Pathology  Baldwin SL 101 D

College of Medicine and Science Policies and Procedures

The Learning Management System (Blackboard) used in the Phlebotomy Program provides links to Mayo Clinic College of Medicine and Sciences policies and procedures that every student must follow (Examples include student grievance and appeals, disciplinary action, etc.)

Program Description
The Mayo Clinic School of Health Sciences Phlebotomy Technician program is a 9-week course composed of didactic, laboratory and clinical experiences in the outpatient and inpatient settings. The curriculum is designed to provide students with the knowledge and skills necessary for careers working in an outpatient/clinic or inpatient/hospital settings. The program provides high quality didactic and clinical experience, which include exposure to a large, diverse patient population, to create a well-rounded, fully-competent phlebotomy technician. Included in the academic curriculum, the students learn medical terminology, basic and advanced venipuncture skills including: equipment choices, and collection techniques. Capillary and Point-of-Care collection methodology is also part of the skills taught. Academic topics include: Anatomy and Physiology, Pre-analytical Variables, Safety, Infection Control, Bloodborne Pathogens, Difficult collections, Pediatrics, Hematology, Transfusion Medicine, Non-Blood Specimens, Arterial Blood Gases, Capillary Collections, Assisted Central Venous Catheter and Arterial Line Collections, Legal Issues and Professionalism.

**Mission, Vision, Values, Outcomes/Goals and Evaluation**

A. Mission

Our commitment is to develop bright, ambitious future leaders in the field of phlebotomy proven through outstanding academic achievement and highly proficient technical aptitude.

B. Vision

The Phlebotomy Technician program will offer an unparalleled educational experience by consistently providing high quality curriculum.

C. Values

We believe:
- A highly competent and skilled phlebotomist is a critical component to quality patient care and accurate patient diagnosis
- A team of highly skilled and experienced educators is necessary to provide a broad learning experience as well as address the individual needs of the learner
- Collaboration between educators, trainers and students is important for successful growth and development of the student
- Everyone in our diverse learning environment has an equal voice and must be treated with dignity and respect
- Each and every student has the capacity to succeed and demonstrate professional excellence
- Experiential learning is necessary to increase knowledge and clarify meaning
- Innovation and technology will enhance the educational experience
Program Goals

1) To provide the Department of Laboratory Medicine and Pathology with entry-level allied health staff trained in phlebotomy.

2) To provide high-quality education to MCSHS students by teaching the most current curriculum as to thoroughly prepare each individual for a career in phlebotomy.

3) To provide an educational clinical practicum experience that builds upon their academic success in the classroom.

4) To assure Phlebotomy Technician graduates enter the work force with a strong understanding of professionalism.

5) To provide Phlebotomy Technician graduates with knowledge, technical skills, and practical experience to qualify for the national Phlebotomy certification examination.

Program Outcomes

- **Excellence**: To deliver the best patient-care through knowledge and technical aptitude

- **Commitment to Quality**: To perform at the highest level of competency to assure the quality of each and every patient sample collection

- **Innovation**: To further advance the field of phlebotomy through the use of creative reasoning and cutting edge technology

- **Professionalism**: To exemplify the phlebotomy technician’s professional role in the health care system and society

- **Mutual respect**: To treat everyone with dignity and advance cultural awareness

- **Teamwork**: To value the contributions of all and promote collaboration among medical professionals

- **Integrity**: To adhere to the highest standards of professionalism, ethics, and personal responsibility

- **Lifelong Learning**: To dedicate oneself to continuing education within the profession and pursuit of ongoing technical skill development
**Program Competencies**

**Professional Knowledge (Cognitive):**
By the end of the program the student will be able to:
- Know the principles underlying the profession of phlebotomy, including but not limited to: anatomy, physiology, venipuncture, venipuncture equipment, personal protective equipment, order of draw, skin punctures, and hand-hygiene.
- Utilize knowledge of the techniques used in phlebotomy and the ability to assess objectively the evidence for their effectiveness.
- Acquire skills to promote self-directed, life-long learning in the field of phlebotomy.

**Professional Skills (Psychomotor):**
By the end of the program the student will be able to:
- Perform practical skills required to work as a competent phlebotomy technician by correctly performing a minimum of 100 successful phlebotomy draws.
- Apply phlebotomy skills with compassion, safety and appropriate patient care measures.
- Utilize quality improvement techniques to enhance the accuracy and appropriateness of phlebotomy testing results.
- Participate (in the role of phlebotomy technician) as part of a clinical team providing comprehensive care for patients.

**Professional Attitudes, Behaviors and Cultural Competencies (Affective):**
By the end of the program the student will be able to:
- Commit to practice according to the ethical principles and legal requirements of the profession of a phlebotomy technician and the values of Mayo Clinic.
- Value cultural competency and respect for diversity in all professional interactions.
- Exhibit appropriate and professional skills of interpersonal communication with all patients and other members of the health team.
- Understand the responsibilities of all health care workers to contribute to enhancing the health and welfare of society.

**Programmatic accreditation/approval**

National Accrediting Agency for Clinical Laboratory Sciences
5600 N. River Road, Suite 720
Rosemont, IL 60018-5119
847-939-3597
Email: info@naacles.org
Program Outcomes
A review of the results of the following outcomes measures from the last three active years
1. External certification results
The first time pass rate is 93% for the MCSHS Phlebotomy Technician Program graduates.
2. Graduation rates
Our MCSHS Phlebotomy Technician Program has a 3 year average graduation rate of 88%.
3. Placement rates
Our MCSHS Phlebotomy Technician Program has a 93% job placement rate within six month of graduating, placing 86% within Mayo Clinic Department of Laboratory Medicine and Pathology.
4. Attrition rates
Our MCSHS Phlebotomy Technician Program has a 3 year average attrition rate of 12%.

Program clinical facilities
U.S. News announced the 2019-20 Best Hospitals and ranked Mayo Clinic #1 in the U. S. The Mayo Clinic School of Health Sciences (MCSHS) is one of the 5 major schools under Mayo Clinic College of Medicine and Science. Mayo Clinic Rochester has space and facilities to ensure that the Phlebotomy Technician Program students are successful.

The didactic portion of the Phlebotomy Technician Program is delivered through Blackboard, a web-based course management system permitting faculty to use supplementary electronic teaching methods to enhance the didactic education experience.

The student classroom is located in the Baldwin building within the Department of Laboratory Medicine and Pathology. The procedural skills training room is available to MCSHS students 24/7 to practice phlebotomy techniques on mannequin arms.

For the outpatient clinical practicum, there are three clinic locations used: Hilton Desk C laboratory, Charlton LA laboratory and the Baldwin SLB laboratory. They are all connected to each other and other patient care buildings by an enclosed walkway.

The inpatient clinical practicum is scheduled at both Mayo Clinic Hospitals – Rochester Methodist Campus and St Mary’s Campus. Between the two campuses there are 2059 beds and 115 operating rooms. Together, the hospitals and clinic buildings bring inpatient and outpatient services together to allow specialty physicians, researchers and educators to collaborate and offer the best care for patients.
Admission Criteria

Prerequisites

To be eligible for the Phlebotomy Technician Certificate Program, you must:

- Have proof of a high school diploma or GED
- Successfully pass a state and national background check
- Possess a 2.0 minimum GPA

Candidates are selected based on previous employment, volunteering, customer service experiences, leadership qualities, representation of personal qualities and skills in a personal interview.

Essential Functions

All students in the program must be able to perform the essential functions of the profession and meet the standards of the curriculum. Students seeking exceptions to these standards or reasonable accommodations should contact the program director.

- **Vision:** Visual ability sufficient for patient identification and assessment or equipment choices used in patient care, specifically possessing normal vision or corrected equivalent. Must be able to read small, fine print in all environments, including low-light conditions for accurate patient identification. Must be able to differentiate basic colors and hues in relation to distinguishing tube types or equipment choices (such as color-coded packaging).

- **Hearing:** Hearing abilities adequate to provide safe and efficient patient care and to effectively communicate with health care personnel. Must have an auditory or comparable capacity ensuring patient identification (ability to hear patient state name/date of birth within noisy environments) according to institutional policy. Interact with healthcare faculty, patients, and patient family members in person or via telephone. Must be able to identify and be alert to various equipment types such as: alarms, emergency signals, and instrumentation in noisy environments.

- **Tactile:** Tactile ability (sense of touch) to assess patients allowing for proper site selections and correct equipment choices. Have the ability to locate veins and arteries, by palpation, allow for vascular access. Recognize patient’s changing condition in regards to skin integrity and temperature.

- **Motor Skills/Mobility:** Possess both gross and fine motor skills necessary in providing safe and effective patient care. Possess full range of motion (ROM) allowing for gross movements within confined spaces such as bending, stooping, squatting, lifting, and pushing. Must have fine motor skills, steady hand function and hand-eye coordination allowing the correct and safe use of equipment (vacutainer syringe, lancets, or winged infusion devices) which contain sharp needles and are used in the venipuncture process. Must be able to label tie tourniquets, label tubes, assemble equipment, and have the dexterity to access small vessels with small pieces of equipment, such as the winged infusion device. Demonstrate the ability to fully utilize computer equipment such as
keyboard, mouse, and barcode scanner necessary to process orders and document any discrepancies.

• **Communication:** Possess written, verbal and comprehension skills for effective interaction between healthcare workers and patients in providing care. Must have the skills necessary to effectively verbalize the English language (such as pronunciation, articulation and volume) in communicating with faculty, patients, and patient family members, necessary for effective and understandable exchange of information. Must have the fluency to read and comprehend the English language necessary to understand caregivers’ written and/or electronic orders, and any signage related to patient care. Must demonstrate correct use of the English language in written format, including spelling and grammar, allowing for proper documentation regarding patient care.

• **Interpersonal Behavior and/or Social Skills:** Possess a level of emotional well-being to effectively communicate and interact in a non-judgmental and respectful manner with patients, patient’s family, peers, and other healthcare providers. Establish good rapport (greeting, explaining procedure, etc.) with patients while recognizing the variances in emotional status. Show genuine empathy, understanding, interest and professionalism while interacting with patients. Be able to accept constructive criticism and modify behavior accordingly.

• **Environment:** Sensory and physical well-being that will allow an individual to tolerate occasional distressing and/or disturbing conditions that may be present in a clinical setting. Must be able to tolerate smells associated with disease states and infections. Must be able to tolerate sight such as open incision, invasive procedures during code situations and injuries/deforities. Possess the ability to acclimate to various noises which may range from distractions to annoyances. Must have the emotional strength to understand patient and/or family disturbances, death and dying. Must be able to function effectively (by completing the given task) in emergent or stressful situations.

• **Problem Solving/Organizational Skills:** Command the ability to think critically, possess problem-solving and organizational skills necessary in providing quality patient care. Understand the relationship between patient health status/condition and requested collections. Possess the skills necessary to prioritize collections especially in emergent situations. Be able to troubleshoot/adapt when necessary. Understand additional resources available, where to locate them, and how to use them.

• **Ethics:** Adhere to Mayo Clinic’s mission, vision, and value statements regarding patient care. Recognize the importance of performing duties in accordance with policies and standard operating procedures. Accept the expectation of maintaining patient confidentiality, both from a legal standpoint and a humanitarian perspective. Understand the Patient Bill of Rights and perform care in a manner that exhibits respect, dignity, and empathy for the patient and family members.

**Computer/Technological Skills:**
Possess the skill sets and capability to utilize electronic technology in a healthcare setting (Information Systems). Understand basic computer functions such as Window applications; drop-down menus, pop-up boxes, data entry, printing, and the ability to function in multiple screens simultaneously. Possess basic troubleshooting skills and/or recognized resources available to assist.
Mayo Clinic School of Health Sciences (MCSHS) does not accept transfer of credits nor offer advanced placement.

**Program Course Descriptions**

**PHLB 1005 Introduction to Phlebotomy**  
This course introduces the learner to the basics of phlebotomy including equipment and methodologies utilized in the venipuncture process. Topics covered include safety, anatomy & physiology, and an introduction to the hospital setting in preparation for clinical rotation in the advanced portion of the program. This course is delivered in a blended environment and utilizes a combination of online instruction and student laboratory activities.

**PHLB 1205 Clinical Practicum I**  
The Practicum I course is a structured clinical rotation in the Outpatient/Clinic setting. Learners train with clinical preceptors, perform venipunctures, and gain valuable experience on outpatients. Learners are required to perform 100 successful, unassisted venipunctures on outpatients prior to moving to the advanced portion of the program.

**PHLB 1015 Advanced Phlebotomy**  
This course is a continuation of the didactic instruction, delivered in a blended environment and utilizes a combination of online instruction and in-class laboratory activities within the Inpatient/Hospital setting. Topics covered include transfusion medicine, hematology, arterial lines, Point-of-Care, specimen transport and processing, as well as professionalism.

**PHLB 1215 Clinical Practicum II**  
The Practicum II course is a structured clinical rotation in the Inpatient/Hospital setting. Learners train with clinical preceptors, perform venipunctures, and assist in the collection of arterial blood as well as assist with central line collections as part of a clinical team providing comprehensive patient care.

**Units of Credit**

The Mayo Clinic School of Health Sciences credits are given in credit hours. Credit hours are determined as follows:

- 1 Semester credit = 16 classroom hours
- 1 Semester credit = 32 laboratory hours
- 1 Semester credit = 64 clinical hours
**Program faculty**

Minnesota Campus
- Randy Gruhlke, M.S., PBT (ASCP)  
  Program Director  
  Instructor in Laboratory Medicine and Pathology  
  gruhlke.rand@mayo.edu  
  (507) 284-5781  
  Baldwin SL 101 F
- Erin Peper, MS, PBT (ASCP)  
  Associate Program Director  
  Instructor in Laboratory Medicine and Pathology  
  peper.erin@mayo.edu  
  (507) 266-5951  
  Baldwin SL 101 D

**Tuition and fees**

The 2020-2021 tuition and fees are as follows:
- Tuition = $1500
- Technology fee = $250

The **Mayo Clinic Workforce Development Scholarship** is available to all Phlebotomy Technician Certificate Program applicants. All admitted students will automatically receive the Mayo Clinic Workforce Development Scholarship, which covers the full cost of tuition and technology fee. As long as students remain in good standing, they will receive this scholarship for the full duration of the program.

- Mayo Clinic Workforce Development Scholarship: All programs within Mayo Clinic School of Health Sciences are offered to help support and develop the staffing needs at Mayo Clinic. The Mayo Clinic Workforce Development Scholarship provides students tuition-free access to specific educational programs that lead to health care careers where qualified candidates are needed and current job openings are in high demand.
- Outside of this scholarship, financial aid is **not** available for the program.
- Students are responsible for providing their own living accommodations. Living expenses such as transportation, housing, and meals are not paid to the school.

Withdrawal and tuition refund

Students who find it necessary to withdraw from the program may be eligible to receive a refund of tuition depending upon the date of withdrawal. See the Mayo Clinic College of Medicine and Science [withdrawal and tuition refund policy](#).
Service Work

<table>
<thead>
<tr>
<th>Title</th>
<th>Students and Clinical Work Policy</th>
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<tbody>
<tr>
<td>Scope</td>
<td>This policy covers students enrolled in the MSHS Phlebotomy Technician Program</td>
</tr>
<tr>
<td>Purpose</td>
<td>The policy exists to protect the student role in their educational program.</td>
</tr>
<tr>
<td>Definitions</td>
<td>Clinical Work refers to phlebotomy duties that are part of the routine or expanded scope of phlebotomy practice in the clinical setting.</td>
</tr>
<tr>
<td>Policy Statements</td>
<td>MCSHS Phlebotomy students will not be used in place of employees to provide patient blood draws, other than that which is required for the actual educational program. All opportunities within the scope of the Phlebotomy program will remain academic learning activities. Clinical rotations in which students handle patient blood draws will be used only to facilitate technical skill development and proficiency progression and not be used in a manner to displace regular paid clinical staff. Students are closely monitored by clinical training staff during all rotations. This policy covers students throughout the academic program. It does not apply to students who choose to become a part time salary-earning employee after hours of the program.</td>
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Additional policies and procedures

1. Academic advising

Academic advising is available in a number of ways. Individual, small group and workshop sessions are available and are offered at all locations. Learners seeking support work with an academic success adviser to identify needs and establish individualized short-term and long-term action plans and services that promote academic, personal and career accomplishment.

Additionally, success advising includes support and encouragement. Learners may need support for emotional issues or learning differences, at which times learners may reach out directly or be referred to appropriate resources. Individual contacts are made in person, over the phone, and through email. You may personally request services or may be referred by program faculty.

Academic success counselors offer a personal touch by meeting with learners in person, by phone or by Skype to discuss tutoring, efficient study practices, time management or anything else dealing with the academic requirements of your program. Our Academic Success Advisors provide assistance with studying, time management, or anything else dealing with the academic requirements of your program. Staff are available to learners at all sites maintaining confidentiality and impartiality.

2. Clinical assignments
All MCSHS Phlebotomy Technician Program students are guaranteed clinical practicum placement. For outpatient clinical practicum, most of these clinical assignments are scheduled in the morning in order to collect the majority of fasting lab visits. For the inpatient clinical practicum, clinical assignments may occur on first shift or second shift.

3. Student grievance and appeals

The ombudsperson offers a safe place for a student to air concerns and seek advice and help in resolving sticky situations. The role of the ombudsperson is to objectively represent the student’s interests in formal grievances. The ombudsperson will help a student through informal and formal grievances, and provides the student a fair and impartial perspective in situations where the student may have a disagreement with a program director or faculty. The grievance procedure details the formal process of filing a grievance. The ombudsperson for MCSHS is the Mayo Clinic College of Medicine Student Services Operations Manager. The Mayo Clinic College of Medicine and Science grievance procedure is available online to all students at: http://mayocontent.mayo.edu/collegeofmedicine/DOCMAN-0000140221?qt=Grievance

4. Satisfactory and unsatisfactory student progress

Learner Professional Conduct

The Mayo Clinic College of Medicine and Science conduct policies is available online at: http://mayocontent.mayo.edu/collegeofmedicine/DOCMAN-0000049993?qt=Conduct

• MCCMS is committed to providing equal education and employment opportunities to all persons, free from discrimination on the basis of race, sex, age, religion, national origin, marital status, color, creed, sexual orientation, gender identity or expression, disability (physical or mental), genetic information, veteran status, or status with regard to public assistance or other protected characteristics in administration of its educational policies, admissions policies, scholarship and loan programs, and other school-administered programs.
• Learners must honor the following standards in all their actions:
  o Maintain professional standards of honesty, integrity and mutual respect
  o Actively participate in learning activities
  o Promote open discourse and the free exchange of ideas
  o Consider the safety, security, and well-being of others
• Learner actions inconsistent with these standards may result in a formal warning, probation or dismissal.
• Unacceptable learner actions/behaviors include, but are not limited to:
  o Violations of mutual respect
  o Threatening, intimidating, harassing, haz ing, bullying or coercing Mayo Clinic patients, learners, employees, or visitors at any time and for any reason
  o Lying, cheating, misrepresentation, or plagiarism
  o Distribution, possession or use of alcoholic beverages, non-prescribed drugs or illegal/controlled substances on Mayo Clinic property
  o Reporting with the odor of alcohol on one's breath, or appearing to be under the influence of alcohol or any drug that impairs judgment or academic/clinical performance
  o Theft, misuse, misallocation or inappropriate removal or disposal of property belonging to Mayo Clinic patients, employees, learners, volunteers or visitors
  o Breach of ethics concerning confidentiality of employee, patient, or institutional information
  o Engaging in criminal behavior
  o Engaging in non-consensual behavior of a sexual nature
  o Any deliberate or negligent act which jeopardizes the health or safety of a patient, employee, learner, volunteer or visitor
  o Fighting, instigating a fight, or attempting bodily harm or injury to anyone on Mayo Clinic property
  o Bringing a firearm or weapon onto Mayo Clinic property without authorization
  o Failure to report for expected assignments without notification
  o Disruptive behaviors which compromise the learning environment of colleagues
  o Conscious and reckless disregard for safety rules or Mayo Clinic's safety practices
• Mayo Clinic expects honesty in all activities — whether in patient care, education or research.
**Academic calendar**

<table>
<thead>
<tr>
<th>Week 1</th>
<th>Fundamentals of Phlebotomy</th>
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<tbody>
<tr>
<td>Week 2</td>
<td>Outpatient Overview</td>
</tr>
<tr>
<td>Week 3</td>
<td>Above/Below IVs and Assisted Lines</td>
</tr>
<tr>
<td>Week 4</td>
<td>Inpatient Overview</td>
</tr>
<tr>
<td>Week 5</td>
<td>Transfusion Medicine</td>
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<tr>
<td>Week 6</td>
<td>Arterial Process and Point of Care</td>
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<tr>
<td>Week 7</td>
<td>Collection and Processing</td>
</tr>
<tr>
<td>Week 8</td>
<td>Professionalism</td>
</tr>
<tr>
<td>Week 9</td>
<td>Final exams and graduation</td>
</tr>
</tbody>
</table>

**Classroom Learning**

Through a combination of classroom and online learning, the learner will gain the knowledge to become a well-rounded phlebotomist. Your studies include readings, homework assignments, review questions, quizzes, exams, and case studies. Topics are introduced as online learning modules and then applied during a hands-on portion which takes place in the lab.

**Laboratory Sessions**

Lab sessions are conducted on-campus through an interactive, instruction–led session. Here, the learner will demonstrate knowledge of the processes and procedures that were studied online.

**Hands-on Clinical Rotations**

The learner will perform 100 or more successful collections on patients within the outpatient and inpatient setting. You will learn venous collections, arterial punctures, and line collections.
Program Completion Requirements

<table>
<thead>
<tr>
<th>Program Length</th>
<th>Credit Hours</th>
<th>Clock Hours</th>
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<tr>
<td>9 weeks</td>
<td>13</td>
<td>360</td>
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Additional information

A. **Class Dates:** The nine-week program is offered at five different times throughout the academic year. Upcoming program dates are:

   a. October 19, 2020 – December 18, 2020
   b. January 4, 2021 – March 5, 2021
   c. March 15, 2021 – May 14, 2021
   d. May 24, 2021 – July 23, 2021

**Holidays**

A schedule of activities will be provided during the first week of the program. Mayo Clinic College of Medicine and Science observes the following holidays:

<table>
<thead>
<tr>
<th>January 1</th>
<th>New Years Day</th>
<th>September 1</th>
<th>Labor Day</th>
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<tbody>
<tr>
<td>May xx</td>
<td>Memorial Day</td>
<td>November xx</td>
<td>Thanksgiving</td>
</tr>
<tr>
<td>July 4</td>
<td>Independence Day</td>
<td>December 25</td>
<td>Christmas</td>
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</tbody>
</table>

B. **Text Book:** Provided for your use during 9-week program however these books cannot be marked in, if you like to highlight, etc., it is suggested that you purchase your own.

**Attendance, Tardiness, and Absences**

The program has a dedicated start time for classes and clinical rotations. It is expected that students stay the entire time as specified by the web calendar schedule/syllabus. Any time students do not report to their assigned location by the designated start time, they are considered tardy. If students do not present within 30 minutes of the start time, they are considered absent and the time missed will count against the total allowable hours during the course. Absences are considered either excused or unexcused.

**Missed time:** No more than **14 hours** may be missed during the 9-week program. Any missed hours beyond 14 (excused or unexcused) must be made up through additional hours designated as make-up time. This time must be approved by the program director and/or faculty.

**Reporting Absences**

A student who has a known absence is expected to notify the Program Director or faculty as far in advance as possible. Unplanned absences must be communicated to the Program Director or faculty as soon as possible. A student is expected to communicate the absence via phone call or email prior to their start time to a member of the program faculty.

**Tardiness**

When the student knows he/she will be late, a call to the program office is mandatory. If a student is not able to call prior to the scheduled time, he/she must inform the program upon arrival to the area. If the student informs the program of tardiness more than 30 minutes past the scheduled start time, it will be documented as an unexcused absence.

**Disciplinary actions**

Tardiness:

1. **First tardy** – Documentation of tardiness, verbal warning from the Faculty.
2. **Second tardy** – Documentation of tardiness, written warning from the Program Director (Informal Warning).
3. **Third tardy** – Documentation of tardiness, and will be managed by Mayo Clinic College of Medicine and Science through Warning, Probation, Dismissal and Appeal policy (Formal Warning).

Unexcused absence:

1. **First time** – Documentation of event, written warning from the Program Director (Informal Warning).
2. **Second time** – **May result in disciplinary action under the** Mayo Clinic College of Medicine and Science Warning, Probation, Dismissal and Appeal policy.

***Unexcused absences of three consecutive days may result in immediate dismissal from the program.***
Evaluation and Grading System

Four letter grades are awarded to students during the program for the following:

Introduction to Phlebotomy Course  
Clinical rotation I (final hands on practical from outpatient setting)  
Advanced Phlebotomy Course  
Clinical Rotation II (final hands on practical from hospital setting)

Grading Scale

A = 92-100%  
A- = 90-91%  
B+= 88-89%  
B = 82-87%  
B-= 80-81%  
C+= 78-79%  
C = 75-79%

Note - students must achieve 75% or higher on all quizzes, exams, tests and final practical exams (and for each course) in order to remain in good academic standing in the program. **Exception – two tests require passing scores of 100%.

A non-passing score is 74% and below

Any assignment/quiz/test where a student scores below the 75% mark must be remediated until a passing score is achieved, however the original score stands in the gradebook. Students who remediate 3 or more assignments/quizzes/tests during the Phlebotomy Basics course may be placed on formal academic warning by the Mayo Clinic School of Health Sciences, and students who remediate five or more assignments/quizzes/tests during the program may be placed on academic probation.

**Exception, if the student does not pass the final exam or either of the clinical practical exams on the second attempt, they cannot further remediate the exam and will not pass the Course. This may result in dismissal from the program.

Daily Clinical Evaluations:

Program faculty and trainers will evaluate each student’s performance, every day, throughout the two courses. These evaluations will include the areas of academic progress, technical competencies and professional development. Students not meeting expectations will meet with program faculty and remediation will be required. The requirements of the daily evaluation form will be shown to students during orientation.

Trainer and Program Evaluations:

Students will complete a daily evaluation of their trainer, and an evaluation of the program/faculty will be evaluated twice during the program – midway and at class end.
Clinical Guidelines

Report on time (or early)
Wear appropriate clothing and shoes
Have a questioning attitude
Study during any clinical down time
Exhibit teamwork, professionalism, and responsibility
Respect all employees, patients, and fellow classmates
Take initiative to learn and perform all venipuncture steps correctly and according to procedures

Dress Code
Business Casual – please see the following link for dress code requirements at Mayo Clinic - https://careerawareness.mayoclinic.org/hubcap/dress-decorum/ with the understanding that laboratory dress codes are stricter due to safety concerns in dealing with blood and needles. Further specifics will be outlined during class orientation.

Shoes – Must cover the entire foot, and prefer shoe colors that are primarily a solid white, brown, black or navy with 10% or less accent color and socks

Graduation requirements

In order to receive your certificate, you must have met all the requirements of the courses: completed and successfully passed all exams, assignments and hands-on practical-exams and overall course with a grade of 75% or higher, returned textbook, paid tuition in full, made up any missed time beyond the allotted 14 hours.

Certification

Upon successful completion of the MCSHS Phlebotomy Program, students are eligible to take the NHA examination (http://www.nhanow.com) in the classroom on the last day of class or schedule an exam (on their own) through another phlebotomy certifying organization such as ASCP (www.ascp.org/content/board-of-certification). Graduation from the program is not contingent on the passing the NHA exam. Cost is approximately $115.00 which is not included in the Program’s tuition.