



## STUDENT HANDBOOK

# CONTENTS

- CONTENTS .....2
- WELCOME .....4
- INTRODUCTION .....4
- ACCREDITATION .....5
- PROFESSIONAL ORGANIZATIONS .....5
- ASCLS CODE OF ETHICS .....6
- PROGRAM MISSION, GOALS, AND OUTCOMES .....9
  - Mission* ..... 9
  - Program Goals*..... 9
  - Program Outcomes*..... 10
- ESSENTIAL FUNCTIONS .....11
- CONTINUOUS IMPROVEMENT PLAN .....14
  - Outcomes* ..... 14
  - Analysis* ..... 14
- PROGRAM CLOSURE PLAN .....16
- GENERAL INFORMATION .....18
  - Service for Students with Disabilities* ..... 18
  - Student Conduct* ..... 18
  - Conflict of Conscience*..... 19
  - Discrimination and Harassment* ..... 19
- COMMUNICATIONS .....20
  - Chain of Command*.....20
  - Cell Phones*..... 21
  - Emergency Phone Calls* ..... 21
  - Emergency Alert System*..... 21
  - Recording Devices* ..... 21
- ENVIRONMENTAL INFORMATION .....22
- ATTENDANCE POLICY .....23
  - General Attendance Expectations*..... 23
- GRADING AND ACADEMIC REQUIREMENTS .....24
  - Testing and Exams* ..... 25
  - Academic Counseling*..... 26
  - Program Counseling* ..... 26
  - Program Completion*..... 26
  - Program Probation*..... 26
  - Program Dismissal*..... 27
  - Readmission* ..... 29
- DRESS CODE .....31
- EXPENSES .....32
  - Scholarships and Financial Aid*..... 33
- LIABILITY INSURANCE .....33
- SAFETY POLICIES .....34

11-75-204132-215-03/25 - Chattanooga State Community College does not discriminate on the basis of race, color, religion, creed, ethnic or national origin, sex, sexual orientation, gender identity/expression, disability, age (as applicable), status as a protected veteran, genetic information, or any other category protected by federal or state civil rights laws and regulations and by Tennessee Board of Regents policies with respect to employment, programs, and activities. See full EEO statement at [chattanooga.state.edu/eeo-statement](http://chattanooga.state.edu/eeo-statement).

<i>Standard Precautions</i> .....	34
<i>Exposure Procedures</i> .....	34
<i>Classroom/Laboratory Safety</i> .....	35
<i>Clinical Affiliate Safety</i> .....	35
CLINICAL POLICES .....	37
<i>Introduction</i> .....	37
<i>List of Clinical Affiliates</i> .....	37
<i>Assignment of Clinical Site Rotations</i> .....	38
<i>Service Work Policy</i> .....	38
<i>Severe Weather</i> .....	38
<i>Clinical Visitor</i> .....	39
<i>Evaluations</i> .....	39
INFORMED CONSENT .....	40
<i>Benefits</i> .....	40
<i>Risks/Discomforts</i> .....	40
<i>Your Rights</i> .....	40
<i>Venipuncture</i> .....	40
<i>Capillary/Dermal Puncture</i> .....	41
CONSENT AND ACKNOWLEDGEMENT FORMS .....	42
<i>Informed Consent</i> .....	43
<i>MLT Handbook Acknowledgement</i> .....	44
<i>Video/Photograph Release Form</i> .....	46
<i>MLT Student Occurrence Report</i> .....	47

## WELCOME

Congratulations and welcome to the Medical Laboratory Technology (MLT) program here at Chattanooga State Community College. The staff and educators here in the Nursing and Allied Health Division (NAH) are striving for your success in this new endeavor. We will support you, treat you with courtesy and respect, and give you the opportunities and education to become a successful Medical Laboratory Technician.

## INTRODUCTION

The MLT program is composed of didactic courses with accompanying labs along with clinical rotations at our clinical affiliate sites. This is to give you, as the student, the best opportunity to learn the material and then apply it in a clinical setting. In this Handbook, all policies and procedures will be provided, please review the handbook and sign the accompanying acknowledgments.

Students are also expected to review the [NAH Student Handbook](#), if there are any questions on clarification or policies, the MLT student handbook will supersede all others.

Upon completion of the Associate of Applied Science degree in Medical Laboratory Technology, the graduate can sit for national certification exams. **Graduation from the program is not contingent upon passing an external certification exam.**

At any time, the program reserves the right to make changes to this handbook. Students will be notified immediately of any changes in writing with acknowledgment expected.

## ACCREDITATION

Chattanooga State Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACS-COC) to award the Associate of Arts degree, Associate of Fine Arts degree, Associate of Science Degree, Associate of Applied Science degree, Associate of Science in Teaching degree, and Technical Certificates.

### SACS-COC

1866 Southern Lane  
Decatur, Georgia 30033-4097  
(404) 679-4500

This program is currently seeking accreditation with the National Accrediting Agency for Clinical Laboratory Sciences, (NAACLS).

### NAACLS

5600 N River Road Suite 720  
Rosemont, IL 60018  
(773)714-8880

## PROFESSIONAL ORGANIZATIONS

American Society for Clinical Pathology (ASCP) - Students will be required to join ASCP. Membership is free and applications are available [here](#).

American Society for Clinical Laboratory Science (ASCLS) - Information on becoming an ASCLS member, along with applications, can be obtained at: [Membership](#). The term used for student membership is “Developing Professional”. The fee for joining ASCLS is \$30.00

American Medical Technologists (AMT)- Is one of the national licensing exams and students would be qualified to sit for this exam after successful completion of the program. More information can be found [here](#).

# 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 programs 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.

# PROGRAM MISSION, GOALS, AND OUTCOMES

## Mission

The Medical Laboratory Technology Program, with the assistance of its clinical affiliate laboratories, is committed to providing quality didactic and clinical instruction to prepare students to enter the workforce as Medical Laboratory Technicians. The program is committed to serving our healthcare community by ensuring our students will become knowledgeable, compassionate, professional, and skilled Medical Laboratory Technicians that are able to provide healthcare providers with the necessary information for diagnosis and treatment of diseases.

## Program Goals

1. The program will educate and train students to demonstrate entry-level technical competency in all areas of the clinical laboratory, so that they can perform the necessary duties of a Medical Laboratory Technician
  - I. Areas of the clinical laboratory include Clinical Chemistry, Hematology and Hemostasis, Clinical Immunology, Immunohematology/Blood Bank, Clinical Microbiology, and Urinalysis and Body Fluids
2. Graduates will demonstrate the ability to collect, process, evaluate and interpret clinical information within the scope of a Medical Laboratory Technician.
3. Graduates will be able to understand and demonstrate quality control measures, pre-analytical, analytical, and post-analytical processes.
4. Graduates will always exhibit professional and ethical behavior.
5. Graduates will take initiative in contributing to the Medical Laboratory Field by:
  - I. Completing the MLT program and challenging the certification exam through the American Society of Clinical Pathology (ASCP) board of certification or the American Medical Technologist (AMT).
  - II. Acquiring a position as a Medical Laboratory Technician
  - III. Establish a good rapport with employers, medical professionals, and patients.
  - IV. Seeking out opportunities to stay knowledgeable of changes and advancements in the field.

## Program Outcomes

The medical laboratory technology program strives for all students to succeed and are expected to meet all learning outcomes. Institutional (ISLOs) and Program Specific Learning Outcomes (PSLOs) are listed below, additional course student learning objectives (CLSOs) are in each course syllabus.

### **Institutional Student Learning Outcomes (ISLOs)**

[Institutional student learning outcomes](#) are skills and/or knowledge students learn while at Chattanooga State, regardless of their degree type or major. They represent fundamental skills employers in the 21st century say they need. These skills include:

- I-1: Effective Communication (Written and Oral)
- I-2: Critical Thinking Skills
- I-3: Information Literacy
- I-4: Global and Cultural Awareness
- I-5: Quantitative Literacy
- I-6: Work Ethic (teamwork, integrity, productivity, professionalism)
- I-7: Competence in a Specialty

### **Programs Student Learning Outcomes (PSLO)**

P-1: Demonstrate entry-level technical competency in all areas of the clinical laboratory, in order to perform the necessary duties of a Medical Laboratory Technician.

P-2: Demonstrate the ability to collect, process, evaluate and interpret clinical information within the scope of a Medical Laboratory Technician

P-3: Understand and demonstrate quality control measures, pre-analytical, analytical, and post-analytical processes.

P-4: Exhibit professional and ethical behavior

## ESSENTIAL FUNCTIONS

Medical Laboratory Technician (MLT) programs establish technical standards and essential functions to ensure that students have the abilities required to participate and potentially be successful in all aspects of the respective programs. Satisfactory completion of the MLT Program and successful employment following graduation demands your ability to meet the following technical standards and essential functions requirements, with or without reasonable accommodations. If you are uncertain as to your ability to perform any of these essential functions, please consult with the MLT Program director or faculty advisor.

**Observational** - Ability to participate actively in all demonstrations, laboratory activities and clinical experiences in the professional program component. Such observation and information require functional use of visual, auditory and somatic sensations.

- a. Observe laboratory demonstrations in which biological (i.e., body fluids, culture materials, tissue sections, and cellular specimens) are tested for their biochemical, hematological, immunological, and histochemical components.
- b. Characterize the color, odor, clarity, and viscosity of biological, reagents, or chemical reaction products.
- c. Employ a clinical grade binocular microscope to discriminate between fine structural and color (hue, shading, and intensity) differences of microscopic specimens.
- d. Read and comprehend text, numbers, and graphs displayed in print and on a video monitor.

**Movement** - Sufficient motor ability to execute the movement and skills required for safe and effective performance of duties.

- a. Move freely and safely about a laboratory.
- b. Reach laboratory bench tops and shelves, patients lying in hospital beds or patients seated in specimen collection furniture.
- c. Travel to numerous clinical laboratory sites for practical experience
- d. Perform moderately taxing continuous physical work, often requiring prolonged sitting or standing, over several hours.
- e. Maneuver phlebotomy and culture acquisition equipment to safely collect valid laboratory samples.

- f. Possess finger and manual dexterity necessary to control laboratory equipment (i.e. pipettes, inoculating loops, test tubes) and adjust instruments to perform laboratory procedures.
- g. Use a computer keyboard to operate laboratory instruments and to calculate, record, evaluate, and transmit laboratory information.

**Communication** - 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.

- a. Read and comprehend technical and professional materials (i.e. textbooks, magazine and journal articles, handbooks, and instruction manuals).
- b. Follow verbal and written instructions to correctly and independently perform laboratory test procedures.
- c. Clearly instruct patients prior to specimen collection.
- d. Effectively, confidentially, and sensitively converse with patients regarding laboratory tests.
- e. Communicate with faculty members, fellow students, staff, and other health care professionals verbally and in a recorded format (writing, typing, graphics, or telecommunication).
- f. Transmit information to clients, fellow students, faculty/staff, and members of the healthcare team.
- g. Independently prepare papers, prepare laboratory reports, and take paper, computer, and laboratory practical examinations.

**Intellectual** - Ability to collect, interpret and integrate information and make decisions.

- a. Possess intellectual skills: comprehension, measurement, mathematical calculation, reasoning, integration, analysis, comparison, self-expression, and criticism.
- b. Be able to exercise sufficient judgment to recognize and correct performance deviations.
- c. Apply knowledge to new situations and to problem solving scenarios.

**Behavioral** - Possess the emotional health and stability required for full utilization of the student's intellectual abilities, the exercise of professional judgment, the prompt completion of all academic and patient care responsibilities and the development of mature, sensitive and effective relationships with faculty, fellow students, clinical instructors, patients and other members of the healthcare team.

- a. Manage heavy academic schedules and deadlines.
- b. Be able to manage the use of time and be able to systemize actions to complete professional and technical tasks within realistic constraints.
- c. Be able to manage the use of time and be able to systemize actions to complete professional and technical tasks within realistic constraints.
- d. Possess the emotional health necessary to effectively employ intellect and exercise appropriate judgment under conditions of physical and emotional stress.
- e. Be able to provide professional and technical services while experiencing the stresses of task-related uncertainty (i.e. ambiguous test ordering, ambivalent test interpretation), emergent demands (i.e. "stat" test orders), and a distracting environment (i.e. high noise levels, crowding, complex visual stimuli).
- f. Be flexible and creative and adapt to professional and technical change.
- g. Recognize potentially hazardous materials, equipment, and situations and proceed safely to minimize risk of injury to patients, self, and nearby individuals.
- h. Adapt to working with unpleasant biological specimens.
- i. Support and promote the activities of fellow students and health care professionals. Promotion of peers
- j. helps furnish a team approach to learning, task completion, problem solving, & patient care.
- k. Be honest, compassionate, ethical and responsible and accept responsibility and accountability for one's
- l. own actions.
- m. Be forthright about errors or uncertainty.
- n. Be able to critically evaluate his or her own performance, accept constructive criticism, and look for ways to
- o. improve performance (i.e. participate in enriched educational activities). The student must be able to evaluate the performance of fellow students and tactfully offer constructive comments.

## CONTINUOUS IMPROVEMENT PLAN

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, final exams, surveying current and former students, employer 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 classes allow for timely responses to problems. Combined, this data can be used to evaluate not only each individual student, but also the effectiveness of didactic instruction in preparing students for their clinical education.

### Analysis

The program is evaluated under the College's multi-faceted [Institutional Effectiveness](#) evaluation system. Under this system, graduation rates, licensure, placement, satisfaction, and employer satisfaction are monitored closely. Annually a report is submitted to the college with the program goals identified, measured and analyzed in correlation with the Program, Division, College, and Tennessee Board of Regents goals.

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. The Advisory Committee will review all outcome data to evaluate the current program and propose changes as needed based on the stated learning outcomes from the program, division, and NAACLS. The Program Director and NAH 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 ChattState 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.

## PROGRAM CLOSURE PLAN

NAACLS requires the MLT program to have a plan in case the program closes. A plan appropriate for the specific situation which caused program closure will be developed and submitted to NAACLS within 30 days of the official announcement of program closure.

**Intentional, permanent** closure of the Chattanooga State MLT program will be communicated to all students immediately.

### Prospective students:

1. Students will be informed that the program will not take a new cohort due to program closure.
2. Students will be counseled regarding alternative Chattanooga State majors/Areas of Study.
3. Students will be advised to apply to other local MLT programs.
4. Program closure information will be posted on the college website.
5. Students will be assisted in applying to other local MLT programs.

### Current students:

1. Students will be informed of program closure.
2. If closure is announced mid-academic year students will be allowed to complete MLAB courses.
3. If closure is due to a disaster in which classes can no longer be held, the MLT faculty will work with clinical sites and other community colleges to facilitate completion of the program along with possible distance learning.
4. A college official will be designated to clear students applying for the certification exam. In case of disaster the college will inform students of a plan for continuation of their education as soon as that information is available.

**Temporary closure** of the Chattanooga State MLT program will be communicated to all students immediately.

### Prospective students:

1. The same process as permanent closure will be followed except that the college and program may elect to adjust application time frame and start of a program. Otherwise, a

temporary closure could result in a year with no students. These students will be notified on the website of adjustments if applicable.

### Current students:

1. The same process as permanent closure will be followed except that classes will resume as normal on campus once the program is no longer temporarily closed.

## GENERAL INFORMATION

The MLT curriculum requires a total of 64 credit hours for the AAS degree in Medical Laboratory Technology. Students must meet all course requirements to successfully complete the program. Depending on the course, MLAB courses may require classroom activities, classroom and lab activities, or practicum/clinical rotations at affiliated sites.

Students are expected to read each course syllabus which will be posted on or before the first day of class in eLearn (D2L).

### Service for Students with Disabilities

Chattanooga State Community College is committed to providing reasonable accommodation to all persons with disabilities. Students who have educational, psychological, sensory, and/or physical disabilities may be eligible for accommodation that provides equal access to educational programs and activities at Chattanooga State. These students should notify the instructor immediately, and ideally should contact Disabilities Support Services within the first week of the semester so that reasonable accommodation can be requested in a timely manner. The student may be asked to provide documentation of the disability. All students are expected to fulfill essential course requirements, with or without accommodation, in order to receive a passing grade in a class. The Center for Access and Disability Services is located in the CAT Building and can be reached at [423-697-4452](tel:423-697-4452). Further details can be found at their webpage: <https://chattanoogaastate.edu/center-access-disability-services>

Please be aware that accommodations are not retroactive, this means that students will receive their reasonable accommodations starting once the instructor receives notification from the Center for Access & Disability Services and going forward.

### Student Conduct

MLT students are representatives of the college. They are required to demonstrate professional conduct and courtesy to ChattState MLT faculty, staff, fellow students, and to personnel/physicians at clinical agencies.

ChattState MLT students are subject to disciplinary actions noted online at [Student Conduct](#). (Refer to the section “Student Code of Conduct & Discipline Policy.”)

ChattState policy allows faculty members to temporarily remove or exclude from the classroom or assigned clinical area any student engaged in disruptive conduct. Disruptive conduct may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment. Examples can include the use of offensive language, harassment of students or faculty, outbursts from a student that disrupts the flow of instruction or prevents concentration on the subject taught, and failure to cooperate in maintaining

decorum in the learning environment. Disruptive conduct also includes the use of any portable electronic or other noise- or light-emitting devices that disturbs others. Cellular telephones and other portable electronic devices are not to be used during class for making or receiving calls, photographs, text- messaging, or playing games.

Students have the responsibility to promote high standards of academic integrity. Given the responsibility and trust inherent in being a part of the health care team, any misconduct, including falsifying patient results and quality control results while on clinical rotation, as well as all acts of academic misconduct as noted in the Academic Affairs Misconduct section of [NAH Handbook](#), will be considered unacceptable. Examples of academic misconduct include but are not limited to plagiarism, giving or falsifying of academic documents or materials, cheating, and the giving or receiving of unauthorized aid in tests, examinations, or other assigned schoolwork. Students may be dismissed from the program for acts of academic misconduct.

“Plagiarism” means the appropriation of any person’s work and the unacknowledged incorporation of that work in one’s own work offered for credit. This includes purchased or borrowed papers.

Cheating includes but is not limited to copying from another student’s test paper, using material during a test not authorized by the person administering the test, collaborating with any other person during a test, knowingly obtaining, using, buying, selling, transporting or soliciting in whole or part the contents of an unadministered test.

In instances 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.

For any student who wishes to report unfair treatment or campus conditions they can file a report online under [Student Conduct](#). (please see Student Complaint-Policy)

## Conflict of Conscience

A student who is asked or required to perform procedures during clinical or laboratory practice to which he/she objects because of religious, ethical, or personal convictions, should discuss this matter with their instructor. Resolution will be aimed to the mutual advantage of the clinical facility, Chattanooga State, and the student

## Discrimination and Harassment

Chattanooga State Community College does not authorize and will not tolerate any forms of discrimination or harassment. The College does not discriminate on the basis of race, color, religion, creed, ethnic or national origin, sex, disability, age, status as a covered veteran, and any other category protected by federal or state civil rights law related to the institutions and the office of the Tennessee Board of Regents. Please review the

[Harassment Policy](#) and [Title IX Policy](#) on the campus website for definitions and reporting procedures or please contact the Vice President of Organizational Culture and Engagement.

## COMMUNICATIONS

Please note all communication with instructors about your coursework should be through the eLearn email system. For assistance on how to use the eLearn Email tool, [use the Email help PDF](#)

For all other communication, the official email system used by the College is through TigerMail. This is accessible by clicking the email icon on the top right-hand side of your [TigerWeb student home page](#).

Students are expected to check their student email on a regular basis. Failure to do this is no excuse for missing an assignment, schedule change, activity, etc...

Students are expected to check eLearn for course announcements on a regular basis as well.

When student contact information changes (name, address, phone numbers) the student must make the change through TigerWeb Self-Service.

### Chain of Command

As in any organization, there are appropriate lines of authority and channels of communication. If a problem arises while in the MLT program, the channels of communication must be followed according to the sequence in the chain of command:

- I. Course Instructor  
Check eLearn for Instructor contact information
- II. Program Director  
Nicole Wilkins
- III. Dean of Nursing & Allied Health Division  
Dr. Martina Harris
- IV. Provost and Vice President for Academic Affairs  
Dr. Karen Eastman
- V. President of the College  
Dr. Rebecca Ashford

When this line of communication is not used and a higher positioned individual is contacted, the communication moves back down the chain until the person with the most

direct knowledge of the issue is contacted. At any time, a student finds that they cannot approach a specific individual in the chain of command, they should then reach out to the next person in line.

Contact information for individuals in the chain of command can be found utilizing ChattState's [Directory](#)

## Cell Phones

Personal communication devices are to be turned off or set to silent/vibrate during class or clinical. Students should not interfere with other students' learning by sending and/or receiving text messages during class or clinical. To minimize disruptions of the class, students are expected to wait until break in the event of an incoming call. It should be stressed to individuals who are able to contact students using one of these devices that it should only be used for emergencies during the time when the student is in class or clinical practice. Some clinical affiliates prohibit the use of cell phones in patient care areas. In these instances, students are expected to observe affiliate rules

## Emergency Phone Calls

Students who need to provide a number where they can be reached in case of an emergency should provide the following: Allied Health students – contact the Allied Health Division office: (423) 697-4450. Only emergency messages will be relayed to the student. If emergency calls are received when a student is not in a health career course, the call will be directed to the Student Services office, and they will attempt to contact the student. Students should leave their schedule with family members as office personnel are not allowed to reveal student schedules or verify a student's location. *Students should not use phones in faculty or division offices except in emergencies*

## Emergency Alert System

College officials recommend that students and employees sign up for the TigerAlert emergency alert system. This system will allow students, faculty, and staff to receive emails and cell phone messages concerning ongoing emergency situations as well as campus delays and closings. To receive these messages, sign up at [the Rave website](#). For additional information visit the [TigerAlert Guidelines webpage](#).

## Recording Devices

Students are not to assume the privilege of recording (auditory and/or visual) either guest presenters or faculty members in the program since there are many legal and ethical considerations to be addressed. Students **must obtain permission** to record from both the instructor and guest presenter. If granted permission to record, the recording is for the

**student's personal, educational use only** and is not to be reproduced and/or distributed in any media. In the event the instructor and/or guest presenter provides materials or pod casts, these are also intended for the student's personal educational use only and are not for reproduction and/or distribution in any media.

## ENVIRONMENTAL INFORMATION

### Classroom

During classroom instruction, students are allowed to have drink containers that have a lid and are allowed to have food if it does not disturb other students. Students must clean up after themselves and throw all trash away. Failure to do this or if it provides a disturbance will result in the instructor preventing any drinks or food being allowed in the classroom. Students are expected to review and be familiar with where all exits are located. Instructors will review emergency procedures on the first day of the course.

### Laboratory

During labs, students will wear the assigned personal protective equipment (PPE). This includes a barrier proof lab coat that is buttoned, non-latex gloves, and a protective face shield or use of splash shield when working with blood or potential aerosols in the lab. The instructor will enforce these guidelines in each class. The PPE will be provided by ChattState.

Biohazardous containers are used in every lab. Special containers (large puncture proof Sharp's containers) are plentiful for broken glass and needles from venipunctures. Large floor biohazardous containers are available in the classroom to put biohazardous waste in. These will be properly sealed and transported by a licensed Biohazardous waste company. A safety shower and eyewash station are in the MLT Lab.

Students will be instructed in handling biohazardous specimens and cleaning biohazardous and chemical spills in every MLT class.

**There is NO eating, drinking, or applying cosmetics (including ChapStick) or contact lens while in the MLT laboratory. Failure to follow this policy will result in a student being dismissed from the laboratory and a grade of zero '0' will be given for that day's assignment.**

## ATTENDANCE POLICY

Students are expected to come to class in-person and clinical prepared for each day's activities. This includes bringing the correct textbook, submission of any assignments which are due, materials for note taking, calculators and supplies to be used in lab or clinical. All lectures for the week are to be viewed prior to the start of class. Students should arrive prepared to ask and answer questions. A student may be dismissed from class or clinical if not prepared. The student may return once the situation is remedied.

### General Attendance Expectations

Punctual attendance is expected for scheduled lectures, laboratory and clinical days for each MLAB course. Absences for reasons other than illness or emergency will be closely scrutinized. Routine medical or dental appointments, well child check-ups, etc., should be scheduled outside of course time. According to each course's syllabus, excessive absences will result in implementation of corrective action or the [Disciplinary Policy](#) possibly resulting in dismissal from the course or program. **Excessive absenteeism**, which is 3 or more absences during the semester either on campus or at affiliate.

Tardy – arriving 5-30min late; 2 tardies = 1 Absence

Absence- arriving > 30 min late, No call/No Show

#### 1. Classroom

Students are expected to attend each class meeting and to arrive prior to the start of class as arriving late is disruptive. In the event that circumstances beyond his/her control prevent attendance, the student is responsible for notifying their instructor and/or program director in a timely manner.

Quizzes and short assignments may be given UNANNOUNCED during class times. Attendance may also be taken. If a student is not present when attendance is taken, the instructor will record the student as absent. If a student misses an unannounced quiz or assignment, there will be no opportunity for make-up unless the absence is excused.

Students who are unable to attend class are responsible for class materials and assignments.

#### 2. Laboratory

Absences from student laboratory sessions are unacceptable. Laboratory schedules require a “building block” approach in which skills learned in one lab are utilized as the “building block” of another. The skills learned in student laboratories (including host sites) are essential for entry into the rotations in a clinical laboratory to develop competency. Missed laboratory sessions are very difficult, and sometimes impossible, to recreate due to the nature of the samples or

supplies required. Make up labs to assess critical lab skills will be arranged at the discretion of the instructor. The amount of credit achieved for the activity will be at the discretion of the instructor.

### 3. Clinical

Absences from clinical practice are unacceptable. Regular and punctual attendance on all clinical days is required. Students should carefully review the attendance policies stated within the clinical courses syllabi. Absences or tardiness from clinical, whether on campus or offsite, for reasons other than health or emergencies will not be tolerated and the student will be subject to Corrective/Disciplinary actions which may result in withdrawal from the program. All students must assume responsibility for travel arrangements to class and to the various clinical facilities during the entire program. The student is expected to adhere to the traffic and parking regulations of the college and the clinical facility.

**Each missed clinical session must be made up before the end of the rotation.**

This can be done by staying late, coming in early, or on the weekends but students must have approval from the clinical site before making up clinical sessions.

ON TIME attendance is required at all scheduled clinical sessions.

Students are required to attend clinical rotations for approximately 16 hours per week in the fall semester and 36 hours per week in the spring semester. Clinical sites will determine working hours. These hours can be adjusted at any time by the clinical site; the program director and students will be notified.

Any absence must be reported by phone or clinical site student coordinator's preferred communication, prior to the beginning of the scheduled clinical session and to the program director by 9am.

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 clinical site for this option.

## GRADING AND ACADEMIC REQUIREMENTS

This is a competency-based program. Each student is expected to successfully demonstrate competency in classroom work, laboratory clinical skills and clinical rotation competencies. The syllabus for each course is published in eLearn online, on or before the first day of class and contains broad course objectives, course guidelines and the specific criteria for grade calculations. Grading criteria for each course is outlined in the course syllabi. All core MLAB courses require a minimum of 75% in both the lecture and the

laboratory components individually, even though the average of the two components may be 75% or greater.

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

A = 90-100%

B = 80-89%

C = 75-79%

D = 60-74%

F = 59% and below

It is expected that all prerequisite course work will be completed prior to registering for the designated course. Program officials reserve the right to make exceptions.

The student must achieve a minimum grade of “C” in all prerequisite academic course work of the degree plan and must meet all requirements established by the college for the Associate of Applied Science (AAS) degree.

In the Fall prior to expected graduation, students are expected to fill out an Intent to Graduate form, located in [Tiger-Web](#) under student forms.

Final grades will be posted by the deadline set forth by Chattanooga State. A grade of Incomplete will be given only in extenuating circumstances with consent of the faculty and the Program Director. If an incomplete is given for any MLAB course, that course must be repeated before the student can graduate from the MLT program.

For any student deciding to withdraw from a MLT course or the program, they should notify the program director immediately in writing. Students who fail to meet the requirements will not be allowed to register for the following courses and will be counseled about options, withdraw, and readmission.

## Testing and Exams

All tests, quizzes, and exams will be given during normal scheduled class time unless otherwise stated in the course syllabus. Students are expected to be on time and are expected to notify their instructor or the program director before a scheduled exam begins if they will be late or absent. Any student entering class late without notification may take the exam but will not be allowed additional time. No makeup exams will be given. If a student has an excused absence, their final exam grade will be counted in place of the missed exam.

Exam grades will be posted online in eLearn. The instructor will inform the class when to anticipate posting of exam grades.

Faculty are the content experts in the courses they teach. Once a test has been administered and analyzed, the faculty will decide as to the reliability and validity of the individual test questions. No further discussion of the reliability and/or validity of the test items will be entertained by the faculty. The grade earned by the student stands.

In addition to attending the scheduled test review, students scoring 75% or lower on any unit exam are strongly advised to make an appointment with their classroom instructor(s) prior to the next exam for academic counseling.

### Academic Counseling

Students have assigned instructors. Students experiencing difficulties in any aspect of the course are expected to contact their assigned instructor for the respective area as soon as possible for information about resources to promote success. In addition, faculty may initiate a formal student conference related to the student's lack of progress on achieving the identified learning outcomes.

Students who wish to drop classes or withdraw from the MLT program should follow official procedures and should contact their course instructor to discuss the impact of this decision. Failure to officially withdraw from a course along with failure to meet course requirements will result in the assignment of a failing grade for the course.

### Program Counseling

Students will meet once a semester for a one on one with the program director. This meeting will be conducted to help advise students on academic standing, program completion and as an opportunity for each student to raise any concerns they may have.

### Program Completion

To successfully complete the program and be awarded the associates of applied science in Medical Laboratory Technology, a student must meet the following:

1. Be in good standing with the college and within the program
2. Complete and successfully pass all courses as outline in the college catalog
3. Complete application to graduate no later than the beginning of their last semester.

### Program Probation

Students may be placed on program probation for grades or Professional, Ethical, Patient Safety or an Other Violation. A student will receive counseling before being placed on probation to give the student a chance to improve or rectify the cause for possible probation. Students will be notified in writing of probation status at a required meeting with

the program director. The program director will review the reason for probation and steps to achieve good standing and be removed from probation. If a student fails to meet the requirements outline at the meeting by the stated deadline it can result in a program dismissal.

## Program Dismissal

Students who have been dismissed from the program will be notified of the reason for their dismissal, under which classification the dismissal falls, their rights to appeal, and if eligible for readmission all in writing.

Dismissals from the program can fall under the following classifications and the appeal process is designated by college, division, and/or program policy and processes. During the appeal process students will not be allowed to attend program classes until a final decision is reached. If the dismissal is rejected, students will then be allowed to rejoin the course(s) and students will be given the opportunity to make up any missed work without penalty. Students who initiate an appeal are responsible for making sure they are prepared to rejoin the course(s) missed and can be successful.

## Grades

Students who make two “D” grades or one “F” grade will be dismissed from the program due to failure of meeting program progression standards. Students are eligible to apply for readmission. Students do have the right to appeal a grade by following the procedures

**NOTE:** *Course grades assigned by faculty members are final unless there is evidence that the grade was influenced by consideration of race, color, religion, sex, marital status, disability or national origin, arbitrary or capricious action or other reasons not related to the academic performance of the student. In all cases, the student shall assume the burden of proof with respect to the allegations*

1. Students wishing to appeal a grade resulting in program dismissal must notify the program director within 5 business days of notification of dismissal. If notification is not received within this time frame, the dismissal status remains unchanged, and no further action is available to the student.
2. Students starting the appeal process must provide documentation and appeal form to the program director within 5 business days of notification.
3. The program director will review the information provided one of the following outcomes will occur:
  - a. Grade remains as assigned and verdict of dismissal remains in effect.
  - b. Grade is changed and student is reinstated into the program

4. If a student requests further review, the student has 5 business days from the date the verdict is dated and delivered to request review by the NAH Division Dean.
5. The NAH Dean will have 15 calendar days to review documentation and speak with all parties involved. The Dean will then deliver their decision to the student, and a written copy will be provided to the student, course instructor, program director, records office, and the Vice President for Academic Affairs.
6. If a student requests further review, the student has ten (10) calendar days to send a copy of his/her written request, the Student Final Grade Appeal Request form, the evidence, and any other supporting data, correspondence, and/or records to the Student Academic Appeals Committee (SAAC) Chairperson. The Student Academic Appeals Committee will review all documentation and evidence to determine if a hearing is warranted. If so, the Student Academic Appeals Committee (SAAC) Chairperson shall notify the student, the instructor (and/or supervisor), the Department Head/Program Director, the Division Dean, and the Vice President for Academic Affairs of the time and location of the hearing. This hearing shall be held within 15 days of the receipt of the Student Final Course Grade Appeal Request and supporting documentation.
7. The final decision of the academic affairs office is final, and all options have been exhausted in the appeal process.

#### Professional, Ethical, Patient Safety or Other Violation

Students who are dismissed from the program for any professional, ethical, patient safety or other violation will be notified at their exit interview about the circumstances that have resulted in their dismissal. Documentation will be provided to the student on the steps taken to have prevented the dismissal and how their violation has resulted in failure to meet standards and/or policies as outlined in the Chatt State, NAH division, and the MLT program student handbooks. Students do have the right to appeal the decision for dismissal by following the procedures

1. Students must notify the program director within 5 business days of notification of dismissal. If notification is not received within this time frame, the dismissal status remains unchanged, and no further action is available to the student.
2. Students must provide evidence and documentation on how they did not fail to meet the standards and or/polices as outlined in the Chatt State, NAH

- division, and the MLT program student handbooks within 10 business days of notifying the program director of starting the appeal process.
3. The program director will review all evidence and speak with the student within 10 business days of receiving the notification. Possible outcomes are
    - a. The dismissal stands and nothing is changed
    - b. The dismissal is rejected, and the student will continue in the program but may be subject to probationary status.
    - c. The appeal can be elevated to the NAH Division Dean for further review.
  4. If a student requests further review, the student has 5 business days from the date the verdict is dated and delivered to request review by the NAH Division Dean.
  5. The NAH Dean will have 15 calendar days to review documentation and speak with all parties involved. The Dean will then deliver their decision to the student, and a written copy will be provided to the student, course instructor, program director, and records office. This decision is final, and all options have been exhausted in the appeal process.

## Readmission

1. **Only one readmission to the MLT program is permitted.** Requirements for initial admission to the MLT program must be met for a student to be considered for readmission. The MLT program director and faculty recommend readmission contingent upon the availability of space (no space is guaranteed for readmitted students) and the student's performance while in the program.
2. Students seeking readmission to the MLT program must have an exit interview and state their intention in writing to the MLT Program Director.
3. If two "D" grades or one "F" grade are received in MLT courses, the student will be dismissed from the program. These students are eligible for readmission.
4. Students dismissed by a clinical affiliate and the program for failure to follow policies or absenteeism will not be eligible for readmission to the MLT program.
5. Those students who fail to maintain a cumulative GPA of 2.5 may be considered for readmission to the MLT program only if significant improvement is documented (i.e. support courses, tutoring, or retake of science prerequisites) or by MLT faculty approval.
6. Students repeating MLT courses must repeat all aspects of the course.
7. Students may be notified of readmission by letter or TigerWeb email.

8. Students readmitted who have not been continuously enrolled must submit a new criminal background check, drug screen and physical exam form. Forms will be sent to the student when readmitted.
9. Readmitted students must complete all graduation requirements in effect for the program at the time of readmission.
10. Students readmitted to the MLT program will be required to retake some or all core courses based on the following
  - a. If readmitted less than 3 years from dismissal a student can challenge to not retake any course which they received a passing grade.
    - i. To challenge to keep credit for previous passed courses, a student will be required to take a cumulative exam over the material covered in that course. If the course includes a laboratory a student must also take a laboratory practicum that covers the material covered during the course. A student must pass both the exam and laboratory (where applicable) with at least a 75% each in order to not be required to retake the course.
    - ii. If a student is readmitted and does pass the exam and lab, they will wait till the next course(s) they need is offered and will begin at that time. The only exception are clinical practicums. Students will be required to retake all clinical practicums.
  - b. If more than 3 years from dismissal a student will be required to retake all core courses and will be finically responsible for retakes.

## DRESS CODE

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

- Properly fitting, clean, ChattState approved scrubs (Olive Color) with logo must be worn during all on-campus activities, labs, classes, and clinical practicums. Appropriate undergarments should be worn and undetectable through clothing. The fit of scrubs should allow for required movement of job performance without exposure of abdomen, chest, cleavage, or low back. Students may wear a solid color white or black long sleeve, light weight knit top under their scrub tops if weather or lab temperatures are lower than the student finds comfortable, or if the student needs coverage of tattoos.
- Feet and legs must be protected at all times during the program. (i.e. closed-toed shoes, and socks). Leather-type tennis or similar shoes are strongly recommended. Shoes must be closed toe and back with a non-slip sole. Sling backs, crocs or canvas shoes are not permitted.
- Hair must be clean and neat. A clinical site may object to certain dyed hair styles, and this should be respected. If the hair's length is at or below the shoulder, or if it tends to hang in the face, it must be drawn back, such as in a clip or band. 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. Artificial nails and nail jewelry are not to be worn. Chipped nail polish is not permitted.
- Students will also wear their student ID while on campus or site-issued name badge while at clinical rotations.
- Jewelry- two posts per ear only. Wedding rings and wristwatches are allowed. No other body jewelry (i.e. nose rings, lip rings) are allowed.
- 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. Tattoos will be covered if directed by the clinical site.

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. If a student is asked to leave a clinical site or class due to dress code violations that will be considered an unexcused

absence and can result in grade deductions. Repeated violations can lead to probation or dismissal from the clinical site and program.

## EXPENSES

The following are estimates only for students accepted into the Medical Laboratory Technology program. Please visit [ChattState's Financial](#) page for information on Tuition, Fees, Financial Aid, Scholarships, and Grants.

First Semester: Summer -10 Hours	In State	Out of State
Tuition & Fees	\$2,000	\$7,410
Nursing & Allied Health Fee	\$250	\$250
Textbooks & Supplies	\$400	\$400
Truescreen: MyRecord Tracker Fee	\$25	\$25
Uniforms*	\$250	\$250
Physical Exam & Vaccines**	\$300	\$300
<b>Subtotal</b>	<b>\$3,242.50</b>	<b>\$8,652.50</b>

\*Uniforms cost may be more depending on style and quality chosen

\*\*Physical Exam and Vaccines will vary based on individual health insurance, location, and provider

Second Semester: Fall-15 Hours	In State	Out of State
Tuition & Fees	\$2,506	\$9,322
Nursing & Allied Health Fee	\$375	\$375
Textbooks & Supplies	\$375	\$375
LabCE Membership	\$99	\$99
Liability Insurance	\$12	\$12
BLS Certification	\$60	\$60
Drug Screen	\$40	\$40
<b>Subtotal</b>	<b>\$3,467</b>	<b>\$10,283</b>

Third Semester: Spring-12 Hours	In State	Out of State
Tuition & Fees	\$2,386	\$8,878
Nursing & Allied Health Fee	\$300	\$300

Textbooks & Supplies	\$100	\$100
*Clinical Costs (Transportation, Meals, ect.)	Varies	Varies
National Board Certification Exam	\$225	\$225
State License (Optional)	\$60	\$60
Subtotal	\$3,071+	\$9,563+

\*These estimated expenses should be anticipated. All costs are approximate and may change without notice. This does not include costs related to driving to clinical sites. These costs will vary depending upon the student's place of residence and the location of the assigned clinical facility.

## Scholarships and Financial Aid

There are a variety of scholarships open to Chattanooga State students. Please visit the [Scholarship Website](#) for applications, deadlines, and requirements.

Financial Aid information can be found on the Chattanooga State Community College [Financial Aid website](#).

## LIABILITY INSURANCE

Students are required to carry Professional Liability Insurance for the Medical Laboratory Clinical courses.

- Coverage is only in effect while enrolled in MLAB courses
- The cost of liability insurance is the responsibility of the student
- Insurance is purchased through the [myChattState marketplace](#)
- Proof of current insurance must be handed in to the program director before the start of clinical rotations.
- Contact the program director for further information

# SAFETY POLICIES

## Standard Precautions

### Introduction

The Medical Laboratory field is one where an individual will be exposed to a variety of body fluids, blood, and tissue. As such, students are expected to follow universal precautions and practices to help keep themselves, other students, and faculty safe.

### Precautions

When handling blood and/or body fluids, students are to follow the established policies within the student lab or the agencies where clinical rotations are scheduled. All students involved in clinical experience which are not covered by specific agency policy and who are handling blood and/or body fluids must follow standard precautions to protect themselves, clients, classmates. Students must report any cuts, scrapes, wounds, skin rashes, dermatitis to the clinical instructor before performing any tasks that may involve exposure to blood or body fluids. Students must restrict direct contact if there is a lesion with drainage. Students must wear appropriate protective equipment when performing any task(s) that may involve exposure to blood or body fluids. All blood or body fluids should be considered infectious.

### Significant Exposure

Should a significant exposure to blood or body fluids occur the following policy will be implemented. High risk body fluids are defined by the CDC as blood, semen, vaginal secretions, cerebrospinal fluid, pleural fluid, peritoneal fluid, pericardial fluid, synovial fluid and amniotic fluid.

Significant exposures include:

- Any puncture of the skin by a needle or other sharp object that has had contact with a patient's blood or body fluids.
- Mucous membrane exposure (splash to eye or mouth) of blood or other body fluids.
- Cutaneous exposure involving large amounts of blood or prolonged contact with blood or body fluids, especially when the exposed skin is chapped, abraded, or afflicted with dermatitis. Bite wounds are included in this category.

## Exposure Procedures

1. Immediately following a significant exposure, the student shall inform the instructor.
2. If the exposure occurs in a healthcare facility with established guidelines for blood and body fluid exposure, those guidelines will be followed.
3. If the exposure occurs in a clinical lab setting or in a setting where guidelines have not been established, the student shall,

- i. Be referred to the student's physician or healthcare provider. It is recommended that the student seek referral within a few hours as chemoprophylaxis may be needed.
- ii. If patient source testing is recommended by the healthcare provider, Chatt State MLT program director, as well as the Dean of Nursing and Allied Health, will be notified.
- iii. All expenses incurred because of the management of, and follow-up of blood and body exposure will be at the exposed student's expense.

## Classroom/Laboratory Safety

Should an incident occur while a student is on campus, the following policies apply:

### Incidents, Illness or Accidents

In the event of an illness, accident, or incident which requires medical attention, the instructor along with Program Director and, if applicable, appropriate clinical personnel should be notified immediately. The Program Director or Division staff will contact Campus Security, who will report to the scene to access the situation and file appropriate paperwork.

For injuries or health problems that require treatment, but are non-life threatening, the following options should be considered:

- a. Treatment from an independent physician and/or facility of the individual's choice at cost to that individual

For life threatening or emergency situations, emergency services will be contacted, and the student will be financially responsible for expenses.

## Clinical Affiliate Safety

Should an incident occur while a student is performing assigned clinical responsibilities, the following policies apply:

### Incidents, Illness or Accidents

1. In the event of an illness, accident, or incident which requires medical attention, the Program Director and, if applicable, appropriate clinical personnel should be notified immediately. Students are considered guests in the clinical affiliates and are therefore responsible for securing and financing any medical treatment required because of accidental injury. The student must realize that although a medical facility may offer/suggest that the student receive treatment within the facility, a bill for any and all services rendered may result.

For injuries or health problems that require treatment, but are non-life threatening, the following options should be considered:

- b. Treatment from an independent physician and/or facility of the individual's choice at cost to that individual
- c. Treatment by the emergency department of the clinical facility at cost to the individuals

For life threatening or emergency situations, facility or college policy should be followed.

2. The Program Director and appropriate clinical personnel should be contacted immediately if any student is responsible for/or involved in an unusual incident in the clinical/laboratory assignment areas. Examples of such include, but are not limited to:

- I. Student, patient, staff or visitor injury or potential injury
- II. Formal complaints lodged against student
- III. Major equipment damage attributed to misuse by a student
- IV. Administering diagnostic procedure to wrong patient or performing wrong procedure
- V. Contamination of student or facilities
- VI. Incorrect or improper identification of patient records resulting in adverse consequence to patient

A Student Occurrence Report Form is to be submitted by the student and the clinical instructor to the Program Director within twenty-four (24) hours of the incident.

- In addition, the clinical affiliate's procedure for dealing with the incident must be strictly followed and the necessary reports completed and properly signed. Where permitted, the student will provide copies of clinical affiliate's occurrence report forms to the Program Director.

All students are individually responsible for obtaining adequate health insurance or for bearing any costs incurred for medical treatment while on campus or in assigned clinical facilities. It is recommended that all students have personal health insurance. Students wishing to purchase health insurance through a group policy should visit the [College's website](#) for more information.

# CLINICAL POLICES

## Introduction

Students must meet all requirements for clinical practice (pg. 13 *Requirements for Clinical Practice*) and follow all clinical expectations (pg.18 *Clinical Expectations*) as outlined in the [NAH Handbook](#)

Clinical course work allows students to apply the knowledge and skills obtained in the didactic component of the curriculum to real life experience in a clinical laboratory. The clinical courses are to provide students with clinical experience in and around Chattanooga, TN hospitals and clinic laboratories. Students may also be provided with real or computer simulated learning activities.

Clinical rotations must be viewed as a privilege, not a right. Training students is a very time-consuming endeavor due to the nature of the one-on-one training required at the bench. Training students slows down the work process in the department during the days that a student is on-site.

Students must have dependable transportation and may be required to travel for some clinical rotations. Rotations on evenings, nights or weekends may be required. Non-traditional shifts may be created to accommodate the clinical sites. All student rotations are designed such that students attain entry-level competency in specific laboratory skills.

The goal of the rotations are to allow students to practice under the guidance of qualified clinical staff to achieve entry-level competency in specific laboratory skills. The rotations are equivalent as all students must be checked off on all skills on their competency checklists.

Students will be held to the highest level of work ethics. Excellent attendance, following the policies of the clinical site assigned, reviewing of lecture notes, laboratory procedures, textbooks and attentiveness to instruction provided are high among the expectations. The goal of each rotation is that the student is able to perform entry-level work at the bench with minimum supervision in most areas, regardless of the time or location of the rotation. Personal relationships with clinical personnel are strictly forbidden.

Failure to comply will result in corrective or disciplinary actions.

## List of Clinical Affiliates

The program places students at the following locations for clinical/applied learning rotations.

CHI Memorial Hospital Glenwood Campus- Chattanooga, TN

Blood Assurance – Chattanooga, TN

Erlanger Baroness Hospital- Chattanooga, TN

Erlanger East Hospital- Chattanooga, TN

Bradley Medical Center- Cleveland, TN  
Starr Regional Medical Center- Athens, TN and Etowah, TN  
Rhea County Medical Center- Dayton, TN  
Advent Health Gordon- Calhoun, GA  
Atrium Health Floyd Medical Center- Rome, GA

### Assignment of Clinical Site Rotations

Students will submit a request in order of preference for three sites for clinical practicum rotation. However, clinical site assignments will be made by the MLT Program Director. Every attempt will be made to place a student at one of their chosen sites. There is no guarantee that students will get a clinical site that they desire. Students entering a career in Laboratory Medicine must be flexible and willing to travel to available sites. If clinical placement cannot be immediately guaranteed or if more than one student does not have a clinical placement, arrangements will be made for the students in the MLT Student Laboratory on campus to continue their clinical practicum rotations.

### 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 procedures. All test results reported by students must be verified by a qualified staff member. All efforts will be made to not assign a MLT student to a clinical affiliate if the student is currently employed at that location. If arrangements cannot be made to avoid this, then a clinical affiliate who 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.

### Severe Weather

Most hospitals and clinical sites do not close in cases of severe weather. In cases of severe weather, students are to contact the clinical site liaison for directions and if they will be excused or to come in late. If the clinical site point of contact cannot be reached, students should then contact the program director for further instruction. A student should not jeopardize their safety or others in cases of severe weather. If there is any disagreement on students traveling to/from their clinical site based on directions from the site liaison, students should reach out to the program director for clarification.

## Clinical Visitor

Students are permitted in the hospital in the role of “MLT Student” only during the designated clinical rotation and clinical preparation times. Additional time in the clinical laboratory must be arranged with the clinical instructor. When not in the role of “MLT Student,” students assume the role of visitor and abide by hospital and clinic regulations. Uniforms, lab coats, or name tags should not be worn while the student is in the role of visitor.

## Evaluations

Clinical evaluation will be based on the clinical objectives as stated on the “Clinical Objectives and Evaluations” for the course. Grading will be on a satisfactory/unsatisfactory basis.

The instructor will conduct both formative and summative clinical evaluation conferences. Students also have the option of requesting an evaluation conference at any time during the semester. Students must sign their clinical evaluation forms following each clinical conference. At the end of the semester, the student’s clinical evaluation form is filed in the student’s file in the program office.

Any student performing at an unsatisfactory level on any given day is to be notified on that day, if possible. If not possible, the student is to be notified within one week.

Unsatisfactory performance in clinicals will be documented in writing. The student will verify by signature that they have been informed that the grade for the day is unsatisfactory. If the student disagrees with the faculty documentation, the student may submit their own signed documentation.

The Program Director will be given a copy of the student notification and documentation of unsatisfactory clinical performance.

A final clinical grade of “fail” for a rotation will be assigned only after the Program Director’s review of the student’s performance and accompanying documentation related to the clinical experience.

Behaviors which may warrant an unsatisfactory rating include but are not limited to:

- Refusal to provide care for assigned patient.
- Behavior that endangers safety of self and/or others.
- Being impaired by alcohol or any other mind-altering substance.
- Misuse of documents or ID cards.
- Being unprepared for clinicals.
- Violating confidentiality.
- Failure to seek supervision when individual competence warrants consultation.
- Performing skills outside the student’s level of expertise or without faculty/preceptor supervision.

- Violation of policies of clinical agencies.

Any student who does not pass the clinical requirements will be assigned no higher than a “D” at the end of the semester. A “W” may be given to any student who withdraws by the official college-wide withdrawal date.

## INFORMED CONSENT

You will be participating in classroom, laboratory, or clinical activities in which learning requires student subjects as part of the training procedures and demonstrations. As part of your learning activities, you may be asked to perform a specific skill or be asked to be the subject of specific skills practiced by other students. Learning activities that use student subjects will be conducted under the direct supervision of the instructor who has been assigned to teach a Medical Laboratory Technology (MLT) course.

### Benefits

The experiences listed below have been selected because they are skills essential to the learning process and realistic practice is essential for optimum learning. Participation will enhance the learning process and the acquisition of technical skills. Clinical sites expect students to come in with basic blood collections skills and, at a minimum, have performed actual “live” venipunctures and capillary punctures on adult subjects. An alternative experience may not provide as realistic an opportunity to practice; therefore, may result in less effective learning.

### Risks/Discomforts

Participation may create some anxiety for you. Some of the procedures may create minor physical discomfort. Specific risks/discomforts are listed.

### Your Rights

You have the right to withhold consent for participation and to withdraw consent after it has been given. If you withhold consent, you will be required to participate in an alternative learning experience. If you do not participate in either the planned or the alternative activity, you will not be able to successfully complete the program. You may ask questions and expect explanations of any point that is unclear.

### Venipuncture

Students will be required to be the recipient of numerous venipunctures performed by fellow students under the direct supervision of MLT course instructor(s).

1. Benefits

- VII. Gain experience and expertise in performing venipuncture procedures using a variety of collection devices prior to performing the procedures on actual patients in the clinical setting.
  - VIII. Develop the interpersonal skills necessary to appropriately interact with patients.
2. Possible Risks and Discomfort
- a. Slight temporary pain with puncture.
  - b. Minimal risk of damage to a nerve, muscle or other soft tissues.
  - c. Minimal risk of introduction of infection into body tissues or vessels.
  - d. Bleeding that could result in a hematoma.

## Capillary/Dermal Puncture

Students may be required to be the recipient of one or more capillary punctures performed by fellow students for the purpose of obtaining capillary blood specimens under the direct supervision of MLT course instructor(s).

1. Benefits
- a. Gain experience and expertise in performing capillary punctures prior to performing the procedures on actual patients in the clinical setting.
  - b. Develop the interpersonal skills necessary to appropriately interact with patients.
2. Possible Risks and Discomfort
- a. Minimal possibility of infection if the area is not kept clean.
  - b. Slight temporary pain with puncture

## CONSENT AND ACKNOWLEDGEMENT FORMS

## Informed Consent

Student Name: \_\_\_\_\_ A# \_\_\_\_\_

My signature on this form indicates that I agree to participate in all required phlebotomy activities of the Medical Laboratory Technology Program.

I have been made aware of the possible risks and discomforts, benefits, and appropriate alternatives pursuant to my voluntary participation.

I agree to abide by the safety rules and regulations promulgated by Chattanooga State Community College Medical Laboratory Technology Program and the instructor(s) as they relate to my participation in these courses.

I understand that I will not be able to successfully complete the program if I do not participate in all planned activities.

I will make the Program Director aware of any pre-existing condition (i.e. seizure disorder, communicable disease) that I have that might place me or others at risk through my participation in the program. I further state that I am of legal age, legally competent to sign this agreement, that I have read and understand the terms of this agreement, and that I sign the agreement as my own free act. I have been provided with an opportunity to ask questions and be provided with answers

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

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

## MLT Handbook Acknowledgement

Student Name: \_\_\_\_\_ A#: \_\_\_\_\_

The MLT Student Handbook has been carefully reviewed, and I have had an opportunity to have my questions answered. My **INITIALS** next to each statement signifies my agreement to abide by the policies and procedures in this MLT Student Handbook. Print, sign and date in the space provided and submit to the program director.

\_\_\_\_\_ I have read and understand the policies contained in the Chattanooga State and Nursing & Allied Health handbooks and agree to comply with these policies while I am a student at Chattanooga State Community College.

\_\_\_\_\_ I have signed all forms from the Nursing & Allied Health handbook and turned them into the program office

\_\_\_\_\_ I have read and agree to comply with all student policies and procedures as outlined in the MLT Student Handbook. Furthermore, I will agree to and comply with the course requirements as listed in each course syllabus and student policies of the MLT program.

\_\_\_\_\_ 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 for mucous membrane or skin contact with blood, body fluids or tissues, or a potential for spills or splashes of them. I understand that if I fail to use available personal protective equipment, I may be subject to disciplinary action.

\_\_\_\_\_ I have been informed regarding the inherent health/safety hazards in the healthcare field and release ChattState from any liability for such hazards.

\_\_\_\_\_ I have read and agree that I can meet the technical standards and essential functions requirements, with or without reasonable accommodations as outlined in the MLT Student Handbook.

\_\_\_\_\_ I will complete all required clinical educational training modules and submit signed documentation to the Program as required

\_\_\_\_\_ By enrolling in a class with a clinical component, I acknowledge that ChattState may be required as a condition of my participation at an affiliated clinical site, to send certain information regarding me to a clinical affiliate, in compliance with rules, policies, and protocols of the clinical affiliate. Such information may include my immunization records, background check, personal or educational information about me that is reasonably required by the clinical affiliate's standard rules, policies, and protocols that apply to its employees. I knowingly consent to such a requirement and hereby authorize Chatt State to send such personal and educational information as may be reasonably required to the clinical affiliate.

\_\_\_\_\_As part of the accreditation process the MLT ChattState program must obtain information about graduate's entry level skills in all areas as a means of program improvement from their employer. I give my permission to the ChattState MLT program to obtain this type of information from my employer.

Unless you are seeking clarification to assist in understanding these expectations, you must print, sign, date and return this form by the stated deadline. Failure to initial sign and return this form does not excuse a student's responsibility to abide by the policies and procedures outlined in this handbook.

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

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

Student Name: \_\_\_\_\_

A#: \_\_\_\_\_

## Video/Photograph Release Form

Student Name: \_\_\_\_\_

A#: \_\_\_\_\_

I hereby grant Chattanooga State Community College MLT program the irrevocable right and permission to use photographs and/or video recordings of me on college and other websites and in publications, promotional flyers, educational materials, derivative works, or for any other similar purpose without compensation to me.

I understand and agree that such photographs and/or video recordings of me may be placed on the Internet. I also understand and agree that I may be identified by name and/or title in printed, Internet or broadcast information that might accompany the photographs and/or video recordings of me. I waive the right to approve the final product. I agree that all such portraits, pictures, photographs, video and audio recordings, and any reproductions thereof, and all plates, negatives, recording tape and digital files are and shall remain the property of ChattState.

I hereby release, acquit and forever discharge the State of Tennessee, the University, its current and former trustees, agents, officers and employees of the above-named entities from any and all claims, demands, rights, promises, damages and liabilities arising out of or in connection with the use or distribution of said photographs and/or video recordings, including but not limited to any claims for invasion of privacy, appropriation of likeness or defamation.

I hereby warrant that I am eighteen (18) years old or more and competent to contract in my own name or, if I am less than eighteen years old, that my parent or guardian has signed this release form below. This release is binding on me and my heirs, assigns and personal representatives.

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

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

(If required)

Parent/Guardian Signature: \_\_\_\_\_

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



# MLT Student Occurrence Report

**Include critical incidents, accidents, exposure to hazardous substance/disease, needle stick (Must be submitted to Program Director within 24 hours of occurrence)**

**Please Print**

Name \_\_\_\_\_ Occurrence Date & Time \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Sex \_\_\_\_\_ Social Security Number \_\_\_\_\_ Birth Date \_\_\_\_\_  
Telephone Number \_\_\_\_\_ Report Date \_\_\_\_\_  
Location of Occurrence \_\_\_\_\_

Description of Occurrence (Brief objective statement of facts)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Affiliate Official Notified at Time of Occurrence (Name): \_\_\_\_\_

Program Director/Instructor Notified at Time of Occurrence (Name): \_\_\_\_\_

Treatment (for patient or student):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Rendered by; \_\_\_\_\_

Refused Treatment (Give Reasons)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Measures Taken to Prevent Reoccurrence:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Disposition:

Returned to Assignment     Hospitalized     Released to Home     Fatality  
 Other (explain): \_\_\_\_\_

1. Witnessed by (Please Print)

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

2. Witnessed by (Please Print)

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

**Signatures:**

Completed by \_\_\_\_\_ Date \_\_\_\_\_

Affiliate Official \_\_\_\_\_ Date \_\_\_\_\_

Program Director \_\_\_\_\_ Date \_\_\_\_\_

Reviewer Comments