

**Northern New Mexico College  
Department of Nursing and Health Sciences**

**Phlebotomy Technician  
Student Handbook  
2024-2025**

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**Department of Nursing and Health Sciences**  
**Phlebotomy Technician Program Student Handbook**

### **Introduction**

The Department of Nursing and Health Sciences *Phlebotomy Technician Student Handbook* has been developed to provide you with essential information specific to the Nurse Aide Program at Northern New Mexico College. However, the Northern New Mexico College (NNMC)/Department of Nursing and Health Science abides by all policies, procedures, and information provided in the *NNMC Student Handbook*. The *Phlebotomy Technician Student Handbook* is intended to supplement the college handbook and provide you with additional policies and information specific to the Phlebotomy Technician Program.

Please read this handbook carefully. If any areas are unclear to you, please seek clarification from your instructor or the Chair of the Department of Nursing and Health Sciences. Keep this handbook available for reference as you progress through the Phlebotomy Technician Program. Knowledge of its contents will reduce stressors and prevent potential problems.

**PLEASE NOTE:**

The Department of Nursing & Health Sciences Nurse Aide Program policies, procedures, requirements, regulations, and guidelines, as presented in the *Phlebotomy Technician Student Handbook* are continually subject to review to serve the needs of NNMC, the students, the Department of Nursing & Health Sciences/ Phlebotomy Technician Program, the agencies in which students practice, and the community that we serve. Changes in programs, policies, procedures, requirements, and/or regulations may be made without advance notice. Students will be informed of these changes by written announcements, bulletin boards, the Department of Nursing and Health Sciences website, and/or by electronic or regular mail.

The Department of Nursing & Health Sciences reserves the right to add, amend, or cancel any of its programs, regulations, rules, and policies/procedures in whole or in part, at such times as it may choose and for any reason.

The student is responsible for knowing and understanding all the information in this handbook and for the academic policies stated in the Northern New Mexico College Student Handbook.

Each student is required to sign a form indicating that he/she has received the student handbook and understands the information contained therein.

<b>TABLE OF CONTENTS</b>	
Introduction	2
Welcome	4
Course Requirements	5
Health Requirements for Nurse Aide Students	6-11
Students with Disabilities	11
Procedure For Criminal Background Screening	11-12
Attendance	12-13
Dress Code	14
Student Conduct	14-17
Grading	17
Dismissal	17
Ladder of Responsibility	18
Student Complaint Process	18
Appendix A: Confidentiality Agreement	19
Appendix B: Student Acknowledgment of Receipt	20
Appendix C: Essential Skills & Functional Abilities	21
Appendix D: Release of Liability	23
Appendix E: Release of Information	25

## Welcome

Welcome to healthcare education at Northern New Mexico College (NNMC). As you pursue your education as a Phlebotomy Technician, we hope that you find it to be an exciting and rewarding learning experience. We look forward to assisting you in meeting your educational goals for the Phlebotomy Technician Program.

The goal of the Phlebotomy Technician Program is to provide students with the specialized knowledge and skills required of an entry level phlebotomist. Students who complete the program are eligible to pursue national certification. The Phlebotomy Technician is a vital member of the health care team. Throughout the Program at NNMC, intelligence, emotional maturity, integrity, and commitment are qualities essential to your success. Integrity and competence in performing phlebotomy procedures and the ability to maintain confidentiality are critical attributes.

The Phlebotomy Technician Student Handbook contains specific course policies and regulations for which you are accountable. Additionally, you need to be familiar with the information contained in the Northern Catalog and Northern Student Handbook regarding policies, rules, and regulations for which every student is accountable.

The faculty reserves the right to revise the Phlebotomy Technician Handbook prior to the next printing. You will be informed of these changes by written announcements in class.

Read this Handbook carefully and use it as a reference when you have questions regarding the Phlebotomy Technician Program.

We are committed to your success as a student and will do all that we can to facilitate a meaningful learning experience for you.

Sincerely,

Ellen Trabka, MSN, RN, AHN-BC  
Chair, Department of Nursing and Health Sciences

**Program Overview**

The Phlebotomy Technician Certificate Program provides students with the specialized knowledge and skills required of an entry level phlebotomist. The phlebotomist is responsible for the proper collection and processing of blood specimens and various other medical samples in accordance with Occupational Safety and Health Administration (OSHA) safety regulations and standards. The program prepares students to work in hospitals, clinics, and other medical settings. Students who complete the program are eligible to pursue national certification.

NNMC offers a program for both dual credit and adult students. Adult students can earn a Certificate of Phlebotomy in two semesters. Dual credit students take classes over the course of two years while still in high school and earn a healthcare credential upon graduation. Admission to this program requires an application process. For more information, contact 505-747-2209 at least one month before the beginning of fall or spring registration. Permission is required to enroll in the program.

Prospective students who have been convicted of a felony are advised to contact the New Mexico Department of Health prior to admission to determine their eligibility for certification. Background checks, drug screens, and proof of vaccinations are required once students are accepted into the program. All students must meet the stated requirements of each assigned clinical site to qualify for placement.

**Program Outcomes**

1. Describe the role of the phlebotomist in the contemporary healthcare environment.
2. Define and correctly use medical terms and abbreviations in their appropriate context.
3. Demonstrate a basic understanding of safety and infection control as it relates to the role of the phlebotomist.
4. Demonstrate an understanding of basic anatomy and physiology.
5. Demonstrate appropriate specimen collection techniques, specimen transport, handling, and processing procedures for blood and nonblood body fluid specimens.
6. Explain quality control and quality assurance in the laboratory setting.
7. Demonstrate effective communication skills.
8. Discuss legal/ethical issues related to the healthcare environment and patient confidentiality.

**Program Requirements**

The phlebotomy program consists of 5 phlebotomy courses, medical terminology, a 3-credit elective, and CPR.

**Program Curriculum**

HLED 1510 Medical Terminology (3 credits): Must be taken as a pre-requisite.

PHLB 1101 Introduction to Phlebotomy (3 credits)

PHLB 1101L Phlebotomy Skills Practicum (1 credit)

PHLB 1102 Special Practices in Phlebotomy (3 credits)  
PHLB 1102L Special Practices in Phlebotomy Skills Practicum (1 credit)  
PHLB 1104L Phlebotomy Clinical Internship (2.5 credits)

Elective (3 credits): Choose 1 of the following courses

HSCI 1103 Introduction to Health Care Professions (3)

NUTR 2110 Nutrition (3)

PSYC 1110 General Psychology (3)

PSYC 2120 Developmental Psychology (3)

American Heart CPR-current card

### Program Health Requirements for Phlebotomy Technician Students

The Phlebotomy Technician Program classes, both lecture and skills lab, will take place on campus in a traditional face to face format. The Phlebotomy Clinical Internship experience will take place in a healthcare setting. As part of the clinical experience, students are required to provide proof of compliance with all health requirements.

- Current CPR certification is required to practice in the clinical setting. **Proof of current CPR certification must be on file in the nursing office prior to the start of clinical or the student will not be allowed to participate in clinical practicum experiences.** Students have the option to take the American Heart Association online CPR training and then get checked off on their skills at the NNMC campus.
- **Proof of required immunizations**, including a TB test, must be on file in the nursing office prior to the start of clinical *or the student will not be allowed to participate in clinical practicum experiences.*
- Students are required to complete the process for initiation of a **criminal background check**. The cost of this fee is \$88.30 for fingerprinting and a criminal background check. Students are responsible for all fees. See the procedure for criminal background screening on page 10.
- Students are required to submit a **urine drug screen**.

During this program, you will be participating in laboratory activities in which learning by students requires the use of human subjects as part of the training. As a part of these learning activities, you will be asked to perform specific skills as well as be the subject of specific skills practiced by students. Specifically, will be asked to perform venipuncture and capillary puncture (finger stick) procedures on another student, or that another student may be asked to practice these procedures on me. These learning activities will be conducted under the supervision of the course instructor. Students will be asked to sign a **Phlebotomy Skills Lab**

### Release of Liability Form

Proof of required health clearances must be submitted to the clinical instructor prior to the start of clinical assignments. Vaccinations can be obtained at the county health clinic or from your medical provider.

#### Required immunizations

- Current Annual **PPD, QuantiFERON®-TB Gold** or **Chest x-ray**.
  - If a student has a positive PPD or QuantiFERON®-TB Gold test, a student must provide evidence of a negative Chest X-Ray (CXR). A letter from a medical provider certifying that the student is free of symptoms of tuberculosis may be submitted in lieu of a CXR after we have documentation of a clear first CXR.
- Required vaccinations: MMR, Tdap, Varicella x 2 doses, Hep B or positive titer.
- An influenza vaccine is **highly recommended** during flu season but is not required. You will be required to wear a mask in the clinical site if you do not have this vaccine.
- The COVID-19 vaccine is **highly recommended** but is not required. You will be required to wear a mask in the clinical site if you do not have this vaccine.
- The hepatitis B vaccine is **highly recommended** but not required. Students who opt not to receive this vaccination must sign a declination form.

**Note:** Student may be able to find proof of vaccination on the New Mexico Statewide Immunization Information System at

[https://nmsiis.health.state.nm.us/webiznet\\_nm/Login.aspx](https://nmsiis.health.state.nm.us/webiznet_nm/Login.aspx)

#### CPR Requirements

Current CPR – **American Heart Association** Basic Life Support (BLS) for Healthcare Providers or American Safety and Health Institute (ASHI) CPR/AED.

#### Guidelines for the Mitigation of Covid-19 Spread in the Department of Nursing and Health Sciences Simulation and/or Skills Laboratory Setting

Covid-19 is a virus that is mostly spread by respiratory droplets released when people talk, cough, or sneeze. It is thought that the virus may spread to hands from contaminated surfaces and then to the nose or mouth causing infection. Therefore, personal prevention practices (such as handwashing, wearing masks, and staying at home when sick) and environmental practices (such as cleaning and disinfection) are such important principles.

Northern New Mexico College (NNMC) Department of Nursing and Health Sciences (heretofore referred to as “department”) is committed to ensuring the safety of our students, faculty, and staff. The department follows recommendations and guidelines put forth from the Centers for Disease Control (CDC), the New Mexico Department of Health (NMDOH), and the American Association of Colleges of Nursing (AACN) for mitigating the risk of Covid-19 spread.

**Guiding Principles to Keep in Mind**

1. Any student who is sick with Covid-19 symptoms (fever, cough, malaise, shortness of breath, loss of taste or smell) is to follow CDC guidance to self-isolate or stay at home. Please notify your instructor if you are sick.
2. Frequent handwashing with soap and water for at least 20 seconds is recommended.
3. If soap and water are not readily available, hand sanitizer that is at least 60% alcohol can be used.
4. Coughs and sneezes should be covered with a tissue or the inside of your elbow.
5. Used tissue should be thrown in the trash, and hands washed immediately with soap and water for at least 20 seconds. If soap and water are not easily available, hand sanitizer that is at least 60% alcohol can be used.

**Essential Skills and Functional Abilities**

Candidates for the phlebotomy program must have certain essential skills and functional abilities. If a candidate believes that they do not possess one or more of these skills or abilities without accommodation, the phlebotomy program must determine, with the assistance of the NNMC Accessibility Resources Center, whether reasonable accommodation can be made. Essential skills and abilities are performance requirements that refer to those physical, cognitive, and behavioral skills and abilities required for satisfactory completion of all aspects of a phlebotomy program curriculum, and the development of personal attributes required of all students at graduation.

The required skills are listed below:

**Motor Skills**

- Candidates must have physical dexterity to master technical and procedural aspects necessary to carry out required phlebotomy techniques and perform patient care. They must have adequate physical stamina and energy to carry out taxing duties that may involve sitting or standing for long periods of time. They must possess sufficient motor skills to handle small equipment.

**Sensory Abilities**

- Candidates must be able to gather information using all senses, especially sight, hearing, and manual dexterity, to perform phlebotomy procedures.

**Communication Skills**

- Candidates must be able to communicate effectively with patients, including gathering information appropriately; explaining medical information in a patient-centered manner; listening effectively; recognizing, acknowledging, and responding to emotions; and exhibiting sensitivity to social and cultural differences.
- Candidates must be able to communicate effectively in English with accuracy, clarity, and efficiency with patients, their families, and other members of the healthcare team (including spoken and nonverbal communication, such as interpretation of facial expressions and other body language) and work cooperatively with supervisors, other



students, and all other healthcare team members, and they must be able to accurately identify patients.

### **Intellectual Abilities**

- Candidates must be able to comprehend and learn factual knowledge from readings and didactic presentations, gather information independently, analyze and synthesize learned material, and apply information to clinical situations.
- Candidates must be able to develop sound clinical judgement and exhibit well-integrated knowledge about the phlebotomy process of care, to include assessment, planning, implementation, and evaluation of phlebotomy services. They must be comfortable with uncertainty and ambiguity in clinical situation and seek the advice of others when appropriate.

### **Behavioral, Social, and Professional Abilities**

- Candidates must possess emotional maturity and stability to function effectively under the types of stress that are inherent in healthcare professions and to adapt to circumstances that are unpredictable or that change rapidly. They must be able to interact productively, cooperatively, and in a collegial manner with individuals of differing personalities and backgrounds and be an active contributor to the process of providing health care by demonstrating the ability to engage in teamwork and team building. They must demonstrate the ability to identify and set priorities in patient management and in all aspects of their professional work. They must be punctual and perform work under strict time frames.

Adapted from: McCall, R. (2024). *Phlebotomy essentials* (8<sup>th</sup> ed.), Jones & Bartlett Learning.

All phlebotomy students are expected to provide documentation of their ability to meet these qualifications. Students who are temporarily unable to meet these qualifications due to illness, medication, or other reasons are expected to notify their instructor.

### **Transportation**

Students are responsible for their own transportation to clinical agencies. NNMC is not responsible for medical coverage or car damage incurred in an accident on the way to a clinical assignment.

### **Serious Medical Conditions**

Clinical instructors may require that a student with a serious medical condition (such as an immunocompromised state) obtain a medical release to participate in clinical practicum experiences. If you have a serious medical condition, consult with your clinical instructor and/or medical provider as to the safety of participating in clinical practicum experiences.

### **Student Professional Liability Insurance**

NNMC requires students enrolled in the nurse aide program to purchase professional liability insurance in a group plan available through the College. The cost for the coverage (\$15) is included in student fees. There is no additional cost to the student for this coverage.

### **Student Health Insurance**

Students are financially responsible for their own health care insurance. If you do not have health care insurance, we highly encourage you to obtain it. Neither NNMC nor any clinical affiliation sites are responsible for any injury or communicable disease contracted during training.

### **Exposure Control Plan**

Healthcare workers are potentially exposed to a variety of hazardous substances in the work environment. You are responsible for following the policies, rules and regulations of NNMC Phlebotomy Technician Program and the assigned clinical agencies regarding infection control and hazardous substance exposure control.

### **Standard Precautions**

Standard Precautions are used for *ALL* patients. These are precautions that help eliminate transmission of organisms such as HIV, which travel in blood and other body fluids and substances. You will use these precautions for *EVERY* patient you work with. The term *Universal Precautions* is interchangeable with the term *Standard Precautions*.

### **Transmission-Based Precautions**

Transmission-Based Precautions provide extra protection in addition to Standard Precautions. You will use transmission-based precautions for patients who have contagious illnesses that are spread by contact, droplet or air. These precautions also guide care for patients who are suspected of having such illnesses. Together, these precautions (Standard Precautions and Transmission-Based Precautions) help you fulfill the Health Care Agency's isolation precautions.

### **Injury**

If you should be injured in the clinical facility, you are to report immediately to your instructor. An incident report will be filled out for all injuries. *You are responsible for payment of treatment received when injured.*

### **Management of an Exposure Incident**

Occasionally students are exposed to blood or other body fluids. It is important to report this immediately, before you or your instructor leaves the facility. If an exposure incident occurs, the following plan will be followed:

You (the student) will:

1. Obtain recommended first aid for exposure.
2. Report exposure to instructor.
3. Report the exposure to the appropriate personnel at the agency at which the exposure occurred.
4. Meet the requirements of the exposure policy at the affiliated agency.
5. Be responsible for any medical bills incurred because of the exposure, i.e., lab work, vaccines, physician, etc.

6. Provide personal demographic information to the agency so that the appropriate follow-up can be initiated.
7. Provide your clinical instructor with a written summary within 24 hours including description of exposure, incident date and time, location, first-aid received, and planned follow-up.

### **Liability**

The College and any clinical affiliation site are not responsible for any injury or communicable disease contracted during student training.

### **Students with Disabilities**

NNMC Complies with the provisions set forth in Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, offering reasonable accommodations to qualified students with documented disabilities. If you have a documented disability or you think that you may require accommodations, contact the Accessibility Resource Center, 747-2152 or by email at [accessibility@nmmc.edu](mailto:accessibility@nmmc.edu).

### **E-MAIL AND BLACKBOARD POLICIES**

- All students must have access to an NNMC e-mail account.
- All nursing courses have a Blackboard course site where course documents and important information can be accessed, as well as student/instructor communication can take place.
- Faculty will only use a student's NNMC email and the BB site for communications such as updates, changes, announcements, etc. Please check these sites on a regular basis.
- It is the individual instructor's choice if texting is an additional permissible means of communication.

### **Procedure for Criminal Background Screening**

On entry into the phlebotomy program, the student will be required to complete the process for submitting the appropriate information to the New Mexico Department of Health so that a background check can be initiated.

Nursing Department Policy follows the guidelines of the Caregivers Criminal History Screening Program established by the New Mexico Department of Health (NM DOH), established by law (Chapter 29-17-2 through 29-17-5 NMSA 1978 Amended). The Caregivers Criminal History Screening Act (CCHS) requires that unlicensed care providers giving direct care or routine and unsupervised care to any care recipient must undergo a nationwide criminal history screening to ensure the prevention of abuse, neglect or financial exploitation of individuals receiving care to the highest degree possible. This law prevents persons who have been convicted of certain crimes from working with individuals receiving health care.

The following felony convictions disqualify an applicant for entry into a health occupations program (including the nurse aid class) at NNMC. These felony convictions would exclude a student from participating in clinical experiences at any clinical site.

- A. Homicide
- B. Trafficking in controlled substances
- C. Kidnapping, false imprisonment, aggravated assault or aggravated battery.
- D. Rape, criminal sexual penetration, criminal sexual contact, incest, indecent exposure, or other related sexual offenses.
- E. Crimes involving adult abuse, neglect or financial exploitation
- F. Crimes involving child abuse or neglect
- G. Crimes involving robbery, larceny, extortion, burglary, fraud, forgery, embezzlement, credit card fraud, or receiving stolen property; or
- H. An attempt, solicitation, or conspiracy involving any of the felonies in this subsection.

**The procedure for the background check process is as follows:**

- All Phlebotomy Technician Program students are required to have fingerprinting and criminal background checks completed prior to participating in the clinical experiences associated with clinical courses. A criminal background process, done through electronic fingerprinting with the New Mexico Department of Health, will take place upon entry to the program. Students are required to cover the cost of the out-of-pocket service, which is **\$88.30**. The Administrative Assistant will inform you when to apply for fingerprinting and how to complete the process. Results take less than a week to be reported. You will need to submit a copy of your Social Security card and your drivers' license to the Administrative Assistant so that your application can be processed and your approval to proceed can be given to you. You will take this paperwork to a testing location near Española.
- The applicant and the nursing department will be notified by mail as to the results of the screening and if there are any disqualifying convictions. The nursing department will then determine if the applicant should be disqualified.

**Reconsideration Process**

The applicant whose New Mexico or nationwide criminal history reflects a disqualifying conviction will receive notification by mail of the conviction. The applicant may request reconsideration from the New Mexico Department of Health/DOHI within 14 days of receipt of the letter. Failure to respond to reconsideration within 14 days will result in permanent disqualification.

**Attendance**

Attendance is a legitimate basis for grading. Regular class and lab/clinical attendance are necessary for the student to meet course objectives. Due to the nature of the course, students

cannot easily make up time missed from class, lab, or clinical. *Students are expected to attend all classes, lab, and clinical sessions.*

### Class Attendance Policy

Regular classroom attendance relates directly to success in academic work, provides opportunities for important communication between teachers and students, and helps to establish regular habits of dependability. Attendance in class is defined as being present in class from the beginning of class until the end of class.

The Phlebotomy Technician Program classroom attendance policy is as follows:

- Students are expected to attend all the classroom scheduled hours.
- **Missing more than 20% of classroom lecture hours will constitute a class failure.**
- Lab/Clinical Attendance policy
  - Clinical attendance is essential and mandatory for successful completion of lab/clinical course objectives. Clinical attendance is defined as being present from the beginning and staying for the entire lab/clinical class duration.
  - When considering the extensive knowledge and skills that are learned and applied in the lab and clinical setting, the value of the lab/clinical experience cannot be underestimated. To that end, students are encouraged to make lab/clinical attendance a priority and consider clinical absence or tardiness a serious matter.
  - **Attendance is mandatory** for all scheduled labs and clinical sessions to meet course objectives.
  - Students are expected to report *on time* for all skills labs and clinical practicum sessions *in uniform*.
  - If you are more than ten minutes late due to extenuating circumstances, you must call your clinical instructor either at home or at the clinical site.
  - If you cannot attend lab/clinical due to illness or family emergencies, you must notify your clinical instructor before the scheduled time.
  - In the event of an anticipated absence (i.e. pregnancy, pueblo events, etc.) the student may plan for completion of clinical days without penalty.
  - Make-up time for a lab/clinical that is cancelled or delayed due to inclement weather is determined and set by the individual clinical instructor. All weather-related inquiries and make-up time should be made directly with your clinical faculty instructor.
  - If you miss a lab or clinical session it is your responsibility to schedule a make-up session with your clinical instructor.

### Weather Closings/Cancellations

Notification of delays/closures due to inclement weather will be distributed via the following avenues:

- NNNMC's phone system-505-747-2100
- NNNMC Website-nnmc.edu

- NNMC Facebook Page—[facebook.com/NorthernNewMexicoCollege](https://facebook.com/NorthernNewMexicoCollege)
- NNMC [email—news@nnmc.edu](mailto:email-news@nnmc.edu), Subject: Inclement Weather Notification
- Local news stations—KOBTV Channel 4, KOAT Channel 7, KRQE Channel 13
- KDCE Radio 950am or 100.7fm

## Dress Code

The dress code for the Phlebotomy Technician Lab courses will always be followed in the skills lab and clinical area.

- The student will report for clinical/lab experience in a clean, pressed student uniform with a name badge.
  - The official uniforms for NNMC phlebotomy students are: A solid color scrub top and pants.
  - A white cotton T-shirt (long or short sleeves) may also be worn under the uniform for additional warmth.
  - A standard NNMC name tag is required to be worn any time you are in the clinical area.
  - Shoes must have closed toes and heels, clean and/or polished. Sneakers are permitted.
- At all times hair must be neat, clean, and in a hairstyle which has the hair well contained and off the collar. A beard or mustache must be neat and well groomed.
- Make-up should be light, and fingernails must be kept short and clean. Artificial nails are not permitted.
- Cleanliness of body and clothes is a “must.”
- Students should be scent free at all times in the clinical setting i.e. perfumes, cologne, hairspray, tobacco, body odors.
- Jewelry may not be worn with the exception of one simple ring, watch, and/or small stud earrings (in ears only). No other visible body piercing and/or jewelry are permitted.
- Students who fail to follow the dress code will not be allowed to participate in lab and clinical experiences.

## Student Conduct

### General Rules for Clinical and Classroom

The phlebotomy profession is based upon standards of legal, ethical, and moral accountability. You are expected to be polite, courteous, and cooperative in all interactions with peers, instructors, staff, and personnel at clinical sites.

You are expected to follow the policy regarding student conduct as described in the NNMC Catalog and the NNMC Student Handbook (available online at [https://nnmc.edu/\\_document\\_repository/current-students-docs/StudentHandbook\\_2024-](https://nnmc.edu/_document_repository/current-students-docs/StudentHandbook_2024-)

2025.pdf). If you demonstrate unsafe or disruptive behavior in clinical facilities or in class, you will be sent home, resulting in formal documentation of the occurrence and possibly resulting in termination from the program and/or disciplinary action per the Code of Conduct outlined in the NNMC Student Handbook.

### **Uniform**

When you are wearing the Northern uniform and/or name tag you are representing the College, and all College and Department Program policies apply. The dignity of your uniform calls for corresponding integrity and dignity of behavior. Politeness and courtesy are obligatory of health care personnel in showing respect for residents, clinical site staff, instructors and peers. Students and instructors are considered guests of the health care facility and are expected to be cooperative with the staff.

### **Confidentiality and Patient Care**

Every clinical institution has strict guidelines regarding patient information and confidentiality. These specific guidelines are available at each institution, and students will be asked to sign a confidentiality statement. Violation of these guidelines can result in disciplinary action by the institution, the assignment of a failing grade for the Phlebotomy course, and/or dismissal from the Phlebotomy Technician Program.

### **Use of Electronic Devices**

- Laptops and handheld devices (to include cell phones) are allowed in class only for course related activities
- Personal cell phone use in class is prohibited. In extenuating circumstances, please consult with the instructor
- Cell phones must be turned off during class or lab/clinical times or set on “vibrate” only.
- Answering calls or text messaging is not allowed during clinical rotations, without prior instructor permission to leave the instructional area.

### **Cell Phone Policy in a Clinical Site**

- Resident/patient care must never be interrupted or compromised to respond to a personal cell phone call.
- Personal cell phone use in a clinical site is prohibited and students are not allowed to carry their cell phone on their person when taking care of residents/patients.
- If the student is experiencing a family emergency, or there is threat of inclement weather and a student must have access to a cell phone, the cell phone must be kept in vibrate mode and the student must obtain instructor permission prior to the start of the clinical to keep the phone on their person.
- If an emergency warrants that a cell phone call must be returned, the student must inform the instructor of the need to leave the clinical floor. Cell phones may only be used in the break areas, cafeteria, and main lobby.
- Any other personal use of cellular phones, including text messaging, is to take place only during breaks and lunch periods and in the appropriate, designated areas.

- The inappropriate use of cell phone features, including any use of recording and photography features, is prohibited in all areas of the clinical site and will result in **immediate dismissal from the nurse aide program.**
- **Taking pictures on a clinical site is strictly prohibited. Taking pictures of residents or patients on a clinical site is strictly prohibited.**
- The cell phone clinical site policy is to be followed by all phlebotomy students.
- Sanctions for violation of this policy include disciplinary action up to and including dismissal from the phlebotomy program.
- Violations of clinical agency HIPAA policies that involve the inappropriate use of cell phones may expose a student to penalties associated with HIPAA violations.

#### Use of social media

- NNMC presence or participation on social media sites is guided by college policy.
- This policy applies to phlebotomy students who engage in social media for school-related purposes or school-related activities.
- It is the student's responsibility to protect confidential, sensitive, and proprietary information. Do not post confidential or proprietary information about NNMC, staff, students, faculty, clinical facilities, patients/clients/residents, or others with whom one has contact in the role of an NNMC nurse aide student.
- It is **absolutely prohibited** to post a picture of a patient/and or the clinical host site on social media.
- Do not use NNMC marks, such as logos and graphics, on personal social media sites.
- Do not use NNMC's name to promote a product, cause, or political party or candidate.
- HIPAA guidelines must always be followed. Identifiable information concerning clients/patients/residents at clinical rotations must not be posted in any online forum or webpage.
- Ultimately, you have sole responsibility for what you post. Be smart about protecting yourself, other's privacy, and confidential information.
- Use of the NNMC ADN marks (logos and graphics) for school sanctioned events must be approved (posters, fliers, postings).
- **Violation of this policy is grounds for immediate dismissal from the phlebotomy clinical site and/or program.**

#### Policy for leaving the clinical site during the scheduled clinical day

If a student is on the clinical site and needs to leave for an unforeseen emergency or illness, the student needs to contact the clinical instructor before leaving the clinical site. It is the students' responsibility to plan to make up the missed clinical time.

#### Smoking

Smoking is permitted in designated areas only. Clothing smelling of tobacco can be offensive to ill patients. Smoking during clinical sessions is strongly discouraged. Hands must be washed before and after smoking.



### **Food**

Snacking or chewing gum while providing resident care is not permitted.

### **Alcohol or Drugs**

Students enrolled in the phlebotomy program are expected to abide by college policies regarding substance use on campus found in the NNMC Catalog and Student Handbook. Due to the nature of the course of study, students enrolled in the Nurse Aide clinical/classroom/laboratory courses must not be under the influence of any substance (regardless of whether the use of the substance is legal or illegal), which impairs or is likely to impair their clinical judgment while in the patient care, clinical, classroom, or laboratory setting. This policy demonstrates the College of Nursing & Health Sciences commitment to safeguard the health of the students and public and provide a safe place for students to learn.

Drug or alcohol use, either while on campus or in a clinical or laboratory setting can seriously endanger the safety of patients and students, as well as render it impossible to provide safe healthcare and service. Impairment or potential impairment of judgment in the clinical, classroom, and laboratory setting places the safety of students, patients, faculty and the public at unacceptable risk.

The use of drugs or alcohol during class, lab, or clinical is grounds for immediate dismissal from the Nurse Aide Program.

### **Rest and Safety**

To provide safe and competent nursing care, students must be well rested and alert. If the clinical instructor determines that the student is too fatigued to function safely, the student will be asked to leave the clinical area.

### **Grading**

If a student misses any exam/quiz, they must take the exam within 5-week days. Any late exam/quiz will be assigned a *maximum* grade of 80%. Scheduling make-up exams and quizzes will be at the convenience of the instructor. If the student does not take the exam/quiz a grade of "0" will be assigned for the missed exam/quiz. Emergency situations will be considered on a case-by-case basis. The instructor determines what constitutes an emergency.

### **Dismissal**

A student may be dismissed from the Nurse Aide Program for justifiable reasons as deemed by the faculty and Dean. Such reasons may include but are not limited to:

- Academic misconduct.
- Evidence of alcohol or drug use in the classroom, lab, or clinical area.

- Breach in patient/resident confidentiality (violation of HIPAA).
- Violation of the Social Media Policy.
- Demonstrated unsafe or disruptive behavior in the classroom, skills lab, or clinical site

### **Ladder of Responsibility**

If you have a concern about a specific course or program policy, you should seek advice or resolution by contacting the appropriate person according to the following ladder of responsibility:

1. Faculty member of the course where the concern exists.
2. Chair, Department of Nursing & Health Sciences
3. The Provost and VP for Academic Affairs.

See the current college Catalog, and the current NNMC Student Handbook or NNMC Web site at [www.nnmc.edu](http://www.nnmc.edu) for information regarding grade appeals.

It is not appropriate to involve other parties in your issue.

### **Student Complaint Process**

Occasionally, a student will encounter a problem on campus that he or she does not know how to resolve. When this happens, students should always try to work out the problem by first discussing it with those most involved with the issue. Dealing with conflict in the most direct and straightforward manner should always be the first step toward resolution. It is conceivable that many issues are settled or problems resolved when a student makes an appointment with a faculty or staff member and calmly and honestly communicates their frustrations or concerns.

If however, an issue or problem still exists, there is a formal complaint process at NNMC that a student may initiate. All formal complaints must be put in writing using the official NNMC Student Complaint Form, found at <https://nnmc.edu/current-students-mynnmc/student-complaint-process.html>

**Northern New Mexico College / Department of Nursing and Health Sciences  
Phlebotomy Technician Program  
Appendices**

**Appendix A: Confidentiality Agreement**

You will hold in confidence all matters relative to patient/residents' affairs, unless required by law to divulge it. You will be required to sign a statement of confidentiality for the Department of Nursing and Health Sciences Phlebotomy Technician Program and for the clinical facilities. Faculty and students must be in compliance with the federal HIPPA act. A breach in confidentiality may be cause for immediate termination from the Phlebotomy Technician Program.

This statement refers to client information including, but not limited to, patient data communicated through in-person conversation, by telephone, fax, e-mail or other computer transmission, written chart documents and any part of the medical record. Patient privacy will be maintained, and information will be shared on a "need to know" basis only, and no part of the chart or patient records will be photocopied or electronically transmitted (fax, e-mail or computer) for any reason.

I have read and understand the intent and the consequences of violating the above confidentiality statement. I agree to maintain patient confidentiality and privacy as outlined.

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 Print Name

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 Student Signature

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 Date

This form is to be returned to the Nursing Office. **Once you have signed this page, remove from the handbook and hand in to the nursing department for your records. This is due by the end of the first week of classes.**

**Appendix B: Student Acknowledgment of Receipt**

I hereby acknowledge receipt of the *Phlebotomy Technician Student Handbook* containing current policies and procedures for the 2024-2025 academic year.

I understand and agree that it is my responsibility to read and familiarize myself with this handbook. I also understand that the Chair of the Department of Nursing and Health Sciences is available to answer any questions that arise because of my review of the handbook.

My signature below represents my acknowledgment that I have thoroughly read and understood the policies and my obligations under those policies and procedures. My signature represents my consent to conduct myself in a way consistent with the policies and procedures.

I have read the *Phlebotomy Technician Student Handbook* and understand that my enrollment in the Phlebotomy Technician Program is conditioned upon my compliance with the policies and procedures contained in this handbook. I further understand that nothing in this handbook creates or is intended to create a promise or representation of continued enrollment, and that the policies and procedures contained herein may be changed at any time.

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Student Signature

Date

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Student's Name Printed

**Once you have signed this page, remove it from handbook and give to the Clinical Instructor.**

## Appendix C: Requirements for Phlebotomy Technician Student Practice Essential Skills and Functional Abilities

Candidates for the phlebotomy program must have certain essential skills and functional abilities.

### Motor Skills

- Candidates must have physical dexterity to master technical and procedural aspects necessary to carry out required phlebotomy techniques and perform patient care. They must have adequate physical stamina and energy to carry out taxing duties that may involve sitting or standing for long periods of time. They must possess sufficient motor skills to handle small equipment.

### Sensory Abilities

- Candidates must be able to gather information using all senses, especially sight, hearing, and manual dexterity, to perform phlebotomy procedures.

### Communication Skills

- Candidates must be able to communicate effectively with patients, including gathering information appropriately; explaining medical information in a patient-centered manner; listening effectively; recognizing, acknowledging, and responding to emotions; and exhibiting sensitivity to social and cultural differences.
- Candidates must be able to communicate effectively in English with accuracy, clarity, and efficiency with patients, their families, and other members of the healthcare team (including spoken and nonverbal communication, such as interpretation of facial expressions and other body language) and work cooperatively with supervisors, other students, and all other healthcare team members, and they must be able to accurately identify patients.

### Intellectual Abilities

- Candidates must be able to comprehend and learn factual knowledge from readings and didactic presentations, gather information independently, analyze and synthesize learned material, and apply information to clinical situations.
- Candidates must be able to develop sound clinical judgement and exhibit well-integrated knowledge about the phlebotomy process of care, to include assessment, planning, implementation, and evaluation of phlebotomy services. They must be comfortable with uncertainty and ambiguity in clinical situation and seek the advice of others when appropriate.

### Behavioral, Social, and Professional Abilities

- Candidates must possess emotional maturity and stability to function effectively under the types of stress that are inherent in healthcare professions and to adapt to circumstances that are unpredictable or that change rapidly. They must be able to interact productively, cooperatively, and in a collegial manner with individuals of differing personalities and backgrounds and be an active contributor to the process of providing health care by demonstrating the ability to engage in teamwork and team building. They must demonstrate the ability to identify and set priorities in patient

management and in all aspects of their professional work. They must be punctual and perform work under strict time frames.

\_\_\_\_\_ Yes, I meet these qualifications.

\_\_\_\_\_ No, I do not meet these qualifications and request accommodation.

---

Student Name Printed

Date

---

Student Signature

Date

**Once you have signed this page, remove it from handbook and give to the Clinical Instructor.**

## Appendix D: Phlebotomy Skills Lab Release of Liability Form

**Program Overview.** Phlebotomy is the practice of drawing blood through a vein or a cut in the skin. Phlebotomy is accomplished through the procedure of venipuncture, which involves collecting blood by penetrating a vein with a needle attached to a blood collection device or syringe, or through capillary puncture, which involves collecting blood after puncturing the skin with a lancet or special device (McCall, 2024).

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

The following procedures are to be performed by students enrolled in the phlebotomy certificate program: 1) Venipuncture, 2) Capillary puncture (finger stick).

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

I understand and hereby expressly acknowledge that, as part of the instruction that I am to receive in Northern New Mexico College's Phlebotomy Program, I will be asked to perform venipuncture and capillary puncture (finger stick) procedures on another student, or that another student may be asked to practice these procedures on me.

**Agreement to Follow Instructions.** I agree to observe and obey all posted rules and warnings, and further agree to follow any instructions or directions (oral, written, or otherwise) given by Northern New Mexico College, or the employees, representatives, or agents of Northern New Mexico College.

**Assumption of Risk.** I recognize that there are certain inherent risks associated with the above-described activity and I hereby voluntarily assume all risks of personal injury, damages, or loss to myself arising out of my participation in the above-described activity. I am aware that blood and other body fluids have been implicated in the transmission of certain pathogens, particularly hepatitis B virus (HBV) and human immunodeficiency virus (HIV), the virus responsible for acquired immune deficiency syndrome (AIDS). In order to minimize risk of exposure to bloodborne pathogens, the student must agree to follow all instructions, including, but not limited to standard precautions guidelines as well as comply with regulations outlined in the OSHA Bloodborne Pathogen Standard.

I am aware that my participation may create some anxiety or embarrassment, and that some procedures may create minor physical or psychological discomfort. Specific risks include, but are not limited to: possibility of hematoma or bruising; slight, temporary pain with procedure; slight

risk of temporary nerve inflammation; slight, temporary pain upon puncture; and possibility of infection. By signing this form, I acknowledge that I am about to participate in a course, program, or activity that has inherent risks, hazards and dangers that cannot be eliminated. I acknowledge that these include, without limitation, risks from the activity itself, transportation to and from the activity, risks connected with my physical condition and required exertion, risks from improper usage of equipment, and actions of other participants or spectators. I acknowledge that I am responsible for providing my own health and/or accident insurance while participating in this course, program or activity.

**Release of Liability.** I hereby release, waive, discharge and agree not to sue Northern New Mexico College, its officers, directors, board members, agents, servants, employees, assigns, or successors, or students of the Northern New Mexico College Phlebotomy Program, from any and all liability, claims, demands, actions or causes of arising directly or indirectly out of any damage, loss or injury in connection with my participation in this course, program or activity and/or use of this equipment.

Furthermore, I understand that this release shall be forever binding and no rescission, modification or release there from may be made without the express written consent of Northern New Mexico College.

By signing this form, I am consenting to performing the procedures stated above and to having the above procedures performed on me. I have been given an opportunity to ask any questions I might have had, and that those questions have been answered in a satisfactory manner. I also understand that I can withdraw my consent to the procedures at any time. However, this will result in withdrawal from the program of study.

**If you are under 18 years of age, and not an emancipated individual, you must complete this form, and it must be signed by a custodial parent or guardian.**

Student Name (Print): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Student Signature: \_\_\_\_\_

Student ID #: \_\_\_\_\_ Date: \_\_\_\_\_

Parent or Guardian Signature, (if applicable): \_\_\_\_\_ Date: \_\_\_\_\_



**Appendix E: Release of Information Form**

I, \_\_\_\_\_ give permission to the Northern New Mexico College (NNMC) Phlebotomy Technician Program to release the following information to the appropriate clinical practicum site during my tenure as a student officially enrolled in the phlebotomy program at NNMC.

1. Criminal background check results
2. Drug screen results
3. Copies of my immunization records
4. Verification of current American Heart Association (AHA) Basic Life Support CPR

Student Signature: \_\_\_\_\_

Banner ID: \_\_\_\_\_

Date: \_\_\_\_\_