

**Volunteer State Community College**

**Medical Laboratory Technician**

**Student Manual**



## Table of contents

	Page
<b>Overview</b>	
Description of profession	3
Mission and Goals of Program	3
<b>Policies and Procedures</b>	
Academic Honesty	5
Additional Program Costs	6
Attendance Policies	7
Background Check and Drug Screen	8
Clinical Education	11
Disciplinary Guidelines	13
Documentation for the Program	15
Electronic Devices	16
Equal Opportunity	17
Essential Functions	18
Grading Policies	19
Graduation and Competency Requirements	20
Guests and Children in Class	22
Harassment	23
Health Policies	24
Liability Insurance	26
Make-up Exams and Quizzes	27
Patient confidentiality	28
Professionalism	29
Professional Appearance/Dress Code	30
Program Admission Requirements	31
Program Review and Continuous Quality Improvement	33
Progression through the Program	34
Record Retention	35
Religious Beliefs Accommodations	36
Safety	37
Skills Assessment	38
Student Employment/ Service Work	39
Student Services (Counseling, Library, Bookstore, Financial Aid)	40
Substance Abuse	41
Withdrawal from and Readmission to the Program	42
<b><i>Student Signature Page</i></b>	<b>43</b>

**Associate of Applied Science in  
Medical Laboratory Technology  
Volunteer State Community College**

## **OVERVIEW**

### DESCRIPTION OF THE PROFESSION

Medical Laboratory Technology (also known as Clinical or Medical Laboratory Science) is a profession which combines the challenges and rewards of both medicine and science. Medical Laboratory Technicians perform a wide range of laboratory tests. Tests include, but are not limited to: microscopic examination of blood, identification of bacteria and viruses, typing blood to ensure safe transfusions, and measuring the chemical content of blood. This testing helps to monitor patient health, provides diagnostic evidence of diseases (such as AIDS, diabetes, or cancer), and also aids in patient recovery. Medical laboratory science is a dynamic, specialized profession that continually changes as new medical knowledge is acquired.

The Medical Laboratory Technician scope of practice includes, but is not limited to: collection of blood specimens; performing and interpreting tests on blood and body fluids in order to monitor health and to aid in the diagnosis of disease; integrating data generated by the various clinical laboratory departments while making judgments regarding possible discrepancies; operating the latest biomedical instruments; confirmation of abnormal results; verifying quality control results; developing solutions to problems that may occur during testing; and communication with the entire health care team to help ensure quality patient care. Medical Laboratory Technicians conduct work in a variety of disciplines including: immunohematology/blood bank, hematology, clinical chemistry/toxicology, coagulation/hemostasis, molecular diagnostics, urinalysis, and clinical microbiology. Employment opportunities are available in hospital labs, physician office labs, point of care testing, reference laboratories, and clinical research.

The Medical Laboratory Technology Program is designed to prepare students to enter the work force as generalist Medical Laboratory Technicians (MLT). Students learn the theory and principles behind the tests they perform and learn to correlate the results with patient's conditions. Students also earn general education credits including science, math, humanities and communications which lead to an Associate in Applied Science (A.A.S.) Degree.

### MISSION AND GOALS OF THE PROGRAM

It is the mission of the Medical Laboratory Technology Program to provide well trained, professional, knowledgeable and competent Medical Laboratory Technicians to serve the healthcare community and public at large. The program is designed to prepare students to enter the work force as Medical Laboratory Technicians, knowledgeable and skilled in assisting physicians in the identification, monitoring, and treatment of diseases. Successful completion of the program will allow the student to sit for the national certification exam to become a Certified Medical Laboratory Technician (MLT). Certification is available through the American Society of Clinical Pathologists Board of Certification or the American Medical Technologist. In Tennessee, a professional license must then be granted to the medical laboratory professional from the State Medical Laboratory Board.

### PROGRAM GOALS

1. The program will educate and train students to perform as knowledgeable and competent medical laboratory technicians.
2. Graduates will be able to demonstrate the ability to comprehend, apply, and evaluate clinical information relevant to their role as a Medical Laboratory Technician.

3. Graduates will be able to demonstrate entry-level technical competency in all skills necessary to fulfill their role as a Medical Laboratory Technician.
4. Graduates will demonstrate personal behaviors consistent with professional and employer expectations of a Medical Laboratory Technician.
5. Graduates will render both professional and personal services to the patient, physicians, coworkers, other laboratory professionals, and the community.
6. Graduates will possess the necessary knowledge to pass their certification exam and meet the criteria for licensure established by the Tennessee Medical Laboratory Board.

#### ACCREDITATION

Accreditation of this program has been granted through the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS), 5600 N. River Rd., Suite 720, Rosemont, IL 60018-5119. (773) 714-8880; [www.naacls.org](http://www.naacls.org).

#### LOCATION OF THE PROGRAM

All MLT courses except the clinical rotations are taught on Volunteer State Community College's main campus in Gallatin, TN. The program director has an office on the main campus in Gallatin. Clinical rotations take place in area hospitals.

Policy:	ACADEMIC HONESTY
Reviewed: January 3, 2018	Approved: Kimberly Helton

**Honesty, as the basic component of trust, is essential to both individual and institutional integrity.** With this premise in mind, Volunteer State Community College has set forth certain behaviors as violating academic honesty and regards academic dishonesty as a serious offense.

1. Plagiarism, cheating, facilitating cheating, and other forms of dishonesty are prohibited.
2. Given the responsibility and trust inherent in being part of the health care team, other acts such as falsifying patient test results or quality control results while on clinical rotations or in the classroom would also be considered unacceptable.
3. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class.
4. In addition to other possible disciplinary sanctions which may be imposed through the regular institutional procedures as a result of academic misconduct, the instructor has the authority to assign an “F” or a zero for the exercise or examination, or to assign an “F” in the course.
5. *Please Note: Someone else logging into the course as you is academic misconduct and will result in the same responses as traditional classroom academic misconduct—failure for an assignment or failure for the course.*
6. Additional information, including appeals procedures, is outlined in Volunteer State’s student handbook (<http://www.volstate.edu/StudentHandbook>).

Policy:	ADDITIONAL PROGRAM COSTS
Reviewed: January 3, 2018	Approved: Kimberly Helton

Students are responsible for any and all additional cost. These costs include but may not be limited to the following:

- Students admitted into the Medical Laboratory Program are required to wear professional clothing or scrubs for all of the clinical courses, so they must purchase sufficient numbers of these uniforms.
- Textbooks may be purchased at the VSCC Bookstore. Students are not limited to where they purchase textbooks.
- A background check must be completed before admission to the program.
- A Drug Screen must be completed and passed before attending clinical rotations.
- Immunizations must be current, and the student’s general good health must be documented.
- Appropriate insurance (health and professional liability) must also be purchased. If health insurance is obtained through the Affordable Care Act, **pay attention to enrollment deadlines (often in February).**

Estimated program costs:

<b>1. VSCC Application Fee</b>		\$ 20.00
<b>2. Books (estimated)</b>	Summer semester	\$500.00
	Fall semester	\$300.00
	Spring semester	\$200.00
<b>3. Clinical costs (estimated)</b>		
	Physical examination	possibly no cost
	Disease screening (titers)	\$ 80.00
	Hepatitis B immunization/ titer	\$250.00
	Measles, Mumps, Rubella Vaccination	\$ 70.00
	Chicken pox Vaccination	\$125.00
	Tuberculosis (TB) screen	\$ 17.00
	Color blindness test	possibly no cost
	Malpractice Liability Insurance	\$ 13.00
	Health Insurance	TBD by provider
	Lab Coat	No cost
	Background check	\$ 50.00
	TN State Training License	No cost
	Drug screen test-10 panel (2)	\$ 80.00
	Professional dress/scrubs	\$200.00
<b>4. Professional Fees</b>	National Board Certification exam (only one of the following is required):	
	ASCP BOC	\$200.00
	AMT	\$135.00
	State Professional License	\$ 60.00
	State Background check	\$ 45.00
	Graduation Pin	\$ 10.00

Policy:	ATTENDANCE
Reviewed: January 3, 2018	Approved: Kimberly Helton

Due to the structure of this program, regular and prompt attendance in classroom, laboratory, and clinical courses is required. Attendance is also a professional issue. Employers look at class attendance as an indication of job attendance, thereby affecting employment decisions. Habitual absenteeism and tardiness will result in lowering of the overall course grade and may be a cause for dismissal from the program.

**Class Attendance**—Students are required to attend every meeting of the Medical Laboratory Technology courses for which he/she is registered. Students are expected to be on time for every class. Tardiness is arriving more than 8 minutes late, and three tardies constitute one absence. Students are required to notify the Program Director of absence due to illness or emergency and - when appropriate - provide a written excuse. **It is the student’s responsibility to meet with the instructor to schedule make up activities.** Each student is granted **one personal day for the summer session and two personal days each fall and spring semesters.** These days may be used for any reason including illness and do not count against attendance record. Any absences exceeding the allotted personal days must have documentation on file with the program director in order to make up assignments and/or clinical hours.

**Clinical Attendance**—Students are required to attend clinical courses each semester for all of the hours scheduled.

- Each missed clinical session **must be made up by the end of the rotation.**
- ON TIME attendance is required at all scheduled clinical sessions.
- Students are required to attend clinical rotations for 32 hrs/week.
- Any absence must be **reported by phone** to the **clinical site** prior to the beginning of the scheduled clinical session **and** to the **Program Director** (615-230-3363) by 9:00 am.
- Excessive absenteeism, which is 3 or more absences during the semester, may result in a lowering of the final clinical rotation grade and may result in dismissal from the program.
- Students may “bank” clinical hours in advance of missing clinical education. The banked hours may be used for students who know they will miss clinicals for reasons such as surgery or jury duty. Students must receive permission from the Program Director and the clinical site for this option.

### Class Cancellation

When classes on the Vol State Campus are cancelled due to inclement weather, clinical education courses are also canceled, and hours do not need to be made up. Information on closings will be available on all local television and radio broadcasts and Vol State’s homepage ([www.volstate.edu](http://www.volstate.edu)), Vol State’s Facebook page and on the recorded message by dialing 452-8600. As a courtesy to clinical sites who may not have access to Vol State’s response to inclement weather, **students must call their clinical site** to inform them clinicals are canceled.

Policy:	BACKGROUND INVESTIGATION and DRUG SCREENS
Reviewed: January 3, 2018	Approved: Kimberly Helton

The purpose of student criminal background investigation and drug screens is to assure patient safety and protection by requiring that students meet the same Joint Commission standards as hospital employees. These checks are required of all students in an Allied Health program in which clinical rotations are part of their education. In the MLT program, **ineligibility for clinical rotations through a failed background check or drug screen will result in non-admittance into or dismissal from the program. You may be required to pass more than one drug screen during the program.**

Background Investigation: Each student, at his/her expense, will be responsible for acquiring the background check report and authorizing the submission of the results to the College. Agencies conducting the background check should be directed to forward the report electronically to [AHD.StudentChecks@volstate.edu](mailto:AHD.StudentChecks@volstate.edu). Students are permitted to utilize any appropriate agency for securing the report. The background check **MUST** include the following:

1. Name and Social Security number verification
2. Seven-year, multi-county or statewide felony and related misdemeanor criminal record search
  - a. Violent Sexual Offender and Predator Registry Search
  - b. Tennessee Abuse Registry maintained by TN Department of Health pursuant to T.C.A. Section 68-11-1004
3. Employment verification, if applicable
4. HHS/OIG list of excluded individuals/entities
  - a. GSA list of parties excluded from federal programs
  - b. US Treasury, Office of Foreign Assets Control (OFAC)
  - c. List of Specially Designated Nationals (SDN)
5. Education verification
6. Healthcare licensure/certification verification, if applicable

The results of your background check will be sent by the outside agency to both you and the College. The College will receive only a pass/fail notification. The student will receive the full report. Students receiving a satisfactory report from the agency and having fulfilled all other Program pre-requisites will be eligible to participate in any clinical requirements of the Program. Additional information on the requirements & expectations for the agency performing the background check is available upon request.

**Ineligibility for clinical rotations through a failed background check will result in non-admittance into the program.** Reasons for clinical experience ineligibility and subsequent dismissal from the program include:

1. Students/faculty with a history of any **felony conviction within the last seven years** are not eligible for clinical placement in the hospital.
2. Students/faculty with a **misdemeanor conviction related to physical violence, abuse or assault** are not eligible for clinical placement in the hospital.
3. Students/faculty with **other misdemeanor convictions are subject to a case by case review** by the hospital as to acceptance for clinical placement.

### Drug Screen

Each student, at his/her expense, will be responsible for acquiring a drug screen and authorizing the submission of the results to the College.

- The drug screens must be done prior to admission to the program and again no more than 30 days before the beginning of clinical rotations.

Below are step-by-step instructions for accessing Application Station: Student Edition to authorize and pay for a drug screen.

1. Click the link below or paste it into your browser: <http://applicationstation.truescreen.com>
2. Enter the Code: **VSCMLT015-DRUG** in the Application Station Code field.
3. Click the "SIGN UP NOW" button to create an account.
4. Follow the instructions on the Application Station web site.

**Note –Please store the username and password created for Application Station in a secure location. This information is needed to enter Application Station in the future which includes obtaining a copy of your drug screen report.**

If you encounter issues with the Application Station: Student Edition or have questions regarding the site, please contact Truescreen’s Help Desk at 888-276-8518, ext. 2006 or [itsupport@truescreen.com](mailto:itsupport@truescreen.com).

*If none of the collection sites listed are convenient (within 30 minute drive), please contact Truescreen’s Occupational Health Screening Department (i.e. TriTrack and Scheduling Hotline) for assistance with locating an alternate location; phone number 800-803-7859.*

If the initial drug screen is reported as positive/non-negative, you will receive a call from Truescreen’s Medical Review Officer (MRO). The MRO will obtain medical proof as to why you test positive. If you are taking any form of prescription medicine, it is wise to proactively proof from your physician to be provided to the MRO when contacted. This will speed up the process of reporting drug test results.

All drug screens conducted for Volunteer State Community College are 10-panel and tests for:

- Amphetamines
- Cocaine Metabolites
- Marijuana Metabolites
- Opiates
- Phencyclidine
- Barbiturates
- Benzodiazepines
- Methadone
- Propoxyphene
- Methaqualone

You will receive an email from Truescreen, [studentedition@truescreen.com](mailto:studentedition@truescreen.com), once drug test results are available. Follow the link in the email to access Application Station: Student Edition to view the report.

The cost of the Drug Screen is \$31.00. Truescreen accepts credit cards and PayPal. Payment is collected within ApplicationStation: Student Edition.

### **Student Background Investigation Instructions**

A background investigation and drug screen are requirements of your program of study. Failure to complete these requirements will prevent you from being admitted into the program.

Below are step-by-step instructions for accessing Application Station: Student Edition to authorize and pay for a background investigation.

1. Click the link below or paste it into your browser: <http://applicationstation.truescreen.com>
2. Enter the Code: **VSCCMLT** in the Application Station Code field.
3. Click the "SIGN UP" button to create an account.
4. Follow the instructions on the Application Station web site.

***Note – please store the username and password created for Application Station in a secure location. This information is needed to enter Application Station in the future which includes obtaining a copy of your background investigation report.***

If you encounter issues with the Application Station: Student Edition or have questions regarding the site, please contact Truescreen's Help Desk at 888-276-8518, ext. 2006 or [itsupport@truescreen.com](mailto:itsupport@truescreen.com).

Background Investigations are completed, on average, within 3 to 5 business days. Once completed, you will receive an email from Truescreen, [studentedition@truescreen.com](mailto:studentedition@truescreen.com). Follow the link in the email to access Application Station: Student Edition to view the report. To access the site use the same username and password created at the time you submitted your background check. Application Station includes instructions for disputing information included in the background check should you feel anything is incorrect.

The initial background investigation consists of the search components listed below. All records are searched by primary name and all AKAs, a student's primary address, and all addresses lived within the past seven years.

- Social Security Number Validation and Verification
- County Criminal Records Search – all counties of residence lived in the past 7 years
- National Criminal Database Search
- National Sexual Offender Registry Search
- SanctionsBase Search (includes TN Abuse Registry)
- OIG/SAM
- Employment Verification – Contact most recent employer in past 7 years

The cost of the Background Investigation is \$46.50. Truescreen accepts credit cards and PayPal. Payment is collected within ApplicationStation: Student Edition.

Policy	CLINICAL EDUCATION
Reviewed: January 3, 2018	Approved: Kimberly Helton

The Medical Laboratory Technology Program requires two semesters of clinical patient care experiences. The Program limits the number of students it accepts so that all students starting the second year will be guaranteed a clinical assignment.

- Local hospitals and clinics extend the privilege of gaining clinical experience in their setting. Students are to behave accordingly.
- Students may request their preferred clinical site. A reasonable effort is made to honor all requests. A request in no way guarantees assignment to any particular rotation site.
- If the number of qualified sites falls to a point that no longer serves the needs of the program, the Program Director will recommend to the College that enrollment for that year be reduced.
- Proposed clinical rotation schedules are sent to the sites during the summer semester, prior to the beginning of clinical rotations. Clinical sites reply to the proposed schedules by indicating the availability of clinical rotation assignments for the upcoming school year.
- Policies and guidelines for each facility must be followed by the student. If policies are not followed, the student may be removed from the clinical site.
- Any work or conduct at the clinical site that is detrimental to the patient will constitute removal from the clinical course and possible dismissal from the program.
- The Medical Laboratory program reserves the right to assign students to clinical sites where there is available space for clinical experience.
- **Clinical sites may be two hours of travel time from the college.**
- Students are responsible for transportation to and from clinical sites. Any parking or transportation fees are the responsibility of the student.
- The Clinical Coordinator will visit each clinical site during the major rotations (Hematology, Chemistry, Microbiology, and Blood Bank) and will complete a Clinical Coordinator Evaluation form for each student.
- Each clinical site will advise the student as to the starting time each day.
- Students are required to spend 32 hours a week in clinicals.
- Students may be asked to follow a nontraditional calendar to complete all required hours.
- **Students must sign in and out daily with the Trajecsys software. Recorded attendance must be approved by the clinical instructor.**

Current clinical sites include:

*Centennial Medical Center  
Cookeville Regional Medical Center  
Hendersonville Medical Center  
Greenview Regional Hospital  
Livingston Regional Hospital  
Northcrest Medical Center  
Maury Regional Medical Center  
PathGroup Laboratories*

*Saint Thomas Midtown  
Saint Thomas Rutherford  
Saint Thomas West  
Skyline Medical Center  
Southern Hills Medical Center  
Stonecrest Medical Center  
Sumner Regional  
Summit Medical Center  
Tennova Healthcare - Lebanon*

Clinical instructors will evaluate students on their performance, attitude, interest, patient care delivery, knowledge of the skills performed, and attendance. Clinical instructors will have specific evaluation sheets for each course and student, and this data will become part of the final clinical rotation grade for the term.

Students will also be given study guides for each clinical department rotation. Rotation exams will be available on-line through eLearn. All exams must be completed before the end of the department rotation and before beginning in the next department. Students must earn a passing grade of 70% for each rotation exam and a “B” on each evaluation in order to progress to their next rotation. Failure to maintain this academic standard may result in the student being placed on probation or in dismissal from the program.

During clinical rotations, students are not to be substitutes for licensed medical laboratory personnel. Students will have adequate supervision to perform laboratory procedures.

Policy	DISCIPLINARY GUIDELINES
Reviewed: January 3, 2018	Approved: Kimberly Helton

The Medical Laboratory Technology Program follows institutional disciplinary guidelines. Disciplinary measures shall be imposed for conduct which adversely affects the institution's and program's pursuit of educational objectives. Offenses and sanctions are outlined in the Student Handbook. (See VSCC Policy III:00:05, <http://www.volstate.edu/StudentHandbook/> or <http://www.volstate.edu/Policies/>)

Students have the right to appeal decisions and/or policies implemented by the College. The appeal should be filed with the office, department or division that implemented the policy or caused the need for an appeal action to be considered. Unless otherwise instructed, an appeal should be submitted in writing to the appropriate office for review. For additional information regarding appeals and or grievances refer to the section on "Grievance Procedures" and "Appeal for Grade Change" in the Student Handbook. Be aware that there is a limited amount of time to appeal a decision.

#### PROBATION AND DISMISSAL FROM THE MEDICAL LABORATORY TECH PROGRAM

The program sets forth academic and behavioral standards for students. These standards are aimed at ensuring the academic and professional success of program graduates. When standards are not met, students are given a chance to correct themselves through the implementation of an action plan. If correction does not occur, a student may be dismissed by the program. In rare instances, some offenses are so grievous that correction is not attempted.

The goal of the action plan is remediation and restoration. It is important for both the student and program official to recognize that correction is meant for the betterment of the student and/or the profession. The usual progression is an initial, documented discussion with the program director concerning the unmet standard. An action plan including needed remediation will be created and followed to correct the deficiency. If the action plan does not result in correction, program probation follows.

Probation requires a written document stating the standard being considered, the student's offense in relation to the standard, a plan for corrective action, a time line for the student to meet the standard, the consequence if the student does not meet the standard by the stated deadline, and the signature of both the student and program director with the date. The student is given the opportunity to comment on their probation.

If probation results in dismissal, dismissal from the program is not the same as dismissal from the College, and the student may later petition for readmission in to the program. Reapplication does not guarantee acceptance. Admission will be based on individual circumstances.

#### SAMPLE PROBATION LETTER

Dear **(student's name)**,

**(Date)**

You are officially being placed on academic probation with the medical laboratory technology program at Volunteer State Community College for the following reasons:

**Exam average in (course) is below 70%.**

As part of your probation, you will be given additional instruction in the areas of concern followed by an assessment. Past exams will be examined for **areas of weakness**. **Tutorial lessons** will be provided on **(day)** for **(amount of time/# of weeks)**. The student must **pass an exam (≥70%)** focused on the identified areas of concern.

Terms and Consequences of this academic probation:

1. Failure to **earn a 70% or higher** on the re-examination will result in a failing grade for the course and academic **dismissal from the program** as outlined in the MLT student handbook.
2. All demonstrations of competency must be **completed** by (date).

I have had a chance to ask clarifying questions about my academic probation and understand the reasons, follow-up, and consequences out-lined in this document.

---

Student

Date

---

Program director

Date

Policy	DOCUMENTATION FOR THE PROGRAM
Reviewed: January 3, 2018	Approved: Kimberly Helton

Once a student has been accepted into the Medical Laboratory Technician Program, the student **must** complete the following forms and submit them via TrueScreen prior to the first day of class (unless otherwise indicated) in order to participate in the program:

1. Background check (required **PRIOR** to official admission into the MLT program)
2. 10-panel Drug screen (required **PRIOR** to **official admission into MLT program and prior to clinical rotations**. More than one will be required.)
3. Copy of health insurance card. (Be mindful of the enrollment deadline for health insurance available through the Affordable Care Act.)
4. Professional Liability Insurance (required **PRIOR** to clinical rotations).
5. Signed copy of the signature page of the Student Manual.
6. Emergency contact form
7. Clinical site orientation documents (quiz, certificate, or checklist-dependent on the site)
8. State-issued Trainee permit (coordinated through the program)
9. VSCC Division of Allied Health Medical Health Form which includes:
  - a. Separate verifications of immunizations and immunity (MMR, Hepatitis B, Varicella, TDAP)
  - b. Documentation of a routine physical examination/good health
  - c. Hepatitis B Form. Unless waiving immunization, the first immunization in the series must be done **PRIOR** to beginning the program.
  - d. TB screening test (Date of this annual test must extend through the completion of clinical rotations.)
  - e. Colorblindness test
  - f. Flu shot (Immunization required prior to clinical rotations.)

Students are responsible for uploaded the above-mentioned documentation via TrueScreen. Failure to submit forms and health information by the deadline, as well as ineligibility for clinical rotations through a failed background check or drug screen, will result in non-admittance into or dismissal from the program. You will be required to pass more than one drug screen during the program. All requirements are paid by the student.

Policy	ELECTRONIC DEVICES
Reviewed: January 3, 2018	Approved: Kimberly Helton

Electric devices include CELLULAR PHONES, PAGERS, iPADS, LAPTOPS, etc.

- Cell phones and pagers **must be turned off or set to vibrate** in the classroom or in clinicals unless they are being used for educational purposes under the direction of an instructor.
- Text messaging, for reasons unrelated to a course, is not permitted during class time.
- During clinical practicums, cell phones can only be used during scheduled breaks. During rotations, phones should be left in lockers and clean areas at all times.
- Calculators on phones may be used in the classroom at the discretion of the instructor.
- No items used in a dirty, biohazardous area (i.e. the student lab or clinical lab) shall be used in a clean area (i.e. outside the student lab or the clinical lab) unless they are decontaminated before being brought into a clean area.
- No ear buds are allowed in student lab or clinical rotations.
- Recording of lectures are allowed with the permission of the instructor.
- Images captured on an electronic device must be free of protected patient identifier information. Electronic devices may be confiscated if a HIPAA violation is suspected.

Policy:	EQUAL OPPORTUNITY
Reviewed: January 3, 2018	Approved: Kimberly Helton

Policies for admission, promotion and graduation shall be implemented without discrimination or bias.

Volunteer State Community College is an equal opportunity affirmative action educational institution.

- No person shall be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity of the College because of race, color, religion, national origin, age, sexual orientation or handicap.
- **Due to the nature of the MLT profession, the ability to distinguish colors shall be assessed before admission into the program.** The MLT profession requires the ability to distinguish between certain colors, and students without that ability will require further assessment and may be encouraged to pursue a different profession.

In compliance with the American Disabilities Act, students are encouraged to register with the office of Student Disability Services for assistance with accommodations and services.

- **It is the student's responsibility to voluntarily and confidentially disclose information** regarding the nature and extent of a disability.
- The College does not assume responsibility for providing accommodations or services to students who have not identified themselves as having a qualifying disability.
- For further information, contact the Office of Disability Services at x3472 or visit the Office located in C-108 (ground floor) of the Woods Campus Center.

Policy:	ESSENTIAL FUNCTIONS
Reviewed: January 3, 2018	Approved: Kimberly Helton

Essential Functions, as dictated by leading professional organizations in the field of laboratory science, represent the non-academic requirements of the program that **all students must master** to successfully participate in the program and become employable. **Before beginning the MLT program**, all students are expected to have the following abilities upon which the program can build:

1. **Vision:** Able to read and interpret charts, graphs, and labels; read and interpret instrument panels and printouts; discriminate colors, hue, shading or intensity and clarity; read microscopic material and record results.
2. **Speech and Hearing:** Able to communicate effectively and sensitively in order to assess non-verbal communication; adequately and accurately transmit information; follow verbal or written communication; have clarity of speech especially if English is not one's first language.
3. **Motor Functions:** Possess all skills necessary to carry out diagnostic procedures; manipulate tools, instruments and equipment; perform phlebotomy safely and accurately; travel to a clinical site for clinical experience.
4. **Behavioral Requirements:** Possess the emotional health required for full utilization of applicant's intellectual abilities; be able to recognize emergency situations and take appropriate action.
5. **Physical Requirements:** Able to complete fine repetitive hand movements; twist and bend; handle flammable and infectious materials; handle hazardous chemicals and electrical equipment; lift 10 pounds; maintain prolonged sitting or standing positions; maintain concentration with distracting noises and close proximity to fellow workers; tolerate unpleasant odors; work in buildings either above or below ground level; work in an environment without windows; perform keyboarding.
6. **Critical Thinking:** Able to appropriately and accurately perform complex interpretative testing.
7. **Professionalism:** Able to maintain a professional attitude and appearance as described in the MLT Student Manual.

Policy	GRADING POLICIES
Reviewed: January 3, 2018	Approved: Kimberly Helton

Each instructor will inform students of the grading procedures and expectations for the Medical Laboratory Technology courses they are teaching. The policies will be contained in the course syllabuses.

**Because this program is skill and knowledge based, performance is crucial to evaluation and grading.** Therefore, attendance and participation are considerations in the grading policies and may be part of the professionalism assessment. Students will be evaluated on a regular basis with written exams and quizzes, oral quizzes, and skill evaluations when appropriate. Pass/Fail competency-based assessments will be given to students several times during the didactic coursework. (See the *SKILLS ASSESSMENT* policy, p. 37 for details).

A uniform grading policy, as indicated below, has been adopted by the Medical Laboratory Technician Program.

90.0 - 100%	= A
80.0 - 89.9%	= B
70.0 - 79.9%	= C
60.0 – 69.9%	= D

NOTE: A grade of “F” may be assigned to a student in circumstances where the student’s conduct adversely affects the institution’s or program’s pursuit of educational objectives (e.g. academic dishonesty).

**A course grade of C (2.0), and an exam average of 70%,** must be maintained in all MLT didactic courses. A passing rotation exam grade of 70% and an overall grade of 80% of better must be maintained for the clinical practicum courses. A cumulative grade point average of 2.0 must be maintained. **A grade of “D” in any of the MLT courses will result in academic dismissal from the program.**

Students have the right to appeal a grade received in a course. Procedures for such an appeal are outlined in Volunteer State Community College’s Student Handbook.

Policy	GRADUATION AND COMPETENCY REQUIREMENTS
Reviewed: January 3, 2018	Approved: Kimberly Helton

The requirements for an associate degree at Volunteer State are outlined in the on-line catalog. Students must meet those basic college requirements, complete all MLT courses with a grade  $\geq$  "C" (GPA 2.0), maintain an exam average  $\geq$  70% and complete all clinical hours. **It is the student's responsibility to apply for graduation.** Application and fees must be submitted to the Office of Admissions by the specified date posted (October) for a spring graduation. The awarding of a degree does NOT require passing a discipline-specific certification exam.

MLT objectives and competencies needed for graduation are clearly defined. The list of competencies that are required were developed by standardized, accepted norms in the medical laboratory community, NAACLS requirements, and recommendations from our faculty/advisory committee.

#### COMPETENCY REQUIREMENTS FOR GRADUATION

Each student **must demonstrate** his/her knowledge in each of the following areas by written and/or practical examination or clinical experience **prior to** graduation from this program:

- 1) Blood bank/ Transfusion medicine including:
  - a) blood bank skills including blood type, antibody screen and identification, DAT, cross-match,
  - b) HDFN & transfusion reaction work-ups
  - c) blood products and transfusion practices
- 2) Hematology including:
  - a) blood smear preparation and evaluation of normal and abnormal blood smears
  - b) routine hematology and coagulation tests including automated cell counts, spun hematocrits, and cell counts using a hemocytometer, PT/INR, aPTT, and FSP
  - c) clinical lab findings in normal physiology, anemia, leukemia, and bleeding/clotting disorders
- 3) Clinical Chemistry including:
  - a) general medical knowledge including normal and abnormal analyte and enzyme ranges
  - b) correlating test results to diseases
  - c) pipetting and preparing dilutions
  - d) instrumentation to include theory, maintenance and troubleshooting
- 4) Medical Microbiology including:
  - a) sterile technique and specimen set-up
  - b) identification of medically significant bacteria, fungi, and parasites
  - c) susceptibility testing
- 5) Immunology and Special techniques
  - a) cellular and humoral immunity including antibodies, complement, and histocompatibility.
  - b) the ability to follow procedures such as those found in immunology/serology kits
  - c) serology of autoimmune and infectious diseases
  - d) molecular science and techniques as applied to healthcare
  - e) flow cytometry
- 6) Urinalysis and Body fluids including:
  - a) routine urine analysis to include physical, chemical and microscopic evaluation as well as confirmatory tests
  - b) body fluid analysis including synovial fluid, semen, serous fluids, amniotic fluid, stool, and CSF specimens
- 7) General Lab Operations including:
  - a) pre-analytical, analytical, and post-analytical components of laboratory services
  - b) phlebotomy and specimen processing
  - c) infection control
  - d) quality control and quality assurance
  - e) instrumentation to include routine maintenance and troubleshooting
  - f) laboratory mathematics

- g) lab safety and governmental regulations compliance
- 8) Demonstrate professional and ethical expectations in the medical laboratory including appropriate conduct, continuing professional development, and communication sufficient to serve the needs of patients, the public and the health care team.

Policy	GUESTS AND CHILDREN IN CLASS
Reviewed: January 3, 2018	Approved: Kimberly Helton

Guests and children in class will only be permitted into MLT lecture class if permission is granted by the course instructor. The conduct of the guest or child is the sole responsibility of the MLT student. The instructor reserves the right to dismiss guests if their behavior is disruptive to the class.

Guests and children are NOT permitted to attend labs. Due to the nature of the program, exposure to blood, body fluids, and chemicals are likely. Therefore for the safety of the guests, only MLT students are permitted to attend MLT labs.

Guests and children are NOT permitted at the clinical sites. Patient privacy and safety issues forbid it.

Policy	HARASSMENT
Reviewed: January 3, 2018	Approved: Kimberly Helton

Freedom to teach and freedom to learn are inseparable facets of academic freedom. The freedom to learn depends upon appropriate opportunities and conditions in the classroom, on the campus, and in the larger community. In order to protect the freedom of students to learn, as well as enhance their participation in the life of the academic community, students should be free from exploitation or harassment.

The responsibility to secure and to respect general conditions conducive to the freedom to learn is shared by all members of the academic community. Tennessee Board of Regents (TBR) institutions have developed policies and procedures which provide and safeguard this freedom. A further discussion is available in the VSCC Student Handbook.

If a student feels harassed in a classroom, student laboratory, or clinical site, he or she should not ignore the situation, hoping it goes away. If the threat is immediate and may involve bodily harm, campus security or police should be contacted. If the situation is not immediate or threatening, the student should visit with the instructor or the program director. If the situation involves program personnel, the student should speak to either the Dean of Health Sciences or the VP of Student Services.

SEXUAL HARASSMENT POLICY

The Medical Laboratory Technician Program is dedicated to a college environment that is free from acts of sexual harassment. Sexual harassment is defined as unwelcome or unsolicited sexual advances, demands for sexual favors, or other verbal or physical conduct of a sexual nature. Sexual harassment is considered to be misconduct and is subject to disciplinary action. Any questions about this policy may be directed to the Program Director.

See also VSCC’s policy- **VIII:01:00 General Prohibition Against Discrimination, Harassment and Sexual Misconduct**

Policy	HEALTH POLICIES
Reviewed: January 3, 2018	Approved: Kimberly Helton

## REQUIREMENTS

All students must meet the health policies as established for the Medical Laboratory Technology program. It is the responsibility of the individual student to complete all program health requirements before classes begin.

Medical Laboratory Technician Program health requirements are:

1. Students must provide emergency contact information.
2. Students must show proof of MMR and Varicella (chicken pox) immunity.
3. Students must show proof of flu shot before beginning the fall clinical course.
4. Students must show proof of a negative TB skin test or other proof of non-active TB.
5. Students must provide verification of immunity to Hepatitis B\* or sign a waiver stating he/she has been informed of the health risk and has chosen not to receive the vaccine.
6. Students must pass a colorblindness test.
7. Students must have a routine physical /proof of good health and complete a VSCC health form
8. Students must pass a drug screen before beginning the fall clinical course.

***\*Hepatitis B is a lethal virus more easily contracted than HIV (which causes AIDS). We strongly urge all students to complete the Hep B vaccine series. If a student chooses not to obtain the vaccine, that student must sign a waiver stating he/she has been informed of the health risk and has chosen not to receive at this time.***

Pregnancy. If a student becomes pregnant while in the Medical Laboratory Technology Program, she may continue with written permission from her attending physician. If the physician requires that the student drop the course, she may return upon receipt of written permission from her physician. If a student is out of the program more than one semester, the requirements for readmission must be met.

## HEALTH INSURANCE

Neither the clinical sites nor VSCC assumes the responsibility for medical expenses that may be charged to students for incidents that occur during clinical education (i.e. puncture wounds, exposure to contagious diseases, etc.) It is required that students have some type of health insurance coverage prior to beginning clinical courses. If using the Affordable Care Act to access health insurance, be mindful of the enrollment deadline.

## COMMUNICABLE DISEASE POLICY

A communicable disease is an illness transmitted through contact with microorganisms. There are many different types of communicable illnesses, including mild, acute infections and more complex chronic diseases. Colds and influenza are two very common viral infections. Other communicable diseases include chicken pox, measles, mumps, rubella, viral hepatitis, HIV, and tuberculosis.

A student who has a communicable disease, or who is a carrier of one, may attend and participate in clinical experience courses whenever, through reasonable accommodation, there is no significant risk of transmission of the disease to others. A student who believes he/she has contracted a communicable disease will contact a physician immediately and not participate in clinicals until the physician states that it is safe to do so. They should also present a written statement from the physician that indicates the student's fitness to continue clinical education. Students will be permitted to make up clinical time missed due to a communicable disease.

## PATIENTS WITH COMMUNICABLE DISEASE

Due to increasing concern about the care of patients with infectious diseases or patients that are especially susceptible to infectious diseases, students are required to comply with the exact procedures established by the clinical sites when caring for these patients.

Policy	LIABILITY INSURANCE
Reviewed: January 3, 2018	Approved: Kimberly Helton

All students are **required** to carry Professional Liability Insurance during for the Medical Laboratory clinical courses.

- Coverage is only in effect while enrolled in Med Lab courses.
- Policies must have a \$1 million minimum and at least a \$3 million maximum coverage.
- The cost of liability insurance is the responsibility of the student.
- Liability insurance is provided to the student as part of the Volunteer State Community College umbrella policy. Cost per student is \$13/semester.
- Proof of current professional liability insurance must be handed in to the program director before the start of clinical rotations.
- Contact the Program Director for further information.

Policy	MAKE UP EXAMS AND QUIZZES
Reviewed: January 3, 2018	Approved: Kimberly Helton

Make-up exams/quizzes will be given at the discretion of the instructor.

- If a make-up exam is allowed, the exam may be cumulative.
- Documentation of the reason for an absence is required unless waived by the instructor.
- Acceptance of late assignments and associated deadlines is at the discretion of individual instructors.

Policy	PATIENT CONFIDENTIALITY
Reviewed: January 3, 2018	Approved: Kimberly Helton

All records and personal information about patients are **ABSOLUTELY confidential**. It is **IMPERATIVE** that students not divulge any information about patients to anyone, including the patient.

- If a student is questioned by a patient regarding his/her exam results, the student should refer the question to the physician.
- Students are expected to adhere to the written policies of the clinical sites as well as to the policies of this program.
- HIPAA (Health Insurance Portability and Accountability Act) has strict guidelines that—if violated—may require a clinical site to dismiss a student.
- Failure of the student to comply with the guidelines for confidentiality will lead to dismissal from the program.

Policy	PROFESSIONALISM
Reviewed: January 3, 2018	Approved: Kimberly Helton

Students are expected to behave as responsible members of the Medical Laboratory Technology Program in the classroom and laboratory, and as responsible professional members of the medical team in the clinical setting. Students are expected to avoid any conduct that would be in violation of the policies of the College (See VSCC Policy III:00:05, <http://www.volstate.edu/StudentHandbook/> or <http://www.volstate.edu/Policies/>) or the Medical Laboratory Technician Program.

The student will—in classroom, laboratory, and clinical rotations:

1. Arrive on time to all scheduled learning activities (class, lab, rotations, etc.).
2. Communicate in a consistently pleasant, polite, professional manner, and conveys respect in interactions with instructors, healthcare providers, other students, and patients.
3. Not engage in rumors, gossip, lying or slander.
4. Not commit a misdemeanor or felony.
5. Not commit acts which violate the rights of others.
6. Assume accountability for personal behavior as a representative of the VSCC Medical Laboratory Technology Program.

Failure to adhere to the code of conduct may result in verbal and/or written warnings and if not corrected, dismissal from the program.

*The professional organization, American Society of Clinical Pathologists, has also issued guidelines for professional/ethical behavior, which the MLT program students are to observe. They are:*

**Guidelines for Ethical Behavior for ASCP Registrants and Associate Members**

Recognizing that my integrity and that of my profession must be pledged to the best possible care of patients based on the reliability of my work, I will:

1. Treat patients and colleagues with respect, care and thoughtfulness.
2. Perform my duties in an accurate, precise, timely and responsible manner
3. Safeguard patient information as confidential, within the limits of the law.
4. Prudently use laboratory resources.
5. Advocate the delivery of quality laboratory services in a cost effective manner.
6. Work within the boundaries of laws and regulations and strive to disclose illegal or improper behavior to the appropriate authorities.
7. Continue to study, apply and advance medical laboratory knowledge and skills and share such with my colleagues, other members of the health care community and the public.

Professionalism is a broad topic. See related policies on attendance, patient confidentiality and professional appearance.

Policy	PROFESSIONAL APPEARANCE & DRESS CODE
Reviewed: January 3, 2018	Approved: Kimberly Helton

All Medical Laboratory Technician students are required to follow the professional appearance code while at clinical sites. A neat, clean, and professional appearance is expected at all times.

- Feet and legs must be protected at all times during the program. (i.e. closed-toed shoes, socks, no short dresses or short pants)
- Hair must be clean, and facial hair should be kept neat and trimmed.
- Working closely with patients requires that students maintain strict personal hygiene standards.
- Fingernails must be kept short, clean, and filed. Fake nails are not allowed at clinical rotations.
- Students will also wear a VSCC or site-issued name badge while at clinical rotations.
- Jewelry- two posts per ear only. No other body jewelry, i.e. nose rings, lip rings.
- NO perfume or cologne is allowed due to patient allergies or sensitivities.
- Tattooing of arms, legs, etc. may be considered unacceptable by clinical sites. Patient populations vary, and some segments find body piercing or tattooing offensive. It is recommended that tattoos be covered voluntarily.
- Consumption of candy, food, or gum chewing is not permitted while working within the lab or with patients.
- Scrubs must be worn to all clinical site rotations. Professional dress may be allowed at some sites. Dress requirements are addressed during each site's orientation.

Failure to adhere to the professional appearance code will result in a warning, and, if not corrected, can result in dismissal from the clinical setting. This will be considered an absent day.

Policy	PROGRAM ADMISSION
Reviewed: January 3, 2018	Approved: Kimberly Helton

Admission to the program is limited and on a competitive basis. Screening for summer entry into the program is conducted in April. Acceptance is contingent upon completion of the general education core and MLT 100 with a 2.2 minimum GPA. Eligible candidates must participate in an interview with the Screening Committee.

To be considered for admission into the MLT program, the following criteria must be met:

1. Completion of (or current enrollment in) BIOL 2020-Anatomy and Physiology II, BIOL 2230-Microbiology (or CHEM 1030-Fundamentals of Chemistry or higher) and MLT 100-Introduction to Medical Technology with a grade of C or better in each course.
2. Completion of the general education courses by the end of the spring semester. (No more than one **non-MLT elective** course should remain).
3. Application to the MLT program by completion of the on-line MLT Application Form (<http://www.volstate.edu/MedLabTech/application-form.php>). **Application must be submitted on-line no later than the March deadline to be considered for the MLT program beginning in May.**
4. Earn a GPA of 2.2 or better.
5. Completion of an interview for screening purposes. Applicants will be contacted at the end of March to arrange interview dates.
6. **Pass a background check before official admission into this program.** (Do not initiate until letter of acceptance to the program is received.) The background check must be completed five business days before the start of the first MLT summer course. Students will also need to pass a drug screen before being placed at clinical sites.
7. Initial health requirements. Hepatitis B vaccination (or waiver), proof of health insurance, and color blindness test results are needed before students can begin MLT student labs. Additional health documentation is needed for progression in the program, but these three are needed prior to the first day of the program.

#### SELECTION AND NOTIFICATION

The following is used to determine eligibility for the program and then acceptance into the program\*.

- submission of program application by **March deadline**
- completion of prerequisite/core courses with a C or better
- minimum GPA of 2.2
- passing score on a background check and drug screen (*Initiated AFTER letter of acceptance is received.*)
- acceptable performance in MLT 100 including attendance, grade at time of interview, class participation, and aptitude
- interview

*\*Special consideration is given to those with previous health-care experience, high GPA in science courses, knowledge of profession, and a good interview score.*

A selection committee will review applications. 12-15 students are accepted each year into the MLT Program. Preference is given to in-state residents. Students will be notified of acceptance in writing. Following acceptance

into the program, students must respond **in writing** within **10 days** after the postmarked date of their acceptance letters. A student who fails to respond will **forfeit** his/her place in the class.

Policy	PROGRAM REVIEW AND CONTINUOUS QUALITY IMPROVEMENT
Reviewed: January 3, 2018	Approved: Kimberly Helton

The MLT Program has a continuing system for reviewing program effectiveness, as well as identifying concerns and areas in need of improvement. The program uses various methods to ensure that program performance is consistent with stated goals and standards.

### OUTCOMES

Data is collected through course/instructor evaluations, course grades, surveys of current and former students, employer surveys, resource surveys, clinical site visits, national certification exam results, and licensure rates. Placement rates and graduation rates are also collected. Student input is sought on a regular basis. Course/instructor evaluations are conducted each semester and for each course. Clinical site visits monitor the student's progression through rotations while providing them an opportunity to evaluate their clinical experiences. Students are evaluated by their clinical instructor during each clinical rotation. Informal discussions during clinical seminar class allows for timely responses to problems. Combined, these evaluations can be used to evaluate not only each individual student, but also the effectiveness of the didactic instruction in preparing students for their clinical education.

### ANALYSIS

The program is evaluated under the College's multi-faceted Institutional Effectiveness evaluation system. Employer satisfaction, graduate placement, satisfaction and certification achievements are all monitored annually under this system. The program also monitors the graduation rate and graduate licensure rate. A report is submitted every year to the College in which annual goals are identified; linked to Program, College and Tennessee Board of Regents goals; measured and analyzed.

The program also has an internal "learning outcomes" analysis used in conjunction with the Institutional Effectiveness plan. Program officials meet annually with the Advisory Committee and clinical instructors for planning and discussion of program effectiveness. All outcome data are evaluated by the Advisory Committee annually. The Program Director and Allied Health Division officials meet regularly to review the program's status. Annual faculty evaluations contain the information from the following components: student evaluations, peer evaluations, self-evaluation, and supervisor evaluation.

National certifying exams are an important benchmark for the VSCC MLT Program. These exams are tracked yearly and particular attention is paid to first time passage rates and individual topic scores. If the program's average on any individual topic falls below the national average, the corresponding MLT course is scrutinized and adjusted. Blinded results are shared and analyzed by the Advisory Committee. In the absence of data from other certifying exams, the program analyzes Tennessee medical laboratory personnel licensure rates because national certification is one of the requirements for Tennessee licensure. Though an indirect measure of overall certification exam passage rates, licensure rates still provide helpful information with which to analyze graduate achievement. Blinded results are shared and analyzed by the Advisory Committee.

Policy	PROGRESSION THROUGH THE PROGRAM
Reviewed: January 3, 2018	Approved: Kimberly Helton

Students are enrolled in the MLT training for a period of twelve months in order to meet requirements of the program and to fulfill requirements of the Associate of Applied Science Degree.

The Associate of Applied Science degree in Medical Laboratory Technology is an accelerated “one-plus-one” program of study. ***This is a nontraditional course of study so hours of study and length of semester may not parallel Volunteer State Community College semesters, holidays, and/or breaks.***

1. The first year is “pre-MLT” and consists of general education and prerequisite courses.
  - During the spring semester, enroll in MLT 100- Introduction to Medical Laboratory course.
  - Students apply for admission to the MLT program by the March deadline.
2. After acceptance but before admission to the program, students must pass a background check.
3. Upon admission into the program, students are considered to be MLT students and will begin the second year.
4. The second year is a three-semester, full time program of study starting in May of each year.
  - The summer and early fall are spent in the classroom and student laboratories.
  - **Throughout the didactic/student laboratory coursework, students must demonstrate competency in key laboratory skills to progress in the program.** (See the *SKILLS ASSESSMENT* policy, p. 37, for more information.)
  - The second half of the fall, and the entire spring term are spent in clinical rotations.
    - A drug screen must be passed before clinical rotations can be started.
    - Clinical rotations consist of 8 hours/day, Monday through Thursday.
    - Additional classroom instruction occurs on Thursday nights or Friday mornings.
5. A grade of “C” or better in all MLT courses is required for progression through the program.
6. An exam average of 70% or better in each didactic course, is required to successfully pass any MLT course or clinical rotation and for progression through the program.
7. Each clinical rotation includes a subject exam. Students must earn  $\geq 70\%$  on the rotation exam and a “B” on the clinical evaluation in order to progress to their next rotation or to successfully complete the program.
8. Unacceptable or unlawful behavior at clinical sites may result in dismissal from the program.
9. The awarding of a degree is NOT contingent on passing a certification exam.

Failure to meet the academic and behavioral standards above may result in dismissal from the program.

Policy	Record Retention
Reviewed: January 3, 2018	Approved: Kimberly Hammers

### ENROLLED STUDENTS

In addition to official transcript information maintained at the Office of Records and Registration, the program has a file on each current MLT student. These files are securely kept in the Program Director’s office. They include the student’s application to the program, class selection information including interview scores and transcripts, health and insurance documentation required by the program, correspondence between the student and the program, and evaluations/exams. Evaluations and exams are shredded/deleted after students graduate. Other documents are securely maintained in the Program Director’s office for up to 10 years.

### PROGRAM GRADUATES

**Official transcripts are maintained permanently in the Office of Records and Registration.**

According to VSCC Policy III:15:03, “The education records of current and former students at Volunteer State Community College are maintained as confidential records pursuant to State and Federal laws. (T.C.A. #15-305 and 20 U.S.C. #1232g). Students have the right to access to their own educational records as hereinafter set forth, and personally identifiable education records of students are not released to persons, agencies, or organizations without the consent of the student unless release is authorized by the law and by the college.

### CUSTODIAN OF RECORDS

1. Education Records--The College Registrar is the designated custodian of all education records.
2. Test Scores—The Director of Testing is the designated custodian of scores and other test records administered by the testing office.
3. Disciplinary Records—Vice President of Student Services is the designated custodian of disciplinary records.

To review any of the listed records a student must contact the designated custodian.” See also the Program’s Documentation policy.

Policy	Religious Beliefs Accommodations
Reviewed: January 3, 2018	Approved: Kimberly Helton

**Policy Statement:**

Volunteer State Community College acknowledges the diversity of its students and respects the rights of students to observe their religious beliefs and practices. The VSCC MLT Program will endeavor to provide reasonable accommodations relating to religious beliefs and practices in response to a formal written student request. However, accommodations cannot be guaranteed in instances where such would create an undue burden on faculty, a disproportionate negative effect on other students who are participating in the scheduled educational activity, or jeopardize patient care.

Students are encouraged to be proactive in reviewing college-, program- and course-specific assignments/activities in advance of matriculation/registration to determine whether these requirements might in some way conflict with their religious beliefs, practices or observances. Should such conflicts be in evidence, students should discuss possible options with the appropriate college official or faculty member. Reasonable accommodations may not be feasible in instances where there is a direct and insurmountable conflict between religious beliefs or observances and requirements of a given program.

It is the student's responsibility to make arrangements with the course instructor or program director as soon as possible, but no less than 30 days in advance of the religious holiday during which the student is requesting to be absent. It is also the student's responsibility to meet all course obligations. Such requests are required for any and all educational activities scheduled for the date(s) in question, e.g. classroom exercises, laboratory assignments, exams, clinical/experiential assignments, etc. Finally, students are obligated to abide by the policies and procedures on religious practices and observances of any given patient-care institution (i.e., hospital, clinical setting) in which they are completing a portion of their educational experience. If a potential conflict between a student's religious beliefs, practices or observations and institutional policy is identified, the student is to bring such to the attention of the clerkship/experiential director as soon as possible.

It is the course instructor or program director's responsibility to negotiate with a student the parameters of reasonable accommodations. The accommodations should be no more difficult than the originally scheduled activity or assignment. Instructors or program directors are not obligated to provide materials or experiences to students that would not normally be provided to all other students. In the event a student and instructor or program director cannot reach an agreement regarding reasonable accommodations, the student may request a review of the request by a designated college official. The decision of the designated college official will be final.

Policy	SAFETY
Reviewed: January 3, 2018	Approved: Kimberly Helton

Volunteer State Community College has safety policies and procedures established for both employees and students.

The MLT program ensures the safety of students through the following steps:

- No infectious blood or body fluids are used in the student labs until after students have started the program (i.e. not in MLT 100).
- Students must pass a background check before being admitted into the program.
- Safety equipment in the student lab is tested monthly.
- Personal protective equipment (PPE) is provided to students free of cost.
- MSDS sheets are available in the student lab and through MyVolstate's "MSDS Online."
- Clothing requirements for students and instructors (enforced by the instructor):
  - Close-toed shoes in student labs and at clinical rotations.
  - Hair back away from their face during labs and at clinical rotations.
  - Clothing that fully covers their legs in student labs and at clinical rotations.
  - Proper use of PPE.
- Health screening and insurance
  - Before students can test human blood or body fluids, students must provide proof of health insurance and either hepatitis immunization or a signed waiver refusing the hepatitis immunization.
  - Shortly after the start of start of the program, students must provide the rest of their health screening documentation. (See related Documentation and Health policies for the full list.)
- Training:
  - Documented safety training occurs every semester.
  - MLT 100 covers the basics of safety concerns and practices with regards to biohazards, chemicals, fire and electrical safety.
  - During program orientation, safety procedures and policies used in the program are covered. Students are given a copy of all program policies, and students must sign and return an acknowledgement and agreement to follow these policies.
  - MLT 105 and MLT 110 use [www.medtraining.org](http://www.medtraining.org) which has online safety modules that students must complete. Each module has a quiz that students must pass.
  - Each course instructor must include safety training related to the techniques, material, and equipment being used in the course. Instructors must enforce proper use of PPE and engineering controls.
- Safety during Clinical rotations
  - Students must turn in all required health and liability documentation and completed the clinical site's orientation before starting rotations.
  - In case of an accident or exposure to blood/body fluids, the clinical site provides emergency care (paid for by the student or his/her insurance) and related counseling. Student must follow up with their regular health provider. An injury report must be filed within 48 hours at the College through the MLT program director and the Director of Environmental, Health and Safety (Michelle Boyd, 230-3617).

Policy	SKILLS ASSESSMENTS
Reviewed: January 3, 2018	Approved: Kimberly Helton

Competency in medical laboratory basic skills is evaluated at several times throughout the program.

1. All MLT courses with a lab component have at least one lab practical exam.
2. Pre-clinical Skills Competency Assessments are conducted before clinical rotations begin.
  - Students are given a full list of all skill competency assessments in advance of the evaluations.
  - Assessments consist of an instructor observing the student perform several critical laboratory skills step-by-step and reviewing documentation/records generated as part of the skills.
  - The student is expected to perform the tasks properly without references (unless otherwise noted) while an instructor observes.
  - The student will be permitted up to three attempts at passing each competency assessment.
  - **Students must pass all Pre-clinical Competency Assessments in order to continue in the program.**
  - If the student cannot pass the initial assessment, a corrective action plan will be implemented prior to the student being given a subsequent retest. Up to two retests will be given. If the student fails a total of three times, they fail the competency and receive a grade of “D” for the MLAB 2130 Seminar I course.
  - **Inability to successfully complete any competency assessment will result in academic dismissal from the program.**
3. Competencies are also monitored during clinical practicums through observation, checklists and performance evaluations. Competencies are evaluated by instructors at clinical sites according to defined criteria.

Policy	STUDENT EMPLOYMENT/ SERVICE WORK
Reviewed: January 3, 2018	Approved: Kimberly Helton

The MLT program recommends **no more than 20 hours of work per week** after the student begins the program in order to allow sufficient time for class, study, and personal needs. **This is an accelerated, highly specialized course of study.** Dividing one's attention between school and work usually causes one or the other to suffer.

Students are not responsible for service work in the clinical laboratory. Any service work is noncompulsory outside of scheduled class or clinical hours.

The use of students as substitutes for licensed medical laboratory personnel is not allowed according to the Tennessee State Medical Laboratory Board's rules and regulations. Students (trainees) must have adequate supervision and shall not be substituted for licensed medical laboratory personnel. Additionally, a licensed medical laboratory scientist/technologist or technician must check all laboratory reports before they can be released to a patient's medical record.

Students enrolled in the program may choose to be employed in the medical laboratory offices or clinics. The following guidelines for employment have been established.

1. The employment is a relationship between the student and the employer. The College will not act as an intermediate between the student and the employer.
2. Employment is to take place **ONLY** at times considered outside of the scheduled classes, including clinical schedule.
3. Scheduled paid working hours cannot be substituted for clinical education hours.
4. Clinical evaluations cannot be completed during paid working hours.
5. Students should inform the program director if and when employment with the clinical site begins.

Policy	STUDENT SERVICES <i>Counseling, Disability Services, Library, Bookstore, Financial Aid</i>
Reviewed: January 3, 2018	Approved: Kimberly Helton

COUNSELING

Medical Laboratory Program faculty are available to advise students as needed. The College’s advising office on campus has academic advisors available for guidance. Student concerns related to tests, course content, performance, etc. can be addressed during scheduled meetings with instructors. The Program Director is also available for counseling assistance for issues related to the MLT Program. All counselling is conducted with confidentiality and impartiality.

DISABILITY SERVICES

Students are required to self-identify and report any learning related disabilities to the Office of Disability Services in order to obtain services. The Office of Disability Services cannot offer retroactive solutions to students who may be struggling. Please see the policy-Equal Opportunities.

LIBRARY

Students have access to the Volunteer State Learning Resource Center during posted hours of operation. Several library resources may also be accessed on-line at any time. A copy of all required textbooks are on reserve in the main campus’ library. The Medical Laboratory Tech Program also maintains a reference library in the Program Director’s office, and books may be checked out through the Program Director.

COLLEGE BOOKSTORE

The College bookstore sells textbooks, school supplies, and other items. All required texts will be available in the college bookstore.

FINANCIAL AID

Information pertaining to financial assistance is available from the financial aid office at Volunteer State and is outlined in the Volunteer State Community College on-line catalog. If a student is receiving Title IV financial assistance (Pell Grant, Student Loan or SEOG Grant), he/she must regularly attend class (a minimum of the first full week) or be subject to repay PART or ALL of the Federal Financial Aid received for the semester.

Policy	SUBSTANCE ABUSE POLICY
Reviewed: January 3, 2018	Approved: Kimberly Helton

The Medical Laboratory Technology Program of Volunteer State is committed to upholding a learning environment that supports student well-being and growth. Students are, therefore, expected to report to class/clinical sites unimpaired by alcohol or drugs.

The Director of Health Services, Public Safety Officers, and College Counselors work with community agencies and Employee Assistance Program to establish liaison relationships for students who need treatment, drug abuse counseling or related support.

Students who are suspected of substance abuse will meet with their instructor, the Program Director, and any advocate of their choice. The student will then be advised of any documented behaviors that are considered disruptive or unsafe. If the actions or behaviors continue after the conference, the student will be suspended from the class/clinical. For further information, please refer to the Student Handbook of the Volunteer State Community College.

If a student reports to their clinical rotation impaired, the student will be sent home and not participate in clinical rotations until a meeting with the Program Director can be arranged.

Policy	WITHDRAWAL AND READMISSION TO THE PROGRAM
Reviewed: January 3, 2018	Approved: Kimberly Helton

WITHDRAWAL FROM THE MEDICAL LABORATORY TECHNOLOGY PROGRAM

If a student must withdraw from any required course for any reason, he/she must follow withdrawal procedures outlined by the College. He/she should contact the Program Director as soon as possible to be considered for readmission. Readmission is on a space available basis and cannot be guaranteed.

READMISSION TO THE MEDICAL LABORATORY TECHNOLOGY PROGRAM

Students must meet with the Program Director as soon as possible to begin the readmission process. Students must reapply to the Program Director in writing, show an overall GPA of 2.2, and be approved for readmission by program faculty. **Request for readmission does not guarantee readmission.**

**With the exception of the MLT Introduction Course, competency in all previously taken MLT courses must be demonstrated upon readmission to the program.** Auditing previously taken MLT courses may be part of the demonstration of competency.

Course work must be completed within a maximum of 5 years from the original admission date.

## Signature Page

I, \_\_\_\_\_ (print your name), have read the Volunteer State Community College Medical Laboratory Technician Student Manual. I understand and accept the policies set forth and agree to abide by all the rules and policies, and accept the responsibilities outlined in this manual. I understand and declare that I am capable of performing the essential functions required for successful participation in the program and later employment.

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**Student's signature and date**

**This page must be signed and turned in to the Program Director via TrueScreen no later than the second class meeting.**