School of Health Sciences
Phlebotomist/Specimen Processor
Technical Diploma
Information Manual

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MLT Faculty/B.Y.

Program Instructors and Personnel

NAME	OFFICE	PHONE/ EMAIL	RESPONSIBILITIES
Bauj Yang MS. Ed. MLS (ASCP)	202E SoHE	608-616-1056 Byang14@madisoncollege.edu	Program Director Faculty
Siiri Forbes MLS (ASCP)	202N SoHE	(608) 616-1004 sforbes2@madisoncollege.edu	Clinical Coordinator Faculty
Erin English MLS (ASCP)	202M SoHE	608-616-3591 EEnglish1@madisoncollege.edu	Faculty
Marci Trimborn MLT (ASCP)	205A SoHE	(608)246-6382 mtrimborn@madisoncollege.edu	Lead Laboratory Coordinator
Marissa Tokarczyk	SoHE	(608)246-6416 mtokarczyk@madisoncollgee.edu	Dean, School of Health Sciences

Madison Area Technical College
Phlebotomist/Specimen Processor Program

Student Handbook Overview Statement

The Phlebotomist/Specimen Processor Information Manual is intended to provide potential and enrolled students in the Program with basic information and policies used in the classroom and laboratories. Please read the Information Manual carefully and ask your instructor or Program Director for clarification on any policies or procedures that are unclear. The Phlebotomist/Specimen Processor Program reserves the right to make, alter, or change any statement or policy without prior notice. Students will receive revisions as they occur.

The Madison college website and Student Handbook contain additional information on all services available at Madison Area Technical College and should be used by students to obtain full knowledge of all Madison College policies and procedures. (www.madisoncollege.edu) The college reserves the right to alter or change any statement or policy without prior notice. Students will receive revisions as they occur.

All enrolled students must read the entire Phlebotomist/Specimen Processor Information Manual, sign the acknowledgment form and turn it in to their instructor.

Contents

Course Requirements Checklist

Scrubs:

___All students are required to purchase scrubs and wear them to all labs (for MLT Students - black bottom, solid black top)

Paperwork: *(will be handed out during the first class meet)*

___Blood Collection Consent Form
___Student Information Form
___Signature Form
___Confidentiality Policy Form
___Permission to Publish Form

Other:

___Textbook

___Program Information Manual

___ Access to course Brightspace

___ Access to student email

Introduction

In the Phlebotomist/Specimen Processor program, students are educated and trained to draw and process blood samples, assess sample integrity, and prepare and process lab specimens for various lab tests and procedures. This embedded technical diploma includes training in microscopy, pipetting, sample processing and waived and point of care testing. Completion of the following two courses will result in granting of an embedded technical diploma.

- Basic Lab Skills 10-513-110 1 credit
- Phlebotomy 10-513-111 2 credits

Both courses must be taken in the same semester. The courses are offered to MLT students as well as the general public. During the last couple weeks of Phlebotomy there will be a lab tour required during your course hours. Transportation to the facility will be your responsibility.

If either class is failed or a No Credit grade option is taken (NCR), the student can retake the failed/NCR course the immediate following semester. If a second course is failed/NCR, a student must take a leave of 1 full semester before coming back. When coming back, both classes must be taken together. This means that you may have to retake Basic Lab Skills, even if previously passed.

Both BLS and Phlebotomy must be taken within 1 semester of each other. If BLS is passed but Phlebotomy is not taken that or the next semester, the student will have to retake BLS before Phlebotomy.

The Phlebotomist/Specimen Processor program is not a NAACLS accredited phlebotomy program. This means that the student is not eligible to take the ASCP (American Society for Clinical Pathology) Board of Registry Exam for Phlebotomy certification immediately after completing the program. This program provides the education and training for students to gain the skills and confidence to perform entry-level responsibilities of a specimen processor and phlebotomist. A student may choose to take the Phlebotomy certification exam through ASCP Board of Certification **via route 3 after completion of one-year full-time clinical experience as a phlebotomist.** More information on the certification exam can be found here: https://www.ascp.org/content/board-of-certification/get-credentialed#

Accreditation

Madison College is accredited by the Higher Learning Commission (HLC). The HLC is a commission member of the North Central Association (NCA), which was founded in 1895. It's one of six regional higher education accreditation bodies in the U.S.
Higher Learning Commission 230 South LaSalle Street, Suite 7-500, Chicago, Illinois 60604-1411Phone: 800.621.7440 / 312.263.0456 | Fax: 312.263.7462 | info@hlcommission.org

Essential Functions:

Phlebotomy/Specimen Processor Program students must be able to demonstrate critical, logical and analytical thinking while also possessing motor, auditory, visual and safety skills that enable them to meet program objectives and perform job duties required by the profession.

Any deficiencies in any of the essential functions will result in a Corrective Action Report. There will be one on one remediation and if the issue continues after remediation the student could be terminated from the program. Three Corrective Action Reports in any semester that are not remediated will result in failure of the class.

Essential Functions for the Phlebotomy & Medical Laboratory Technician Profession

STANDARD	SOME EXAMPLES OF NECESSARY ACTIVITIES (This list is not all inclusive.)
Critical thinking ability sufficient for clinical judgment and professional behavior	• Identify cause-effect relationships in laboratory situations • Solve problems • Consider consequences of solutions • Make and defend sound judgments • Establish priorities • Distinguish significant from insignificant • Note relationships and patterns • Evaluate outcomes • Organize workload and manage time in order to complete technical tasks within realistic time limits
Interpersonal abilities sufficient to interact with others from a variety of social, emotional, cultural and intellectual backgrounds	• Support peers and health care professionals in order to promote a team approach to learning, task completion, problem solving and patient care • Be honest and forthright about errors • Critically evaluate performance, accept constructive criticism, and be responsible for improving performance • Be compassionate and ethical
Communication abilities sufficient for interaction with others	• Read and comprehend technical and professional materials (textbooks, journal articles, handbooks, technical inserts, and procedure manuals) • Follow instructions in order to correctly perform laboratory test procedures • Communicate concisely, effectively and courteously with patients regarding test orders and specimen collection instructions • Communicate effectively with instructors, peers, laboratory staff and other health care professionals • Maintain clear, concise and accurate laboratory records and reports
Physical abilities sufficient to maneuver as required to perform laboratory procedures	• Move freely and safely about the laboratory • Perform moderately taxing continuous physical work, often requiring prolonged sitting or standing • Reach laboratory bench tops and shelves, patients lying in hospital beds or patients seated in blood collection furniture
Gross and fine motor abilities sufficient to work safely and effectively in a laboratory	• Maneuver phlebotomy and culture equipment to collect laboratory specimens from patients without endangering patient safety • Control laboratory equipment (pipettes, inoculating loops, test tubes, etc.) and adjust instruments to perform laboratory procedures • Use electronic keyboard to operate laboratory instruments and calculate, record, evaluate and transmit data

Visual ability sufficient to observe and perform laboratory procedures	• Observe laboratory demonstrations of specimens, techniques, and instruments • Differentiate the color, consistency and clarity of biological specimens and reagents • Distinguish detail in minimal contrast mediums • Read and comprehend text, numbers, and graphs displayed in print or on a digital/video monitor
Ability to work in a high stress environment, respond to emergencies and maintain emotional control	• Calmly react to urgent situations • Recognize own stress level and communicate need for assistance appropriately • Set realistic expectations to meet requirements • Perform multiple tasks and establish priorities
Ability to protect self and others from environmental risks and hazards	• Follow established safety procedures • Utilize appropriate laboratory safety equipment • Perform frequent hand washing • Utilize disinfectants and cleaning agents appropriately • Work safely with potentially biohazardous and unpleasant biological specimens

Professional Behaviors

Although acquiring academic knowledge and gaining technical skills are very important aspects of the Phlebotomy & MLT program, developing appropriate professional behaviors is equally important. Therefore, students will be expected to exhibit satisfactory behavior in the following areas:

1. Attitude toward learning
2. Quality of work
3. Organization
4. Productivity and initiative
5. Reliability
6. Problem solving abilities
7. Professional ethics and integrity
8. Interpersonal skills
9. Teamwork
10. Laboratory safety
11. General Hygiene
12. Punctuality

Disability Act Statement:

Madison College complies with all provisions of the Americans with Disabilities Act and makes reasonable accommodations upon request for qualified individuals. If you believe you may need accommodations to assist you in performing the functions listed below, please contact the Disability Resource Services (DRS) office at (608)246-6716 or (800)322-6282 ext. 6716 (deaf students via Relay 711) or via email. To promote your success, accommodation requests must be received by the end of the second week of your first course.

Phlebotomy Expectation in Labs

Venipuncture and capillary puncture are taught in the Phlebotomy course. It is expected that all students participate as the phlebotomist and as the patient during blood collections in lab. If a student has a documented medical condition that prohibits them from getting their blood drawn in class, they must work with Disability Resources Services (DRS) to request accommodations. Students with an accommodation from DRS must present the accommodation to the instructor before or by the start of the Phlebotomy course to be excused from being drawn.

Phlebotomy/Specimen Processor Student Requirements

Minimum Admission Requirements

Applicants must:

1. Meet general admission requirements for Madison College
2. Be a high school graduate **or** have a satisfactory GED score **or** be a current High School Junior or Senior
3. Have acceptable scores on ACT or placement testing or college courses to satisfy Algebra, English, and Reading requirements as listed on the website https://madisoncollege.edu/program/phlebotomist

Career Pathway into Medical Laboratory Technician (MLT) Program

These two courses may be taken before officially starting in the MLT program. Students are highly encouraged to find phlebotomy employment so they can continue to use and develop their phlebotomy skills. Venipuncture will consistently be performed throughout all MLT program courses and MLT clinicals.

Program Course Descriptions

BASIC LABORATORY SKILLS (10-513-110)
Explores health career options and fundamental principles and procedures of the Medical Laboratory. Incorporates medical terminology, basic laboratory equipment, safety and infection control procedures, and simple laboratory tests.
Prerequisites: satisfactory scores on the Accuplacer test or equivalent substitute.

PHLEBOTOMY (10-513-111)
Provides opportunities to perform routine venipuncture, capillary puncture, and special collection procedures. Prerequisite: 10-513-110

Health Services
The Student Health Clinic is located in room 151A inside the Health Education Building at the Truax Campus. All students taking degree credit courses have access to health care services with a valid OneCard. TB skin tests are available at no cost to a students registered for classes. For any accident or illness that is considered serious and possibly life threatening, emergency personnel will be summoned by calling 911. All expenses incurred during an emergency are the responsibility of the student.

In addition, a variety of clinical services, including physical exams, chest X-rays, TB skin tests, vaccines (MMR, Hepatitis B series, tetanus/diphtheria, and varicella) and titers (Hepatitis B, measles, mumps, rubella, and varicella) are available to Madison College emergencies to Madison College students.

Students with a GHC Number can schedule an appointment by calling 608.441.3220.
Students without a GHC number should call 608.251.4138 to enroll.
The Clinic is located on the first floor of the Health Building on the Truax Campus, room 151A.
Clinic Hours - Monday – Friday 7:30 a.m. – 5:00 p.m.

Madison College Online Student Policies

Information for the College Catalog is found online and available to students free of charge. This includes information regarding policies and procedures, student services, student rights and responsibilities, student resources, activities, programs of study, course descriptions, organizational structure, and faculty directory. It is the responsibility of every student to read and be knowledgeable of the student policies and information presented on the Madison College website.

Emergency Procedures

Booklets explaining the emergency procedures used at Madison College are posted in the MLT labs, rooms 205, 209 and 282. The emergencies addressed in this booklet include:

- Bomb threat
- Called from class
- Campus closing
- Fire
- Chemical emergency
- Injury/ Health emergence
- Security
- Tornado warning

Emergency phone numbers are listed inside the flip folder booklet for quick reference. Students should familiarize themselves with these procedures. College security can be reached by dialing 246-4357.

Confidentiality Policies

Students are advised of the importance of maintaining confidentiality of all information pertaining to patients, medical data, and business operations while participating in clinical tours. Students are introduced to the Health Insurance Portability and Accountability Act (HIPAA) and are made aware of the serious implications of breaching patient confidentiality as defined by HIPAA. Prior to participating in any off-campus clinical tours, students will be required to read and sign the Confidentiality Policy. Students must be aware that compliance with this policy is mandatory and that any breach of confidentiality rules may result in disciplinary action, including dismissal from the course, and possible legal action as allowed by HIPAA.

Laboratory Attire

Students will be issued personal protective equipment (PPE), including disposable lab coats, gloves, face shields, and safety glasses during the first week of class. Lab coats are always worn when obtaining blood specimens and performing bench work. Each student will write his/her name on the lab coat. In order to prevent transmission of infectious material to others in the college, this lab coat **must not** be worn outside the lab. Lab coats will be rolled and kept in the student's drawer when not in use. When it becomes contaminated with blood or other body fluids, or becomes torn or tattered, a new lab coat should be obtained by the student.

Other items pertaining to student laboratory attire and appearance are as follows.

- Scrubs are required for all lab classes. If you are considering continuing into the Medical Laboratory Technician Program, MLT students wear solid black scrub tops and black pants.
- Satisfactory personal hygiene is expected.
- Shoulder length hair must be pulled back and fastened.

- Open-toed shoes (including crocs with holes) or sandals are not allowed in the laboratory.
- Hats and head coverings may only be worn for religious, medical or other reasons approved by faculty.

Safety Training

The MLT program has a detailed safety policy that is designed to protect students from potential hazards posed by exposure to blood, body fluids, and chemicals. Annually, students are required to review this policy and participate in a safety orientation. A major component of a safe laboratory work environment is appropriate safety apparel, including gloves, lab coats, and face shields and/or safety glasses.

Class Disruptions

Students who arrive late to a laboratory session must avoid disrupting the class while demonstrations or instructions are being given. Students who arrive to a laboratory session after instructions have been given may be dismissed from class.

Cell phones and all other electronic devices must be turned off while class is in session. Earbuds or headphones cannot be in use during class. If a student anticipates the need to be contacted by phone during class, they must notify the instructor of the potential disruption prior to the start of class. In an emergency situation, the student should take the phone call outside of the lecture or lab setting, provided they have removed their personal protective equipment and washed their hands.

Intoxication is not tolerated in the classroom or lab. If your instructor has any suspicion of use of altering substances, the student will be asked to leave and the session will not be made up**.**

Disciplinary Action, Suspension and Dismissal

Disciplinary action, suspension, or dismissal can occur for a variety of reasons other than race, creed, color, sex, age, marital status, or national origin. These reasons include but are not limited to:

1. Unprofessional conduct or behavior including, but not limited, to:
    a. Prefabricating laboratory results
    b. Breach of patient confidentiality
    c. Appearance on the job under the influence of drugs and/or alcohol
    d. Disruption in patient care of the clinical laboratory
    e. Dishonesty (cheating, plagiarism, etc.) or knowingly furnishing false information to the affiliated agency or Madison College
2. Repeated technical, clerical, or safety errors
   The procedure that will be followed in the event that the student commits repeated significant technical errors, repeated significant clerical errors or fails to follow protocols and risks the safety of the student, peers or faculty, either in regards to phlebotomy or laboratory procedures is as follows.
    a. The student will receive a Corrective Action, and arrangements will be made for an additional learning experience that is appropriate for the error(s) made.
    b. If the errors continue, the student may be suspended for a period of time or dismissed from the program, according to recommendations from the clinical faculty and Madison College instructors.
    c. If further significant technical, clerical or safety errors occur, those errors, errors may result in dismissal from the clinical site and/or program.
3. Inability to perform Essential Functions of a Phlebotomist/Specimen Processor
   Essential Functions for Phlebotomy are listed in page 5-7 of this manual.
    a. The student will receive a Corrective Action Report
    b. Remediation will occur

c. A plan for progress will be written out and agreed upon by both student and instructor or program director.
d. If essential functions are not met after the plan and remediation the student could be removed from the Phlebotomy/Specimen Processor Program.

The ***Corrective Action Report*** will be used to document unacceptable performance and begin the disciplinary action procedure.

Reference Authorization

Students who want MLT faculty members to release information concerning their performance in the program to prospective employers, scholarships, or graduate school who may contact the faculty at their request must complete the *Authorization to Disclose Academic Information & Grades* form. Absolutely no information can be given to anyone concerning a student's performance in the program unless a signed and dated authorization form is on file. A student may remove this authorization form from his/her file at any time, thus prohibiting the faculty member from releasing any information, by notifying the MLT Program Director in writing. The *Authorization to Disclose Academic Information & Grades is* available in the School of Health Education office (Room 103) or from any faculty member.

Grading Policy

The grading scale used throughout the MLT program is as follows:

A	93.00-100%
AB	89.00-92.99%
B	85.00-88.99%
BC	81.00-84.99%
C	76.00-80.99%
D	71.00-75.99%
F	≤70.99%

A grade of 76.00% or higher is needed to pass the courses.

PLEDGE TO THE PROFESSION

I. Duty to the Patient

Medical laboratory professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining individual competence in judgment and performance and striving to safeguard the patient from incompetent or illegal practice by others.
Medical Laboratory professionals maintain high standards of practice. They exercise sound judgment in establishing, performing and evaluating laboratory testing.

Medical laboratory professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to other health care professionals about the services they provide.

II. Duty to Colleagues and the Profession

Medical laboratory professionals uphold and maintain the dignity and respect of our profession and strive to maintain a reputation of honesty, integrity and reliability. They contribute to the advancement of the profession by improving the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession.

Medical laboratory professionals actively strive to establish cooperative and respectful working relationships with other health care professionals with the primary objective of ensuring a high standard of care for the patients they serve.

III. Duty to Society

As practitioners of an autonomous profession, Medical laboratory professionals have the responsibility to contribute from their sphere of professional competence to the general well being of the community.

Medical laboratory professionals comply with relevant laws and regulations pertaining to the practice of medical laboratory science and actively seek, within the dictates of their consciences, to change those which do not meet the high standards of care and practice to which the profession is committed.

As a Medical Laboratory professional, I strive to:

- Maintain and promote standards of excellence in performing and advancing the art and science of my profession
- Preserve the dignity and privacy of others
- Uphold and maintain the dignity and respect of our profession
- Seek to establish cooperative and respectful working relationships with other health professionals
- Contribute to the general well being of the community

I will actively demonstrate my commitment to these responsibilities throughout my professional life.

Madison Area Technical College
Phlebotomist/Specimen Processor Technical Diploma

GRADE AND POLICY WAIVER

I have read and understand the Phlebotomy/Specimen Processor program policies.

I understand that not following the guidelines will result in a Corrective Action Report and potentially removal from the program.

I understand that I must pass the Basic Lab Skills course (76.0%) in order to continue on to Phlebotomy.

I understand that I will be expected to collect blood from my peers (Phlebotomist) and have my blood collected by my peers (Patient) in the Phlebotomy course.

I recognize that the course instructor, clinical coordinator, or program director may communicate important course information to me through my Madison College email account and/or the course Brighspace site and, for this reason, I assume responsibility for accessing my Madison College email account and course Brightspace site on a regular basis.

I understand that any questions I have should be referred to my course instructor or the MLT Program Director.

Signature _____ **Date** _____

Printed Name _____