

Mayo Clinic School of Health Sciences Phlebotomy Technician Program

The Phlebotomy Technician Program is committed to diversity and educating students who will make the population of health care professionals a true representative of our diverse community.

The following technical standards are not intended to deter any candidate for whom reasonable accommodation will allow the fulfillment of the complete curriculum. Program applicants and admitted students with disabilities are confidentially reviewed to determine whether there are any reasonable accommodations that would permit the individual to satisfy the program standards. The following technical standards are required of all students enrolled in the Phlebotomy Technician Program:

Theme	Essential Functions	Example of Required Activities (Not all inclusive)
Observation	Candidates must be able to observe demonstration and participate in hands-on learning in the classroom, laboratory, and clinical settings. Candidates must be able to acquire information from written documents and computer systems.	<ul style="list-style-type: none"> • Reading small, fine print in all environments, including low-light conditions for accurate patient identification. • Recognize and assess patient changes in mood, activity, cognition, verbal, and non-verbal communication. • Acquire information from various equipment such as alarms and emergency signals. • Differentiate basic colors and their hues in relation to distinguishing tube types and equipment choices. • Utilize depth perception to determine where your device is in relation to the patient and surrounding environment. • Assess point of care testing such as pH litmus paper by comparing test-strip results to value chart. • Recognize patient's changing condition regarding skin integrity and temperature.
Communication	Candidates must be able to communicate effectively, sensitively, and efficiently with patients, families, health care professional and faculty. Candidates must be able to acquire the patient's medical history in a timely manner, interpret non-verbal information, and establish a therapeutic rapport with patients. Candidates are also required to record information accurately and clearly; and communicate efficiently in English with other health care professionals.	<ul style="list-style-type: none"> • Sufficiently communicate in English to retrieve information from literature, computerized databases, and lectures to communicate concepts on written exams and patient charts. • Communicate effectively and efficiently with patients, students, staff, faculty, and all members of the healthcare team during all learning experiences. • Fluently read and comprehend the English language necessary to understand caregiver's written and/or electronic orders and understand any signage related to safety and patient care. • Respond to overhead announcements and pages. • Interact with healthcare faculty, patients, and family in person and via the telephone. • Correctly identify patients, within noisy environments per institutional policy.

<p>Motor Skill & Mobility</p>	<p>Candidates must have sufficient motor functions that they are able to execute movements required to provide general care and treatment to patients in all health care settings within a specified amount of time.</p>	<ul style="list-style-type: none"> • Full range of motion allowing for gross movements within confined spaces such as bending, stooping, squatting, lifting, and pushing. • Full use of both hands, along with the ability to grasp, pinch and perform some repetitive motions including typing and tube inversions. • Fine motor skills, steady hand function and hand-eye coordination. • Locate veins and arteries, by palpation, allowing for vascular access. • Perform basic life support, transfer and position patients and re-position self around patients. • Position and operate typical equipment found in the health care environment (i.e. oxygen tanks, wheelchairs, imaging equipment, etc.)
<p>Interpersonal Behavior & Social Skills</p>	<p>Candidates must exhibit the emotional stability required for full utilization of their intellectual abilities, which includes, but is not limited to, the exercise of good judgment, and the prompt completion of responsibilities associated with the care of patients. Candidates are expected to exhibit integrity, honesty, professionalism, compassion, and display a spirit of cooperation and teamwork.</p>	<ul style="list-style-type: none"> • Tolerate physically, mentally, and emotionally demanding workloads, function effectively under stress, adapt to changing environments, display flexibility and learn to function in the face of uncertainties inherent in the clinical problems of patients. • Express compassion, integrity, concern for others, interpersonal skills, interest, and motivation when working with patients, staff, and faculty. • Manage apprehensive patients with a range of moods and behaviors in a tactful, culturally sensitive, congenial, personal matter so as not to alienate or antagonize them. • Accept feedback and respond by appropriate modification of behavior. • Show genuine empathy, understanding, interest and professionalism while interacting with patients.
<p>Cognitive & Intellectual</p>	<p>Candidates must be able to assimilate detailed and complex information presented in both didactic and clinical coursework. Candidates are expected to possess the ability to measure, calculate, reason, analyze, synthesize, and transmit information. Candidate must also command the ability to think critically, possess problem-solving and organizational skills necessary the classroom, laboratory, and clinical setting.</p>	<ul style="list-style-type: none"> • Learn through a variety of methods including, but not limited to, classroom instruction, small group, problem-based learning groups, team and collaborative activities, individual study, preparation, and presentation of reports simulations, and through the use of technology. • Organize time independently and manage multi-faceted demands and schedules. • Comprehend three-dimensional relationship and to understand spatial relationships of anatomic structures.

<p>Environment</p>	<p>Candidate must have the 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.</p>	<ul style="list-style-type: none"> • Tolerate smells associated with disease states and infections. • Tolerate sights such as open incisions, invasive procedures during code situations and injuries/deformities. • Understand there may be exposure to immunosuppressed patients, and use of proper personal protective equipment is required, including the potential need for N95 masks or PAPR. • Understand the potential risk of exposure to blood or body fluids • Tolerate frequent hand washing/sanitizing. • Acclimate to various noises which may range from distractions to annoyances. • Emotional strength to understand patient and/or family disturbances, death and dying. • Function effectively (by completing the given task) in emergent and stressful situations. • Function effectively in a variety of temperatures.
<p>Computer & Technological Skills</p>	<p>Candidate must be able to utilize electronic technology in didactic, laboratory and clinical environment.</p>	<ul style="list-style-type: none"> • Demonstrate basic computer functions such as data entry, printing, and ability to function in multiple screens simultaneously. • Learn and understand the software technology utilized in the health setting. • Demonstrate the ability to fully utilize computer equipment such as keyboard, mouse, and bar-code scanner necessary to process orders and document any discrepancies.
<p>Problem Solving/ Organizational Skills</p>	<p>Candidates must think critically and demonstrate problem-solving and organizational skills necessary in providing quality patient care.</p>	<ul style="list-style-type: none"> • Understand the relationship between patient health status/condition and requested collections. • Demonstrate the skills necessary to prioritize collections especially in emergent situations. • Effectively troubleshoot/adapt when necessary. • Understand additional resources available, where to locate them and how to use them.
<p>Ethics</p>	<p>Candidates must adhere to Mayo Clinic's mission, vision, and value statements regarding patient care.</p>	<ul style="list-style-type: none"> • 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.