



BAPTIST HEALTH

**LABORATORY ASSISTANT TRAINING PROGRAM
HANDBOOK**

PROGRAM DIRECTOR
Lindsey Raney, MS, MLS(ASCP)^{CM}

PROGRAM COORDINATORS
Margaret Allen, MS, MLS(ASCP)^{CM}

CLINICAL INSTRUCTOR
Michelle Pringle, PBT(ASPT)

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A. Mission Statement

The Baptist Health Laboratory Assistant training program supports the Baptist Health mission by training students for a career in phlebotomy and by providing a pool of qualified applicants for potential employment at Baptist Health. The Baptist Health Laboratory Assistant training program follows Baptist Health’s Mission Statement:

“As witness to the love of God in Jesus Christ, Baptist Health exists as a voluntary, not-for-profit organization to promote and improve the physical, emotional, and spiritual well-being of the people and communities it serves through the delivery of quality health care services provided within a framework of fiscal responsibility.”

B. Goals of the program

1. Maintain certification approval by testing organization(s).
2. Interview all prospective students as potential Baptist Health employees using high standards of selection to ensure selection of the most qualified individuals with the greatest potential for program success.
3. Ensure graduates meet NAACLS Entry Level Competencies.
4. Teach students venipuncture and other forms of specimen collection to assist in the diagnosis of disease.
5. Assist students in acquiring the skills needed to perform proper specimen collection techniques.
6. Provide professionally trained and competent laboratory assistants to meet the needs of Baptist Health.
7. Instill the principles of patient dignity, esteem, understanding, and compassion for Baptist Health patients.
8. Instill strong work ethic that is important to Baptist Health.

C. Program of Instructor

Baptist Health offers a 7-week part-time instruction program that provides the student with the knowledge and skills to become eligible for the American Society for Clinical Pathology (ASCP) national certification exam for a phlebotomy technician. **This program does not accept transfer students.** The curriculum provided is approved by ASCP and will provide didactic and psychomotor learning in phlebotomy techniques to prepare the student to become an efficient and proficient phlebotomy technician.

Students will learn how to properly collect patient specimens to provide accurate test results to aid in the diagnosis of patient conditions. The program strives to adequately prepare the student by providing an engaging learning environment through simulation and encouragement.

D. Clinical Education

The knowledge learned in the classroom will be essential towards the success of the student. The student's performance of clinical procedures will be outlined and documented throughout the program using written examinations and skills checklists. The clinical education assignments correlate with classroom activities that will assist the student in becoming competent and proficient. The student will learn phlebotomy techniques in a controlled classroom setting using phlebotomy training equipment and simulation exercises prior to patient rounding in the hospital.

Students will rotate through the specimen processing area of the Baptist South laboratory to learn the flow of patient specimen processing and will observe laboratory assistant/patient interactions at various Baptist Health drawing facilities and hospitals located at Baptist South, Baptist East, and Prattville Baptist.

During the last week of the training program, the student will participate in clinical training to develop and improve their phlebotomy skills. This training will be supervised by a mentor who is a qualified laboratory assistant. The last week of the program is competency-based and requires a student to perform 100 successful, unaided venipunctures to complete the program.

The program is under the direction of Tracy Camara, Baptist Health System Director of Laboratory Education and Performance Improvement. The Program Coordinators are Lindsey Raney and Margaret Allen, Baptist Health Laboratory Education Coordinators, and Clinical Instructor is Michelle Pringle.

Grading System - The grading system for the internship is as follows:

A = 90 – 100

B = 80 – 89

C = 76 – 79

Failing = <70

Students must earn an overall grade of ≥ 70 and perform 100 successful, unaided venipunctures to receive a certificate of completion for the laboratory assistant training program.

E. Accreditation/Approval

The didactic and clinical instruction provided by Baptist Health has been approved by the American Society for Clinical Pathology and follows the content outline set by ASCP.

F. Expectations of Instructor

The expectations of the instructor are to provide the student with the ability to:

1. Demonstrate knowledge and understanding of laboratory protocols.
2. List and demonstrate an understanding of each clinical laboratory department in relation to ordered tests.
3. Explain the order of draw and the rationale for the order.
4. Identify supplies and equipment used in the laboratory.

5. Demonstrate knowledge and understanding of standard operating procedures in specimen collection.
6. Demonstrate understanding of the various types of additives used in specimen collection and how they interfere in clinical testing.
7. Demonstrate proper techniques in venipuncture, syringe, and capillary procedures.
8. Demonstrate and recognize proper needle insertion and withdrawal techniques, including direction, angle, and depth.
9. Demonstrate knowledge and understanding on how to use lancets, butterflies, syringes, and vacutainers.
10. Demonstrate knowledge and understanding of test requisition, specimen transportation, and specimen processing.
11. Demonstrate an understanding of patient confidentiality.
12. List and describe the causes of phlebotomy complications.
13. Identify potential causes of pre-analytical errors related to specimen collection, labeling, specimen transporting, and specimen processing.
14. Demonstrate the knowledge of a heel-stick procedure.
15. Demonstrate the knowledge of collecting blood cultures.
16. Demonstrate the importance of POCT and the training timeframe required.
17. Demonstrate the importance of DOT collections and categories of infectious substances.

G. Lectures

Phlebotomy History/Departments
Phlebotomy Terminology/Abbreviations
Clinical Laboratory
Laboratory Operations
Circulatory System
Phlebotomy Supplies/Equipment
Order of Draw/Technique/Practice
Vacutainer/Syringe/Capillary Collection
Laboratory Tests
General Consideration in Blood Collection
Blood and Specimen Collection/Complications
Pediatrics/Heel Collections
Specimen Handling/Transport/Processing
Analytical Consideration
Special Laboratory Blood Test
Waived/Point of Care Tests
DOT Collections
Non-Blood Specimen/Handling/Processing

H. Textbook

(Required)

McCall, R.E. (2020). Phlebotomy Essentials, Enhanced Edition, (7th ed.). Wolters Kluwer.

(Optional)

McCall, R.E. (2020). Phlebotomy Essentials Exam Review, Enhanced Edition (7th ed.). Wolters Kluwer

Textbooks will be provided as part of the program fees paid.

I. Days and Hours of Lecture

7-week program = Monday-Friday

6 weeks of lecture; two days a week; 8:00am-12:00pm (48 hours of lecture instruction)

6 weeks of clinical training; three days a week; 8:00am-12:00pm (72 hours of clinical instruction)

1 week of clinicals with direct patient contact; 6:00am-2:30pm (40 hours of patient interaction)

The instructor and preceptor are available after lecture and clinicals each day from 12:00pm-1:00pm for questions and/or additional training.

Lectures: Lindsey Raney, MS, MLS(ASCP)^{cm}
Margaret Allen, MS, MLS (ASCP)^{cm}

Clinicals: Michelle Pringle, PBT(ASPT)

Holidays:

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day

J. Cost of Program

Tuition	\$600
Textbook	\$85
Onboarding Processing Fees*	\$35
(Optional) Liability Insurance:	\$45
HPSO https://www.hpso.com/	
Limits of Liability \$1,000,000 per claim/\$3,000,000 aggregate	
ASCP (PBT) Phlebotomy certification exam**	\$145
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Total Cost of Program: \$720 school fees + \$145 ASCP exam = \$865 per student.

*Onboarding processing must be completed before the start of the program.

**The cost of the exam is not included in the upfront cost of the program.

Following completion of the program:

Completion of this program will allow the student to be eligible for the Phlebotomy Certification (PBT) exam through the American Society for Clinical Pathology (ASCP). Completion of the program does not guarantee the passage of the certification exam and passage of the PBT exam is not contingent on completing the training program.

The student will register for the certification exam at the end of the program.

Additional cost to the student:

Dress Attire: Navy blue scrubs and closed toe and heel athletic shoe

Study supplies: Paper, pen, pencil, etc.

Health insurance is required as the student will be training in a clinical setting.

If a student does not have insurance, a release of liability will be required for the student to sign to participate in the program.

K. Payment of fees

Internal applicants:

Internal applicants can have the program costs payroll deducted.

****If an internal applicant withdraws or is dismissed from the program, payroll deduction will continue until all program costs have been paid.**

External applicants:

Background check and onboarding fees must be paid once accepted into the program.

The tuition and book fee must be paid before the first day of the training program.

Fees will be paid to Baptist Health cashier to account:

Laboratory Assistant Training Program 20-5143-50000

L. Dress Attire

All students are required to wear shoes with a closed toe and heel (**No CROCS**). This can be accomplished by wearing any form of athletic shoe. In addition, students must wear navy blue scrubs with a lab coat while on the floor and in the laboratory. Baptist Health will provide each student with a disposable lab coat. Name badges must be visible and always worn at the shoulder/lapel area and cannot be worn at the waist.

In addition, all students must follow the following general guidelines:

- Accessories, jewelry, and other adornments should not be distracting and should conform to safety requirements and otherwise should be appropriate for a professional work environment.
- No more than two (2) earrings per ear worn at a time. Expansion devices (gauges) are not permitted.
- Hair must be clean and neatly groomed.
- Male team members are required to keep sideburns, mustaches, and beards well-trimmed. Hair longer than shirt collar length must be tied back and secured.

- Clothing should not expose the midriff or have a revealing neckline on the front or back.

Examples of inappropriate attire include but are not limited to the following:

- Any tight fitting or revealing clothing
- Clothing of denim material, sweatpants, pajamas, or hoodies
- T-shirts
- Tank tops, halter tops, crop tops or strapless tops
- Sleeveless attire less than 2” in width on the shoulder
- Nails more than 1” in length from base to tip. For positions assigned to work in patient care areas, nails other than natural (artificial, tips, overlays, gel) **are not allowed.**
- Hats unless required for sanitary or safety reasons or as part of a department-assigned uniform
- Flip flops
- Visible body piercing with jewelry, including the tongue, nose, and eyes; the exception being ears
- Pants or skirts worn below the natural waistline
- Any clothing that permits undergarments to be visible
- Extremes in hair coloring and styles
- Tattoos, except for small, inoffensive, and discrete tattoos, which may be covered
- Advertisements, whether attached to or printed on clothing, other than those authorized by Baptist Health are not permitted.

M. Withdrawal from Program

If, prior to the first day of training, the student decides not to continue the program, the student will be dismissed from the program and the tuition and book fees will be reimbursed to the student. If the student elects to withdraw from the program after one week of training but before full completion of the program, the student forfeits the right to any refund of any fees paid.

Baptist Health has the right to terminate a student’s participation in the program at any time with or without cause. If the student was already an employee with Baptist Health prior to starting the program, Baptist Health will decide if the employee can return to their former position, be placed in a new position, or be terminated.

N. Who Can Apply and Application Requirements?

1. Internal applicants, Baptist Health employee

After completion of the program, if the student accepts a full-time position and signs a contract to stay for one year, tuition of \$600 will be reimbursed following fulfillment of the one-year commitment.

MUST have managerial approval before the student is accepted into the program.

2. External applicants, Baptist Health non-employee
After completion of the program, if the student accepts a full-time position and signs a contract to stay for one year, tuition of \$600 will be reimbursed following fulfillment of the one-year commitment.
3. All students must provide a high school transcript or equivalent, such as a GED.
Baptist Health employees can have their high school graduation status confirmed through the Baptist Health Human Resource department.

Each student must submit a completed application and an **unopened official transcript** via email or mail. Normally, the official transcript is sent directly from the educational institution.

Address: Baptist Medical Center South Laboratory
Attn: Lindsey Raney
2105 East South Boulevard
Montgomery, Alabama 36116

Email: Lindsey Raney LRaney@baptistfirst.org
Margaret Allen MJAllen@baptistfirst.org

4. After reviewing all applications, each qualified applicant will be called for an interview prior to acceptance into the program. All applicants will be interviewed for the program to ensure best fit.
5. Residency Requirement: Applicants must be U.S. citizens *or* possess a permanent visa (green card). It is the responsibility of the applicant to meet current Homeland Security regulations and other applicable laws. Applications will not be considered if there are any questions about the residency status, right-to-work documentation, or eligibility of the applicant.
6. Selection Criteria
Students are selected based on qualitative and quantitative criteria.

Qualitative selection criteria include interview, written and verbal communication skills, career goals in the health care field, ability to perform essential functions, personal initiative, individual responsibility, and independent decisions.

Quantitative selection criteria will include high school grade and/or college grade point average.

7. Applicants that are selected for the program must pass Baptist Health screening to remain eligible for the program. The student will be notified of their selection status and an appointment will be scheduled for employee health to complete the application process.

8. Baptist Health does not discriminate against any applicant based on race, color, sex, religion, age, national origin, or disability.

O. Essential Functions

All applicants just meet the following:

1. Must be able to handle frequent prolonged standing/walking; occasional lifting of supplies/equipment up to 25 pounds; continuously exhibit manual dexterity and mobility; frequently reaching, bending, stooping, kneeling, and crouching.
2. Continuous ability to see clearly at 20 inches or less, to judge distances and space relationships; to bring objects into focus.
3. Continuous ability to clearly hear, speak, read, write, and communicate in English in person and on the telephone.

Note: In terms of an 8 hour day, “Occasionally” means activity/condition exists up to 1/3 of the time, “Frequently” means activity/condition exists 1/3 to 2/3 of the time; and “Continuously” means activity/condition exists 2/3 or more of the time.

P. Expected Behavior

1. All students must always wear the required identification badge while on hospital property.
2. Students must not perform patient venipunctures without the presence of a mentor or preceptor.
3. All students are enrolled as adults and are expected to act in a professional manner.
4. All students must be respectful to each other, hospital staff, and patients at all times.
5. Any display of violence or threats of violence will not be tolerated and can lead to dismissal from the program.
6. No unprofessional behavior or foul language will be tolerated.
7. Any violations of Baptist policies can result in immediate removal from the Baptist Health campus and dismissal from the laboratory assistant program.
8. Students are expected to attend class (both didactic and clinical) every day. If an absence is requested, the student must contact the program coordinator or instructor prior to the missed class. It is the student’s responsibility to make up any missed lecture or clinical hours before the course is completed.
 - a. Each student is allotted 2 excused absences. If the student is absent the day of an exam, the exam must be made up on the next lecture day or earlier.
 - b. If more than one week is missed, the student will be dropped from the course without reimbursement of fees paid. However, if an absence is due to a CDC recognized illness, such as COVID or Influenza that requires a quarantine period, you must notify the educational staff and provide a doctor’s excuse stating you can return to class. If your training needs to be extended, we will work on a case by case basis to determine if and when your training can be extended because of the illness.

If a student does not meet the above requirements, the student can be dismissed from the program without reimbursement of any fees paid.



I acknowledge that I have received and read the Laboratory Assistant Training Program handbook and any questions that I have were answered and understood.

Signature _____ Date _____

Describe in detail the work you did:

Start/End Dates	# Hrs/week	Name & Address of Employer	Job Title	Pay Rate	Supervisor's Name and Title	Reason you left

Describe in detail the work you did:

CAREER PLANS

Describe your career plans after completion of the training program and explain how this program will help you achieve your goals.

Application Consent and Release Form

I hereby apply for admission to the Baptist Health Laboratory Assistant Training Program (School) and whether my application is accepted, I acknowledge, consent, and agree as follows:

I understand that the completion of an application and submission of transcripts in no way guarantees that I will receive an interview or any other further consideration for admittance into the School.

As an applicant for admission, I have the burden for producing adequate information for proper evaluation of my qualifications. I, also, agree to update the School with current information regarding all questions contained in this application as such information becomes available and any additional information as may be requested by the School or its authorized representatives. Failure to produce any such information will prevent my application for appointment from being evaluated and acted upon.

I fully understand that any significant misstatements or omissions from this application constitute cause for denial of admission or cause for summary dismissal from the School. All information submitted by me in this application is true to my best knowledge and belief.

By applying for enrollment, I hereby signify my willingness to appear for interviews if requested to do so by the School in regard to my application and authorize the School and its representatives to consult with my prior employer and their employees, officers, etc., with which I have been associated and with others, who may have information bearing on my work, professional competence, character, and ethical qualifications. I hereby further consent to the inspection by the School and its representatives of all records and documents, including medical records that may be material to an evaluation of my qualifications and competence to perform the work required as well as my moral and ethical qualifications.

I hereby release from liability all representatives from any school I have attended, my former employer, or other person or persons for their acts performed in good faith and without malice in connection with evaluating my application and my credentials and qualifications, and I hereby release from any liability any and all individuals or organizations who provide information to the School in good faith and without malice concerning my competence, ethics, character and other qualifications for admission, and I hereby consent to the release of such information.

I hereby further authorize and consent to the release by the School to other employers, and other interested persons on request any information the School may have concerning me as long as such release of information is done in good faith and without malice, and I hereby release from liability the School and its staff for so doing.

I certify that the facts set forth in this application are true and complete to the best of my knowledge. I understand that all applications, reference checks, transcripts, and any other materials submitted and/or generated during the selection process are the property of Baptist Health Laboratory Training Program. I understand that, if accepted, I must pass a Criminal Background Check, employment verification reference, and onboarding, which are provided through Baptist Health, as a requirement for continued admittance to the program.

The following documentation is due 45 days before the start of each class. It is the responsibility of the applicant to contact the high school or college for copies of transcripts in sufficient time to ensure that paperwork is received by the deadline.

1. Application
2. Transcripts from high school or colleges/universities attended

I have read and agree to all provisions of the Application Consent and Release Form. For electronic applications: My typed name below has the same force as my signature.

Signature of Applicant

Printed Name of Applicant

Date