

ELIM Outreach Training Center

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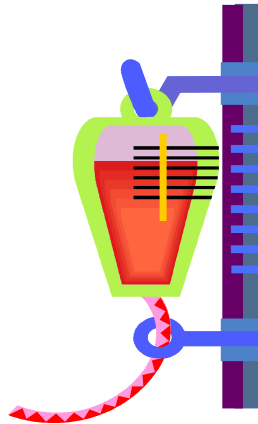
CLINICAL LABORATORY ASSISTANT/ PHLEBOTOMIST

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REVISED 7/2015

STUDENT CATALOG



CLINICAL LABORATORY ASSISTANT/ PHLEBOTOMIST

AT THE TIME OF PUBLICATION, ALL MATERIAL ENCLOSED HEREIN IS CURRENT, TRUE AND CORRECT AND REPRESENTS POLICIES OF ELIM OUTREACH TRAINING CENTER, INC. ALL CURRICULA OFFERED ARE AIMED FOR THOSE WHO WISH TO ENTER INTO AN ALLIED HEALTH CAREER OR THOSE WHO DESIRE A CAREER CHANGE OR BRING THEIR SKILLS CURRENT.

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ELIM OUTREACH TRAINING CENTER IS APPROVED TO OPERATE BY THE PRIVATE BUSINESS AND VOCATIONAL SCHOOLS DIVISION OF THE ILLINOIS BOARD OF HIGHER EDUCATION.

CLINICAL LABORATORY ASSISTANT/ PHLEBOTOMIST PROGRAM

CRIMINAL BACKGROUND CHECK

A criminal background check is needed before you start the program. The cost is not included in the tuition fee. Results of this background check will be sent to you. If the results are listed “pending” you may continue in the class. If after a more extensive investigation, the results show evidence of one or more criminal behaviors which prohibits employment in a health care facility; you will be advised in writing of what recourse you will have, until the conclusion of the extensive investigation and possible hearing is held.

PHYSICAL EXAM

Students must fill out a physical exam form. Forms can be obtained from ELIM’s office or see your instructor. Physicals are due the first week of class or before you attend your first clinical.

The physical includes a TB (Mantoux) or chest X-Ray taken within the last six (6) months. Also, a Hepatitis series is recommended. If you decline to take the hepatitis series, you must sign a waiver. Failure to submit this information in a timely manner will result in a clinical absence until the information is returned to ELIM.

When a student has an illness or injury that would not meet the minimum physical requirement, he or she must bring this to the attention of the instructor immediately. It will be necessary to obtain a written doctor’s statement, noting there are no limitations or restrictions to participate in both the classroom and clinical components of the course.

Also, when a student is pregnant, this information must be provided to the instructor immediately. A doctor’s statement must be obtained that states, the student is able to participate without restrictions in both the classroom and clinical components of the course.

THE CLINICAL LABORATORY ASSISTANT/PHLEBOTOMIST ADMISSION POLICY

PREREQUISITES:

1. HIGH SCHOOL DIPLOMA OR EQUIVALENT
2. PHYSICAL EXAM (INCLUDES)
 - A. TUBERCULOSIS (TB) SKIN TEST MANTOUX OR CHEST X-RAY
 - B. HEPATITIS SERIES
3. CRIMINAL BACKGROUND CHECK (IF OPTIONAL EXTERNSHIP IS OFFERED)
4. FINE MOTOR COORDINATION (GOOD MANUAL DEXTERITY AND HAND/EYE COORDINATION)
5. GOOD VISUAL ACUITY TO DISTINGUISH COLOR
6. ABILITY TO STAND FOR EXTENDED PERIODS OF TIME
7. MUST BE ABLE TO COMMUNICATE EFFECTIVELY, BOTH VERBALLY AND NONVERBALLY
8. ABLE TO HEAR AT NORMAL LEVELS
9. STUDENT MUST DISPLAY FLEXIBILITY, ACCEPTS AND INTERGRATE CONSTRUCTIVE CRITICISM IN THE CLASSROOM AND CLINICAL SETTINGS.

STUDENTS MUST COMPLETE:

1. 130 CLOCK HOURS (CLASSROOM)
2. 40 CLOCK HOURS (SIMULATED LAB)
3. PASS THE COURSE WITH A "C" OR BETTER

THE CLINICAL LABORATORY ASSISTANT / PHLEBOTOMY PROGRAM COURSE SYLLABUS

TEXTBOOK: THE CLINICAL LABORATORY ASSISTANT / PHLEBOTOMY, CLINICAL ALLIED HEALTHCARE SERIES. EDITORS: KAY COX-STEVENSON, RN, MA. AUTHOR: JACQUELYN R. MARSHALL BA, MT,MA.

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COURSE DESCRIPTION:

THIS PROGRAM WILL INSTRUCT STUDENTS IN THE RESPONSIBILITIES OF CLINICAL LABORATORY ASSISTANT/ PHLEBOTOMY INCLUDING; OBTAINING BLOOD , URINE AND OTHER BODY FLUIDS FOR LABORATORY TESTING TO AID THE CLINICIAN IN THE DIAGNOSIS AND TREATMENT OF DISEASE. THIS COURSE REQUIRES THE STUDENT TO BECOME FAMILIAR WITH ALL ASPECTS OF VENOUS , ARTERIAL AND CAPILLARY BLOOD COLLECTION; SPECIMEN PROCESSING AND HANDLING POINT OF CARE TESTING(PREGNANCY TESTING, MONOSPOT, AND URINALYSIS) AND DRUG ABUSE SPECIMEN COLLECTION. LECTURES WILL INCLUDE MEDICAL TERMINOLOGY, ANATOMY, PHYSIOLOGY, SAFETY, PERFORMING THE VENIPUNCTURE, SPECIMEN HANDLING AND PROFESSIONAL ETHICS.

COURSE OBJECTIVES: GRADUATES OF THIS PROGRAM SHALL:

- 1. POSSESS THE PROFICIENCY TO SUCCESSFULLY PASS THE REQUIRED NATIONAL EXAM**
- 2. BE KNOWLEDGEABLE ABOUT THE CAREER OF THE CLINICAL LABORATORY ASSISTANT/ PHLEBOTOMIST**
- 3. DEMONSTRATE A BASIC FOUNDATION IN MEDICAL TERMINOLOGY**
- 4. DISCUSS VARIOUS INFECTION CONTROL PRACTICES IN THE CLINICAL LABORATORY AS WELL AS IN OTHER AREAS OF THE HEALTHCARE FACILITIES**
- 5. DEMONSTRATE KNOWLEDGE OF DIFFERENT SAFETY ISSUES**
- 6. EXPLAIN AND PERFORM A VENIPUNCTURE AND A SKIN PUNCTURE**
- 7. EXPLAIN THE EQUIPMENT USED TO OBTAIN BLOOD FROM A PATIENT**
- 8. EXPLAIN DIFFERENT TECHNIQUES USED TO COLLECT URINE**
- 9. ILLUSTRATE HOW TO TRANSPORT, PROCESS, AND DISPENSE CLINICAL SPECIMENS**
- 10. DESCRIBE HOW TO COLLECT NON-BLOOD SPECIMENS SUCH AS STOOL, CEREBROSPINAL FLUID, SPUTUM, SEMEN, AND OTHER BODY FLUIDS**
- 11. EXPLAIN SOME ETHICAL AND LEGAL CONSIDERATION FOR THE CLINICAL LABORATORY ASSISTANT/PHLEBOTOMIST**

CLINICAL LABORATORY ASSISTANT/PHLEBOTOMIST

Course Description:

This course will instruct students in the responsibilities of Clinical Laboratory Assistants/Phlebotomist, including but not limit to: obtaining blood, urine and other body fluids for laboratory testing to aid the clinician in the diagnosis and treatment of disease. This course requires the student to become familiar with all aspect of venous, arterial and capillary blood injection, specimen processing and handling point of care testing and drug abuse specimen collections. Lectures will include medical terminology, anatomy, physiology, safety, performing venipuncture, special handling, professional and work ethics.

TUITION/Registration	\$1700.00	
BOOK(S):	210.00	
FEES:	100.00	
Total		\$2010.00

OTHERS:

1. UNIFORM	\$ 25.00	
2. SHOES	\$ 25.00	
3. CPR	\$ 60.00	
4. NATIONAL EXAMS (1)	\$ 130.00	

Total		\$240.00
TOTAL COST:	\$2250.00	

Under the law you have the right, among others, to pay full amount due and to obtain under certain conditions a partial refund of financial charges if applicable. (ELIM does not charge finance charges. A late fee of 10% will be added to all late payments)

Method of Payment: Cash, Money Order or Cashier's Check. **SORRY, WE DO NOT ACCEPT CASH OR PERSONAL CHECKS.**

Please see your contract regarding registration fee and amount due on the first day of class (book(s) will be issued with first payment.

*Supplies may be purchased from ELIM or you may purchase uniforms and other supplies at: Wal-Mart, Work N Gear, and Life Uniform. Please consult the yellow book for a location near you.

Clinical Laboratory Assistant/Phlebotomist Course Outline

UNIT 1

INTRODUCTION TO THE CAREER OF CLINICAL LABORATORY ASSISTANT/PHLEBOTOMIST

1. PROGRAMS POLICIES AND PROCEDURES
2. PROFESSIONAL ORGANIZATIONS AND STANDARDS
3. THE CLINICAL LABORATORY
4. THE CLINICAL LABORATORY PERSONNEL
5. PROFESSIONAL ORGANIZATIONS

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- A. IDENTIFY AND SPELL KEY TERMS
- B. EXPLAIN AT LEAST 3 TASKS OF THE CLINICAL LABORATORY ASSISTANT/PHLEBOTOMIST
- C. STATE JOB TITLES ASSOCIATED WITH THE CLINICAL LABORATORY
- D. STATE THE OVERALL EMPLOYMENT OPPORTUNITY FOR THE CLINICAL LABORATORY ASSISTANT
- E. DESCRIBE THE FUNCTION OF THE CLINICAL LABORATORY IN A HEALTHCARE FACILITY

UNIT 2

DEPARTMENTS IN THE CLINICAL LABORATORY

1. INTRODUCTION
2. HEMATOLOGY
3. CLINICAL CHEMISTRY
4. CLINICAL MICROBIOLOGY
5. THE BLOOD BANK
6. IMMUNOLOGY/SEROLOGY
7. SPECIMEN PROCESSING

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- A. IDENTIFY AND SPELL KEY TERMS
- B. STATE THE VARIOUS DEPARTMENTS IN THE CLINICAL LABORATORY
- C. LIST DIFFERENT TASK PERFORMED BY THE CLINICAL LABORATORY ASSISTANT
- D. STATE TESTS COMMONLY EXECUTE IN EACH DEPARTMENT OF THE CLINICAL LABORATORY

UNIT 3

MEDICAL TERMINOLOGY FOR THE CLINICAL LABORATORY ASSISTANT/PHLEBOTOMIST

1. INTRODUCTION
2. WORDS ROOTS
3. SUFFIXES/PREFIXES
4. ABBREVIATIONS

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- A. DEFINE AND SPELL KEY TERMS
- B. HAS KNOWLEDGE OF MEDICAL TERMINOLOGY
- C. IDENTIFY FREQUENT MEDICAL WORDS (ROOTS, PREFIXES, AND SUFFIXES)

UNIT 4

ETHICAL AND LEGAL CONSIDERATIONS FOR THE CLINICAL LABORATORY ASSISTANT/PHLEBOTOMIST

- 1. INTRODUCTION**
- 2. KEY TERMS**
- 3. WHAT IS PROFESSIONALISM?**
- 4. MEDICAL LAW**
- 5. PATIENT'S BILL OF RIGHTS**
- 6. CONFIDENTIALITY**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- A. IDENTIFY, EXPLAIN AND PROPERLY SPELL KEY TERMS**
- B. RECORD CHARACTERISTICS OF PROFESSIONAL BEHAVIOR**
- C. LIST AT LEAST THREE MEDICAL LAWS THAT RELATES TO THE MEDICAL PROFESSIONAL**
- D. CLARIFY THE IMPORTANCE OF THE PATIENT'S BILL OF RIGHTS**
- E. STATE THE IMPORTANCE OF CONFIDENTIALITY**

UNIT 5

INFECTION CONTROL PRACTICE IN THE CLINICAL LABORATORY

- 1. INTRODUCTION TO INFECTION CONTROL**
- 2. KEY TERMS**
- 3. WHAT IS CDC?**
- 4. THE INFECTION CYCLE**
- 5. HAND WASHING**
- 6. PPE**
- 7. STANDARD PRECAUTIONS**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- A. IDENTIFY, EXPLAIN AND PROPERLY SPELL KEY TERMS**
- B. STATE THE PURPOSE OF THE CENTERS FOR DISEASE CONTROL**
- C. STATE THE INFECTION CYCLE**
- D. STATE THE IMPORTANCE OF HAND WASHING**
- E. DEFINE PERSONAL PROTECTIVE EQUIPMENT AND THE PROPER USE**
- F. EXPLAIN PRECAUTIONS TAKEN WITH SHARPS IN THE CLINICAL LABORATORY**

UNIT 6

GENERAL SAFETY ISSUES IN THE HEALTHCARE ENVIRONMENT

- 1. SAFETY ISSUES**
 - A. FIRE**
 - B. ELECTRIC**
 - C. CHEMICAL**
- 2. SAFETY MANUAL**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. IDENTIFY, EXPLAIN AND PROPERLY SPELL KEY TERMS**
- 2. STATE THE IMPORTANCE OF THE SAFETY MANUAL**
- 3. DISCUSS AND DEFINE THE EYE WASH STATION**
- 4. LIST SAFETY REGULATIONS RELATED TO FIRES, ELECTRICAL AND CHEMICAL IN THE HEALTHCARE FACILITY**

UNIT 7

AN INTRODUCTION TO BLOOD DRAWING: THE CIRCULATORY SYSTEM

- 1. THE HEART**
 - A. THE CIRCULATORY PATH**
 - B. BLOOD VESSEL**
 - C. THE BLOOD**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. KNOW AND CORRECTLY SPELL KEY TERMS RELATED TO THE HEART**
- 2. OUTLINE THE HEART**
- 3. STATE THE ROLE OF ARTERIES, VEINS, AND CAPILLARIES**
- 4. EXPLAIN THE MECHANISM OF THE BLOOD**

UNIT 8

PREPARING FOR THE BLOOD COLLECTION

- 1. THE VACUUM TUBE SYSTEM**
 - A. NEEDLES**
 - B. TUBES**
 - C. ADAPTER**
 - D. ORDER OF DRAW FOR VACUUM TUBES**
- 2. THE SYRINGE SYSTEM**
 - A. NEEDLES**
- 3. THE BUTTERFLY INFUSION SET**
- 4. BLOOD DRAWING ACCESSORIES**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. KNOW AND CORRECTLY SPELL TERMS RELATED TO THIS CHAPTER**
- 2. EXPLAIN THE MECHANISM OF THE VACUUM SYSTEM**
- 3. LABEL AND EXPLAIN THE MULTI-SAMPLE NEEDLE**
- 4. LIST THE DIFFERENT KINDS OF EVACUATED BLOOD TUBES**
- 5. RECITE THE "ORDER OF DRAW"**
- 6. DESCRIBE THE USE OF BLOOD DRAWING ACCESSORIES**

UNIT 9

PERFORMING THE VENIPUNCTURE

- 1. INTRODUCTION**
- 2. SELECTING A VENIPUNCTURE METHOD**
- 3. PREPARING THE PATIENT FOR THE VENIPUNCTURE**
- 4. THE TOURNIQUET**
- 5. SITE SELECTION AND CLEANSING THE SITE**
- 6. VENIPUNCTURE BY VACUUM TUBE**
- 7. VENIPUNCTURE USING THE SYRINGE**
- 8. VENIPUNCTURE BY BUTTERFLY INFUSION SET**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. DEFINE AND SPELL KEY TERMS RELATED TO THIS CHAPTER**
 - 2. LIST 3 TECHNIQUES OF OBTAINING VENIPUNCTURE**
 - 3. LIST IMPORTANT CHARACTERISTICS OF PREPARING THE PATIENTS FOR THE VENIPUNCTURE.**
 - 4. LIST THE PROPER STEPS TO APPLY AND RELEASE A TOURNIQUET.**
 - 5. DESCRIBE HOW TO CLEAN A VENIPUNCTURE SITE**
 - 6. EXPLAIN THE PROCEDURES FOR USING THE VACUUM TUBE SYSTEM, SYRINGE AND THE BUTTERFLY KIT.**
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UNIT 10

PERFORMING THE SKIN PUNCTURE

- 1. WHEN TO CHOOSE THE SKIN PUNCTURE**
- 2. THE COMPOSITION OF A SKIN PUNCTURE SPECIMEN**
- 3. SELECTING A SITE FOR A SKIN PUNCTURE**
- 4. SKIN PUNCTURE EQUIPMENT**
- 5. FINGER AND HEELSTICK TECHNIQUE**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. DEFINE AND SPELL TERMS RELATED TO THIS CHAPTER**
- 2. STATE THE DIFFERENCE BETWEEN SKIN PUNCTURE AND VENIPUNCTURE**
- 3. KNOW WHEN TO AND NOT TO USE THE SKIN PUNCTURE METHOD**
- 4. STATE THE PARTS OF SKIN PUNCTURE BLOOD**
- 5. EXPLAIN SITES PREFERRED FOR A SKIN PUNCTURE**
- 6. EXPLAIN WHY SOME AREAS ARE NOT USED FOR SKIN PUNCTURE**
- 7. LIST EQUIPMENT USED TO PERFORM A SKIN PUNCTURE**

UNIT 11

SPECIAL BLOOD COLLECTION PROCEDURES

- 1. THE PERIPHERAL BLOOD SMEAR**
- 2. THE PEDIATRIC PHLEBOTOMY**
- 3. ARTERIAL BLOOD GASES**
- 4. THE ALLEN TEST**
- 5. POINT -OF-CARE TESTING**
- 6. BLEEDING TIME**
- 7. SPECIALIZED GLUCOSE TESTING**
- 8. BLOOD CULTURES**
- 9. THERAPEUTIC DRUG MONITORING**
- 10. INTRAVENOUS THERAPY**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. DEFINE AND SPELL TERMS RELATED TO THIS CHAPTER**
- 2. CORRECTLY STATE HOW TO COLLECT A CBC**
- 3. LIST THE PROPER STEPS TO TAKE BEFORE YOU DRAW FROM A CHILD**
- 4. STATE THE CAUSE FOR DRAWING AN ARTERIAL BLOOD GAS.**
- 5. DEFINE BLEEDING TIME**
- 6. STATE THE IMPORTANCE FOR DRAWING BLOOD CULTURES**
- 7. GIVE EXPLANATIONS FOR PERFORMING THERAPEUTIC DRUG MONITORING TEST.**
- 8. IDENTIFY A VASCULAR ACCESS DEVICE**

UNIT 12

HAZARDS AND COMPLICATIONS OF BLOOD DRAWING

- 1. THE RISK OF BLOOD BORNE PATHOGEN EXPOSURE**
- 2. RISK OF LITIGATIONS FOR THE CLINICAL LABORATORY ASSISTANT/PHLEBOTOMY**
- 3. COMPLICATIONS OF BLOOD DRAW**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. DEFINE AND PROPERLY SPELL TERMS RELATED TO THIS CHAPTER**
- 2. STATE LEGAL AND PHYSICAL RISKS ASSOCIATED WITH BLOOD DRAWING**
- 3. LIST REASONS WHY THE CLINICAL LABORATORY ASSISTANTS COULD BE THE FOCUS OF LITIGATION AS A RESULT TO BLOOD DRAWING**
- 4. IDENTIFY NUMEROUS COMPLICATIONS RELATED TO VENIPUNCTURE OR A SKIN PUNCTURE.**

UNIT 13

OBTAINING BLOOD SAMPLES FROM ANIMALS

- 1. GENERAL VENIPUNCTURE TECHNIQUES FOR ANIMALS**
- 2. THE ANIMAL VENIPUNCTURE**
- 3. HANDLING THE ANIMAL BLOOD SPECIMEN**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. ACCURATELY SPELL RELATED TERMS**
- 2. STATE CONDITIONS IN WHICH YOU MIGHT DRAW BLOOD FROM ANIMALS**
- 3. LIST COMMON GUIDELINES FOR DRAWING FROM ANIMALS**
- 4. DESCRIBE SITE USE TO DRAW FROM ANIMALS**
- 5. STATE THE PROPER TECHNIQUES TO HANDLE BLOOD SPECIMENS FROM ANIMALS**

UNIT 14

URINE SPECIMEN COLLECTION

- 1. THE URINALYSIS**
- 2. URINE CULTURE AND SENSITIVITY**
- 3. TIMED URINE STUDIES**
- 4. PREGNANCY TESTING**
- 5. URINE DRUG SCREENS**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. ACCURATELY SPELL TERMS RELATED TO THIS CHAPTER**
- 2. DESCRIBE TYPES OF URINE SPECIMEN ARE COLLECTED FOR URINALYSIS**
- 3. STATE THE SIGNIFICANCE OF A CLEAN-CATCH RELATED TO C/S**
- 4. DEFINE A 24-HOUR URINE COLLECTION**
- 5. STATE WHY URINE MIGHT BE USED TO TEST FOR PREGNANCY**
- 6. SUMMARIZE STEPS USED TO COLLECT URINE FOR A DRUG SCREEN.**

UNIT 15

COLLECTION OF OTHER NON-BLOOD SPECIMENS

- 1. STOOL SPECIMENS**
- 2. CEREBROSPINAL FLUID**
- 3. SPUTUM, SEMEN, BODY FLUIDS, GASTRIC SECRETIONS**
- 4. THROAT AND NASOPHARYNGEAL CULTURE COLLECTIONS**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. ACCURATELY SPELL TERMS RELATED TO THIS CHAPTER**
- 2. STATE THE SIGNIFICANCE OF FOLLOWING STANDARD PRECAUTIONS WHEN MANAGING ANY SPECIMENS COLLECTED FOR TESTING IN THE CLINICAL LABORATORY**
- 3. LIST SEVERAL REASONS WHY NON-BLOOD SPECIMENS ARE TESTED IN THE CLINICAL LABORATORY.**

UNIT 16

QUALITY ASSURANCE AND THE CLINICAL LABORATORY ASSISTANT/PHELBOTOMIST

- 1. CLINICAL LABORATORY IMPROVEMENT ACT OF 1988**
- 2. QUALITY CONTROL**
- 3. TOTAL QUALITY MANAGEMENT**
- 4. QUALITY ASSURANCE/QUALITY CONTROL FOR THE CLINICAL LABORATORY ASSISTANT**
- 5. QUALITY CONTROL PROCEDURES**
- 6. CLINICAL LABORATORY INSPECTIONS**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

1. ACCURATELY SPELL TERMS RELATED TO THIS CHAPTER
2. DEFINE THE FUNCTIONS OF TOTAL QUALITY MANAGEMENT
3. STATE THE DIFFERENCE BETWEEN THE CONCEPTS OF QUALITY ASSURANCE AND QUALITY CONTROL
4. LIST SEVERAL QUALITY CONTROL MEASURES THAT MUST BE TAKEN BY CLINICAL LABORATORY ASSISTANTS/PHLEBOTOMIST TO GUARANTEE QUALITY SERVICE FOR THE PATIENT.

UNIT 17

TRANSPORTING, PROCESSING, AND DISTRIBUTING CLINICAL SPECIMENS

1. TRANSPORTATION OF SPECIMENS TO THE CLINICAL LABORATORY
2. PROCESSING SPECIMENS
3. PREPARING THE SPECIMENS FOR TESTING
4. EVALUATING SPECIMEN INTEGRITY
5. DISTRIBUTING CLINICAL SPECIMENS

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

1. ACCURATELY SPELL TERMS RELATED TO THIS CHAPTER
2. LIST SPECIMENS THAT MIGHT HAVE TO BE HANDLE PARTICULARLY.
3. EXPLAIN THE PROCESS FOR CENTRIFUGED
4. STATE HOW SPECIMENS ARE DISTRIBUTED THROUGHOUT THE LABORATORY

UNIT 18

OPERATING LABORATORY EQUIPMENT

1. KEY TERMS
2. CLINICAL LABORATORY GLASSWARE
3. THE MICROSCOPE IN THE CLINICAL LABORATORY
4. CENTRIFUGES
5. BALANCE
6. ELECTRONIC CELL COUNTERS
7. CLINICAL CHEMISTRY AUTOANALYZERS

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

1. ACCURATELY SPELL KEY TERMS RELATED TO THIS CHAPTER
2. DESCRIBE AND STATE THE DIFFERENCE BETWEEN GENERAL CONTAINERS AND VOLUMETRIC GLASSWARE
3. LABEL AND EXPLAIN THE FUNCTION OF THE COMPOUND MICROSCOPE
4. DESCRIBE HOW TO SAFELY OPERATE A CENTRIFUGE
5. DEFINE A BALANCE AND ITS USE IN THE LABORATORY

UNIT 19

MEASUREMENTS AND CALCULATIONS

1. THE METRIC SYSTEM
2. MEASURING TEMPERATURE
3. THE 24-HOUR CLOCK
4. USING BASIC MATHEMATICS FOR CLINICAL LABORATORY

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

1. DEFINE AND SPELL KEY TERMS CORRECTLY
2. IDENTIFY THE BASIC METRIC UNITS AND PREFIXES.
3. CHANGE ENGLISH UNITS TO METRIC UNITS, AND METRIC UNITS INTO ENGLISH UNITS.
4. CHANGE FAHRENHEIT TEMPERATURES TO CENTIGRADE
5. DEFINE THE 24-HOUR CLOCK
6. RECOGNIZE HOW TO PERFORM RATIO, PROPORTION, AND PERCENTAGE SOLUTION CALCULATIONS.

UNIT 20

RECEPTION AND TELEPHONE TECHNIQUE

1. MEDICAL RECEPTION TECHNIQUES
2. LANGUAGE BARRIERS
3. REGISTRATION
4. COMMUNICATION ON THE PHONE

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

1. DEFINE AND SPELL KEY TERMS CORRECTLY
2. LIST SEVERAL REASONS WHY CLINICAL ASSISTANT /PHLEBOTOMIST MIGHT USE CLERICAL SKILLS.
3. STATE THE PROPER WAY TO GREET A PATIENT
4. EXPLAIN THE IMPORTANT OF REGISTRATION FORMS AND LABORATORY TEST REQUISITIONS
5. ILLUSTRATE THE BASIC OF TELEPHONE ETIQUETTE IN THE PROFESSIONAL SETTING

UNIT 21

THE COMPUTER SYSTEM AND OTHER OFFICE MACHINES

1. THE COMPUTER IN THE HEALTHCARE FACILITY
2. COMPUTER TERMS
3. TYPES OF COMPUTERS
4. COMPUTER COMPONENTS
5. SPECIAL CLINICAL LABORATORY TASKS FOR THE COMPUTER
6. THE FACSIMILE MACHINE
7. THE PHOTOCOPY MACHINE
8. THE MULTI-BUTTON TELEPHONE

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

1. DEFINE AND SPELL KEY TERMS
2. LIST USES FOR THE COMPUTER IN THE CLINICAL LABORATORY
3. STATE TERMS ASSOCIATED WITH THE COMPUTER
4. DESCRIBE THE THREE TYPES OF COMPUTER AND ITS OPERATION
5. LIST SEVERAL OPERATIONS THAT A COMPUTER SYSTEM CAN PERFORM
6. STATE THE USE OF A FAX, A PHOTOCOPIER, AND A MULTI-BUTTON TELEPHONE SYSTEM IN THE CLINICAL LABORATORY.

UNIT 22

HEALTH INSURANCE

1. CATEGORIES OF INSURANCE PLANS
2. GOVERNMENT HEALTH INSURANCE
3. INDIVIDUAL HEALTH INSURANCE PLANS
4. ETHICAL AND LEGAL CONSIDERATIONS REGARDING HEALTH INSURANCE

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

1. SPELL AND DEFINE KEY TERMS
2. LIST THE THREE GENERAL CLASS OF HEALTHCARE INSURANCE
3. DISCUSS THE FEDERAL HEALTH INSURANCE PROGRAMS
4. TALK ABOUT CONFIDENTIALITY AND POTENTIAL FRAUD IN RELATION TO PATIENT HEALTHCARE INSURANCE

UNIT 23

CUSTOMER SERVICE SKILLS

1. THE EXCELLENT COMMUNICATOR
2. ACTIVE LISTENING
3. CUSTOMER SATISFACTION

OBJECTIVE: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

1. ACCURATELY SPELL KEY TERMS RELATED TO THIS CHAPTER
2. DESCRIBE WHY CUSTOMER SERVICE IS AN VITAL TASK OF THE CLINICAL LABORATORY ASSISTANT/PHLEBOTOMIST
3. STATE SIGNIFICANT CHARACTERISTICS OF ACTIVE LISTENING
4. LIST VITAL QUESTIONS THAT CLINICAL LABORATORY ASSISTANT/PHLEBOTOMIST SHOULD ASK TO PROVIDE THE BEST CUSTOMER SERVICE POSSIBLE.

UNIT 24

CONFLICT MANAGEMENT IN THE CLINICAL LABORATORY

1. STYLES FOR HANDLING CONFLICT
2. PROBLEM SOLVING

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

1. SPELL KEY TERMS CORRECTLY
2. STATE DIFFERENT TECHNIQUE OF DEALING WITH CONFLICTS.
3. LIST SOURCES OF CONFLICT FOR THE CLINICAL ASSISTANT/PHLEBOTOMIST

UNIT 25

OBTAINING THE RIGHT JOB FOR YOU

1. YOUR IDEAL JOB SITUATION
2. WHERE THE JOBS ARE
3. THE RESUME'
4. THE COVER LETTER
5. THE APPLICATION
6. THE JOB INTERVIEW
7. THE THANK YOU LETTER

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

1. CORRECTLY SPELL EACH KEY TERM
2. PREPARE A RESUME AND COVER LETTER
3. FILL OUT AN APPLICATION ACCURATELY
4. LIST METHODS TO PREPARE FOR A SUCCESSFUL INTERVIEW
5. HOW TO PREPARE A THANK YOU LETTER

UNIT 26

THE EXCELLENT CLINICAL LABORATORY EMPLOYEE

- 1. WHAT EMPLOYERS WANT FROM AN EMPLOYEE?**
- 2. GETTING OFF TO A GOOD START**
- 3. THE TEN COMMANDMENTS OF HUMAN RELATIONS**
- 4. EMPLOYEE EVALUATION**
- 5. TERMINATING EMPLOYMENT**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. DEFINE AND SPELL TERMS CORRECTLY**
- 2. STATE QUALITIES THAT EMPLOYERS SEEK IN AN EMPLOYEE**
- 3. RECOGNIZE THE TEN COMMANDMENTS OF HUMAN RELATIONS**
- 4. STATE HOW TO TERMINATE EMPLOYMENT**

UNIT 27

CERTIFICATION, REGULATIONS, AND CONTINUING EDUCATION REQUIREMENTS

- 1. CERTIFICATION**
- 2. NATIONAL STANDARDS**
- 3. CONTINUING EDUCATION**

OBJECTIVES: AT THE END OF THIS CHAPTER THE STUDENT SHALL BE ABLE TO:

- 1. DESCRIBE AND SPELL KEY TERMS RELATED TO THIS CHAPTER**
- 2. DESCRIBE THE REASON OF CERTIFICATION**
- 3. LIST SEVERAL REGULATIONS AND REGULATORY AGENCIES THAT SET PROFESSIONAL STANDARDS FOR THE CLINICAL LABORATORY**
- 4. STATE WHY CONTINUING EDUCATION IS IMPORTANT.**

CLINICAL LABORATORY ASSISTANTS/PHLEBOTOMIST UNIT HOURS BREAKDOWN

Unit 1	Career of Clinical Laboratory Assistant/Phlebotomist	3
Unit 2	Departments in the Clinical Laboratory	3
Unit 3	Medical Terminology for the Clinical Laboratory/Phlebotomist	9
Unit 4	Ethical and Legal considerations for the Clinical Lab Assistant	3
Unit 5	Infection Control Practice in the Clinical Laboratory	9
Unit 6	General Safety Issues in the Healthcare Environment	3
Unit 7	Introduction to Blood Drawing, the Circulatory system	8
Unit 8	Preparing for the Blood Collection	9
Unit 9	Performing the Venipuncture	8
Unit 10	Performing the Skin puncture	8
Unit 11	Special Blood Collection Procedures	8
Unit 12	Hazards and Complications of Blood Drawing	6
Unit 13	Obtaining Blood Samples from Animals	5
Unit 14	Urine Specimen Collection	5
Unit 15	Collection of Other Non-Blood Specimens	5
Unit 16	Quality Assurance and the Clinical Laboratory Assistant/Phlebotomist	6
Unit 17	Transporting, Processing, and Distributing Clinical Specimens	5
Unit 18	Operating Laboratory Equipment	5
Unit 19	Measurements and Calculations	5
Unit 20	Reception and Telephone Technique	3
Unit 21	The Computer System and Other Office Machines	3
Unit 22	Health Insurance	3
Unit 23	Customer Service Skills	3
Unit 24	Conflict Management in the Clinical Laboratory	3
Unit 25	Obtaining the Right Job	3
Unit 26	The Excellent clinical Laboratory Employee	3
Unit 27	Certification, Regulations, and CEU	3
	Simulated Laboratory	40.

CLINICAL LABORATORY ASSISTANT/PHLEBOTOMIST CLASS CALENDAR

WEEK	DATE	LESSON	TEXT ASSIGNMENT	UNIT OBJECTIVE
1	MONDAY CLINICAL LAB PAYMENT DUE	ORIENTATION ½ DAY		ELIM'S POLICIES AND PROCEDURES STUDENT CATALOG BOOK HANDOUT *TEST-STUDENT ENRICHMENT-END OF CHAPTER ASSIGNMENTS
2	MONDAY CLINICAL LAB PAYMENT DUE	LECTURE	CHAPTERS 1,2,3	ROLE OF THE CLA/PHLEBOTOMIST DEPARTMENT IN CLA MEDICAL TERMINOLOGY
3	MONDAY CLINICAL LAB PAYMENT DUE	QUIZ LECTURE	CHAPTERS 1,2,3 CHAPTERS 4,5,6	ETHICAL AND LEGAL CONSIDERATION INFECTION CONTROL GENERAL SAFETY ISSUES MATH EXERCISE
4	MONDAY CLINICAL PAYMENT DUE	QUIZ LECTURE TEST 1	CHAPTERS 4,5,6 CHAPTER 19	MEASUREMENT AND CALCULATIONS
5	MONDAY CLINICAL LAB PAYMENT DUE	LECTURE HANDOUTS VIDEO	CHAPTER 19 CHAPTER 14	MATH URINE SPECIMEN COLLECTION
6	MONDAY CLINICAL LAB PAYMENT DUE	QUIZ LECTURE VIDEO TEST 2	CHAPTERS 19,14	MIDTERM REVIEW (PER INSTRUCTOR) ALL PAYMENTS MUST BE CURRENT BEFORE YOU CAN TAKE THE MIDTERM EXAM. INSTRUCTOR PLEASE CHECK WITH MS. TAYLOR OR RAMONA BEFORE YOU GIVE THE EXAM.
7	MONDAY CLINICAL LAB FINAL PAYMENT	MIDTERM LECTURE	CHAPTERS 1- 6+14/19 CHAPTERS 15,16	COLLECTION OF OTHER NON BLOOD SPECIMEN QUALITY ASSURANCE AND THE CLINICAL LAB ASSISTANT LAB: HEMATOLOGY
8	MONDAY CLINICAL LAB	QUIZ LECTURE	CHAPTERS 15,16 CHAPTERS 17,18	TRANSPORTING, PROCESSING AND DISTRIBUTING CLINICAL SPECIMEN OPERATING LAB EQUIPMENT LAB: CHEMISTRY/URINALYSIS /MICROB
9	MONDAY CLINICAL LAB	QUIZ LECTURE TEST 3	CHAPTERS 17,18 CHAPTER 20-22	RECEPTION AND TELEPHONE TECHNIQUE HEALTH INSURANCE CUSTOMER SERVICE SKILLS

10	MONDAY CLINICAL LAB	QUIZ LECTURE	CHAPTERS 20- 22 CHAPTERS 23- 25	CONFLICT MANAGEMENT IN THE LAB OBTAINING THE RIGHT JOB FOR YOU
11	MONDAY CLINICAL LAB	QUIZ LECTURE	CHAPTERS 23,24,25 CHAPTERS 26,27	THE EXCELLENT CLINICAL LAB EMPLOYEE CERTIFICATION, REGULATIONS AND CEU REQUIREMENTS
12	MONDAY CLINICAL LAB	LECTURE TEST 4	INTRODUCTION TO LABORATORY	MOCK CLINIC # 1 MICROSCOPE AND OTHER EQUIPMENT STUDENTS MUST BE IN UNIFORM
13	MONDAY CLINICAL LAB	LAB		SIMULATED LAB /CHEMISTRY
14	MONDAY CLINICAL LAB	LAB		MICROBIOLOGY # 3
15	MONDAY CLINICAL LAB	LAB		ANTIBIOTIC IN ACTION URINALYSIS
16	MONDAY CLINICAL LAB			FINAL EXAM (THEORY/ LAB) ALL CHAPTERS AND LAB EVALUATIONS EXIT INTERVIEW & TEACHER EVALUATION
17				CERTIFICATE PICK UP BETWEEN 6:00PM-8:00PM

STUDENTS ARE REQUIRED TO WEAR SCRUB UNIFORMS AT ALL TIMES.

IF MIDTERM AND FINAL EXAMS ARE NOT COMPLETED ON THE DUE DATES, STUDENTS WILL RECEIVE AN INCOMPLETE ("I") GRADE.

IN ORDER TO SIT FOR BOTH CERTIFICATION EXAMS, YOU MUST PASS ALL EXAMS WITH AN 80% OR BETTER. IF YOUR SCORES ARE BELOW THE 80% PLEASE SEE YOUR INSTRUCTOR. PHYSICAL EXAMS MUST BE IN PRIOR TO THE LABORATORY (MOCK CLINIC) SESSIONS OF THIS PROGRAM.

ONLY ONE EXCUSED EXAM CAN BE MADE UP PER COURSE

All payments must be current to participate in lab, midterm and final exams. If payments are not paid according to the installment agreement, a late fee of 10% will be added to your balance. If you default on your agreement by missing one (1) payment, the full balance will be required. If you miss two (2) payments you can be dismissed from the program.