



SCHOOL OF HEALTH, WELLNESS, & PUBLIC SAFETY

Medical Laboratory Sciences:

Phlebotomy

Medical Laboratory Technician

STUDENT HANDBOOK

Medical Laboratory Sciences Program Director

Monica Lewis

Phone: 224-4000 Ext. 50202

Email: mllewis@cnm.edu

Medical Laboratory Sciences Clinical Coordinator

Susan Randolph

Phone: 224-4000 Ext. 51027

Email: srandolph1@cnm.edu

Revised 03/27/18

ABOUT THE PROGRAM

Program Description

Program Vision, Mission, Goals

VISION:

The vision of the CNM MLT & PHLB programs is to provide the number of qualified graduates needed to serve the community.

MISSION:

The mission of the CNM MLT & PHLB programs, as the sponsoring institution, in conjunction with the clinical affiliates, is to provide an academic curriculum of applied science to prepare graduates to work in a dynamic healthcare delivery system.

GOAL 1: The CNM MLT & PHLB programs will design and implement an academic curriculum that will enable graduates of the program to achieve the exit competencies.

GOAL 2: The CNM MLT & PHLB programs will provide a safe learning environment for faculty and students.

GOAL 3: The CNM MLT & PHLB programs will promote meaningful and mutually beneficial partnerships in the healthcare community.

Program Officials

Monica Lewis, MA, MT (ASCP)PBT^{CM}
MLS Program Director

Susan Randolph, MS, MT (ASCP), BB, HP
MLS Clinical Coordinator

Kendall Crookston, MD, PhD, FCAP
Program Advisor

Dr. Tamra Mason
Dean, School of Health, Wellness & Public Safety

Jennifer Price, MLS (ASCP)
Science Lab Tech III

Full Time Program Faculty

Monica Lewis, MA, MT (ASCP)
Susan Randolph, MA, MT (ASCP)BB, HP

Part Time Program Faculty

Laura Piper, BSMT, MLT (ASCP)
Elizabeth Johnson, MS, MT (ASCP)
PhuongAnh McDevitt, MLS (ASCP)
April Trevizo, MLT (AMT), MLS (ASCP)
Sharon Whetten, MA, MT (ASCP)
Kristen Degenhardt, MLS (ASCP)
Kristin Markle, BS, MB (ASCP) PBT
Jennifer Franco PBT (ASCP)
Kristen Degenhardt MLS (ASCP)
Loretta Gonzales MT (ASCP)
Ruth McCall MT (ASCP)
Maria Villarreal MT (ASCP)

Accreditation

The MLT program is accredited by:

National Accrediting Agency for Clinical Laboratory Science (NAACLS):

National Accrediting
Agency for Clinical
Laboratory Sciences
5600 N. River Rd. Suite 720
Rosemont, IL 60018-5119
(773) 714- 8880
www.naacls.org

The CNM MLS Programs are approved by:

American Society of Clinical Pathology
33 West Monroe Street, Suite 1600
Chicago, IL 60603
312.541.4999
www.ascp.org

CLINICAL AFFILIATES INCLUDE:

TriCore Reference Laboratories (Includes the labs and draw stations at Woodward, Presbyterian, Presbyterian Kaseman, Presbyterian Espanola, Presbyterian Socorro, Presbyterian Rust, University Hospital, University Hospital Cancer Center, University Hospital Sandoval Regional, Presbyterian Medical Group, and University Family Health).

Quest Diagnostics, Albuquerque, NM

Southwest Labs, Albuquerque, NM

Program Curriculum and course descriptions

[Medical Laboratory Technician](#)

[Phlebotomy](#)

Program Competency Expectations

PHLB:

Knowledge: Describe and identify pre-analytical variables and interferences related to laboratory specimen collection and handling and correlate laboratory tests with basic human physiology and disease states.

Skill: Perform laboratory procedures including: specimen collection and processing, record documentation, pre-analytical preventative and corrective action, and safety protocols.

Behavior: Describe and demonstrate appropriate laboratory etiquette, professionalism, communication and human relation skills.

MLT:

Knowledge: Correlate laboratory tests with human physiology and disease states.

Skills: Perform and interpret laboratory tests including: specimen collection and processing, instrument operation and troubleshooting, result reporting and record documentation, quality control monitoring, computer applications, corrective action, and safety protocols.

Behavior: Describe and demonstrate appropriate laboratory etiquette, professionalism, communication and human relation skills.

Exit Competencies

MLT:

Analytical Processes: Perform diverse pre-analytical and post-analytical processes according to lab protocol including the collection of specimens, performance of quality control, quality assurance functions, and using the laboratory information system.

Communication: Demonstrate professional conduct and interpersonal communication skills in interactions with patients, laboratory personnel, other health care professionals, the public and students in compliance with lab policy.

Quality Control: Monitor quality control within predetermined limits.

Corrective Actions: Recognize factors that affect procedures and results and take appropriate actions within predetermined limits when corrective actions are indicated.

Analytical Testing: Using safe technique, perform waived, point-of-care, moderate and highly complex analytical testing as defined by CLIA88 on body fluids, cells and products accurately as defined by the proficiency standards of the supervising laboratory.

Clinical Applications: Determine the relationship between laboratory findings and common disease processes recognizing critical values and taking appropriate action as determined by lab protocol.

PHLB:

Physician Orders: Accurately interpret requisitions, physician orders, laboratory terminology, and abbreviations.

Clinical Applications: Define the general purpose of laboratory tests as they relate to the diagnosis and treatment of common disease processes.

Procedures: Safely perform venipuncture, skin puncture, miscellaneous collections, specimen handling, bedside testing, and special tests using Clinical Laboratory Standards Institute (CLSI) guidelines including selection of proper tubes and order of draw.

Communication: Interact with patients, visitors, and healthcare personnel in a professional manner to include providing patients/clients with proper instruction concerning the collection of specimens.

Clerical: Accurately perform pre-analytical duties including clerical, computer, quality control, and other essential duties related to phlebotomy.

<http://www.ascls.org/about-us/code-of-ethics>

Student Work Policy

It is essential that students make a strong commitment of their time in order to successfully complete the programs and prepare for certifying exams. Employment while attending school is discouraged. There are many resources available for financial aid, and students are encouraged to apply. If a student must work, the following policies must be followed:

1. Students may not work during scheduled class time or clinical rotations.
2. Students may work during non-training hours as long as they can handle the extra workload and maintain the required grade average.
3. A student, who is hired by a clinical site before graduation has not completed his or her education, is not legally qualified to perform that job and must wait until graduation and proper training before performing technical procedures in an official capacity.

Information for Transfer of Credit

A formal articulation agreement between CNM and UNM facilitates the transfer of credit received from the Associate of Applied Science Degree to the Medical Laboratory Sciences Program at the University of New Mexico. CNM also offers a Pre-Health Sciences AA Degree.

The PHLB and MLT programs are articulated, certain MLT courses will be waived for PHLB graduates.

<https://www.cnm.edu/student-resources/credit-for-prior-learning>

Uniforms and Dress Code

Phlebotomy students will be issued 3 sets of scrubs and will be required to wear them (or any scrubs) during PHLB classes and clinical.

MLT students will be issued lab coats and will be required to wear them over appropriate street clothes or scrubs during laboratory classes and clinical.

1. All students must be neat and clean in appearance and appear professional at all times:
2. Students must wear a clean disposable lab coat over appropriate street dress or scrubs in student labs. Lab coats must be replaced when they are dirty, smelly or stained. Students will wear gloves and face shields when handling potentially infectious materials.
3. The uniform should fit appropriately, providing freedom of movement, and must be suitable for standing, stretching or bending and be consistent with community standards and professional appearance of the individual.
4. Cutoffs, shorts, exposed undergarments, and scanty tops are not allowed. Most clinical sites require scrubs or khakis and a polo shirt under a lab coat.
5. Hair should be clean, neat, well groomed and worn in such a way that it will not constitute a hazard to you or to patients. (Long hair must be tied back or worn up when in the laboratory). Beards, mustaches and long sideburns must be neatly trimmed at all times.
6. Closed toe shoes are required for protection while working in the student laboratory or clinical setting.
7. The student will be required to conform to the dress code of the classroom or clinical laboratory to which he/she is assigned.
8. No jeans of any type are permitted in the clinical setting. Jeans in campus MLT labs will be at the classroom instructor's discretion.
9. Students must obtain a name tag and display it during clinical rotations.
10. Jewelry to be worn with the uniform should be conservative. Body jewelry should be minimally visible (i.e., covered, translucent or skin colored). For safety reasons, chokers, necklaces and dangle earrings are not to be worn.
11. Extremes in make-up, nails, hair styles, hair ornaments, or ribbons are not permitted. Strong-scented perfume, aftershave lotion or hair spray may be offensive to patients and should not be used.
12. Proper hygiene including prevention of body and breath odor should be practiced.
13. Tattoos must be covered and facial jewelry must be removed.
14. It is highly recommended that smokers refrain from smoking during clinical rotation time, as smoking is not allowed on any clinical property and students are working in close contact with patients. In the event that a student needs to have a smoke break, the student may need to spray their clothing with an air freshener (i.e. Febreze) to eliminate any possible odor.

Functional Abilities for Program Students: Links to O*net info

Phlebotomy: <http://www.onetonline.org/link/summary/31-9097.00>

MLT: <http://www.onetonline.org/link/summary/29-2012.00>

Program completion

The Associate of Applied Science Degree or Certificates of Completion are granted to students on completion of all courses of the prescribed curriculum with a grade of "C" or better. The student must declare the program as a major. A graduation application must be filled out and submitted to CNM Advisement or students will not receive their degrees or certificates.

<https://www.cnm.edu/depts/graduation>

Students who successfully complete the programs are eligible to take the national certification exams given by the Board of Registry of the American Society for Clinical Pathology (ASCP) and/or American Medical Technologists (AMT). Fees for each exam are listed on the application. The student is responsible for completing his/her own application and paying appropriate fees.

<http://www.ascp.org/>

The granting of the Associate of Applied Science Degree or Certificate of Completion is not contingent upon the student's passing any type of external examination for certification.

Human Subjects Consent

MEDICAL LABORATORY SCIENCE PROGRAMS – PHLB/MLT/MLT 1001 HUMAN SUBJECTS DOCUMENT ASSUMPTION OF RISK AND CONSENT TO PROCEDURES

General Information:

During this program you will be participating in laboratory activities in which learning by students requires the use of human subjects as part of the training. As a part of these learning activities you will be asked to perform specific skills as well as be the subject of specific skills practiced by students.

These learning activities will be conducted under the supervision of the course instructor.

Benefits:

The activities listed have been selected because they are skills essential to the learning process and the faculty believe that realistic practice is essential for optimum learning.

Bloodborne Pathogen Exposure:

It is important that you are aware that blood and other body fluids have been implicated in the transmission of certain pathogens, particularly Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV); the virus responsible for Acquired Immune Deficiency Syndrome (AIDS). In order to minimize risk of exposure to bloodborne pathogens, the student must agree to follow Standard Precautions guidelines as well as comply with regulations outlined in the OSHA Bloodborne Pathogen Standard.

Risks/Discomforts:

Participation may create some anxiety or embarrassment for you. Some procedures may create minor physical or psychological discomfort. There is a potential for bloodborne pathogen exposure. Specific risks are listed below.

Your Rights:

You have the right to withhold consent and to withdraw consent after it has been given. You may ask questions and expect explanation of any point that is unclear.

Training:

All students must obtain BBP certification prior to entering the program and maintain current certification for the duration of the course (this not applicable to MLT 1001). All students must attend a course specific safety orientation prior to handling equipment or specimens.

Learning Activity	Specific Benefit	Risks/Discomfort	Safety Measures
<p>Venipuncture using evacuated tube system (ETS), winged needle and syringe systems</p> <p>This not applicable to MLT 1001</p>	<p>Student gains experience in performing procedures required to meet course skills objectives</p>	<p>Possibility of hematoma or bruising, pain with procedure; risk of temporary or long-term nerve inflammation. Risk of dizziness, nausea and/or syncope (fainting).</p> <p>Potential BBP exposure.</p>	<p>Students must properly activate safety devices and dispose of needles and other equipment as directed.</p> <p>Students must wear required personal protective equipment and use other engineered safety equipment when handling, processing and analyzing blood and other body fluids.</p>
<p>Skin puncture of the finger tip</p>	<p>Same as above</p>	<p>Temporary pain upon puncture and possible fingertip tenderness and bruising. Minimal possibility of infection.</p> <p>Potential BBP exposure</p>	<p>All blood and body fluids must be disposed of as directed.</p> <p>Any accidents or exposures must be reported immediately to the instructor and CNM Security (224-3001) in accordance with the CNM HWPS Injury/Exposure Procedure: http://www.cnm.edu/programs-of-study/health-wellness-public-safety/InjuryExposureProtocol040716.pdf</p> <p>Student will seek care for injury as needed using personal health insurance. If student not insured, a list of low-cost options can be provided.</p> <p>In case of emergency, call 911.</p>
<p>Analytical testing and processing of blood and other body fluids</p>	<p>Students have the opportunity to run tests on their own blood and learn pre-analytical preparation of specimens</p>	<p>If abnormal results are detected, it is strongly recommended that students see a physician.</p> <p>Potential BBP exposure.</p>	<p>In case of emergency, call 911.</p>

I have received a copy of and have read the CNM MLS Human Subjects Document. I acknowledge my understanding of the risks and benefits described. My questions have been answered. I agree to participate as a subject in the learning activities listed above.

Signature of student

Date

(Parent or guardian if student is under 18 years of age)

Print Student Name

CNM ID

Program Re-entry Policy

MLS faculty will make every reasonable effort to intervene early and help the student learn and succeed up to and including recommending outside resources and creating a success plan. It is also the student's responsibility to identify problems early and communicate with faculty in an effort to resolve the problem. In the event that the student is failed or must withdraw from the program, the following policies will apply:

1. Students must officially withdraw from CNM courses or receive a failing grade(s).
2. Violation of CNM, HWPS or Supervising Laboratory's policies or failure to make reasonable academic progress toward meeting the course objectives may result in removal from the course which may result in a failing grade for the course. (See the HWPS Removal Policy and Appeal Policy.)
3. Students who fail a MLS Course will be allowed to repeat the course **one time only**.
4. Any MLT or PHLB students who failed course twice, or has any combination of failures or withdrawals twice, **will not be readmitted to the program for a third time**.

MLT:

1. An MLT who fails or withdraws during the first term of the program may reapply and return one time in the future.
2. An MLT student who fails or withdraws during the second or third term of the program may request readmission the next term the courses are offered, and may be readmitted on a space available basis which includes the availability of clinical sites. Students must retake the course and it is highly recommended they repeat co-requisite courses as well. The MLT student must notify the Program Director in writing, of his/her desire to reenter the program. In the event that there are more returning students than spaces in the program, a ranking system will be used. Students planning to return to the program must do so within one year of termination. Faculty may require course review, class audit, challenge exam and/or clinical orientation of prior completed coursework before readmission.

PHLB:

1. A PHLB student who fails or withdraws from lab or theory must reregister in the future and complete both as corequisites.
2. A PHLB student who fails or withdraws from clinical may return and complete clinical within 1 term, otherwise must reregister and begin the program again.

Progression

All courses must be taken for a traditional grade except those which are credit/no credit courses. Courses are designed to be prerequisites or corequisites relative to other courses in the program. Courses must be taken in the prescribed order and in immediate succession.

Failure of a student to maintain a grade of C (or credit) in all of the courses each term or program will prevent progression to the next term or course in the program.

If clinical sites are not available, a program extension will be applied until the following term or until such time clinical sites are available. Placement in rural sites (outside of Albuquerque) might be available for any student available for such placement.

Student Age Restrictions

Clinical sites will not accept anyone under the age of 18 at the time that clinical begins.

Grading and Evaluation Policies

The following grading policies apply to all courses in the MLS curriculum. Course and clinical grades are based on a variety of activities and assignments designated by the faculty. The criteria by which grades for each theory and clinical course are determined are included in course syllabi distributed to students.

1. Grades: Grades are awarded for theory and laboratory classes. Students must achieve a grade of "C" in all MLT courses. Some courses will be credit/no credit. All clinical subjects (rotations) must be passed in order to pass the clinical course.
2. Exams, Finals and Practicals:
 - a. All students in the MLS programs must earn a C or better in each course before continuing to the next course in the program. The comprehensive theory exams and laboratory practical exams in each course are considered a final assessment of a student's knowledge, skills, and achievement of stated objectives. An inability to adequately demonstrate knowledge and skills through these final exams is an indicator of a lack of readiness to perform tasks in the clinical setting.
 - b. Some comprehensive theory and laboratory practical exams deemed by the instructor, in his or her syllabus to be so, must be passed with a minimum passing score published in the syllabus or better. These practical exams with a score below the passing threshold score will receive a zero. That zero will be averaged in with other grades and will likely result in a failing grade from the course resulting removal from the program.
 - c. The faculty strongly endorses the idea that each student is responsible for knowing his/her own academic status based on grades from learning activities. At any time a student has unsatisfactory averages, he/she should contact the instructor for assistance.

3. Incomplete Grades: Incomplete grades will be given to a student only when extreme circumstances beyond the student's control have prevented the student from completing all work by the end of the term, and will be given at the discretion of the faculty. An incomplete grade must be removed by the tenth day of the following term or it will be permanently recorded as an F and cannot be changed.
4. Clinical Credit: Credit is awarded in certain clinical courses based on the student's ability to achieve the clinical competencies of the course and to perform the prescribed procedures safely and accurately.
5. Clinical Removal: See the HWPS Removal Policy
6. Appeal: See Final Grade Appeal Process.

Attendance Policy

- 1) Faculty believe that students cannot learn effectively if they are absent from classroom activities. Based on this belief, the following attendance policies have been developed:
 - 2) A student who must be absent from class should call or email the instructor to inform him or her of the absence. Please do not call the School of Health Wellness & Public Safety.
 - 3) Attendance is taken at all theory and laboratory and may be a factor in the evaluation of student progress in the program.
 - 4) Students are responsible for all information, handouts and announcements given during absences.
 - 5) In the event a student misses an exam or a written assignment during an absence in class, he/she should refer to the individual course syllabus and instructor's policy on grading/evaluation.
 - 6) Chronic tardiness or leaving early may add up to absent time and can be applied to this policy.
 - 7) Formal Policy:
 - i) A student who misses 2 meetings of either a theory or lab course in an MLS Program, will be asked to meet with the Program Director/Designee to discuss the absences and performance in the course.
 - ii) A student who misses 3 meetings of a theory or lab course in an MLS Program, will be asked to meet with the Program Director/Designee to write an Early Intervention Student Success Plan.
 - iii) A student who misses 4 meetings of a theory or lab course in a MLS Program, the student will meet with the Associate Dean and may be removed from the course which may result in a failing grade.
 - iv) A student who misses 5 or more meetings of a theory or lab course in a MLS Program, the student will either be dropped from the course or will receive a failing grade for the course.

Statement of Non-Discrimination

Central New Mexico Community College, in compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendment of 1972 and Section 504 of the Rehabilitation Act of 1973, does not discriminate on the basis of race, color, national origin, religion, handicap, age, gender, physical or learning disability, or medical condition, in Admissions, Testing, Employment, Financial Aid, and Educational Services.

Students with Disabilities or Special Needs

The Disability Resource Center assists students with documented physical, mental, learning, visual, speech, or hearing disabilities. Students with a disability have the rights and responsibilities to meet with a counselor at the DRC to discuss accommodations and other issues relevant to their disability and attendance at CNM. Students must have documentation from the DRC before accommodations can be made. Here is a link to Students Rights and Responsibilities (DRC): <http://www.cnm.edu/depts/disability-resource-center/drc-students-rights-and-responsibilities>.

Telephone Messages

You may use the following number to leave or receive emergency messages while in class:

HWPS Administration: 224-4111

Cell phones must be shut off or in silent mode during classes. Inform your instructor and step out of the room if you have an emergency and need to use your cell phone.

Cell phones and personal belongings

It is recommended that students not take cell phones or other unnecessary belongings into biohazard areas. Lockers are provided for storage of personal belongings. Students must bring a lock and remove it and their belongings at the end of each day.

Clinical scheduling

PHLB:

Typically clinical is scheduled for 6 weeks following successful completion of theory and lab. Most clinical shifts are in 4 hour daily increments (total of 120 hours): M-F between 0700 – 1430 (outpatient) and/or M-F between 0500 – 1430 (inpatient). It is important for students to be flexible and available as much as possible during these times.

MLT:

MLT cohort clinical schedule is a full summer semester (12 weeks). Students may be scheduled during the day and/or evening for these rotations. Students must be available Monday through Friday for these shifts.

MLT students who have not completed the full Phlebotomy program will participate in a Phlebotomy clinical during the first term of their program.

Schedule Change Requests

Clinical schedule changes are discouraged. Any schedule change request must be approved by the clinical coordinator and site preceptor.

Clinical Attendance/Absences/Call off policy

A student who must be absent from clinical should call or email the instructor to inform him or her of the absence. The student **must** also call the clinical site. Please do not call the School of Health Wellness & Public Safety. A student who misses 2 or more clinical shifts in the MLS Program, will be asked to meet with the Program Director/Designee to discuss the absences and performance in the course.

Tardiness/Leaving a Clinical Site Early

Chronic tardiness or leaving clinical early may add up to absent time and can be applied to the attendance policy as stated above.

A student who fails or is unable to complete clinical rotations may fail to complete the Phlebotomy/MLT program.

If the student is unable to repeat the clinical rotation the next term, he or she must pass challenge exams or be advised to audit the courses before being allowed to repeat the clinical portion.

Clinical Evaluation

Students will work under the direct supervision of a qualified preceptor. Each student will be evaluated by the clinical site preceptor and the clinical instructor.