



**Mayo Clinic School of Health Sciences  
Phlebotomy Technician Program Student Handbook**

[2023 Version 4.0]

## Table of Contents

Accreditation and Licensure	3 - 4
Introduction	4
Policies and Procedures	5
Program Description	5
Mission Statement	6
Program Goals and Outcomes	6 - 7
Graduate Competencies	8
Clinical Facilities	8
Admission Criteria	9
Essential Functions	9 - 11
Program Course Descriptions	11
Course Numbering Description	12
Units of Credit	12
Program Completion Requirements	12
Program Faculty	12-13
Tuition and Fees, including Mayo Clinic Workforce Development Scholarship	13
Withdrawal and Tuition Refund Policy	13
Service Work	14
Policies and Procedures:	14 – 15
Academic Advising	14
Accommodation for Disability	15
Clinical Assignments	15
Student Grievance and Appeals	15
Satisfactory Academic Progress	15
Code of Conduct	16
Warning, Probation, Dismissal and Appeal	16
Learner Professional Conduct	16
Academic Calendar	17
Additional Information	18
Textbooks	19
Attendance, Tardiness and Absences	19-20
Evaluation and Grading System	20-21
Laptops	21
Late Assignments	21
Daily Clinical Evaluations	21-22
Clinical Guidelines and Dress Code	22
Graduation Requirements and Certification	22



The contents of this manual are intended for Phlebotomy Technician program students at Mayo Clinic School of Health Sciences within Mayo Clinic College of Medicine and Science. Changes to content may occur. Faculty and Phlebotomy Technician program students will be promptly informed of changes accordingly.

**Mayo Clinic - Florida**

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Jacksonville, Florida  
32224  
904-953-2000

**Mayo Clinic - Rochester**

200 First Street SW  
Rochester, Minnesota  
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507-284-2511

**Mayo Clinic - Arizona**

13400 E Shea Blvd  
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480-342-2000

**Mayo Clinic College of Medicine and Science is accredited by the:  
Higher Learning Commission  
230 South LaSalle Street, Suite 7-500  
Chicago, IL 60604  
800-621-7440**

The Higher Learning Commission (HLC) is one of six regional institutional accreditors in the United States. HLC accredits degree-granting postsecondary educational institutions in the North Central region, which includes the states of Minnesota and Arizona.

Due to HLC's Policy on Affiliated Institutions ([INST.B.10.020](#)), the Mayo Clinic College of Medicine and Science (MCCMS) campus in Florida receives accreditation through affiliation with the educational and operational activities on the Rochester campus.

**Mayo Clinic College of Medicine and Science is accredited by the:**

**State Board for Private Postsecondary Education  
1740 W. Adams Street, Room 3006  
Phoenix, AZ 85007**

**Institution is licensed by the  
Florida Department of Education  
Commission for Independent Education**

**Additional information regarding this institution may be obtained by contacting the  
Commission at:**

325 West Gaines Street, Suite 1414  
Tallahassee, FL 32399-0400  
Toll Free 888-224-6684

*Institution ID #3014*

**Program Accreditation**

National Accrediting Agency for Clinical Laboratory Sciences  
5600 N. River Road, Suite 720  
Rosemont, IL 60018-5119  
847-939-3597  
Email: [info@naacles.org](mailto:info@naacles.org)

**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. 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. **You can expect to receive a focused, hands-on clinical rotation experience, which may include observations, shadowing, and individualized mentorship.**

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

#### Rochester Campus

Erin Peper, MS, PBT (ASCP) <sup>CM</sup>	<a href="mailto:peper.erin@mayo.edu">peper.erin@mayo.edu</a>
Program Director	(507) 284-5781
Assistant Professor in Laboratory Medicine and Pathology	Baldwin SL 101F

#### Florida Campus

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Instructor in Laboratory Medicine and Pathology	Vincent Stabile 647N

#### Arizona Campus

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Assistant Program Director	(480) 342-4414
Instructor in Laboratory Medicine and Pathology	Support Services Building 2-362

### **College of Medicine and Science Policies and Procedures**

The Learning Management System (Brightspace) used in the Phlebotomy Program provides links to Mayo Clinic College of Medicine and Sciences policies and procedures that every student must follow, including 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. The curriculum is designed to provide students with the knowledge and skills necessary for careers working in outpatient/clinic or inpatient/hospital settings. The program provides 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, Preanalytical Variables, Safety, Infection Control, Bloodborne Pathogens, Difficult Collections, Pediatrics, Hematology, Transfusion Medicine, Non-Blood Specimens, Arterial Blood Gases, 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
- 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) Provide the Department of Laboratory Medicine and Pathology with entry-level allied health staff trained in phlebotomy
- 2) Deliver high quality education to MCSHS students by teaching up-to-date curriculum to thoroughly prepare all Phlebotomy Technician graduates for a career in phlebotomy
- 3) Provide an educational clinical practicum experience that builds upon their academic success in the classroom
- 4) Assure Phlebotomy Technician graduates enter the work force with a strong understanding of professionalism
- 5) Offer Phlebotomy Technician graduates knowledge, technical skills, and practical experience to qualify for the national Phlebotomy certification examination

## **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 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

Outcomes measures from the last three active years for our Phlebotomy Technician program.

- External certification results (ASCP Board of Certification/NHA Phlebotomy Certification Exam): *The first-time pass rate is 92% for the MCSHS Phlebotomy Technician Program graduates.*
- Graduation rates (MCSHS Annual Program Profile metrics): *The MCSHS Phlebotomy Technician Program has a 3-year average graduation rate of 99%.*
- Placement rates (MCSHS Annual Program Profile metrics): *The MCSHS Phlebotomy Technician Program has a 100% job placement rate within six months of graduating.*

## **Graduate 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

## **Clinical Facilities**

The Mayo Clinic School of Health Sciences (MCSHS) is one of the major schools under Mayo Clinic College of Medicine and Science. Each of the Mayo Clinic campuses have space and facilities to ensure that the Phlebotomy Technician Program students are successful.

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



## **Admission Criteria**

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
- Provide immunization record and proof of health insurance

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.

<b>Theme</b>	<b>Essential Functions</b>	<b>Example of Required Activities (Not all inclusive)</b>
<b>Observation</b>	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"><li>• Reading small, fine print in all environments, including low-light conditions for accurate patient identification.</li><li>• Recognize and assess patient changes in mood, activity, cognition, verbal, and non-verbal communication.</li><li>• Acquire information from various equipment such as alarms and emergency signals.</li><li>• Differentiate basic colors and their hues in relation to distinguishing tube types and equipment choices.</li><li>• Utilize depth perception to determine where your device is in relation to the patient and surrounding environment.</li><li>• Assess point of care testing such as pH litmus paper by comparing test-strip results to value chart.</li><li>• Recognize patient's changing condition regarding skin integrity and temperature.</li></ul>

<p><b>Communication</b></p>	<p>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.</p>	<ul style="list-style-type: none"> <li>• Sufficiently communicate in English to retrieve information from literature, computerized databases, and lectures to communicate concepts on written exams and patient charts.</li> <li>• Communicate effectively and efficiently with patients, students, staff, faculty, and all members of the healthcare team during all learning experiences.</li> <li>• 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.</li> <li>• Respond to overhead announcements and pages.</li> <li>• Interact with healthcare faculty, patients, and family in person and via the telephone.</li> <li>• Correctly identify patients, within noisy environments per institutional policy.</li> </ul>
<p><b>Motor Skill &amp; Mobility</b></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"> <li>• Full range of motion allowing for gross movements within confined spaces such as bending, stooping, squatting, lifting, and pushing.</li> <li>• Full use of both hands, along with the ability to grasp, pinch and perform some repetitive motions including typing and tube inversions.</li> <li>• Fine motor skills, steady hand function and hand-eye coordination.</li> <li>• Locate veins and arteries, by palpation, allowing for vascular access.</li> <li>• Perform basic life support, transfer and position patients and re-position self around patients.</li> <li>• Position and operate typical equipment found in the health care environment (i.e., oxygen tanks, wheelchairs, imaging equipment, etc.)</li> </ul>
<p><b>Interpersonal Behavior &amp; Social Skills</b></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"> <li>• 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.</li> <li>• Express compassion, integrity, concern for others, interpersonal skills, interest, and motivation when working with patients, staff, and faculty.</li> <li>• 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.</li> <li>• Accept feedback and respond by appropriate modification of behavior.</li> <li>• Show genuine empathy, understanding, interest and professionalism while interacting with patients.</li> </ul>

<b>Cognitive &amp; Intellectual</b>	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.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Organize time independently and manage multi-faceted demands and schedules.</li> <li>• Comprehend three-dimensional relationship and to understand spatial relationships of anatomic structures.</li> </ul>
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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* *5 credits*

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* *1 credit*

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* *6 credits*

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* *1 credits*

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.

## **Course Numbering Description:**

The Phlebotomy Technician Program has adopted a sequential numbering convention beginning with course number 1000, as entry level undergraduate courses.

## **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 Completion Requirements**

<b>Program Length</b>	<b>Credit Hours</b>	<b>Clock Hours</b>
9 weeks	13	360

## **Program Faculty**

### **Rochester Campus**

Erin Peper, MS, PBT (ASCP)<sup>CM</sup>  
Program Director – Assistant Professor in Laboratory Medicine and Pathology

Jill Schmidt, BS, PBT (ASCP)<sup>CM</sup>  
Associate Program Director - Instructor in Laboratory Medicine and Pathology

Jordan Ristau, CPT (NHA)  
Phlebotomy Education Assistant

Susan Rendernick, PBT (ASCP)<sup>CM</sup>  
Phlebotomy Education Assistant

Mitsy King, CPT (NHA)  
Phlebotomy Education Assistant

Becca Jacobson  
Training Program Coordinator – Instructor in Laboratory Medicine and Pathology

## Florida Campus

Liliana Banks, BS, PBT (ASCP)<sup>CM</sup>

Assistant Program Director - Instructor in Laboratory Medicine and Pathology

Bukuri Velcanaku, CPT (NHA)

Phlebotomy Education Assistant - Instructor in Laboratory Medicine and Pathology

## Arizona Campus

Monica Graham, BS, PBT (ASCP)<sup>CM</sup>

Assistant Program Director – Instructor in Laboratory Medicine and Pathology

## Tuition and fees

The 2023-2024 tuition and fees are as follows:

- Tuition = \$1500\*
- Technology fee = \$250\*
- Books and supplies = \$175\*

The **Mayo Clinic Workforce Development Scholarship\*** covers the tuition and technology fee for all admitted students. If students remain in good standing, they will receive this scholarship for the full duration of the program. It allows students to take the first important step toward completion of an academic program in areas that represent critical workforce needs for our organization and that will prepare you for potential employment with Mayo Clinic or another health care organization. However, employment after graduation is not guaranteed.

- 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 and health insurance. Living expenses such as transportation, housing, and meals are not paid by 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 external website ([Withdrawal and Tuition Refund Policy](#)).

Upon withdrawal from the program any stipend payments will be discontinued. If a deferment is arranged, upon restarting the program the remainder of the original amount is the only amount that will be disbursed.

## **Service Work**

<b>Title</b>	<b>Students and Clinical Work Policy</b>
Scope	This policy covers students enrolled in the MCSHS Phlebotomy Technician Program.
Purpose	The policy exists to protect the student role in their educational program.
Definitions	Clinical Work refers to phlebotomy duties that are part of the routine or expanded scope of phlebotomy practice in the clinical setting.
Policy Statements	<p>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.</p> <p>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.</p> <p>Students are closely monitored by clinical training staff during all rotations.</p> <p>This policy covers students throughout the academic program. It does not apply to students who choose to become a part-time salary-earning employee outside of the program.</p>

## **Additional policies and procedures**

### **Academic Advising**

Academic advising is available in several 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- and long-term action plans and services that promote academic, personal and career accomplishment.

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 virtually to discuss tutoring, efficient study practices, time management or anything else dealing with the academic requirements of your program.

Our Academic Success Advisors help with studying, time management, or other issues related to academic requirements of your program. Staff are available to learners at all sites and maintain confidentiality and impartiality.

## Accommodation for Disabilities

Any student with a physical, psychiatric, sensory, or learning disability may request reasonable accommodations after providing adequate documentation from appropriate licensed professionals to the Mayo Clinic College of Medicine. Successful accommodation of a learner's needs takes time and careful planning. The learner must request accommodations for a disability as soon as possible. For a new matriculating learner, this should be done before arrival for orientation. For more information:

<http://mayocontent.mayo.edu/collegeofmedicine/DOCMAN-0000139987>

The Mayo Clinic College of Medicine and Science (MCCMS) strives for an inclusive learning environment. If you anticipate or experience any barriers related to the format or requirements of this course, please contact the instructor to discuss ways to ensure full access. If you determine that additional disability related accommodations are necessary, please contact the Office of Wellness and Academic Support - Disability Services at [MCCMS.DS@mayo.edu](mailto:MCCMS.DS@mayo.edu)

## Clinical Assignments

All MCSHS Phlebotomy Technician Program students are guaranteed clinical practicum placement. For the outpatient clinical practicum, clinical assignments are scheduled in the morning to collect fasting lab visits. Clinical assignments occur in multiple laboratories on the Mayo Clinic campuses. For the inpatient clinical practicum, clinical assignments may occur on any shift, at any of the Mayo Clinic Hospitals.

## Student Grievance and Appeals

The ombudsperson (advocate for students) will assist/advise a student through informal and formal grievances in a safe environment. They provide 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 **Grievance Procedure** is readily available to you on the MCCMS external website (<https://college.mayo.edu/media/mccms/content-assets/about/college-profile/consumer-information-and-disclosures/Grievance-Procedure.pdf>).

## Satisfactory Academic Progress

Students are expected to make satisfactory academic progress throughout the program. The following policies are readily available to you on the [MCCMS external website](#) at:

- [Mayo Clinic School of Health Sciences policy](#)
- [Satisfactory academic progress for financial aid policy](#)

## **Code of Conduct**

Academic honesty and integrity are fundamental values structured into the culture of Mayo Clinic. It is expected that learners will maintain professional standards of honesty, integrity, and mutual respect. Students are also expected to maintain ethical practices concerning the confidentiality of patients, employees, institutional information. Supplying other students with your work, either before or after you have completed a class, is an honor violation and may result in severe administrative consequences. Students should be sure that they understand these expectations outlined in the Mayo Clinic School of Health Sciences Learner Professional Conduct Policy. For more information:

<http://mayocontent.mayo.edu/collegeofmedicine/DOCMAN-000049993?redirected=1>

## **Warning, Probation, Dismissal, and Appeal Policy and Procedure**

If a learner's performance or behavior does not meet minimum academic or non-academic standards, he/she/they will be subject to the Warning, Probation, Dismissal and Appeal Policy.

## **Learner Professional Conduct**

The Mayo Clinic College of Medicine and Science conduct policies is available online at:

<http://mayocontent.mayo.edu/collegeofmedicine/DOCMAN-000049993?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-administrated programs.
- Learners must honor the following standards in all their actions:
  - Maintain professional standards of honesty, integrity, and mutual respect
  - Actively participate in learning activities
  - Promote open discourse and the free exchange of ideas
  - 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:
  - Violations of mutual respect
  - Threatening, intimidating, harassing, hazing, bullying or coercing Mayo Clinic patients, learners, employees, or visitors at any time and for any reason
  - Lying, cheating, misrepresentation, or plagiarism
  - Distribution, possession or use of alcoholic beverages, non-prescribed drugs, or illegal/controlled substances on Mayo Clinic property



- 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
- Theft, misuse, misallocation or inappropriate removal or disposal of property belonging to Mayo Clinic patients, employees, learners, volunteers, or visitors
- Breach of ethics concerning confidentiality of employee, patient, or institutional information
- Engaging in criminal behavior
- Engaging in non-consensual behavior of a sexual nature
- Any deliberate or negligent act which jeopardizes the health or safety of a patient, employee, learner, volunteer, or visitor
- Fighting, instigating a fight, or attempting bodily harm or injury to anyone on Mayo Clinic property
- Bringing a firearm or weapon onto Mayo Clinic property without authorization
- Failure to report for expected assignments without notification
- Disruptive behaviors which compromise the learning environment of colleagues
- 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**

Week 1	Fundamentals of Phlebotomy
Week 2	Quality Collections
Week 3	Non-Blood Collections & Specimen Processing
Week 4	Specialty Collections
Week 5	Body Systems
Week 6	Other Blood Source Collections
Week 7	Safety
Week 8	Legal
Week 9	Final exams and graduation

### *Classroom Learning*

Through a combination of classroom and online learning, the learner will gain the knowledge to become a well-rounded phlebotomist. Studies include readings, homework assignments, review questions, quizzes, exams, and case studies.

### *Laboratory Sessions*

Lab sessions are conducted on-campus through an interactive, instructor-led session. The learner will demonstrate knowledge of the processes and procedures that are part of the online curriculum.

### *Clinical Rotations*

The learner will perform a minimum of 100 successful collections on patients within the outpatient and inpatient setting. Knowledge and skills will be applied based on learnings from the classroom and laboratory sessions.

## **Additional information**

### **Class Dates:**

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

- January 9, 2023 – March 10, 2023
- March 20, 2023 – May 19, 2023
- June 5, 2023 – August 4, 2023
- July 3, 2023 – September 1, 2023 (Rochester campus only)
- August 14, 2023 – October 13, 2023
- October 23, 2023 – December 22, 2023

### 2023 Holidays

<i>A schedule of activities will be provided during the first week of the program.</i>			
<i>Mayo Clinic College of Medicine and Science observes the following holidays:</i>			
<b>January 2, 2023</b>	New Years Day	<b>September 4</b>	Labor Day
<b>May 29</b>	Memorial Day	<b>November 23</b>	Thanksgiving
<b>July 4</b>	Independence Day	<b>December 25</b>	Christmas

## **Textbook(s):**

Required (provided during program):

McCall, R.E. and Tankersley, C.M. (2020). *Phlebotomy Essentials – 7<sup>th</sup> Edition*

Recommended:

McCall, R.E. (2020) *Student Workbook for Phlebotomy Essentials – 7<sup>th</sup> Edition*

McCall, R.E. (2020) *Phlebotomy Exam Review – 7<sup>th</sup> Edition*

Phelan, S. (2019) *BOC Study Guide Phlebotomy Certification Examinations – 2<sup>nd</sup> Edition*

## **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 15 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 **2 clinical rotations** may be missed during the 9-week program. Any missed hours beyond 2 clinical rotations (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. Any missed presentations or labs must be made up.

## **Reporting Absences**

A planned or unplanned absence 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 at least one hour prior to their start time to a member of the program faculty. If faculty is not notified at least one hour prior to start time the absence will be considered unexcused.**

## **Tardiness**

A known tardy requires a call to the program office. If a student is not able to call prior to the scheduled time, the program office must be notified upon arrival. If the student informs the program of tardiness more than 15 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 is 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** managed by 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.**

**\*\*\*Combinations of Tardiness and Unexcused absences could lead to the escalation of corrective action through the Mayo Clinic College of Medicine and Science Warning, Probation, Dismissal and Appeal policy.**

### **Evaluation and Grading System**

Grades are awarded to students during the program for the following four sections:

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 inpatient setting)

### **Grading Scale**

92-100	A
90-91	A-
88-89	B+
82-87	B
80-81	B-
78-79	C+
75-77	C
70-74	C-

**Note - students must achieve 70% or higher on all quizzes, exams, tests, and final practical exams (and for each course) to remain in good academic standing in the program. \*\*Exception – two tests require passing scores of 100%.**

A non-passing score is 69% and below

Any assignment/quiz/test a student score is below the 70% mark must be remediated until a passing score is achieved, however the original score stands in the gradebook.

**\*\*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.**

### **Laptops**

You will be assigned a laptop for the duration of the program. At the end of the program, it must be returned. Please note that use is monitored, and sites are restricted. Since it is a Mayo computer, you are asked to prohibit personal use and only use for course related items. You will be asked to sign a computer agreement on the first day of class and are responsible for any damages that occur to the laptop while it is checked out to you. You will need to have access to high-speed internet during this class. Tests and quizzes will be taken in the classroom (on **school** laptops), cheating is not tolerated in any Mayo Clinic School of Health Sciences (MCSHS) programs.

### **Late assignments**

Assignments are due by midnight on Sunday each week, unless specified differently on the syllabus. Late assignments will not receive full credit. For each day, an assignment is late it will be reduced by 20%, and the assignment will still need to be completed at 70% or higher or remediated until it has reached a passing score.

For example: Assignment is due on Sunday at midnight, and you do not complete Monday your score will automatically be at 80%. If you still do not turn in by Tuesday, you will be at 60%. You submit the assignment on Tuesday and score 90%, the grade book will reflect the 60%.

If you know you will need additional time with an assignment, please reach out to the program director and ask for an extension.

### **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

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**

**Scrubs**– Rochester and Florida campus will wear burgundy/maroon/wine tops and bottoms and Arizona wears ceil blue tops and bottoms.

**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.

Further specifics will be outlined during class orientation.

**Students are responsible for providing their own scrubs and shoes that meet these requirements.**

## **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 70% or higher, paid tuition in full, made up any missed time beyond the allotted 14 hours as detailed in **Attendance, Tardiness, and Absences** above.

## **Certification**

Upon successful completion of the MCSHS Phlebotomy Program, students are eligible to take a National Certification Exam. The NHA examination (<http://www.nhanow.com>) is offered in the classroom on the last day of class or an exam can be scheduled (independently) through another phlebotomy certifying organization such as ASCP ([www.ascp.org/content/board-of-certification](http://www.ascp.org/content/board-of-certification)). Graduation from the program is not contingent on the passing the certification exam. The cost of this exam is not covered by MCSHS.