



4500 Steilacoom Blvd SW, Lakewood, WA 98499-4098

MEDICAL LABORATORY TECHNICIAN PROGRAM

Student Handbook

2024-25

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| | |
|---|-----------|
| WELCOME | 4 |
| STUDENT HANDBOOK OVERVIEW | 5 |
| ABOUT THE MEDICAL LABORATORY PROFESSION | 5 |
| DESCRIPTION OF THE PROFESSION | 5 |
| ASCLS CODE OF ETHICS | 6 |
| ESSENTIAL FUNCTIONS OF A MEDICAL LABORATORY TECHNICIAN | 8 |
| ENTRY LEVEL COMPETENCIES | 9 |
| ABOUT THE PROGRAM | 10 |
| PROGRAM DESCRIPTION | 10 |
| MISSION AND GOALS | 10 |
| MISSION AND GOALS OF THE MEDICAL LABORATORY TECHNICIAN PROGRAM | 10 |
| PROGRAM FACULTY, STAFF, AND OFFICIALS | 11 |
| PROGRAM ACCREDITATION | 11 |
| ADMISSION TO THE MLT PROGRAM | 11 |
| ADMISSION REQUIREMENTS | 12 |
| STUDENTS WITH DISABILITIES | 12 |
| PROGRAM LENGTH AND TIME COMMITMENT | 12 |
| PROGRAM PROGRESSION | 13 |
| PROGRAM POLICIES | 13 |
| CLASSROOM AND LABORATORY POLICIES | 13 |
| GENERAL CLASSROOM AND STUDENT LABORATORY POLICIES | 13 |
| ACADEMIC POLICIES | 17 |
| CLINICAL EXPERIENCE POLICIES AND PROCEDURES | 20 |
| INTRODUCTION TO THE CLINICAL EXPERIENCE | 20 |
| CLINICAL EXPERIENCE GOALS | 20 |
| CLINICAL SITE LIST | 20 |
| CLINICAL PLACEMENT POLICY AND PROCEDURES | 21 |
| GENERAL CLINICAL EXPERIENCE POLICIES | 23 |
| PROGRESSIVE DISCIPLINE POLICY | 25 |
| PROGRAM FAILURE, DISMISSAL, WITHDRAWAL, AND READMISSION POLICY | 26 |
| RESOLUTION OF CONCERNS (GRIEVANCES) | 27 |
| APPLYING FOR GRADUATION | 28 |
| AFTER THE PROGRAM | 28 |

| | |
|---|-----------|
| CERTIFICATION EXAM | 28 |
| GRADUATE AND EMPLOYER SURVEY | 28 |
| PROGRAM CLOSURE AND TEACH-OUT PLAN | 29 |
| <u>MEDICAL LABORATORY TECHNICIAN STUDENT HANDBOOK SIGNATURE PAGE</u> | 30 |

Welcome

Dear Medical Laboratory Technician Student:

It is with great pleasure that I welcome you to the Medical Laboratory Technician (MLT) Program at Clover Park Technical College! It is a pleasure to count you as one of our talented and committed students as you embark on your journey to become part of the proud community of laboratory professionals. You are entering a profession that plays a crucial role in healthcare, with the responsibility and privilege of directly contributing to the care, diagnosis, and treatments of patients.

Over the next five quarters, you will gain hands-on experience in laboratory techniques, learn to analyze and interpret laboratory data, and develop the critical thinking skills necessary when working in the medical laboratory. Along the way, you will also gain a comprehensive understanding of professionalism, ethics, and a commitment to excellence. Our experienced faculty and the staff at our clinical affiliates will be your guide through each area of the medical laboratory, providing you with these essential skills for success in the field.

As you begin, I encourage you to embrace the challenges you will face, be open to every learning opportunity, and cultivate curiosity and a growth mindset. Together, let's strive for excellence, support one another, commit to making a positive impact through our work, and have some fun along the way.

Once again, welcome to the Medical Laboratory Program! I look forward to getting to know each one of you better and supporting you on your journey to becoming skilled and compassionate professionals.

Sincerely,

Tracy Gardner

Student Handbook Overview

The Medical Laboratory Technician (MLT) Student Handbook provides students with detailed policies and procedures specific to this program which will be used in the classroom, student laboratory, and the clinical rotations. Please keep this Handbook in a safe place for easy reference. The MLT Handbook will be reviewed with students during the mandatory MLT orientation, and you will have an opportunity to ask for clarification of any policies or procedures that are unclear. The MLT program reserves the right to alter, add, or delete any statement or policy without prior notice. Students will receive revisions as they occur. Students will be required to sign and upload the signature page for the MLT Student Handbook during the first week of class, acknowledging receipt, review, and understanding and that they have had an opportunity to ask questions.

The MLT Handbook is constructed to be used as a supplement to the Clover Park Technical College Student Handbook and serves to bridge the overriding policies of the College with the policies specific to this program. The policies and procedures set forth in this handbook are designed to support student success.

The Clover Park Technical College (CPTC) Catalog, website, and CPTC Student Handbook contain additional information on all services available at CPTC. A copy of the CPTC Student Handbook is available at each campus or may be downloaded from the CPTC website at: <http://www.cptc.edu/communication/publications>

About the Medical Laboratory Profession

Description of the Profession

The health of all Americans depends upon the educated minds and trained hands of the medical laboratory professional. The practice of modern medicine at the exacting standards currently required would be impossible without the scientific testing performed daily in the medical laboratory. Maintenance of these standards and progress toward improvement in the quality of laboratory services depends on the dedicated efforts of professional practitioners of medical laboratory science. Through their dedication, the medical laboratory professionals of the United States make a vital contribution to the quality of health care.

Through the use of sophisticated biomedical instrumentation and technology, computers, and methods, medical laboratory professionals provide essential information that assist physicians and other healthcare providers in patient diagnosis and treatment, as well as in

disease monitoring and prevention. The medical laboratory professional uses sophisticated biomedical instrumentation and technology, computers, and methods to perform laboratory testing on blood and body fluids. Laboratory testing encompasses such disciplines as clinical chemistry, hematology, immunology, immunohematology, microbiology, and molecular biology. Medical laboratory science professionals generate accurate laboratory data that are needed to aid in detecting cancer, heart attacks, diabetes, infectious mononucleosis, and identification of bacteria or viruses that cause infections, as well as in detecting drugs of abuse. In addition, we monitor testing quality and consult with other members of the healthcare team.

Medical laboratory technicians have diverse functions in areas of pre-analytical, analytical, post-analytical processes and for information processing, training, and quality control monitoring wherever clinical laboratory testing is performed. Therefore, medical laboratory technicians are competent in the collection, processing, and analysis of biological specimens; the performance of lab procedures; the maintenance of instruments; and relating lab findings to common diseases/conditions.

The ability to relate to people, a capacity for calm and reasoned judgment and a demonstration of commitment to patient care and safety are essential qualities. Laboratory professionals demonstrate ethical and moral attitudes and principles that are necessary for gaining and maintaining the confidence of patients, professional associates, and the community.

All medical laboratory professionals have a duty to become active members of their national professional organizations, the American Society for Clinical Laboratory Science (ASCLS, <https://ascls.org/benefits/>) and the American Society for Clinical Pathology (ASCP, <https://www.ascp.org/content#>). It is through professional organizations that laboratorians control the destiny of the profession.

ASCLS Code of Ethics

Preamble

The Code of Ethics of the American Society for Clinical Laboratory Science sets forth the principles and standards by which Medical laboratory Professionals and students admitted to professional education program practice their profession.

I. Duty to the Patient

Medical Laboratory Professionals' primary duty is to the patient, placing the welfare of the patient above their own needs and desires and ensuring that each patient receives the highest quality of care according to current standards of practice. High quality laboratory

services are safe, effective, efficient, timely, equitable, and patient-centered. Medical Laboratory Professionals work with all patients and all patient samples without regard to disease state, ethnicity, race, religion, or sexual orientation. Medical Laboratory Professionals prevent and avoid conflicts of interest that undermine the best interests of patients.

Medical Laboratory Professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining the highest level of individual competence as patient needs change, yet practicing within the limits of their level of practice. Medical Laboratory Professionals exercise sound judgment in all aspects of laboratory services they provide. Furthermore, Medical Laboratory Professionals safeguard patients from others' incompetent or illegal practice through identification and appropriate reporting of instances where the integrity and high quality of laboratory services have been breached.

Medical Laboratory Professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to patients and other health care professionals. Medical Laboratory Professionals respect patients' rights to make decisions regarding their own medical care.

II. Duty to Colleagues and the Profession

Medical Laboratory Professionals uphold the dignity and respect of the profession and maintain a reputation of honesty, integrity, competence, and reliability. Medical Laboratory Professionals contribute to the advancement of the profession by improving and disseminating the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession.

Medical Laboratory Professionals accept the responsibility to establish the qualifications for entry to the profession, to implement those qualifications through participation in licensing and certification programs, to uphold those qualifications in hiring practices, and to recruit and educate students in accredited programs to achieve those qualifications.

Medical Laboratory Professionals establish cooperative, honest, and respectful working relationships within the clinical laboratory and with all members of the healthcare team with the primary objective of ensuring a high standard of care for the patients they serve.

III. Duty to Society

As practitioners of an autonomous profession, Medical Laboratory Professionals have the responsibility to contribute from their sphere of professional competence to the general well-being of society. Medical Laboratory Professionals serve as patient advocates. They

apply their expertise to improve patient healthcare outcomes by eliminating barriers to access to laboratory services and promoting equitable distribution of healthcare resources.

Medical Laboratory Professionals comply with relevant laws and regulations pertaining to the practice of Clinical Laboratory Science and actively seek, to change those laws and regulations that do not meet the high standards of care and practice.

Pledge to the Profession

As a Medical Laboratory Professional, I pledge to uphold my duty to Patients, the Profession and Society by:

- Placing patients' welfare above my own needs and desires.
- Ensuring that each patient receives care that is safe, effective, efficient, timely, equitable and patient-centered.
- Maintaining the dignity and respect for my profession.
- Promoting the advancement of my profession.
- Ensuring collegial relationships within the clinical laboratory and with other patient care providers.
- Improving access to laboratory services.
- Promoting equitable distribution of healthcare resources.
- Complying with laws and regulations and protecting patients from others' incompetent or illegal practice
- Changing conditions where necessary to advance the best interests of patients.

Essential Functions of a Medical Laboratory Technician

Satisfactory completion of the MLT Program and successful employment following graduation demands your ability to meet the following requirements, with or without reasonable accommodations.

- Ability to discriminate and characterize color, clarity, and viscosity of stains, reagents, and biological specimens.
- Ability to communicate effectively in English using verbal, non-verbal, and written formats with faculty, other students, clients, families and all members of the healthcare team.
- Read and comprehend text, numbers, and graphs displayed in print and on a video or computer monitor.
- Possess flexibility and range of motion required for safe reaching and movement about the laboratory.

- Possess fine motor skills and dexterity required for proper use of all laboratory equipment and instruments.
- Perform moderately taxing continuous physical work, often requiring prolonged sitting or standing, over several hours.
- Maneuver phlebotomy and culture acquisition equipment to safely collect valid laboratory samples.
- Ability to lift 40 pounds.
- Ability to work while wearing the required personal protective equipment for 7 to 8 hours at a time.
- Possess the emotional health and stability required for full utilization of professional judgment, including in conditions of physical and emotional stress.
- Be able to manage time, academic and patient care responsibilities, and to adapt to professional and technical change.
- Work with faculty, other students, clients, families, and all members of the healthcare team to provide accurate and timely healthcare, regardless of sex, gender, ethnicity, socioeconomic status, or other individual differences.

If you are uncertain as to your ability to perform any of these essential functions, please consult with the MLT Program Director.

Entry Level Competencies

Upon graduation and initial employment, the medical laboratory technician will possess the entry level competencies necessary to perform routine clinical laboratory tests in the areas of Clinical Chemistry, Hematology/Hemostasis, Immunology, Immunohematology/Transfusion Medicine, Microbiology, Urine and Body Fluid Analysis, and Laboratory Operations.

At entry level, the medical laboratory technician will have basic knowledge, skills, and abilities in:

- Collecting and processing biological specimens for analysis;
- Performing analytical tests on body fluids, cells, and products;
- Recognizing factors that affect procedures and results, and taking appropriate actions within predetermined limits when corrections are indicated;
- Monitoring quality control within predetermined limits;
- Performing preventive and corrective maintenance of equipment and instruments or referring to appropriate source for repairs;
- Applying principles of safety;

- Demonstrating professional conduct and interpersonal communication skills with patients, laboratory personnel, other health care professionals, and with the public;
- Recognizing the responsibilities of other laboratory and health care personnel and interacting with them with respect for their jobs and patient care;
- Applying basic scientific principles in learning new techniques and procedures;
- Relating laboratory findings to common disease processes;
- Establishing and maintaining continuing education as a function of growth and maintenance of professional competence.

About the Program

Program Description

The Clover Park Technical College MLT program is five quarters after completion of all required prerequisites. The professional MLT courses during the first three quarters of the program consist of theory and practical performance of routine laboratory procedures and tasks in the areas of phlebotomy, hematology, hemostasis, immunology/serology, clinical chemistry, clinical microbiology, immunohematology, urinalysis, body fluid analysis, and laboratory operations. The program is hybrid, with lecture content delivered online and laboratory taking place on the Lakewood campus half days, four days a week.

The clinical experience courses occur during the last two quarters of the program. The purpose of the clinical experience courses is to focus on the application of principles and procedures and to broaden and refine clinical skills to the point of producing competent, productive laboratory professionals. Students spend eight hours a day, four days a week rotating through each of the major laboratory departments gaining experience with the real world of laboratory work.

Mission and Goals

Mission and Goals of the Medical Laboratory Technician Program

Program Mission Statement

Provide students with entry level skills needed for employment as Medical Laboratory Technicians in Washington State medical laboratories.

Program Goals

- Ensure high quality academic and clinical education experiences to prepare students for entry-level positions in the field of Medical Laboratory Science.

- Cultivate critical thinking, problem solving, and technical competency to successfully prepare students for working in the healthcare environment.
- Instill professionalism, excellence, and collaboration in students to promote positive interactions with patients, peers, and other healthcare professionals.
- Provide skilled Medical Laboratory Technicians for local and state medical laboratories.

Program Faculty, Staff, and Officials

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| Tracey K. Gardner, MS.Ed, MLS(ASCP) ^{CM} Program Director and Instructor Phone: 253-589-5625 Email: Tracey.Gardner@cptc.edu | Katie Wilkinson, MS, MPH, MLS(ASCP) ^{CM} Adjunct Instructor Email: Katie.Wilkinson@cptc.edu |
| Jason Boatwright, MSBT Dean of Instruction, Healthcare Programs Phone: 253-589-5878 Email: Jason.Boatwright@cptc.edu | Kevin Kildun, MA.Ed Academic Advisor Phone: 253-589-5701 Email: Kevin.Kildun@cptc.edu |
| Christina Fontana Instructional Program Assistant Phone: 253-589-4516 Email: Christina.Fontana@cptc.edu | Josie Meyer, MBA Clinical Placement Coordinator Phone: 253-589-4519 Email: Josie.Meyer@cptc.edu |

Program Accreditation

Clover Park Technical College is accredited by the Northwest Commission on Colleges and Universities, <http://www.nwccu.org/>

The MLT Program is accredited by the National Accrediting Agency for Clinical Laboratory Science (NAACLS), 5600 North River Rd. Suite 720, Rosemont, IL 60018 (telephone 773-714-8880), <http://www.naacls.org/>).

Admission to the MLT Program

The class maximum is fourteen (14) students, but the class size may be less depending on the availability of clinical rotation sites. Selection of students is on a first come, first served basis. All students who have successfully completed the prerequisite courses are eligible to register for the MLT courses. The first fourteen (14) who register are admitted to the program.

All students who successfully register must attend a mandatory MLT orientation session. Students who do not attend the orientation will be removed from the courses and students on the waiting list will be offered a spot in the program.

Prospective students with prior experience working in a clinical laboratory may earn credit for CAH 110 Introduction to Medical Technology by submitting a portfolio. The Program Director will evaluate the portfolio for knowledge of the CAH 110 course's content. Contact the Program Director for more information and instructions.

Students who are admitted to the MLT program who are licensed in Washington State to perform phlebotomy (i.e., possess an MA-P license) may submit their MA-P license to have the phlebotomy requirement waived. Contact the Instructor or Program Director for more details.

Admission Requirements

Clover Park Technical College is committed to an open admission policy. To be considered for admission to the program prospective students must:

1. Possess a high school diploma, GED, or high school equivalency diploma.
2. Complete all prerequisite course requirements.
3. Successfully complete college-level Biology and Chemistry courses that include laboratories and have received a "C" (2.0) or better in those courses.

There are additional requirements for participation in the clinical rotation portion of the program. See "Requirements for Clinical Placement" section later in this document for details.

Students with Disabilities

Qualified applicants with disabilities are encouraged to apply to the MLT program. The college is committed to providing reasonable accommodations, including core services, to qualified students with disabilities. Appropriate adjustments and reasonable accommodations will be provided to students with disabilities. All accommodations must be arranged through the Disabilities Resource Services (DRS). To arrange accommodations, visit the DRS website at <https://www.cptc.edu/disability/accommodations>. Requests for accommodations should be made by the college six weeks prior to the beginning of the quarter for which the request is made to prevent a delay in receiving accommodations.

Program Length and Time Commitment

The total time required to complete the degree is eight college quarters, with three quarters of prerequisites and five quarters of MLT courses. Once admitted to the MLT program, students are required to complete all MLT courses in sequence.

Commitment and discipline are essential for academic success in the MLT program. A general rule of thumb for college courses is to expect to spend 2 – 3 hours per week per

credit unit outside of class completing assignments, reading, and studying. A good resource to assist you in creating a study schedule can be found at https://www.jeffreybennett.com/pdf/How_to_Succeed_general.pdf.

Program Progression

To successfully progress in the MLT program after admission, the student must:

- Be enrolled in all co-requisite MLT courses at the same time.
- Earn a minimum grade of 75% or higher both in the lecture and laboratory portion of all MLT courses. Failure to earn 75% in both components of the course will result in a “D,” even if the overall average grade is greater than 75%.
- Demonstrate competence in essential laboratory skills during the didactic portion of the program through completion of practical exams. These are graded on a pass/fail basis, with those who do not demonstrate competence earning a “D” in the course, regardless of the overall score in the course.
- Demonstrate entry-level clinical competency during the clinical experience portion of the program. These are graded on a pass/fail basis, with those who do not demonstrate competence earning a “D” in the course, regardless of the overall score in the course.

Students who successfully complete all requirements will be awarded an Associate of Applied Technology (AAT) degree in Medical Laboratory Technology and will be eligible to sit for a national certification exam.

Program Policies

Classroom and Laboratory Policies

General Classroom and Student Laboratory Policies

Non-Discrimination Policy

Clover Park Technical College provides equal opportunity and access in education and employment and does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, ethnicity, creed, color, sex, gender, gender identity, citizenship status, national origin, age, marital status, religious preference, the presence of any sensory, mental or physical disability, reliance on public assistance, sexual orientation, veteran status, political opinions or affiliations, or genetic information under any of its programs, activities or services. CPTC complies with all Washington State anti-discrimination laws (RCW 49.60) and the following federal laws relating to equal opportunity: Title VI and VII of the Civil Rights Act of 1964, Title IX of the Education

Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Age of Discrimination Act of 1975, and the Americans with Disabilities Act (ADA) of 1990.

<http://www.cptc.edu/non-discrimination>.

Communication

The MLT faculty will communicate with students via college email, Canvas messaging, Canvas and in-person announcements. Communication with faculty should be sent through one of the modes. Occasionally, faculty will use Navigate, a system used by the Advising and Counseling Office, to send important emails to the student's preferred email address.

CPTC provides email accounts to students as a tool for sharing important college information. Student email is the only mode of communication the college uses to send up-to-date information about campus closures, deadlines, scholarship opportunities and upcoming events. Students are responsible for checking their student email on a frequent and consistent basis. You can forward your college email to your preferred account. For more information visit: <http://www.cptc.edu/email-help>.

Inclement Weather and Campus Alerts

In the event of a campus event that poses a threat to the CPTC community, an emergency notification message will be deployed. Students and staff can elect to receive text notifications to their personal devices, emails to their email address, or messages to their home phones.

The best way to be notified of emergency closures or delays is to sign up for CPTC Warn at Please visit: <http://www.cptc.edu/risk/emergency-management/cptcwarn>. CPTC will also post inclement weather closures or delays to www.flashalert.net, social medial accounts, and as a banner on the college website

Classroom and Student Laboratory Expectations

- Take care of personal business before entering classroom or lab.
- A successful student attends class regularly, takes notes, participates in classroom instruction, completes assignments and knows when to ask for help.
- Disruptions to the class will not be tolerated. This includes talking, note-passing, and rude and/or inappropriate behavior.
- Children of students are not allowed in class either for lecture or laboratory. This is a safety and college liability issue.
- Print materials that are needed for the day's activities should be printed at home or at the CPTC library before class or lab.

- Each student will use their own scientific calculator without graphing function during exams. Cell phones that have calculator capabilities cannot be used as a substitute for a true calculator.

Electronic Device Policy

Cell phones pose a distraction in the classroom and an infection control risk in the laboratory. Upon entering the classroom, put your cell phone on mute and store it in a secure location. The only exception would be if a student is expecting some type of emergency call. When the call is received politely excuse yourself and take the call outside the classroom for minimal disruption. To retrieve your cell phone, remove your lab coat, wash your hands, and take it outside of the classroom.

Electronic communication devices may not be used in the clinical setting. These devices should be securely stored and used only during approved break times. Tape recorders, PDAs, cameras and other recording devices are not to be used in the clinical setting for recording identifiable client data.

Attendance Policy

Attendance is an essential piece of program success. Each class and laboratory session builds upon information and skills from the previous one and laboratory activities may be difficult to make up due to reagent stability, material availability, and the time involved in setting up and administering labs. Therefore, MLT students are expected to meet industry standards of attendance and punctuality.

- Tardiness will not be tolerated. Students who are 10 or more minutes late without notifying the instructor will have points deducted from the professionalism component of in-class assignments. Chronic tardiness will result in initiation of the progressive discipline process. Students who are 10 or more minutes late to an on-campus exam without extenuating circumstances will not be permitted to take the exam.
- In the event of illness, students must notify the instructor no later than 1-hour before the start of class via email or phone. Students will be responsible for any information missed. This means the student must complete assignments, but make-up laboratory time is at the discretion of the instructor.
- Absences for reasons other than illness must be approved by the instructor in advance. Examples of excused absences that will be approved include:
 - Religious observances,
 - Participation in authorized college activities,
 - Serious illness or death in the immediate family.

Students will be responsible for any information missed. This means the student must complete assignments, but make-up laboratory time is at the discretion and availability of the instructor. In some cases, an alternative activity will be provided.

- Unexcused absences will be defined as an absence for reasons other than illness or those listed above. It is at instructor discretion if make-up laboratory work or assignments will be permitted. Chronic absence will be defined as missing more than 4 class periods in a quarter and will initiate the progressive discipline process.
- One “no call/no show” absence at any point during the program will result in immediate academic probation. A second “no call/no show” will result in immediate dismissal from the program.
- See “Clinical Experience Attendance Policy” section later in this document for attendance requirements during the clinical phase of the program.

Personal Appearance Standards

Professional appearance is required in the classroom, laboratory, and clinical sites as an infection control measure and to ensure the learning environment is comfortable for all. Students must purchase two or more sets of maroon scrubs, available in the bookstore, to wear during attendance in class, laboratory and clinical courses. While in on-campus class or laboratory activities, the student will abide by the following dress code

- **Clothing:** Maroon scrubs must be worn during all classroom, laboratory and clinical activities. Avoid wearing scrubs which are overly revealing or loose, which may represent a safety hazard.
- **Shoes:** Shoes must be closed-toed, soft-soled, and non-marking. Clogs, crocs or other types of shoes with no back or holes in the top are not allowed.
- **Hair:** Hair must be clean and neat. If the hair’s length is at or below the shoulder, or if it has tendency to hang in the face, it must be drawn back using a clip, hair band or hair tie. Facial hair must be kept clean and well groomed. Note that some rotation sites require hair color to be non-distracting
- **Head coverings:** Head coverings other than those of a religious nature shall not be worn. Religious head coverings that fall below the shoulders must be tucked securely inside the lab coat to prevent contamination by blood and/or body fluids.
- **Personal Hygiene, Grooming, and Appearance:** Student’s personal hygiene, grooming, and appearance should be maintained in a manner that is odor and fragrance free and avoids controversial, divisive, and offensive images. Tattoos and other images that are violent, discriminatory, profane, sexual, or promote drugs and

alcohol should remain covered while in the classroom, laboratory, and clinical sites.

- **Fingernails:** Fingernails must be kept clean, neat, and no longer than 1/4" above the fingertips. Artificial nails and nail jewelry are not permitted.
- **Jewelry:** Jewelry can pose a safety and infection risk. Rings, watches, or other jewelry should be of a nature that they do not break through gloves or catch on mechanical equipment. Necklaces and other jewelry should not be so long that they could catch or be pulled into mechanical equipment. Earrings should not extend more than a ½ inch below the earlobe. All jewelry should avoid controversial, divisive, and offensive images as described above.
- **Identification:** During clinical assignments, students must wear their CPTC photo ID badge identifying them as CPTC student. *The badge must always be visible by clipping it onto the top of the scrub top. Badges CANNOT be worn at or below waist level.* Wearing the badge clipped to a lanyard is acceptable if it does not create a safety hazard or dangle into the workspace. Once students enter their clinical rotations, they must wear either their CPTC Student Badge, or their Clinical Site Photo ID Badge. Students will also wear their designated CPTC MLT scrubs with the CPTC patch sewn on the left sleeve.
- **Lab Coats:** A lab coat with long sleeves and cuffs must be worn and buttoned at all times when working with biological samples. When not in use, the lab coat is to be stored in the laboratory in a designated area. Lab coats may not be worn outside the lab. Lab coats should last through one quarter with normal wear. Lab coats should be replaced if ripped, torn, or soiled with biological waste or chemicals. Students may purchase additional disposable lab coats from an outside vendor or from the CPTC bookstore.

During clinical rotations, the student must also adhere to the dress code of the facility, which may differ from the guidelines listed above.

Academic Policies

Student Assessments and Grading

The syllabus for each course will be published in Canvas on or before the first day of class. It will contain the course objectives and the specific criteria for grading for the specific course.

All MLT courses use the following scale for determination of final grades:

| Course Score | Letter Grade |
|---------------|--------------|
| 90-100% | A |
| 80-89% | B |
| 75-79% | C |
| 70-74% | D |
| Less than 70% | F |

Each student is expected to maintain a 75% independently in both the lecture and laboratory components of all didactic courses. Students at risk for failing a course will be notified by the Instructor to schedule a meeting and develop an academic improvement plan. Students are encouraged to reach out to the Instructor or Program Director with any questions or concerns pertaining to their grade.

Evaluation of student's knowledge and skills will be assessed through a variety of methods, including but not limited to: discussions, homework, projects, quizzes, laboratory practice, laboratory practicals, competency assessments, and exams. The frequency of such evaluations will be dependent upon the course. Faculty will grade and return assignments to the students promptly.

All course exams will be done through Canvas. Unless otherwise stated, no study materials, outside resources, notes, textbooks, or others help are allowed during course exams. Students must complete exams in one sitting and within any specified time limit. For quizzes and exams taken at home, students are advised to not use iPads, tablets, or cell phones, as these may not properly display questions, graphics, or photographs within the exam.

Late Work Policy

Due dates will be given for all assignments. Failure to submit assignments on time will result in a 20% deduction grade for each day late up to four days. A grade of "0" will be assigned for assignments submitted five (5) or more day late. Habitual or sustained disregard for assignment due dates will initiate the progressive discipline process.

Laboratory Practical and Competency Assessments

Laboratory practical exams are used during the didactic portion of the program to determine if the student has gained necessary skills to perform basic laboratory tests accurately and is prepared to proceed to the clinical rotation phase. Each practical has a written set of specific criteria which must be performed without error to demonstrate competence at the skill. The student will be provided with the assessment criteria and receive feedback from the instructor during laboratories where the skill is practiced.

During the clinical phase of the program, the student's competency will be assessed to determine if the student has achieved entry-level competency in laboratory processes,

procedures, and clinical correlation. Each rotation has a written set of specific criteria which must be observed by clinical preceptors during the rotation. The student has the entire length of the rotation to achieve the specific competencies, with feedback from clinical preceptors throughout.

Laboratory practical exams and clinical competencies are pass/fail and must be completed successfully to pass the course. Students may make three attempts to pass all laboratory practicals and most clinical competencies. If the student is unsuccessful in their first attempt at achieving competency, the following remediation process will be initiated:

- **First Unsuccessful Attempt.** The student and Instructor or clinical preceptor will review the areas where there is room for improvement in the student's skill performance. Strategies to help the student may include demonstration of skills by the instructor, discussion of specific errors the student made and how to correct them, additional practice opportunities, etc. A specific time for the student to repeat the practical exam or competency will be determined.
- **Second Unsuccessful Attempt.** The student will meet with the Instructor and clinical preceptor (if in the clinical phase) for a conference to review the procedure for performing the specific skill. The student will provide input on what they will do and what they may need assistance with to be successful. A written action plan for improvement will be developed. This action plan will include all actions parties will undertake to help the student achieve competency. A specific time for the student to repeat the practical exam or competency will be determined.
- **Third Unsuccessful Attempt.** The Instructor will document the specific areas of deficiency on the clinical competency and written action plan form. The Program Director and the student will meet for an exit interview and to initiate withdrawal from the MLT program. If the withdrawal date has passed for the quarter, the student will be given a grade reflecting their current course grade.

Academic Dishonesty

The college may impose disciplinary sanctions against a student or student group who commits, attempts to commit, or aids, abets, incites, encourages, or assists another person to commit any act of misconduct, which includes, but is not limited to, the following:

- Academic dishonesty. Any act of academic dishonesty, including cheating, plagiarism, and fabrication.

- Cheating includes any attempt to give or obtain unauthorized assistance relating to the completion of an academic assignment or requirement.
- Plagiarism includes taking and using as one's own, without proper attribution, the ideas, writings, or work of another person in completing an academic assignment or requirement.

Fabrication includes falsifying data, information, or citations in completing an academic assignment or requirement, or providing false or deceptive information to an instructor concerning the completion of an assignment or requirement, including submitting for credit without authorization academic work also submitted for credit in another course.

Clinical Experience Policies and Procedures

Introduction to the Clinical Experience

The clinical phase of the MLT program allows the student to apply the knowledge and skills obtained in the didactic component to real experience in a clinical laboratory setting. Students may also be provided with simulated learning activities, either computer-based simulations or hands-on practice with previously run samples.

Training students is time consuming for the clinical preceptors. Therefore, clinical training experience is a privilege. By successfully completing the didactic courses, you have earned the privilege of being assigned to a clinical site. However, this privilege may be revoked at any time if students violate the policies and procedures listed in this section. Students will be held to the highest standards of professionalism, ethics, attendance, and safety.

Clinical Experience Goals

The primary goal of the clinical experience is for the student to achieve entry-level competency in the most frequently performed laboratory tests and processes.

Clinical Site List

The following institutions have affiliation agreements with the program. This list is provided for information only, as some affiliates may not participate at any given time. Not every institution has sufficient volume or types of testing to offer rotations in all departments and students assigned to such site will be required to go to other sites to complete their clinical experience. The program will determine the best rotation site for each student based on the availability of rotations at the time the clinical schedule is created.

| | |
|--|--|
| Madigan Army Medical Center - Joint Base Lewis-McChord, WA | Mason General Hospital - Shelton, WA |
| MultiCare Health System Allenmore Hospital – Tacoma, WA Auburn Medical Center – Auburn, WA Capital Medical Center – Olympia, WA Covington Medical Center – Covington, WA Good Samaritan Hospital – Puyallup, WA Tacoma General Hospital – Tacoma, WA | Virginia Mason- Franciscan Health St. Anne Hospital – Burien, WA St. Anthony Hospital – Gig Harbor, WA St. Clare Hospital – Lakewood, WA St. Elizabeth Hospital – Enumclaw, WA St. Francis Hospital – Federal Way, WA St. Joseph Medical Center – Tacoma, WA St. Michael Medical Center – Bremerton, WA |
| Providence-Swedish Providence Centralia Hospital – Centralia, WA Providence St. Peter Hospital – Olympia, WA | |

Clinical Placement Policy and Procedures

During the clinical phase, students complete on-campus, simulated rotations in immunohematology and microbiology. Off-campus rotations are completed in chemistry, hematology, hemostasis, urinalysis, body fluid analysis, serology, and microbiology.

Many factors contribute to determining student clinical assignments. Students will complete a survey during the first half of the program to indicate their preferences for clinical site placement. However, there is no guarantee students will be placed in their preferred site or at a location close to their home. Students are expected to be flexible regarding location and start time during the clinical phase.

Students will be asked about any documented reasons that they would be unable to attend the assigned clinical rotations. Students may need to work with the office of disabilities to get official approval. This must be done in the spring semester. Under no circumstances are students allowed to make changes to their clinical schedule without the prior approval of the MLT program faculty and clinical instructor.

Students who decline placement at the clinical site to which they are assigned may be required to withdraw from the program.

Alternate Status for Clinical Rotations

If, due to unforeseen circumstances, there are more students eligible to begin clinical assignments than available affiliates, spaces will be filled based on academic performance.

- Those students with the highest-grade point average in MLT courses will be placed first.

- If there is a tie, then the student with the highest GPA for MLT and other academic courses will be assigned the space.
- Students who are not able to be placed at a clinical site will be placed as soon as clinical sites becomes available. This may require that the student take an incomplete and finish up the following quarter.

There are times when the clinical sites are unexpectedly unable to take students due to various reasons such as staff shortage, upcoming inspections, remodeling, or computer system hospital wide updates. Every effort will be made to find an alternate site for the rotation. If a clinical rotation site is unavailable the student may need to take an incomplete and complete the rotation in the following quarter, potentially delaying graduation by one quarter.

Requirements for Clinical Placement

Student must achieve a 75% or higher in all lecture and laboratory components of the MLT courses to be placed at a clinical site. Additionally, each student must meet their assigned clinical site's regulations for clearance to participate in the clinical phase of the program. In general, the requirements for most clinical sites are as follows:

- Receive a "No Record on File" report related to Crimes Against Persons from the US Nationwide, and from Washington State Patrol. Students with a positive background check will not be allowed to perform clinical rotations.
- Have current immunization or laboratory verification of immune status for the following:
 - COVID-19 vaccination and boosters (or sign declination)
 - Hepatitis B 3-shot series and titer (or sign declination)
 - Influenzae vaccination for the current flu season (or sign declination)
 - Measles, Mumps, and Rubella (MMR)
 - Tetanus, Diphtheria, and Pertussis (Tdap)
 - Varicella (Chicken pox)
- Have documentation of a negative 2-step Tuberculosis skin test within the last 12 months. Those with a positive or previous positive skin test will require a chest X-ray.
- Pass a drug screen (if required by the affiliate site).
- Have CPR certification from the American Heart Association with the designation "Health Care Provider." This is the only CPR certification that is accepted.
- Carry personal health/medical insurance throughout their clinical rotations. Quarterly based insurance for students may be purchased; further information is available through the advising and counseling office.

Additional requirements may be required by individual clinical affiliates. Military affiliate sites require students who rotate to be American citizens. Failure to comply with all affiliate requirements will result in dismissal from the program.

General Clinical Experience Policies

Safety at Clinical Sites and Unsafe Clinical Practices

While at clinical sites, students are subject to, and are required to follow all Federal, State, Local and Hospital policies regarding safety. If an accident should occur while at an affiliate site, report it to your direct supervisor and seek immediate medical attention. Incidents should also be reported to the MLT Instructor as soon as possible, within 24 hours of the event.

Unsafe clinical practice is defined as behavior demonstrated by the student which threatens or violates the physical, biological, or emotional safety of the patient, caregiver, students, staff or self. Unsafe or unprofessional clinical practice will result in implementation of the progressive discipline policy.

Service Work Policy

Medical Laboratory Technician students are not expected to perform service work and are not allowed to take the place of qualified staff during any clinical rotation. After demonstrating proficiency, students, with qualified supervision, may be permitted to perform laboratory procedures. All test results which may be reported by students must be verified by a qualified staff member.

A clinical institution which employs a currently enrolled MLT student will schedule the student for work during non-instructional hours. These paid hours may not count as clinical time as the student is performing the duties of an employee not a student in training.

Clinical Supervision Policy

Students must be supervised at all times by a qualified staff member in the department to which they are assigned. This staff member will work closely with you and monitor your work in the department. The affiliate staff member will also complete the required evaluations and competency assessments.

An MLT faculty member will be in regular contact with you and the site during the clinical phase. This contact will be used to review your progress and discuss any challenges or problems that may arise during the rotation. If you encounter a problem at your affiliate site, notify CPTC faculty immediately so the problem can be resolved as soon as possible.

Clinical Experience Attendance Policy

Placement and rotation at clinical affiliate sites are a privilege, as the laboratory staff is providing patient care. Therefore, attendance policy during the clinical phase of the program is much stricter.

- Absences from clinical, except for emergencies or serious illness, will not be tolerated. Students are allowed three (3) sick days during the clinical phase. All other time missed must be made up in the department in which it was missed. The student must coordinate the make-up time with the clinical instructor AND the MLT instructor. Students must still complete all required competencies to pass the course.
- In cases of illness, students must notify the clinical site AND the MLT instructor before the start of the assigned shift. You must speak with a “live” person, no voice mails. Ask for your mentor, lab manager or departmental supervisor.
- Failure to contact the instructor and/or the clinical site on of an absence will result in immediate probation. A second “no call/no show” will result in dismissal from the program. The student will not be eligible for re-entry into the program.

Transportation to Clinical Site

Transportation to clinical facilities is the sole responsibility of the student. Students are required to have reliable, dependable transportation, either private or public, to the clinical facility. Students will be required to travel outside the Lakewood area for some clinical rotations. Students must be prepared to accommodate travel to any facility deemed appropriate to meeting course objectives within and outside the Lakewood area.

Professional Behavior

The faculty of Clover Park Technical College MLT Program have an academic, legal and ethical responsibility to protect members of the public and of the health care community from unsafe or unprofessional practices. MLT students, while representing CPTC at any clinical agency, must conduct themselves in an ethical, professional, and safe manner. Students are expected to assume responsibility for their actions and will be held accountable for them. Students will abide by CPTC and clinical site policies during each clinical experience.

Students are only permitted at to be at clinical sites in the role of “MLT Student” during their pre-scheduled clinical hours. If the student must be at the site outside of scheduled hours, they are to assume the role of a visitor and abide by the site’s visitor policies. This includes, but is not limited to, wearing street clothing rather than scrubs; removing student name badge; and refraining from accessing secured area not open to all visitors.

Personal relationships with clinical staff are strictly forbidden for CPTC students until the student is no longer enrolled as a CPTC MLT student.

Failure to adhere to program specific policies related to professional behavior or safe clinical practice may result in the use of the Progressive Discipline Policy.

Patient Confidentiality

Students must remember that the information concerning patients is strictly confidential. Students are required to adhere to legal and ethical standards as established by regulatory agencies and professional standards. The Health Insurance Portability and Accountability Act (HIPPA) protects the patient's information from being disclosed with the patient's consent or knowledge. Failure to comply with the above is cause for immediate dismissal from the program.

Dismissal from the Clinical Site

A student may be dismissed from their clinical site immediately in the following situations:

- Display of unethical or illegal conduct in the clinical area.
- Display of unsafe practices in the clinical area.
- Jeopardizing patient safety.
- Display of unprofessional conduct towards staff, faculty, peers, or patients, including violations of professional boundaries.
- Violating standards of confidentiality.

Students dismissed from the site for any of the above reasons will be immediately dismissed from the program. Students dismissed from the site for other reasons must meet with the Program Director to determine appropriate disciplinary actions.

Progressive Discipline Policy

The MLT program faculty are committed to assisting students be successful in the program. Therefore, students not meeting course objectives or at risk of not meeting clinical competencies will be notified of their performance status and the progressive discipline processes will be initiated. This process is described below and can also be found in the CPTC Student Handbook under the Student Conduct section.

Disciplinary Warning

An oral statement to a student that there is a violation, and that any further violation, may be cause for further disciplinary action. Although verbal, the student conduct officer or MLT program director should make a record of the warning. The respondent cannot appeal a disciplinary warning.

Written Disciplinary Reprimand

A written notice informing a student that they have violated one or more terms of the code of conduct and that further misconduct involving the same or similar behavior may result in the imposition of a more severe disciplinary sanction. For MLT this includes grades less than 75% or failure of required competencies.

Disciplinary Probation

A written notice placing specific term(s) and condition(s) upon the student's continued attendance at the college. Disciplinary probation may be for a limited period of time or for the duration of the student's attendance at the college. For MLT if the student is out of compliance with grades and/or fail to progress in their competencies they will be placed on probation. For clinical attendance one "no call/no show" will result in immediate probation.

Disciplinary Suspension

If a student fails to comply with the terms of probation, there will be a temporary revocation of enrollment and termination of student status for a stated period of time. The student may be prohibited from coming onto any college facility and may be subject to law enforcement action for criminal trespass for violating that prohibition. There will be no refund of tuition or fees for the quarter in which the action is taken.

Dismissal

Revocation of enrollment and of all rights and privileges of membership in the college community, and exclusion from college facilities, without any time limitation. There will be no refund of tuition or fees for the quarter in which the action is taken. The student may be subject to law enforcement action for criminal trespass for violating that exclusion. A dismissal may be subsequently ended only by written decision of the president, for documented good cause. For clinical attendance a second "no call/no show" will result in immediate dismissal.

Program Failure, Dismissal, Withdrawal, and Readmission Policy

A student who is in good standing when withdrawing from the program for financial, health, or personal reasons may reapply for readmission to the program by meeting the requirements listed below. Before withdrawal, it is recommended that students take advantage of the many support services available at CPTC.

Students who do not meet the minimum course grade will be withdrawn from the program. Readmission may be made on a case by case basis according to the requirements listed below.

To be readmitted to the program, students must:

- Be in otherwise good standing in the program at the point of exit,
- Meet current admission requirements listed in the College Catalog,
- Submit a letter requesting readmission to the MLT Program Director by the date state in the Exit Interview. This letter serves as a reentry request. Criteria used to determine readmission will include, but are not limited to:
 - The student’s motivation, interest in the field, and compatibility with the profession as demonstrated by successful employment, volunteer activities in laboratory related areas, attendance and participation in professional activities, and/or continuing college coursework in related studies;
 - The resolution of any identified problems or circumstances that contributed to the student’s withdrawal or unsatisfactory academic performance;
 - The space available in the program.

Any student readmitted to the program will be expected to abide by the current program policies and must sign a “Clinical Wait Form,” acknowledging all other students in good academic standing will receive clinical assignments first.

Students may be readmitted one time only.

Students who have been withdrawn from the CPTC MLT program for more than one year will be required to prove competencies in every course taken before reentering into the program. Students will not be allowed to reenter after one year.

Students who are dismissed from the program through the progressive discipline policy or for unprofessional or unethical behavior in the program or at the clinical sites will not be eligible for readmission.

Resolution of Concerns (Grievances)

Concerns and grievances will be resolved using the Clover Park Technical College processes, which can be found at <https://www.cptc.edu/student-concerns>.

Individual concerns arising between students and faculty should be discussed with the faculty member first. If the concern is unresolved, a meeting will be held with the student, the faculty member, and the Program Director. If the Program Director is the faculty member, the meeting should also include the Dean.

The Student Concerns Procedure may be used by a student to address complaints concerning the alleged abridgement of the student’s rights as stated in the College’s Student Handbook. This procedure will be followed when the student is at the College or at a clinical site. If the incident takes place at a clinical site, the student must inform the MLT

Instructor in a timely fashion, so appropriate actions can be taken to resolve the problem. The Coordinator at the affiliate institution will submit a written report to the MLT Instructor supplying information concerning the grievance. Complaints or grievances filed in connection with assigned grades or with faculty are directed to the Dean. Most problems are resolved at the informal (Step 1) level. If the student is not satisfied with the outcome, he or she may submit a formal written complaint to the Dean.

Applying for Graduation

It is the responsibility of the student to apply for graduation. Early in the last quarter of the program, students must request application for graduation. Please visit <http://www.cptc.edu/graduation> for complete information on the steps necessary to apply for graduation.

After the Program

Certification Exam

Upon completion of the program, students are eligible to sit for national certification examinations. Completion of the MLT Program and awarding of the AAT degree is not contingent upon passing any external certification examination.

During your final quarter you will be notified when to submit your application to take the American Society for Clinical Pathology (ASCP) Board of Certification (BOC) MLT exam. Prior to scheduling the exam, the Program Director will notify the BOC that you are eligible. To be eligible, you must complete all course work required for the MLT degree. If the student fails any last quarter courses, the Program Director will notify the BOC and revoke approval to take the exam.

Specific information concerning the application process will be provided during your final semester. You are encouraged to visit the ASCP BOC web site for additional information: <https://www.ascp.org/content/board-of-certification/apply-now-check-status-update-info>

Graduate and Employer Survey

The Program Director will maintain contact with all graduates for the first year following graduation. Please make sure you have a valid telephone number, address, and current personal email on file. The Program Director will send an electronic survey within the first year after your graduation asking for employment status and satisfaction with how the program prepared you for work in the field. A similar survey will be sent to your employer. Information obtained from these surveys are used to meet accreditation requirements and improve the quality of the MLT program.

Program Closure and Teach-out Plan

In the event of intentional closure of the MLT program by the college, student will be notified immediately. Closures may be temporary due to a physical or natural disaster, or permanent as deemed by the college.

In cases of natural and unnatural disasters resulting in temporary closure of the program, the college will inform students of a plan for continuation of their education as soon as that information is available.

In cases of permanent closure of the program, the program closure information will be posted on the college website informing prospective students that the program will not take a new cohort and providing information about other MLT programs. Current students will be informed as follows:

- Students in the first quarter
 - Students will be informed of program closure.
 - If closure is announced mid-quarter students will be allowed to complete the quarter's MLT courses.
 - Students will be counseled regarding alternative CPTC majors or transfer to another college.
- Students in the second quarter
 - Students will be informed of program closure.
 - If closure is announced mid-quarter students will be allowed to complete the quarter's MLT courses.
 - Students will be counseled as to alternative CPTC majors or assisted in applying to other MLT programs.
- Students in the third quarter
 - Students will be informed of program closure.
 - If closure is announced mid-quarter students will be allowed to complete the quarter's MLT courses.
 - MLT faculty will work with clinical sites and other community colleges to facilitate completion of the clinical practicum.
- Students in the fourth quarter
 - Students will be informed of program closure.
 - If closure is announced mid-quarter students will be allowed to complete the clinical practicum.
 - A college official will be designated to clear students applying for the certification exam.

Medical Laboratory Technician Student Handbook

Signature Page

Instructions:

1. Carefully read each of the statements below. Then, initial in the space signifying your acknowledgement and agreement with the statement.
2. Print, sign and date in the space below signifying your agreement to abide by all policies and procedures in this handbook.
3. Upload to the appropriate assignment in Canvas by the designated due date.

| | INITIALS | STATEMENT |
|----|----------|--|
| 1. | | I have reviewed the Essential Functions and I am able to meet them, with or without assistance. |
| 2. | | I have read and agree to comply with the student policies and procedures as outlined in the MLT Student Handbook. I agree to and will comply with the course requirements as listed in each course Syllabus and Student Policies of the Medical Laboratory Technician Program. |
| 3. | | I agree to criminal background checks and agree to immediately notify the MLT Program Director in writing of any subsequent changes in criminal history that occur after the initial background check has been completed. |
| 4. | | I have carefully read the clinical placement policies. I understand that my clinical schedule may require that I travel long distances or perform rotations during non-traditional hours. I have been informed that the program will create my clinical rotation schedule and I am not allowed to change it. |
| 5. | | I understand that while performing my regularly assigned duties I may be exposed to blood, body fluids, or tissues. I will use the appropriate personal protective equipment required when there is an inherent potential risk for mucous membrane or skin contact with blood, body fluids or tissues. I understand that I may be subject to disciplinary action if I fail to use available personal protective equipment. |
| 6. | | I have been informed regarding the inherent health and safety hazards and release CPTC from any liability for such hazards. |
| 7. | | I allow the CPTC MLT Program Director to send me a "Graduate Survey" and my employer an "Employer Survey" to gather program statistics and improve the MLT program. |
| 8. | | I have had an opportunity to carefully review the MLT Student Handbook and to have my questions answered. |

Signature _____ **Date** _____

Printed Name _____