

COLLEGE OF THE CANYONS
MEDICAL LABORATORY TECHNICIAN
STUDENT HANDBOOK

“Saving Lives Behind the Scenes”

SPRING 2020



COLLEGE OF THE CANYONS

Medical Laboratory Technology

TABLE OF CONTENTS

Contract – Office Copy	4
Contract – Student Copy	5
Consent for Release of Personal Information for Clinical Placement – Office Copy.....	6
Consent for Release of Personal Information for Clinical Placement – Student Copy.....	7
Section I – Overview of Program	8
Accrediting Agencies and Program Approval.....	8
Clinical Facilities	8
Clinical Facilities and Clinical Rotations	8
Mission Statement.....	8
Program Objectives	9
Program Overview	9-10
Philosophy	10
Scope of Practice	10
Entry Level Competencies	11
Program Outcomes	11
Curriculum Design	12-13
Section II – General Information	14
Department and Campus Extensions	14
Reporting Accidents	14
Pagers and Cellular Telephones	14
School of Mathematics, Science, and Health Professions Office	14-15
On Campus Behavior	15
Learning Resources	15
Identification	16
Gifts	16
Section III – Policies and Standards	17
Health/Clinical Requirements Upon Entrance.....	17
Health/Clinical Requirements Each Semester	18
Health Requirements	18
Admissions Criteria	19
Student Selection Process	19
Clinical Site Assignment/Placement Process.....	19
Advising and Guidance	19
Grading Policy	20
Passing MLT Courses – Process	20
Clinical Rotation	20-21
Criteria for Successful Completion of the MLT Program.....	21-22
Disciplinary Measures	22
Attendance Policy	22-23
Clinical Absence	23
Clinical Work Performance Policy	24

Responsibilities in the Clinical Site/Service Work Policy	24
Program Continuation	24
Failure/Withdrawal from Course	24-25
Grievance Policy	25
Audit Policy	25
Readmission Policy	25
Incomplete Grade Policy	25
Examination Issues	25-26
Academic Dishonesty/Cheating	26
Standards of Student Clinical Appearance	26-27
Standard Precautions	27
Student Impairment by Alcohol, Drugs, and/or Emotional Illness	27-28
HIPAA Regulations	28
Use of Patient Charts/Medical Records	28-29
Professional Code of Conduct	29-31
Essential Functions or Technical Standards	32-33
 SECTION IV – Licensure and Professional Organizations	 34
Licensure	34
Professional Organizations	35
 SECTION V – Information and Resources	 36
Blood Borne Pathogens	36-37
Hepatitis	37-38
Possible Vaccine Side Effects	38
Contraindications/Pregnancy/Nursing Mothers	38

OFFICE COPY
Medical Lab Technician Student Contract

By signing below, the Medical Laboratory Technician (MLT) student verifies that he/she has read and understands the information in the College of the Canyons Catalog pertaining to Regulations and Policies, Admission and Registration Procedures, Student Services, and Academic Policies.

The MLT Student must abide by the dress code policies established by the individual Clinical Affiliates and College of the Canyons as stated in the MLT Student Handbook. I understand that the dress code policies may vary according to the Clinical Site assignment. I also understand that I am representing College of the Canyons in the Medical Laboratory Technician program while at the Clinical Site and must conduct myself according to the policies established in the Student Handbook.

The student also verifies that he/she has read and understands the information contained in the MLT Student Handbook and will comply with all policies and requirements, including any addendums and updates as they occur.

Print Name

Date

Signature

STUDENT COPY
Medical Lab Technician Student Contract

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The student also verifies that he/she has read and understands the information contained in the MLT Student Handbook and will comply with all policies and requirements, including any addendums and updates as they occur.

Print Name

Date

Signature

OFFICE COPY

Consent for Release of Personal Information for Clinical Placement

By signing below, the Medical Laboratory Technician student verifies that he/she has read and understands the information in the College of the Canyons Catalog and Medical Laboratory Technology Student Handbook as pertaining to Regulations and Policies, Admission and Registration Procedures, Student Services, and Academic Policies.

By signing the below, the student gives College of Canyons Medical Laboratory Technician Program their expressed consent to share immunization records, criminal background and toxicology screening results with its clinical education affiliates, for the purpose of gaining access to the clinical facility in accordance with our Educational Affiliation Agreement.

The student acknowledges that College of the Canyons and its educational affiliates will use this information only to facilitate clinical placement and holds College of the Canyons faultless for any negative actions that may result from release of this information to our educational affiliates.

Print Name

Date

Signature

STUDENT COPY

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Print Name

Date

Signature

SECTION I
OVERVIEW OF PROGRAM

ACCREDITING AGENCIES AND PROGRAM APPROVAL

**The College of the Canyons MLT Program has specialized program accreditation by:
National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)
5600 N. River Rd, Suite 720 Rosemont IL 60018-5119
ph: 773.714.8880; fx: 773.714.8886; info@naacsl.org**

The College of the Canyons MLT Program is approved by:

California Department of Health Services
Laboratory Field Services
850 Marina Bay Parkway Bldg. P
Richmond, CA 94804

CLINICAL FACILITIES The following clinical facilities have educational clinical affiliation agreements with College of the Canyons and are used by the medical laboratory technician program as clinical training sites:

Henry Mayo Newhall Memorial Hospital

Verdugo Hills Hospital USC

Community Memorial Hospital Health Systems

Valley Presbyterian Community Hospital

Palmdale Regional Medical Center

Whittier Hospital Medical Center

InterScience Institute

Dignity Northridge Hospital and Medical Center

CLINICAL FACILITIES AND CLINICAL ROTATIONS

Students in the Medical Laboratory Technician program are expected to act as ambassadors of College of the Canyons and the MLT Program. , When completing clinical experiences at any of our clinical affiliate sites students should demonstrate their highest adherence to good clinical practice standards. Because of our involvement with the health care facilities in the community, all Medical Laboratory Technician students must comply with the policies and procedures as stated in the guidelines of the clinical facility to which he/she is assigned. Students may be assigned to a number of different clinical sites during his/her rotations. There is no guarantee that any student will spend his/her entire rotation at one clinical facility. The student must be willing and able to adapt to different environments and circumstances.

While completing rotations at the clinical sites, students are expected to demonstrate professionalism as members of the clinical laboratory team. They should conduct themselves in a

manner as if they are employed in the facility. Students must have their own transportation to the clinical sites.

MLT PROGRAM MISSION STATEMENT

The mission of the Medical Laboratory Technician program at College of the Canyons is to prepare entry level medical laboratory technicians by providing an accessible and enriching quality educational program, that fosters technical competencies and workforce skills that comply with accreditation and industry standards. The program aims to promote lifelong learning to positively contribute to the discipline of laboratory medicine, the healthcare community, and society.

MLT PROGRAM OBJECTIVES

In pursuit of the MLT program mission, the faculty endeavors, throughout the program to:

- Participate in the process of counseling and assisting interested students preparing for admission to the program.
- Recruit, admit, and retain qualified, diverse applicants who progress through the program in a timely manner.
- Maintain uniformly and consistently high standards of academic achievement and demonstrate entry-level competence in initial employment.
- Provide students with assistance to promote success.
- Provide and maintain an integrated, current, and consistent curriculum that meets the needs of student, graduate, faculty, consumer, and health care provide
- Maintain department protocol that promotes student expression and participation in class and program governance.
- Produce graduates who attain eligibility for the nationally recognized certification exam for licensure.
- Promote professionalism and commitment to providing quality patient care.
- Remain current as a faculty in laboratory medicine and community issues, adult teaching and learning theory, and technological advances.
- Foster in students and graduates a commitment to excellence in practice and continued learning.
- Produce graduates that satisfy all the requirements for the Associate of Science degree in Medical Laboratory Technician from College of the Canyons.
- To maintain accreditation of the MLT program through the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS).

MLT PROGRAM OVERVIEW

(Complete description of the Medical Laboratory Technician Program can be found in the College of the Canyons Catalog)

The Medical Laboratory Technician (MLT) program prepares students for employment in clinical laboratories, physician offices and industry. The MLT program curriculum, an integration of classroom lectures, student laboratories, and clinical training, which is designed to promote the development of analytical and problem-solving skills required in this profession.

All students admitted to the program must complete the general education requirements for an Associate Degree. Required courses for entry into the MLT program include, 8 units of Anatomy and Physiology, Introduction to Microbiology, and Preparatory General Chemistry.

Upon entry into the MLT program, lectures, student laboratories and clinical rotations will provide specific theoretical and laboratory experiences in Clinical Chemistry, Laboratory Operations Immunology/Serology, Microbiology, Hematology, Coagulation, Immunohematology, Specimen Processing/Receiving and Body Fluids. Prior to starting the clinical immersion portion of the program all students must complete training in Phlebotomy or present an unrestricted and valid State of California Phlebotomy License to the Health Professions Office. Students participate in a 21-week clinical rotation (accomplished in a 2 semester format) in local hospitals and healthcare laboratories. During these clinical rotations, students learn to apply theoretical knowledge, learn testing procedures and gain practical exposure and experience in clinical laboratory operations.

These 21 weeks are divided into three 216 hour rotations and one 162 hour rotation.

Upon successful completion of all courses specific to the MLT program and College of the Canyons general education requirements, the student will be eligible to petition to graduate with an Associate of Science degree in Medical Laboratory Technology. (See the College of the Canyons catalog for specific directions). Students completing the MLT Program curriculum at College of the Canyons are eligible to sit for the California state certification examination for MLTs and the national MLT certification exam.

PHILOSOPHY

The Medical Laboratory Technician program is an integral part of the College of the Canyons and is in agreement with the objectives and mission statement of the college. In addition, the College of the Canyons MLT faculty ascribe to the following beliefs:

Medical Laboratory Technician Education

Development of professional competence, personal growth, and effective patient care through quality laboratory practices **are** at the core of our teaching philosophy in providing the community and the profession with entry level Medical Laboratory Technicians.

Laboratory medicine is a dynamic and ever changing profession. This dynamism is reflected in both the teacher/student relationship as well as in the changing nature of the health care system. The MLT faculty believes that the student is the locus of learning and that the teaching-learning process is reciprocal and interactive. Therefore, the faculty sees their role as one of facilitator – using multiple learning and teaching methods to meet the educational needs of students with diverse backgrounds and diverse learning styles. To further enhance learning, the faculty encourages the use of college learning support services such as the Teaching Learning Center, the library, learning disability specialists, counseling, financial aid, the Student Health Center, and other student resources on the campus. In addition to facilitating learning, the faculty seeks to foster self-direction and a commitment to life-long learning. Learning experiences are designed to proceed from simple to complex and general to specific to maximize the students' learning and professional growth. The program adjusts to changes within the laboratory medicine body of knowledge as well as changes in the health care system as new knowledge and modalities of practice emerge.

SCOPE OF PRACTICE

Before any person works in the laboratory, licensed or not, their competency to do the job must be documented by the laboratory director or technical supervisor. In California, a licensed Medical Laboratory Technician can perform waived testing without supervision and can perform moderate complexity testing in chemistry, hematology, immunology and microbiology with supervision at a ratio of 1 Clinical Laboratory Scientist to 4 MLTs. According to new legislation AB 2281 (effective Feb 1 2019), MLTs can perform moderately complex immunohematology (blood bank) and perform microscopic urinalysis. They must complete 12 hours of continuing education from an approved provider each year to maintain licensure in the state of California.

As members of the laboratory medicine profession, entry-level technicians are expected to have assumed the responsibility for their own ethical, professional, and legal practice. They are expected to practice within the legal guidelines established by the state of California. Beginning laboratory technicians are able to practice ethically and legally in diverse settings and to participate in improving the quality of care in all settings.

ENTRY LEVEL COMPETENCIES

Upon successful completion of the College of the Canyons Medical Laboratory Technician Program, the Medical Laboratory Technician will:

- Apply safety principles in all areas of practice.
- Comply with safety and operational policies set forth by governmental agencies that oversee clinical laboratory standard practices.
- Demonstrate professional behavior when communicating and interacting with patients and the general public, laboratory colleagues, and fellow health care professionals.
- Collect, process, and evaluate the acceptability of biological specimens for testing.
- Perform, evaluate, and monitor quality control (QC) procedures within the established parameters and limits.
- Perform assays on biological samples such as blood, body fluids, and other biological specimens as requested by the patient's health care provider.
- Recognize biological and technical factors that can adversely affect assay procedures and test results, troubleshoot, and document such errors.
- Perform routine preventive maintenance and repair of instruments and equipment as appropriate or refer a malfunctioning instrument for repair.
- Correlate laboratory test results to normal or abnormal physiological states or diseases.
- Use basic scientific concepts to evaluate new methodologies and techniques in a dynamic laboratory setting.
- Collaborate with members of the patient's healthcare team to accomplish common goals in providing quality patient care.
- Maintain professional competency by continuously seeking continuing education and lifelong learning opportunities.

PROGRAM OUTCOMES

The licensing program in California was initiated on December 19, 2007. This program was implemented for the first time at College of the Canyons in the Spring Semester of 2010. The following outcomes may be found on our MLT website:

<https://www.canyons.edu/academics/mlt/prospective/index.php>

For 2017-2018:

Graduation Rate: 91.7%

Certification Pass Rate: 100%

Placement Rate: 81.8%

CURRICULUM DESIGN

In order to be accepted into the Professional Year of the MLT program, California Phlebotomy Certification and Health Provider CPR is highly recommended. Students who do not have a license in Phlebotomy will be required to successfully complete a phlebotomy course concurrently or prior to participation in the practicum courses or clinical externship.

General Education Requirements: Must be completed for AS degree

<u>COURSE</u>	<u>UNITS (SEMESTER)</u>
Social and Behavioral Sciences	3
Humanities and Fine Arts	3
Language and Rationality	6
American Institutions	6
Physical Education and Wellness	2
Diversity Requirement	3
<i>TOTAL</i>	<i>23</i>

Core Requirements/ Prerequisites

<u>COURSE</u>	<u>UNITS (SEMESTER)</u>
Biosci 201* (Intro to Human Anatomy) <i>and</i> Biosci 202* (Intro to Human Physiology)	8
<u>-OR-</u> Biosci 204* (Human Anatomy and Physiology I) <i>and</i> Biosci 205* (Human Anatomy and Physiology II)	
<u>■</u> *(Pre-req is BIOSCI-100)	
Biosci 221 (Introduction to Microbiology)	5
Chem 151* (Preparatory General Chemistry) *(Pre-req is MATH 060)	4
MLT 050 (Phlebotomy) - <i>no credit towards AS degree</i>	3.5
<i>TOTAL</i>	<i>20.5</i>

Professional Year

<u>FIRST SEMESTER*</u>	<u>UNITS (SEMESTER)</u>
MLT 110 (Clinical Hematology Lecture)	3
MLT 110L (Clinical Hematology Lab)	1
MLT 112 (Clinical Urinalysis Lecture)	1
MLT 112L (Clinical Urinalysis Lab)	0.5
MLT 114 (Clinical Coagulation Lecture)	1
MLT 114L (Clinical Coagulation Lab)	0.75
MLT 120 (Clinical Chemistry I Lecture)	3
MLT 120L (Clinical Chemistry I Lab)	1
<i>TOTAL</i>	<i>11.25</i>

<u>SECOND SEMESTER*</u>	<u>UNITS (SEMESTER)</u>
MLT 118 (Clinical Immunology/Immunohematology Lecture)	3
MLT 118L (Clinical Immunology/Immunohematology Lab)	1
MLT 124 (Clinical Chemistry II Lecture)	3
MLT 124L (Clinical Chemistry II Lab)	1
MLT 116 (Clinical Microbiology Lecture)	3
MLT 116L (Clinical Microbiology Lab)	1
<i>TOTAL</i>	<i>12</i>

<u>THIRD SEMESTER</u>	<u>UNITS (SEMESTER)</u>
MLT 128 (Clinical Hematology, Urinalysis, and Coagulation Practicum)	4
MLT 131 (Clinical Chemistry Practicum)	4
<i>TOTAL</i>	<i>8</i>

<u>FOURTH SEMESTER</u>	<u>UNITS (SEMESTER)</u>
MLT 129 (Clinical Microbiology Practicum)	4
MLT 131 (Clinical Immunology/Immunohematology Practicum)	3
<i>TOTAL</i>	<i>7</i>

Total Credits Required: 81.75

***Students will be assigned to sections of all Lab Courses during the first and second semesters of the program. The Program Director reserves the right to assign students to lab sections of the course. Any modifications to the course assignments are subject to final approval by the Program Director.**

SECTION II

GENERAL INFORMATION

DEPARTMENT AND CAMPUS EXTENSIONS

Campus resources can assist students in many ways. All extensions listed can be reached directly by dialing (661) 362 – and the extension.

Department	Extension	Instructor	Extension
School of HP, HS, and PS Office	3369/3557/3647	Dr. Hency Chu, Director	3777
Child Development	3541		
Computer Center	3302		
DSPS	3341		
Learning Center	3331		
Library	3359		
Student Develop.	3261		
Tutorial Lab	3344		
Interim Dean: Dr. Kathy Bakhit	3107		

REPORTING ACCIDENTS

You must immediately report to the instructor any accident/injury occurring in connection with the school's regular curriculum program, in the clinical or classroom areas, which involved injuries to the student or others. The accident/injury must be reported to the School of Mathematics, Sciences, and Health Professions Office within 24 hours of the incident. In addition, the student must complete a Worker's Compensation form available from Human Resources. It is the student's responsibility to report all injuries and seek follow-up.

ALWAYS THINK SAFETY. You can help prevent injury to yourself and others by following general rules, eliminating hazards that might cause accidents, reporting unsafe equipment to the instructor, and doing psychomotor assignments in a thoughtful and careful manner.

PAGERS AND CELLULAR TELEPHONES

Pagers, cell phones, and electronic devices need to be turned off in the classroom during lecture, unless the devices are used for note-taking, online quiz activities, or research required in class. You will have breaks where you can check for messages. Pagers may be put on vibrate in the clinical area. Use of electronic devices in the hospital and healthcare settings must comply with the facilities' policies. It is required that students do NOT use electronic devices during the clinical externship hours, unless specified by the instructor.

SCHOOL OF MATHEMATICS, SCIENCES, AND HEALTH PROFESSIONS OFFICE

The staff of the School of HPHSPS Office manages all departments in the Health Professions: MLT Program, RN Program, Continuing Education courses, EMT, Medical Assisting, Nursing Assistant, Phlebotomy, Health Science courses, Fire Technology, and Administration of Justice. One of the main functions of this office is to manage applicants for the MLT program including maintaining the waitlist and tracking all applicants from application submission to entry into the program. This office also maintains records for all students in the MLT program. In addition, the School of HPHSPS

Office staff maintains records for all MLT faculty and administrators as well as preparing reports to statewide and nationwide accrediting agencies.

All health data and specific MLT student requirements are mandated by the State of California and clinical facilities used during the four semesters of the MLT program. This health data is received by the office and is maintained through the program as well as two years post-graduation. A copy of the certificate of MLT program completion will be maintained for at least 5 years.

Students may visit the School of HSPS Office Monday-Thursday 0800-1630 and Friday 0800-1200. These hours are subject to change. You may call the office at 661-362-3369, 661-362-3557 or 661-362-3647.

Email is an appropriate way to communicate with this office as well.

ON CAMPUS BEHAVIOR

MLT students are expected to act professionally at all times. It is a violation of professional behavior for students to cause a disturbance in any college area. In addition, students must be dressed appropriately when on the campus of any clinical facility. Students who are reported to the MLT department for having behaved unprofessionally will receive a clinical probation for that behavior.

LEARNING RESOURCES

Library and Tutoring Learning Computer Lab (TLC):

The library is used by MLT students to research material as well as to watch assigned videos and read articles put on reserve by the professors. You may request help and orientation to the library resources from the librarians. Your student ID card is also your library card. Your card is your permanent card and is used from semester to semester. Once you enroll at the College of the Canyons and obtain an ID card you may use the library resources even when you are not enrolled in a class. You must present your ID card when checking out materials.

Learning Disability:

There are resources on campus to assist with the identification of learning disabilities (DSPS Office). If any student has been diagnosed with a learning disability, and has documentation from the DSPS office, it is the student's responsibility to notify the faculty member. As a matter of student confidentiality the DSPS office does not do this, the student must do it directly. The department is willing to meet any reasonable request for assistance and accommodation. However, the responsibility remains with the student to provide relevant and recent documentation from a learning specialist that such a disability exists as well as the recommendations made by the learning specialist for helping the student. Since student disability test results are governed by legislation guarding privacy and can only be given to the department by the student, he/she is responsible for providing the above information to each of his/her instructors in each course in the program. For further information, contact Jane Feuerhelm at extension 3347.

If you are having trouble in class even after getting help from tutors and instructors, you might consider being tested for a learning disability at the Disabled Students Programs & Services office located in Seco Hall – 103 www.canyons.edu/offices/dsps; 661-362-3341 or TDD 661-255-7967.

IDENTIFICATION

Students are required to have picture COC ID for use on campus. In addition, students may have to get separate hospital ID when orienting to a specific facility.

GIFTS

The department has a long time policy of requesting that no gifts are given to faculty. If you feel you want to express your appreciation to your instructor, we encourage you to write a note to the faculty member.

SECTION III **POLICIES AND STANDARDS**

HEALTH/CLINICAL REQUIREMENTS UPON ENTRANCE

Students must complete the following by the deadline set in orientation. There will be no exceptions!

- Current physical
- Current TB clearance: 2-step process
- Immunizations AND positive titers (Hep B, Mumps, Measles, Rubella, Varicella)
- Diphtheria/tetanus/pertussis vaccine within 10 years (TDap)
- Seasonal flu vaccination
- 10-panel Drug Screening
- Current CPR Card
- Current Fire Life Safety Card
- Malpractice Insurance
- Background Check and OIG/GSA
- CA Certified Phlebotomy Technician certification

Vaccinations can be obtained from the Student Health and Wellness Center at College of the Canyons.

Items must be current for the entire semester. For example, if something expires in March of the Spring Semester, it must be renewed prior to the established deadline and documentation for the renewal submitted to the Office.

Failure to meet deadlines:

Students are mandated to meet all deadlines for submitting the required paperwork and registration for the MLT program. The paperwork is necessary to meet our contractual obligations. We will not be allowed to use clinical facilities without correct documentation of all requirements. Meeting deadlines is a part of the professional role of the MLT. The student's ability to meet the deadlines is a reflection of this professionalism. Therefore, if the student fails to meet the deadlines, the student will be dropped from the program. It is a minimum requirement that students are able to follow directions and accomplish tasks in a specific timeline.

There will be no extensions of the deadline and there are no exceptions except those listed below. One exception is if your medical insurance will not allow you to have a physical exam before the deadline. For example, if you had a yearly physical exam on March 1 and you cannot have it before March 1 of the following year you are allowed to wait to have the physical at the time permitted by your insurance company. However, to be granted this exception, you must complete a form provided for you by the School of HPHSPS Office. If you do not have insurance coverage for yearly physicals and have to pay for one, then this exception does not apply to you and you must comply with the deadline.

Immunizations cannot be done before they are due. To be granted this exception, you must complete a form provided for you by the Office.

If either of these exceptions applies to you, it remains your responsibility to meet the requirements as soon as you are able. There will be no reminders to you at that point. If you fail to do complete the requirement by the date indicated on the form you sign, you will be dropped from the program.

HEALTH/CLINICAL REQUIREMENTS EACH SEMESTER

The following requirements need to be current each semester and for the entire semester:

- Current Physical
- Current TB – 2-step process
- Drug Testing
- Immunizations (i.e. flu, TDap, Hepatitis B) and titers
- Current CPR Card
- Current Fire Life Safety Card
- Current Malpractice Insurance
- Background checks

Meeting Deadlines:

These requirements must be maintained throughout the MLT program. Each clinical facility mandates that students complete and maintain the above infection control standards. It is your responsibility to meet all requirements. Regulations are such that we cannot allow students into the clinical area without the required documentation. Therefore, if these are not completed with documentation submitted to the Office by the deadlines established each semester, you may be dropped from the program and your place given to an alternate.

HEALTH REQUIREMENTS

Students must be free from any condition (e.g., communicable diseases, infections, injuries, or any physical or psychological disorder) that would prevent the safe and successful performance of responsibilities and tasks required by the MLT program. Any condition described above which a student develops after admission to the program may be considered sufficient cause for dismissal or suspension from the program. If a student's health status changes during the program, they must notify the Program Director.

The Director of the MLT Program reserves the right to request that a MLT student be examined by a health care provider if there is evidence that the student is not able to perform as described above. The provider completing the examination must be acceptable to the Director.

If at any time during the semester a student is injured, becomes seriously ill, has surgery, or becomes pregnant, a physician's note must be provided before returning to class or clinical. This release must specifically state that the student may participate in both clinical and classroom sessions without restrictions. The note is to be given to the clinical instructor and Office for placement in the student's file.

You should not go to your clinical assignment if you are ill. See the absence policy for the procedure to follow if you are ill. Dismissal from the clinical area due to illness is at the instructor's discretion. Documentation from a physician may be required to return to the clinical facility.

Please review the campus policy on HIV/AIDS that can be found in the college catalog.

ADMISSIONS CRITERIA

Applicants who are accepted into the program must show proof that they have:

1. Completed all of the pre-requisite courses with a grade of “C” or better, with a science GPA of 2.5. Foreign transcripts must be evaluated by AACRAO (required by Laboratory Field services) and a NACES- approved evaluation agency (required by College of the Canyons). All official transcripts must be submitted with the completed application to the School of HPPS Office. Incomplete applications are not accepted. It is the applicant’s responsibility to follow through and confirm their application status with the School of HPHSPS office.
2. Completed and signed the MLT Program application. Applications must be submitted by the deadline indicated on the MLT website homepage. Completed but late applications will be considered on a space availability basis. It is the applicant’s responsibility to follow through and confirm their application status with the School of HPHSPS office.

STUDENT SELECTION PROCESS

Depending on the clinical site availability, applicants will be accepted in the order that verified and completed applications are received. Applicants who are accepted for training will be notified of their acceptance no later than June 30 of the application year.

Accepted applicants are required to notify (by email or letter) the program within a week of notification of their intent of join the MLT program. Applicants who fail to notify the program within the specified deadline will automatically invalidate their application. Accepted applicants who fail to attend the mandatory orientation without notification will automatically invalidate their application.

CLINICAL SITE ASSIGNMENT/PLACEMENT PROCESS

The final decision regarding final clinical site placement considers several factors: outcome of the clinical site interview, evaluation and input from faculty and program director, and student preference, respectively. The program director will coordinate the clinical site interviews for all Yr. 2 students that will take place in June or July preceding the Yr. 2 fall semester. All factors aim to place students in clinical sites where they will be most successful. Students will be notified of their clinical placements by Aug 1st of their second year in the MLT program. For a variety of reasons, clinical placements may become unavailable prior to the beginning of the fall semester, resulting in insufficient clinical site capacity for eligible MLT students.

In the event that this occurs, the MLT program will make every effort to ensure that the previously unplaced, eligible MLT students are prioritized for placement in the next available clinical site within 6 months to 1 year. During the interim, students will still have access to course instructors, training modules, and library services.

ADVISING AND GUIDANCE

The College Counseling Services, the MLT Program Administrators, and the clinical affiliate liaisons are available to correspond and/or meet with students and clinical trainees for advising purposes. All such sessions will require documentation (on-campus with the college counselors and/or program director and off-campus with the clinical affiliate liaisons).

GRADING POLICY

The theory instructor will explain the requirements and grading method at the beginning of every course. The following percentage groupings determine the letter grades used in MLT courses.

A = 90 - 100%
B = 80 - < 90%
C = 75 - < 80%
D = 65 - < 75%
F = < 65%

There will be no rounding when calculating grades. Calculations will not be extended past the tenths place.

PASSING MLT COURSES – PROCESS

The lecture and lab/clinical parts of a course must all be passed at the 75% level in order to pass a MLT course. Failure to achieve the 75% level in either lecture or lab will result in failing the course. The program standard for both lecture and laboratory classes is summarized as:

In order to receive a passing grade in the MLT program, you will be expected to achieve a grade of 75% or better in the theoretical component of the course as well as in the laboratory component.

1. The course instructor determines the weighting of quizzes/exams.
2. Unit examinations are kept in the individual student's file. After grading, the student may make an appointment with the instructor to review completed exams. This must be done within a week of the exam.
3. The ability to make up a missed test and/or quiz is left to the instructor's discretion. Any quiz or exam taken late may result in a 10% penalty. In the case of extreme necessity, and following full faculty consideration, modification of the above penalty may occur.
4. The ability to turn in required assignments at a later date than the due date is left to the instructor's discretion. Students are allowed to submit assignments after the due date may also suffer a 10% (or higher) penalty on their earned grade. This will be up to instructor discretion.
5. Only basic function calculators will be allowed during tests and quizzes. NO ADVANCED FUNCTION CALCULATORS AND NO CELLULAR TELEPHONES WILL BE ALLOWED.

CLINICAL ROTATION

Clinical rotation courses are graded and include written examinations, practical examinations, and evaluations for each department of the laboratory in which the student is assigned.

Each student will be graded at the clinical site as follows:

- | | |
|--|------------|
| 1. Technical Skills Competency and Professionalism | 70% |
| 2. Homework and Final Exams | <u>30%</u> |
| Total: 100% | |

At the beginning of the clinical rotation in each laboratory department, each student will have access to a clinical manual that will include a skills lists, schedules, worksheets, and evaluations in Canvas. The skills lists detail the laboratory procedures to be performed. Some tests may require a minimal performance standard or only an awareness of the principles and techniques. Each student is responsible for having the skills lists signed by the clinical site preceptor once performance has been satisfactorily completed. Each student **MUST KEEP** a logbook and current record of the clinical tests, which they have observed, assisted or performed. In addition, all attendance must be maintained and signed by the clinical site preceptor on a daily basis. Failure to maintain an up-to-date logbook may impact your completion of your skills list.

The skills checklists will be your guideline during the clinical rotation as you are learning clinical and technical skills under the supervision of a clinical site instructor. Students must achieve an acceptable level of performance per skill to “pass” a clinical rotation. Near the end of each rotation, your clinical competency will be evaluated. You will be asked to perform the important skills you have been introduced to and used during the rotation in the hospital setting. Your performance on these competency examinations will impact your grade for the course.

Each student will receive a clinical rotation evaluation by the clinical site instructor(s). The student will be evaluated by the clinical instructor on both technical and non-technical performance. Both the student and clinical instructor will sign each evaluation. A passing grade must be achieved in both areas of the course. Areas of disagreement may be included on your evaluation sheet and placed in your student file. These evaluations will take place on the last day of the rotation.

Once a rotation and all associated graded items have been completed, the faculty instructor calculates the final grade based on achievement of the clinical performance objectives as stated in the course outlines and, where applicable, the clinical competency examination. The faculty instructor reviews the forms with you and retains these records in your student file along with the completed skills list. These lists are also turned into admission and records as evidence of activity during the clinical rotations. Attendance time sheets are submitted to the California Department of Public Health Laboratory Field Services as verification of fulfillment of clinical training hours required by the State of California.

CRITERIA FOR SUCCESSFUL COMPLETION OF THE MLT PROGRAM

To successfully complete the MLT Program, trainees must have a complete program transcript, which includes:

- a. Documentation of an acceptable level of performance on the exams given during lecture, student laboratory and clinical practicum.
- b. Documentation of an acceptable level of performance on practical examinations and final skills checklists given during student laboratories and clinical practicum.
- c. Documentation of an acceptable level of professionalism during interaction with co-workers, patients, and other customers of the laboratory (nurses, doctors, administrators).
- d. Documentation of effective communication skills, productivity, aptitude for problem solving and initiative.
- e. Documentation (attendance time sheet) that the student is punctual and conforms to the schedule given to him or her by the clinical affiliate and College of the Canyons.

The student’s performance in these areas at the clinical affiliate will be evaluated by the Program Director or Education Coordinator (with assistance of the clinical laboratory scientists training the

student) at least once each rotation. A copy of each of these evaluation forms will be reviewed and signed by the student and placed in his/her file. Students are required to keep track of these documents and are ultimately responsible in ensuring that the document copies are maintained at the clinical site and original copies are submitted to the Program Director.

When the student has passed all the required courses and practicums, he or she will be awarded a certificate of MLT program completion. **The student is not required to pass state or national license exams to graduate from the program and completion of this program makes the student eligible to take the state licensing exam.** However, licensure is not guaranteed as it will be up to the student to prepare and achieve this by applying and successfully taking the state exam.

DISCIPLINARY MEASURES

It is expected that all COC MLT students exhibit the highest standards of ethical and professional behavior in their clinical and scholastic endeavors. Laboratory technicians provide care and advocacy for vulnerable populations and must conduct themselves with integrity at all times. Behaviors which would be cause for faculty review and referral to the Vice President of Student Services with possible failure, suspension, or dismissal include but are not limited to the following:

(For the complete description of each item listed, please consult the most updated version of the College Catalog).

1. Academic Dishonesty: Cheating, participating in other academic dishonestly such as copying another student's work, discussion of material that is prohibited by the instructor, sharing exam copies without instructor permission, and using other types of information or devices that are not allowed or prohibited by the instructor. Examples include: plagiarism, voice-recording of instructor's lectures without permission, or unlawful distribution of materials for commercial purposes. See your college catalog for the full description of what constitutes as academic dishonesty.
2. Inappropriate student conduct: This constitutes disruptive behavior, defiance of authority, abuse of college personnel and staff, threat of violence or force towards college personnel and/or students, assault, possession (sale or otherwise furnishing) any firearm, knives, explosive or other dangerous substances, possession (use, sale, offering to sell) and being under the influence of any controlled substances and alcoholic beverages, intoxication, participating to commit or attempt to commit robbery or extortion, causing or attempting to cause College District property or clinical affiliate property, steal or attempt to steal or conspire to steal College District property or clinical affiliate property or any type of private property, harassment (based on race, sex, gender, religion, sexual orientation, age, national origin, disability, or status under protection by law), intimidation or bullying of students or college personnel (direct physical contact, verbal or physical assault, and other activities associated with bullying), forgery and/or misrepresentation, lewd or indecent behavior, and violation of any laws and college regulations.

ATTENDANCE POLICY

Attendance Requirement (Lectures and Labs on – campus)

The MLT program faculty believe competency in laboratory medicine theory and practice requires regular attendance. Absences should only occur in the event of personal illness or emergency situations. Business or personal appointments, including medical and dental appointments, should

not be made during school hours. After an absence, it is the responsibility of the student to check with the instructor about the completion of all missed assignments.

In the event a student must be absent, it is his/her responsibility to notify the instructor and the School of HPPS Office for the absence. Voice mail is available at 661-362-3777. You may also email your instructor to document your absence.

Attendance Requirement (Clinical Practicum)

The Medical Laboratory Technician student will attend all clinical rotations as assigned, except in the case of personal illness, death in the immediate family, and/or at the discretion of the clinical instructor and education coordinator. Transportation is the responsibility of each student; lack of transportation does not constitute a reason for absence. Students are expected to attend all clinical days assigned. The program director and the clinical site must mutually agree on the student's schedule. Clinical preceptors and education coordinators at each site will monitor student attendance. However, it is the student's responsibility to make sure that the Attendance sheet is updated daily and signed by the clinical preceptor. Students are NOT allowed make changes to the schedule unless the changes have been approved by the clinical preceptor and program director. It is the student's responsibility to notify his/her assigned clinical instructor and education coordinator, prior to the start of a clinical day if the student is going to be absent or late. Failure to telephone the clinical instructor and the education coordinator at the facility will weigh heavily on the clinical rotation evaluation.

Clinical time is highly structured; therefore, there will be NO MAKE-UP time for clinical practicums if the student has been absent excessively. More than 2 absences constitute as excessive absence. Please bear in mind that the State of California Laboratory Field Services and the examination boards have specific number of hours required for training. Too many absences can result in failure to meet the time obligation required by the accrediting agencies and the licensing boards. Absences may result in dropping a particular rotation; resulting in enrollment at another time, as space is available.

CLINICAL ABSENCE

In the event of a clinical absence, the student must contact the clinical faculty at least 2 hours before the clinical starting time. THIS IS YOUR #1 PRIORITY! Asking a fellow student to inform the clinical instructor of the absence is not acceptable. The student must inform the clinical instructor personally by calling the facility and speaking directly to the clinical instructor.

When a student is absent from clinical rotations due to illness, the instructor may request a written approval from the student's physician before the student returns to the clinical area.

In addition, you must contact the Program Director at (661) 362-3777. Leave a message on voice mail. Call no later than one hour after the scheduled starting time for your scheduled shift.

In the event of a catastrophic situation (death in the immediate family, hospitalization), and you cannot attend the clinical rotation, the clinical instructor must be notified immediately. No scheduled personal appointments are to be made during clinical hours.

CLINICAL WORK PERFORMANCE POLICY/ Service Work Policy

In the event of an employee's absence at a clinical site, the clinical site may not ask students to perform the work of that employee as part of their training. In addition, any work performed by students in a clinical setting outside of academic hours must be noncompulsory. If a clinical site requests you do any work outside of these guidelines, please contact the Program Director. All procedures performed by the student during clinical hours must be done under supervision at all times by an assigned clinical preceptor at the clinical site. Students will not be allowed to perform procedures in the clinical laboratory without direct supervision.

RESPONSIBILITIES IN THE CLINICAL SITE and Service Work Policy

Students will not perform duties to substitute for regular employees as part of their training. Any type of service work performed in the clinical site is:

- Not required but can be voluntary.
- Must not be performed concurrent with training hours.
- Must not impede progression in the MLT program
- Hours used for service work cannot be used towards training hours requirement.

Examples of service work include:

- Working as a phlebotomist, specimen processor, or lab aide while in the MLT clinical practicum or externship.
- Accepting to work during other shifts in the clinical site while in the MLT program externship on the same site.
- Working as a student worker in the student laboratory – assisting in preparation or clean-up outside of the tasks required of students to perform.

Students however are expected to be professional and work as a team with other laboratory professionals. It is important that students be willing to help, in appropriate settings, their instructors and other members of the staff. Students should not make the excuse that they are "only students" and be unwilling to help and work as a team member in the laboratory. Remember that your professional behavior includes your willingness to help and be resourceful in the laboratory. (See the evaluation checklists).

PROGRAM CONTINUATION

Students must receive a grade of "C" in every medical laboratory technician course to continue in the program. Failure to do so will result in course failure and dismissal from the program.

FAILURE/WITHDRAWAL FROM COURSE

Re-entry into the medical laboratory technician program after failing a course or withdrawing from one is subject to specific policies.

If a student withdraws from or fails a course, he/she will be allowed to re-enter the program on a space available basis. This student must also complete the remediation program designed by the department by the specific deadline for completion.

When a student decides to drop/withdraw from a course, it is his/her responsibility to drop it before the drop/withdrawal deadline. Refer to the COC catalog for drop and withdrawal procedures.

GRIEVANCE POLICY

A student having a grievance with a faculty member will be initially required to consult with that faculty member to resolve the issue. If resolution is unsuccessful, arrangements should be made to meet with the Director, MLT program. If the student continues to feel the issue is unresolved, then they may make an appointment with the Dean of the School of HPPS.

If further guidance is needed, see the "Student Grievance Policy" in the College of the Canyons catalog under "Regulations and Policies."

AUDIT POLICY

The college audit policy is found in the college catalog under "Academic Policies."

READMISSION POLICY

A student may re-enter the COC MLT Program only one time after failing a course, dropping a course, or withdrawing from the program. If the student wishes to be placed on the waitlist for re-entry, he/she must notify the School of HPPS Office in writing stating that he/she would like to return at the first available seat. After two failures or withdrawals, a student may not return to the program.

Students who re-enter the program will be subject to all current MLT program policies as defined by the student handbook, catalog, and published materials and must fulfill all entrance requirements. Re-entry students will be admitted on a space available basis only.

INCOMPLETE GRADE POLICY

Incomplete grades may be assigned when course requirements are not met due to unforeseen circumstances. This grade will be given in accordance with the College of the Canyons grading policy as found in the College catalog. Students must meet with faculty to discuss the reasons for the incomplete, whether or not an incomplete is appropriate to the circumstances, and ways the situation can be resolved.

An incomplete grade does not indicate that the student has satisfactorily completed the course objectives. An incomplete grade must be replaced with a grade of "C" or better in order to be eligible to advance in the sequence of MLT classes. Replacement of the incomplete with a "C" or better must take place before the start of another class in the program sequence. If an incomplete grade in a MLT course is not removed by the timeline indicated, the student will be dismissed from the program.

EXAMINATION ISSUES

Exams: Each instructor in the MLT program may have a different policy on missed examinations make-up opportunities. See your course syllabus to determine the course policies as set forth by your instructor. Laboratory practical examinations may not be made up as these require some time

to set up and a suitable proctor for the exam may not be available. MLT students in the clinical year will be given written final exams at the end of each rotation. There will be no provisions given to make up these exams unless there is (a) a death in the immediate family or (b) illness. Both (a) and (b) conditions must have documentation in order for the clinical instructor to determine whether or not the student can make up the examination.

Quizzes: Quizzes in lecture and clinical absences may be made up only at the discretion of the instructor.

Students need to check with each individual instructor to review exams. During the review students are prohibited from writing down questions and/or answers, taking photos of the exam question and answer sheets, and/or voice recording the exam contents and answers. No books, pencils, pens, or cell phones are allowed while reviewing an exam, unless permitted. Students should spend their time reviewing missed questions and concentrating on questions that were incorrectly answered. Test reviews are not meant to be study sessions. Exams will not be available for review until all students have taken the exam.

ACADEMIC DISHONESTY / CHEATING

It is expected that College of the Canyons MLT students will exhibit the highest standards of ethical behavior in their clinical and scholastic endeavors. MLTs provide care and advocacy for vulnerable populations and must conduct themselves with integrity.

In the event that any student in the MLT program is determined guilty of cheating, he/she will be subject to disciplinary action as stated in the College of the Canyons catalog. Besides cheating on tests, it is considered cheating to submit another student's graded work as your own. It is also considered cheating to provide another student with information in a manner that misrepresents that student's knowledge or work. This too will be subject to disciplinary action.

Plagiarism is grounds for disciplinary action as noted in the college catalog and schedule of classes. Be sure you understand how to properly cite references and the correct use of quotation marks for items that are taken directly from a source. At the same time, it is inappropriate to submit a paper that is all quotations. Students must demonstrate understanding of material by being able to write papers in their own words keeping quotations to a minimum. If assistance is needed or you are unsure about preparing an assignment or research paper, please contact your instructor who can provide referrals and guidance.

STANDARDS OF STUDENT CLINICAL APPEARANCE

Students are not allowed to wear uniforms or scrubs on campus. Wearing uniform/scrubs on campus is a violation of infection control policies. However, students are allowed to wear uniforms or scrubs in the clinical areas, as permitted.

Whenever you are in a hospital you must dress appropriately. It is inappropriate to wear jeans, shorts, sandals or open-toed shoes, exercise gear, or revealing clothing when in the hospital even if a lab coat is worn. Your photo ID must be worn at all times.

COC Photo ID: This can be obtained at the COC Student Center. ID is worn on the front of your uniform above the waist.

Lab Coat: An approved lab coat must be worn at all times in the laboratory. A lab coat or surgical gown from the testing area should remain in the testing area. Lab coats may leave the testing site only to be laundered (if the hospital does not provide a laundry service).

Clothes: Clean and unwrinkled pants/skirts/dress with shirt/blouse covered with a white lab coat.

Shoes: Shoes and laces must be kept clean. Open toed/ open backed shoes are not allowed in clinical facilities. White shoes with soft white soles to prevent slips/falls on hard surface floors are recommended.

Hair: Hair should be clean and neat. If your hair is shoulder length or longer, it must be worn pulled back and off the collar. At no time should the hair interfere with or obstruct the students' ability to see clearly (regardless of length).

Nails: Nails must be kept short. Use only clear or lightly tinted nail polish. Artificial nails must be removed.

Make-up: Make-up should be carefully applied so that it enhances the wearer. Extremes should be avoided.

Facial hair: Men's facial hair must be short and neatly trimmed to allow for proper fit of isolation masks. Men without beards or mustaches must be clean-shaven

Jewelry: No jewelry other than wedding rings and wristwatches should be worn while in uniform. One ear accessory, per ear, on a post that does not hang below the ear lobe may be worn. No tongue accessories are acceptable. No other visible body piercing accessories are allowed.

Gum: Gum is not allowed while in uniform.

Smoking: Smoking is not allowed in college classrooms or clinical facilities. Those who wish to smoke should do so only in designated areas.

Perfume/Aftershave/Deodorant: Perfume and aftershave should not be used when caring for patients. These odors may be nauseating for an ill person or cause allergic reactions. Please use a reliable deodorant. The synthetic fabric of some uniforms picks up body odor that may be difficult to eliminate. Good oral hygiene is also necessary.

Belongings: Hospitals do not provide lockers for students so it will be important to bring

STANDARD PRECAUTIONS: Gloves must be worn at all times when working with biological materials. Protective eyewear, if glasses are not worn, will be worn at all times when working with any procedure or equipment that could create an aerosol. These precautions will be enforced in the clinical laboratories and the classroom laboratory.

STUDENT IMPAIRMENT BY ALCOHOL, DRUGS, AND/OR EMOTIONAL ILLNESS

An MLT student who abuses drugs (prescription or non-prescription) or alcohol or has an emotional illness may become a danger to self and jeopardize the safety and well-being of patients, peers, and staff.

It is the responsibility of the student who suffers from any of these diseases to seek voluntary diagnosis and treatment. If left untreated, this could lead to disciplinary action and may prevent licensure in California. The Counseling and Student Health Center can provide accurate information regarding treatment centers.

A faculty member has the responsibility and authority to take immediate corrective action with regard to student conduct and performance in the classroom or clinical setting if a student is impaired due to drugs or emotional illness. Students suspected of impairment will be removed immediately from the classroom or clinical setting. The student will be dismissed from all class activity at that time and referred to the Dean of Students Services for further action.

It is recognized that the nature of these illnesses requires extensive and thorough rehabilitation. Therefore, reinstatement would be considered only after documentation of aggressive, continuous rehabilitation and recommendation from a physician indicating satisfactory health status.

NOTE: The MLT Department is subject to College of the Canyons policy regarding drug and alcohol abuse by students. A student will be dismissed from the program if he/she is deemed unsafe to practice. Students are advised to read the College of the Canyons policies governing student rights and responsibilities in the College catalog.

Every attempt will be made to help a student find appropriate agencies to help in rehabilitation. Crisis counseling is available in the Student Health and Wellness Center.

HIPAA REGULATIONS

The nature of laboratory medicine requires intelligence, honesty, integrity, and a mature approach to responsibility. As an MLT student soon to be an MLT, remember that personal information regarding a patient is privileged and confidential in nature. At no time are you to discuss any information about your patients with your family or friends. Do not discuss your patients outside of the classroom or laboratory. Even when discussing patient care in the hospital make sure that you are not overheard by someone who is visiting the unit or the clinical laboratory, such as in outpatient designated areas or patient blood draw stations.

Patient information should only be obtained on patients specifically assigned to a student. No patient's name should be used on any documentation leaving the hospital. Patient records may not be copied or removed from clinical sites. Any information needed for COC assignments must be handwritten for later use, without any evidence of patient health information. A patient's privacy is protected by the Health Insurance Portability and Accountability Act (HIPAA) and severe penalties may be incurred if the laws are broken.

USE OF PATIENT CHARTS/MEDICAL RECORDS

Each facility has a different procedure for use of medical records. Consult with your instructor for the policy in your clinical facility for using the Medical Records department. While at the hospital it is important that you are officially identified as a student at the College of the Canyons by the nursing staff and the medical records staff. Wear your photo ID badge, lab coat, and dress appropriately as described earlier in this document.

Remember you cannot remove charts from these areas and you are not allowed to have any patient contact at this time. Under no circumstances may you photocopy, take hard copies, or take photos with cell phones of patient information from the hospital area.

PROFESSIONAL CODE OF CONDUCT

Upon accepting admission to this program, you are embarking on a noble career deserving of individuals who carry themselves with the utmost professionalism. Working effectively as a member of a team is a key to success in health care. As an MLT student your first role as a team member begins in the classroom. You represent The College of the Canyons MLT program on campus and in the community. When you begin your clinical rotation you are a member of a clinical team that includes your clinical instructor. When you graduate and work as a licensed MLT you will be a member of a team of coworkers. As a student and a team member you must abide by a professional code of conduct, as set below, and make it a part of your daily routine.

1. In order to function within the scope of your practice as a future licensed MLT:
 - a. Do not attempt to perform a laboratory procedure that you have not been taught in class. But, you are expected to know what you have been taught! This is a legal principle, as well as a requirement of your education.
 - b. Do not show favoritism or familiarity with patients. Students must not establish any other than professional relationships with patients or their visitors.
 - c. Never discuss your own personal, financial, or health issues with patients or your co-workers in the laboratory. Avoid telling "all" about yourself. Be a good listener.
 - d. Never suggest treatments or remedies to patients.
 - e. When you are in doubt about anything, check with your instructor so that you may avoid making a mistake.
 - f. Always clean up after yourself.
 - g. At the end of each clinical day, students must meet with the instructor before leaving the clinical area.
2. You must be self-motivated in promoting an environment of teamwork. The following describes how you can do this:
 - a. You must listen carefully, think before you say or do something, and be organized when you ask a question. Be an active thinker and not a passive receptacle of information.
 - b. Value your own time and your instructor's time by BEING PUNCTUAL.
 - c. Accept the diversity in everyone's style. Even though you know yourself best, be aware that other approaches may be just as effective as yours.
 - d. Be honest at all times.
 - e. Treat yourself and all team members with respect and courtesy. (Don't burn bridges!)
 - f. Seek out opportunities to obtain all of the skills and knowledge of laboratory medicine. Consider the "see one, do one, teach one" motto as a means of mastering the many skills required of you.
 - g. Listen openly to new ideas and other perspectives.
 - h. Walk a mile in each other's shoes. Especially, consider those in a different role than your own. Ex: doctors, nurses, patients, instructors, etc. An effective and efficient team is composed of individuals who work jointly toward a common goal. Delivering quality patient care is the goal that is carried out by everyone from the housekeeping staff to the hospital CEO.

- i. Commit to resolving conflict without resorting to using power. Always follow the chain of command in resolving problems. Consult your instructor for ANY and ALL concerns. Many conflicts are due to misunderstanding or a lack of communication. You must communicate over and above what you think is the bare minimum. Communicate in a fair and nonjudgmental manner, be objective.
 - j. Take responsibility for your own emotional well-being (For example: If you feel bad about something, it is your responsibility to do something about it.)
 - k. Ensure that you work well as a team member in the lab by doing the following:
 - i. Stay focused on the cumulative goal of the laboratory and assume responsibility for achieving that goal.
 - ii. Make decisions together as much as possible. Students need to collaborate and consult with the team members, including other clinical laboratory scientists, instructors, and fellow students.
 - iii. Be accountable for your actions and consequences of those actions.
 - iv. Prioritize your tasks. It is NOT ACCEPTABLE for a student to say no to a procedure simply because he or she does not want to do it.
3. Foster open communication and a positive work environment by the using the following ideas:
- a. Use the concept of “The Golden Rule” (“Do unto others as you would have them do unto you”). Communicate clearly with sincerity and honesty. Be aware how miscommunication or a lack of communication can lead to conflicts. Strive hard to be clear and specific in your communication style. Also put the same effort toward understanding others. To ensure you understand, you can clarify by repeating in your own words what you believe has been said.
 - b. Be acutely aware of specific details when you are given instructions and also when you are giving someone instructions. Do not assume something is obvious. Repetition is better than misunderstanding.
 - c. Acknowledge and apologize if you have caused an inconvenience or have made a mistake. Begin by notifying your instructor IMMEDIATELY. “It should be fine” is not a good statement to repeat to yourself and others, especially if you know that something was done in error and your instincts are telling you that an error has been done.
 - d. Make sure you know all of the facts that are relevant to the issue before you draw conclusions about anything.
 - e. Maintain confidentiality as it relates to patient information as well as information related to your classmates. Redirect classmates who are talking about someone to speak directly to the person. Gossiping is unprofessional behavior.
 - f. Avoid the spread of rumors. Rumors are generally a negative force that does not contribute to a positive work environment.
 - g. Discuss with your instructor if you become aware of unsafe or unethical behavior. Be prepared to describe it specifically and objectively. In other words, describe the facts without judgment.
 - h. Use the principle of communication that stresses the effectiveness of using “I” statements. For example: “I feel/ I believe/It is my perception...” rather than “You make me feel...” or “You did...”. A “You” statement implies that you are blaming someone and can make someone feel like they are being attacked. It puts them in a position to be defensive. The goal is to have a pleasant and positive work environment.

4. Be approachable and open to feedback by doing the following:
 - a. Take responsibility for your actions and words. Be accountable by following through on your commitments. Do what you say you will do.
 - b. When you are given advice or criticism, take time to reflect on it, rather than blaming, defending, or rejecting. Think of it as an opportunity to improve on your weaknesses and be receptive to improving yourself. Experts in the field of communication report that there is always a little bit of truth in every criticism.
 - c. When in any doubt, ask for clarification of the behavior you have perceived.
 - d. Stay focused on what you can learn from a situation.

References

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Block, P. (1996). Stewardship: choosing service over self-interest. San Francisco, CA: Berrett-Koehler.

Lower, J. (2002). Developing a unit-based code of conduct. *Advance for nurses* (FL Ed.), 2(2) 29-31.

ESSENTIAL FUNCTIONS OR TECHNICAL STANDARDS

Technical Standards are the essential non-academic requirements of the program that a student must be able to perform in order to successfully participate in the MLT program and become employable. For individuals with documented disabilities, reasonable accommodations will be provided on an individual basis but will need to be able to perform these tasks independently. Program participants will not be discriminated based upon race, creed, color, gender, age, marital status, national origin, or physical or mental disability, providing mandatory standards can be met.

Visual Skills: A student in the MLT program must possess sufficient visual skills to accurately perform and aid in the interpretation of laboratory assays, including the ability to:

- Read calibration lines on pipettes and laboratory instruments that are one millimeter apart.
- Distinguish between solutions that are clear, opaque or particulate in test tubes and/or on glass slides.
- Identify stained and unstained cellular components in the range of one-micrometer using a binocular bright-field microscope.
- Differentiate color reactions.
- Be able to easily distinguish between numbers (computer screen and printed).

Motor Function: A student in the MLT program must possess adequate movement skills to perform a variety of laboratory assays, including the ability to:

- Move safely and freely in the laboratory.
- Perform moderately difficult and repetitive tasks continuously, often with prolonged sitting or standing over the course of several hours.
- Perform phlebotomy and other non-blood specimen collection from patients safely.
- Operate laboratory instrumentation during specimen analysis and perform maintenance and calibration procedures.
- Navigate the laboratory information systems (LIS) to input patient information and report results.

Cognitive Skills: A student in the MLT program must possess intellectual skills that enable him/her to:

- Comprehend written procedures, measure, problem solve, perform mathematical calculations, reason, integrate, and analyze information.
- Utilize judgment and reasoning skills to recognize, evaluate, and troubleshoot errors as they occur.
- Retain a sequence of steps and go through a sequence of steps unassisted.

Communication Skills: A student in the MLT program must be able to:

- Read, write, and communicate by using the English language effectively.
- Effectively interface with customers, co-workers, physicians, and administrators: practice good hospitality habits and communication skills.
- Prioritize actions during an emergency, seek needed assistance and attempt to prevent undesirable secondary effects.

Affective or Behavioral Requirements: The student must be able to:

- Demonstrate time management skills to prioritize and complete tasks within realistic constraints.
- Demonstrate stress management skills to adapt to uncertain situations such as ambiguous test ordering, emergent demands-"stat" test orders, distracting environment-high noise levels, crowding, complex visual stimuli.
- Work with biological samples.
- Maintain honest behavior at all times.
- Respect patients, peers, and faculty.
- Comply with established professional ethics.
- Accept responsibility for own actions.
- Remain receptive to change.
- React to life threatening situations in an appropriate manner and according to established policies and procedures.
- React WITHOUT impulsiveness, belligerence, and argumentative or intrusive behavior.

The National Accrediting Agency for Clinical Laboratory Science requires specific technical standards to be defined and published for students. Please sign this form to indicate that you have read and understood the program technical standards and believe that you can meet them.

Student Signature_____

Date_____

SECTION IV

LICENSURE AND PROFESSIONAL ORGANIZATIONS

LICENSURE

Certification is the process by which a non-governmental agency or association grants recognition of competence to an individual who has met certain predetermined qualifications, as specified by that agency or association. The most common mechanism to achieve certification is through successful completion of a standard examination.

Two agencies currently administer certification examinations for the state of California: The American Society of Clinical Pathologists (ASCP) Board of Registry and American Association of Bioanalysts Board of Registry (AAB). Agencies that are approved under California Law will be determined by the State of California, Department of Health Services, Laboratory Field Services Division. Students must pass a certification examination from a California approved agency in order to be qualified to apply for a California state MLT license.

Founded in 1928 by the ASCP, the Board of Registry is the oldest, most established, and most recognized agency-providing certification for medical laboratory professionals. The Board of Certification (BOC) is an administratively independent certification agency that prepares relevant standards and develops procedures that will assure competence of clinical laboratory personnel.

Both the BOC and the AAB certify those individuals who meet academic as well as clinical prerequisites and who achieve acceptable performance levels on the respective agency's examination. After completing all MLT program requirements, the student is eligible to take one or both of these national certifying examinations. Students passing the BOC examination can use the designation MLT (ASCP) while students certified through the AAB can use MLT (AAB). Applications forms for these examinations will be provided by the Program Director. Each examination has a firm application deadline and fee. Information concerning deadlines and fees will be provided by the Program Director.

ASCP- American Society of Clinical Pathologists
33 West Monroe Street, Suite 1600
Chicago, IL 60603
800-267-2727 op 2
www.ascp.org

AAB- American Association of Bioanalysts
906 Olive Street, Suite 1200
Saint Louis, MO 63101
314/241-1445
www.aab.org

California Dept. of Public Health
Laboratory Field Services
850 Marina Bay Parkway, Bldg. P, 1st Floor
Richmond, CA 94804-6403
510/620-3800
www.cdph.ca.gov

PROFESSIONAL ORGANIZATIONS

Student membership in one or more of these associations is encouraged to enhance your professional and personal growth.

AMERICAN SOCIETY OF CLINICAL PATHOLOGISTS (ASCP) www.ascp.org

The American Society of Clinical Pathologists has a designation for student and a reduced fee for membership. Membership entitles the student to receive the official publication of the ASCP (Laboratory Medicine), eligibility to apply for scholarships and reduced fees for continuing education classes.

AMERICAN SOCIETY FOR CLINICAL LABORATORY SCIENCE (ASCLS) www.ascls.org

The ASCLS is a national professional society for laboratory personnel and includes a broad spectrum of personnel in the clinical laboratory sciences. Students may join at a reduced rate. Membership entitles the students to receive the official publication of ASCLS (Clinical Laboratory Sciences), eligibility to apply for scholarships and reduced fees for continuing education classes.

AMERICAN MEDICAL TECHNOLOGISTS (AMT) www.amtl.com

The American Medical Technologists is a professional society for health professionals. Students may join at a reduced rate and are entitled to receive the official publication of AMT (AMT Events), eligibility to apply for scholarships and reduced fees for continuing education classes.

CALIFORNIA ASSOCIATION OF MEDICAL LABORATORY TECHNOLOGY (CAMLT) www.camlt.org

CAMLT is a statewide professional society for laboratory personnel, primarily medical laboratory testing personnel. Associate membership is available to ancillary health care professionals. Students may join at a reduced rate and are entitled to receive the official publication and attend workshops that are often given locally.

SECTION V
INFORMATION AND RESOURCES

BLOOD BORNE PATHOGENS

Laboratory personnel must constantly be aware of the potential that they have for spreading and contracting infectious diseases. Adherence to strict infection control procedures helps to prevent contracting infectious diseases in the laboratory environment.

The following procedures are designed to help prevent the spread of infectious diseases and employ the concept of "STANDARD OR UNIVERSAL PRECAUTIONS". This concept treats every specimen or patient contact as if it is capable of transmitting infection. Strict adherence to these procedures will help protect the laboratory worker as well as the patient.

- A. Disposal of Sharps - Sharps consist of needles, syringes with integral needles attached, razor blades, stylets, broken glassware, or other sharp cutting objects.
 - a. All sharps shall be discarded into rigid walled sharps containers.
 - b. There shall be no recapping or cutting of needles or other sharps before disposal.
 - c. Syringes (without needles attached) may be placed in containers lined with autoclavable biohazard bags
 - d. When the rigid walled sharps container is filled, it shall be sealed and placed in containers lined with autoclavable biohazard bags.
 - e. Broken glass shall be handled by mechanical means (never to be picked up directly with the hands) and discarded into containers that are designed to be puncture resistant.
- B. Specimen Collection
 - a. Specimens shall be collected with care in regards to the patient, student, and equipment.
 - b. Patient drawing area surfaces shall be cleaned with 10% sodium hypochlorite (bleach) solution or approved disinfectant, prior to performing any invasive procedure.
 - c. Gloves must be worn when collecting blood from any patient and shall be changed between patient contacts.
 - d. Good hand washing technique must be performed between patient contacts.
 - e. Reusable items shall be washed well and/or chemically disinfected, sterilized, or properly disposed.
- C. Specimen Handling
 - a. All specimens are to be handled as if they are infectious.
 - b. Gloves must be worn while handling specimen containers.
 - c. There shall be no pipetting by mouth at any time.
 - d. Specimen disposal:
 - i. Serum, blood, or blood components:
 - 1. blood and its products may be flushed down the commode or
 - 2. may be placed in the containers lined with autoclavable biohazard bags.
 - ii. Feces, urine, or other body fluids:
 - 1. after exam, the specimen shall be flushed down the commode
 - 2. and the containers disposed of in containers lined with

3. autoclavable biohazard bags; or may be placed in the containers lined with autoclavable biohazard bags.

D. Decontamination of Reusable Items

- a. Reusable items, material, or apparatus is to be placed into 10% sodium hypochlorite (bleach) solution or soap solution for six hours prior to being cleaned for reuse.

E. Disposal of Infectious Pathological, Surgical, or Biological Wastes

- a. All pathological, surgical, and autopsy material is to be placed in containers lined with autoclavable biohazard bags.

F. Personnel

- Lab coats
 - Shall be worn and buttoned at all times when working in the laboratory areas
 - Shall be removed before leaving the laboratory areas.
 - Shall be changed and cleaned when soiled.
- Gloves must be worn at all times while working in the laboratory. Gloves should be removed before answering telephones
- Safety glasses, goggles, or face shield shall be worn at all times while performing any task that has the risk of splashing liquid (biological or chemical) into the eyes.
- Contact lenses should not be cleaned or handled while working in the laboratory.
- No eating, drinking or smoking shall be allowed in the laboratory work area at any time.
- Good hand washing technique must be performed immediately prior to beginning work, after removal of gloves, any time the hands/gloves become soiled and upon leaving the laboratory area.
- Visitors are not allowed in the laboratory area.

G. Environment

- All spills and breakage involving infectious material shall be cleaned immediately with a 10% bleach solution.
 - Liberally apply bleach solution.
 - Cover with paper towels and leave for five minutes.
 - Using gloves, wipe up area.
 - Reapply bleach solution, wipe, and allow to air dry.
- If a significantly large spill occurs, cover with paper towels to try and contain and minimize the spill. Notify instructor or supervisor immediately.
- Each student is responsible for cleaning the work surfaces and equipment of the area in which they are working prior to beginning work, any time surfaces of equipment are visibly soiled, and upon completion of work with a 10% solution of bleach or approved

HEPATITIS

Hepatitis means inflammation of the liver. Hepatitis B, which is a viral infection, is one of the multiple causes of hepatitis. Most people with Hepatitis B recover completely, but approximately 5-10% becomes chronic carriers; 1-2% dies of fulminated hepatitis. In the group of chronic carriers, they may have no symptoms and appear well, yet can transmit the virus to others. The Hepatitis B Virus (HBV) also appears to be a causative factor in the development of liver cancer. Thus, immunization against HBV can help prevent acute hepatitis and also reduce sickness and death from chronic active hepatitis, cirrhosis and liver cancer.

Acute hepatitis generally begins with mild symptoms that may or may not become severe. These symptoms may include loss of appetite, a vague feeling of oncoming illness, extreme tiredness, nausea, vomiting, stomach pain, dark urine and jaundice (yellow eyes and skin). Skin rashes and joint pain can also occur. Hepatitis B virus can be transmitted by contact with body fluids including blood (including contaminated needles), semen, tears, saliva, urine, breast milk and vaginal secretions.

Health care workers are at high risk of acquiring Hepatitis B because of frequent contact with blood or potentially contaminated body fluids and therefore, vaccine is recommended to prevent the illness. There are a number of vaccines available, consult your physician about what is appropriate for use. A high percentage of healthy people who receive three doses of the vaccine achieve high levels of surface antibody (anti-HBs) and protection against Hepatitis B.

Persons having less response to three doses of vaccine over a six-month period provide immunity for 96% of the individuals tested. The duration of immunity is unknown at this time. Persons who have been infected with HBV prior to receiving the vaccine may go on to develop clinical hepatitis in spite of the immunization.

POSSIBLE VACCINE SIDE EFFECTS

The incidence of side effects is relatively low. The most frequently reported side effects are injection-site soreness, fatigue, induration, erythema, swelling, fever, headache, and dizziness. Other more serious adverse reactions have occurred infrequently. If you have any questions about Hepatitis B or Hepatitis B vaccine, please ask your family physician.

CONTRAINDICATIONS/PREGNANCY/NURSING MOTHERS

Consult your physician about individual conditions or concerns before receiving the Hepatitis B vaccine.