



PHLT 1050 Clinical Practice
Course syllabus
Summer Semester 2016

Semester: Summer 2016
Course Title: PHLT 1050 Clinical Practice
Course Number: PHLT 1050
Credit Hours/ Minutes: 5/11,250 minutes
Class Location: 739
Class Meets: Wednesday 9-11am Swainsboro
CRN: 60124

Instructor: L. Hammock, MT,(AMT)
lmhammock@yahoo.com cell 478-494-0055
FULL TIME CONTACT/ADVISOR: Cynthia Williams,
MS,MT, (AMT) (HHS)
Office Hours: By appointment
Office Location: 719
Email Address: cwilliams@southeasterntech.edu
Phone: 912-538-3183
Fax Number: 912-538-3106

REQUIRED TEXT: *Phlebotomy, Work Text and Procedures Manual*, 4th edition Saunders

REQUIRED SUPPLIES & SOFTWARE:

- Notebook
- Pens
- Uniform consisting of: **a black uniform top and black uniform pants**
- **White lab coat**
- White or black duty shoes
- Updated school ID with HCA-Phlebotomy.

COURSE DESCRIPTION: Provides work experiences in a clinical setting. Emphasis is placed on enhancing skills in venipuncture techniques. Topics include: introduction to clinical policies and procedures and work ethics; routine collections: adult, pediatric, and newborn; and special procedures.

MAJOR COURSE COMPETENCIES: Introduction to Clinical Policies and Procedures and Work Ethics; Routine Collections: Adult, Pediatric, and Newborn; Special Procedures

GENERAL EDUCATION CORE COMPETENCIES: STC has identified the following general education core competencies that graduates will attain:

- A. The ability to utilize standard written English.
- B. The ability to solve practical mathematical problems.
- C. The ability to read, analyze, and interpret information.

All students pursuing a degree, a diploma, or a Technical Certificate of Credit with a General Education component will be required to pass the General Education Competency Exams prior to graduation.

PREREQUISITE(S): All program curriculum courses including PHLT 1030

COURSE OUTLINE:**Learning Outcomes****Introduction to Clinical Policies and Procedures and Work Ethics.**

Order	Description	Learning Domain	Level of Learning
1	Explain the physical layout of the facility.	Cognitive	Comprehension
2	Explain and practice appropriate workplace safety procedures.	Cognitive	Comprehension
3	Explain and practice clinical codes, personnel policies, and departmental policies and procedures.	Cognitive	Comprehension
4	Demonstrate appropriate human relations/work ethics behaviors and characteristics that will promote harmony, productivity, accuracy, and effectiveness in a health care setting.	Cognitive	Application

Routine Collections: Adult, Pediatric, and Newborn

Order	Description	Learning Domain	Level of Learning
1	Select and identify the various pieces of equipment used in blood collection procedures and describe their use.	Cognitive	Knowledge
2	Identify and process the various requests associated with the venipuncture procedure.	Cognitive	Knowledge
3	Identify the patient.	Cognitive	Knowledge
4	Demonstrate appropriate patient contact techniques.	Cognitive	Application
5	Demonstrate appropriate communications skills in a health care setting.	Cognitive	Application
6	Collect appropriate amounts of blood in the proper tube needed to perform each test, according to laboratory method.	Cognitive	Application
7	Locate and identify the various veins used in venipuncture performance.	Cognitive	Comprehension
8	Collect specimens in a professional manner using the vacutainer, syringe, and/or skin puncture methods, without causing undue discomfort to the patient.	Cognitive	Application
10	Demonstrate skills learned on the job as relative to computerized patient routing and data entry in a health care setting.	Cognitive	Application

Special Procedures

Order	Description	Learning Domain	Level of Learning
1	Perform appropriate specimen collections as relative to a health care setting.	Cognitive	Synthesis
2	Collect blood cultures using sterile techniques.	Cognitive	Application

3	Collect micro samples for various chemistry and hematology tests on children and adults when appropriate.	Cognitive	Application
4	Make peripheral blood smears (e.g., differentials, reticulocytes, and malaria smears).	Cognitive	Knowledge
5	Perform bleeding time and GTT.	Cognitive	Synthesis
6	Instruct a patient to collect a clean-catch urine specimen.	Cognitive	Application
7	Process and prepare specimens for reference lab testing.	Cognitive	Knowledge
8	Demonstrate appropriate communication skills in a health care setting.	Cognitive	Application
9	Demonstrate skills learned on the job as relative to computerized patient routing and data entry in a health care setting.	Cognitive	Application

STUDENT REQUIREMENTS: All fees and immunizations must be complete before attending clinical rotation!

Time: Students must complete **200** clinical hours. **Students must keep a weekly time sheet to be signed by the clinical site preceptor. ORIGINAL** Time sheets **in blue ink** must be turned in to the course instructor every two weeks. Phlebotomy Procedures: Students must obtain venipuncture and capillary punctures. The procedure must be documented and signed by the clinical preceptor. Time sheets and documentation forms will be provided by the course instructor.

Failure to complete **200** clinical hours and/or obtain 50 venipunctures, and 5 capillary punctures successfully will result in a grade of “F” for the course.

Students are not allowed to attend clinical sites where a family member is employed. Students are also not allowed to attend clinical sites where they are currently employed.

Students are also required to attend class 1 day on alternate weeks for the required weeks during the semester. A student can miss a maximum of **1 day of class**.

Students are expected to follow all policies and procedures outlined in the Phlebotomy Program Handbook and the College Catalog and Handbook. Failure to do so may result in failure or dismissal from the course/program.

CLINICAL SITE PLACEMENT:

After successful completion of PHLT 1030 students are allowed to attend a clinical site in order to meet the requirements for PHLT 1050. Students are not guaranteed a clinical site within close driving distance to their residence. Students may be required to travel to other counties outside of their home community. Clinical site placement is at the discretion of the instructor and is non-negotiable. **Students may not contact a clinical site for placement.**

Additional Student Requirements for class and/or lab:

- Be on time. Class starts promptly, plan to be at the classroom or clinical site at least 15 minutes before the scheduled class start time.
- Be prepared every day: This means you have: **ALL** assignments completed to include journal, venipuncture record, **ORIGINAL** time sheets in **blue ink**, textbook, as well as any other required materials.
- **Dress Code: Uniform is black top and pants. Wear a lab coat with the school patch on the left shoulder.**
- Behavior: Be courteous at all times. Inappropriate behavior will NOT be tolerated and would be grounds for immediate dismissal from class/lab. Treat everyone with kindness and respect. This is essential during the class and clinical experience.
- Fingernails: not to be longer than the tips of your fingers, no artificial nails including gel or acrylic will be permitted in the lab or clinical setting.
- ***ANYTHING YOU DO IN THE LAB/CLINICAL AREA REQUIRES PERMISSION FROM YOUR INSTRUCTOR.***
- ***Cell phone use is strictly prohibited in the classroom or lab area. Cell phones are also NOT to be used in the hallways outside of the classrooms. You are not to leave the classroom or lab to use any cell phone.***
- All personal business and hygiene needs should be tended to before starting a test. No student will be allowed to leave the room during a test for any reason. If a student chooses to leave during a test, the test is considered finished. Any parts of the test that are not complete will be marked wrong. A student will NOT be allowed to finish the test or make-up any part(s) of the test.

Classroom/Laboratory

- Tests and assignments must be completed on the specified date (see lesson plan). Late time sheets, venipuncture record, and journals will have one letter grade deducted each day late. Students are also responsible for policies and procedures in the STC Catalog and Student Handbook and Phlebotomy Handbook.
- Students must demonstrate proficiency of **ALL** skills in accordance with the skills competency evaluation forms. These skills are evaluated by an instructor during classroom and lab times. It is important that individuals are present when the skills are being taught and are also present for lab assignments. If an individual is absent on the day when the skills are tested, an unsatisfactory grade may be given. Skills evaluations may be unannounced. Individuals are usually given several opportunities during the formative period to demonstrate satisfactory skill performance.
- Failure to meet the grade requirements or failure to demonstrate proficiency of a skill or skills will result in immediate dismissal from the course.
- Safety is of the utmost importance. Each student is expected to adhere to the Classroom/Laboratory/Clinical site Rules and Regulations.
- During an examination, students are required to place all textbooks and personal property on the counter located in the back of the classroom. Students are to be seated with an empty seat between each student. No talking is allowed once the test begins. Students found with their cell phone or any other personal communication device during a test will be considered cheating and given a zero for the test grade. If a student is tardy on test day, he/she will need to enter quietly and they will only have the amount of time (per instructor's discretion) to take the test. If they do not arrive on time, they may not be able to finish in the time allowed and it would conceivably affect their grade. If they do not enter quietly, the instructor has the right to refuse allowing them to take the test.

- A physical exam with required documentation of immunizations will be required to begin PHLT 1050 (the deadline will be set by the instructor, if the deadline is not met, the student will not be allowed to return to class and will be counted absent until the required documentation is submitted).
- Students will be required to be “Fit Tested” prior to beginning PHLT 1050. This is required by the TCSG infection control policy. The fitting will be set up by the instructor. The cost will be \$20.00 to be paid by the student at the time of the fitting.
- A criminal background check and urine drug screen will be required prior to beginning PHLT 1050. **(the deadline will be set by the instructor, if the deadline is not met, the student will not be allowed to return to class and will be counted absent until the required documentation is submitted)**
- Students must have a current American Heart Association Health Care Provider CPR card prior to beginning PHLT 1050.

HEALTH DOCUMENTATION AND CPR

All students must submit a copy of required immunizations and an active American Heart Association Health Care Provider CPR card. It is the student’s responsibility to keep these items up-to-date. If any of these items are expired, the student will not be allowed to go to clinical and will be counted absent.

FIT TESTING: All students who have clinical component or are required by the TCSG infection control policy to get fit tested. The instructor will contact Tommy Jenkins at EDC (912-538-3200 or e-mail) and set up a time. Students will need to go to the EDC for the testing and the cost is \$20.00. The fit testing must be complete in order to begin clinical time.

ATTENDANCE GUIDELINES: Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and also interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of F and face financial aid repercussions in upcoming semesters.

ADDITIONAL ATTENDANCE PROVISIONS

Health Sciences

Requirements for instructional hours within Health Science programs reflect the rules of respective licensure boards and/or accrediting agencies. Therefore, these programs have stringent attendance policies. Each program’s attendance policy is published in the program’s handbook and/or syllabus which specify the number of allowable absences. All provisions for required make-up work in the classroom or clinical experiences are at the discretion of the instructor.

Attendance is counted from the first scheduled class meeting of each semester. To receive credit for a course a student must attend at least 90% of the scheduled instructional time. Time and/or work missed due to tardiness or absences must be made up at the convenience of the instructor. Any student attending less than the required scheduled instructional time (90%) may be dropped from the course as stated below in the Withdrawal Procedure.

Tardy means arriving after the scheduled time for instruction to begin. Early departure means leaving before the end of the scheduled time. Three (3) tardies or early departures equal one (1) absence for the course.

For this class, which meets 1 day biweekly for 10 weeks, the maximum number of days a student

may miss is 1 day during the semester.

WITHDRAWAL PROCEDURE: Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be assessed due to the withdrawal. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

Remember - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

SPECIFIC ABSENCES: Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

SPECIAL NEEDS : Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Jan Brantley, Room 1208 Swainsboro Campus, 478-289-2274, or Helen Thomas, Room 108 Vidalia Campus, 912-538-3126, to coordinate reasonable accommodations.

PREGNANCY:

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with the Special Needs Office. Swainsboro Campus: Jan Brantley, Room 1208, (478) 289-2274 -- Vidalia Campus: Helen Thomas, Room 108, (912) 538-3126.

MAKEUP GUIDELINE: All missed clinical time must be made up prior to the end of the semester for a total of 200 hours for the course.

ACADEMIC DISHONESTY POLICY: The STC Academic Dishonesty Policy states *All forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline.* The policy can also be found in the *STC Catalog and Student Handbook.*

Procedure for Academic Misconduct

The procedure for dealing with academic misconduct and dishonesty is as follows:

--First Offense--

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

--Second Offense--

Student is given a grade of "WF" for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

--Third Offense--

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION: Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era or citizenship status, (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

GRIEVANCE PROCEDURES: Grievance procedures can be found in the Catalog and Handbook located on STC's website.

ACCESS TO TECHNOLOGY: Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the STC website at www.southeasterntech.edu

GRADING POLICY:

Venipuncture Record (minimum requirement; 50 venipunctures, 5 capillary punctures)	25%
Skills Competency Checklist	20%
Preceptor Evaluations (Mid-term & Final)	20%
ORIGINAL Time Sheets in blue ink (minimum requirement of 200 hours)	25%
Weekly Journal Entries	10%
Total	100%

Grading Components requirements are outlined in the Phlebotomy Program Handbook provided by the course instructor.

Journal Entries: Journal entries will be reviewed **each class** by Ms. Hammock. All students are required to keep a clinical journal. These should include at least two entries per week. Each journal entry should describe a clinical experience in which the student found significant. The clinical experiences should describe laboratory episodes which stimulated the student's thinking. For each journal entry you are to discuss the following 4 points:

1. Describe the test drawn and specimens collected (Do not violate HIPAA)
2. Describe any situations encountered. Describe what you might do differently when faced with a similar situation.
3. Identify previously learned knowledge/clinical experiences (those that helped in this situation).
4. Describe your professional strengths and weaknesses. Include thoughts, perceptions and feelings.

NO ASSIGNMENTS OR AVERAGES WILL BE ROUNDED UP.

(Example: 69.3 or 69.9 will be entered as 69)

GRADING SCALE

- A: 90-100
- B: 80-89
- C: 70-79
- D: 60-69
- F: 0-59

TCSG GUARANTEE/WARRANTY STATEMENT: *The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.*

Phlebotomy 1050- Clinical Practice Summer Semester 2016 - Lesson Plan Lesson plan is subject to change at the instructor's discretion. Students will review the chapters each week. Students attend class on odd number weeks.				
	Chapter / Lesson	Content	Assignments Tests	*Competency Area
Week 1 May 18				
Week 1	Ch 3 Ch 4 Ch 18	First day of class Introduction to course syllabi, rules, HIPAA, Completion of all forms <i>Venipuncture procedure refresher</i> Ch 3 Safety Ch 4 Infection Control Ch 18 Quality Phlebotomy Importance of Wearing Proper PPE Contact with Bloodborne Pathogens Proper patient identification	Review all skills and procedures taught in PHLT 1030 prior to first day of clinical rotation	Course: 1-3 Core: A,B,C
	Ch 8 Ch 9 Ch 10	Clinical discussion Ch 8 Venipuncture Equipment Ch 9 Routine Venipuncture Ch 10 Dermal Puncture	Complete clinical hours as scheduled Complete all required clinical paperwork	
Week 3 June 1				

Phlebotomy 1050- Clinical Practice

Summer Semester 2016 - Lesson Plan

Lesson plan is subject to change at the instructor's discretion.

Students will review the chapters each week. Students attend class on odd number weeks.

	Chapter / Lesson	Content	Assignments Tests	*Competency Area
Week 3	Ch 11 Ch 12 Ch 14	Clinical discussion Ch 11 Venipuncture Complications Ch 12 Blood Collection in Special Populations Ch 14 Special Collections and Procedures	Complete clinical hours as scheduled Complete all required clinical paperwork	Course: 1-3 Core: A,C
	Ch 15 Ch 16	Clinical discussion Ch 15 Special Non-blood Collection Procedures Ch 16 Specimen Transport, Handling, and Processing		
Week 5 June 15				
Week 5	Ch 17 Ch 19	Clinical discussion Ch 17 Point of Care Testing Ch 19 Legal Issues in Phlebotomy Clinical discussion Preparation for Mock Certification	Complete clinical hours as scheduled Complete all required clinical paperwork	Course: 1-3 Core: A,B,C
Week 7 June 29				
Week 7		Clinical discussion Mock Certification Exam in Class	Complete clinical hours as scheduled Complete all required clinical paperwork	Course: 1-3 Core: A,B,C
Week 9 July 20				

Phlebotomy 1050- Clinical Practice

Summer Semester 2016 - Lesson Plan

Lesson plan is subject to change at the instructor's discretion.

Students will review the chapters each week. Students attend class on odd number weeks.

	Chapter / Lesson	Content	Assignments Tests	*Competency Area
Week 9		Clinical discussion Mock Certification Exam Results Turn in final clinical paperwork Final Clinical Discussion	Complete clinical hours as scheduled Complete all required clinical paperwork	Course: 1-3 Core: A,C
Finals! Week 10 July 27				

MAJOR COURSE COMPETENCIES:

- (1) Introduction to Hospital Policies and Procedures and Work Ethics
- (2) Routine Collections: Adult, Pediatric, and Newborn?
- (3) Special Procedures

General Education Core Competencies:

- (A) The ability to utilize standard written English.
- (B) The ability to solve practical mathematical problems.
- (C) The ability to read, analyze, and interpret information.

Level I Infractions

1. Possession of or under the influence of illegal drugs or alcohol while at the clinical site or in the lab.
2. Theft, abuse, misuse, or destruction of the property or equipment of any patient, visitor, student, hospital employee, or hospital.
3. Disclosing confidential information about any patient.
4. Immoral, indecent, illegal, or unethical conduct on clinical site premises.
5. Possession of weapons, or wielding or threatening to use any type of weapon on hospital or College property.
6. Engaging in disorderly conduct that could ultimately threaten the physical well being of any patient, visitor, student, and hospital or College personnel.
7. Improperly recording clinical time on one's own or another's time sheet.
8. Verbal assault or physical battery on any patient, visitor, student, and hospital or College personnel.
9. Misuse or falsification of patient, student, and hospital or College records.
10. Removal of patient, student, and hospital or College records without authorization.
11. Practicing beyond the scope of clinical objectives.
12. Accusations of sexual harassment or sexual misconduct (pending appeal).
13. Failure to comply with HIPAA regulations.
14. Dismissal from a clinical site.

Student, instructor and Director will meet to discuss infraction and review documentation. If not resolved, the students may file an appeal with the Dean of Health Care Sciences. Students who violate any of the identified infractions under Level I will receive a failing grade and be immediately dismissed from the program. Students or persons acting on their behalf may not contact the clinical site or employees of the clinical site if an infraction occurs. Instructor, Director and Dean will mediate all infractions.

Level II Infractions

1. Leaving the clinical area without proper authorization.
2. Sleeping during scheduled clinical hours or lab hours.
3. Insubordination and/or refusal to obey orders.
4. Inconsiderate treatment of patients, visitors, students, and hospital or College personnel.
5. Failure to notify the Clinical Instructor when you are going to be tardy or absent from clinic. (This situation is considered a No-Call No-Show and is a very serious infraction)
6. Failure to be ready for clinical assignment at the starting time or reporting to clinical at the incorrect time.
7. Reporting to the wrong clinical site.
8. Failure to perform responsibilities or to exercise reasonable care in the performance of responsibilities.
9. Unauthorized use of equipment.
10. Unauthorized soliciting, vending, or distribution of written or printed matter.
11. Individual acceptance of gratuities from patients.
12. Inappropriate dress or appearance (Dress Code Policy Violation).
13. Misuse of College or hospital property.
14. Failure to abide by the Clinical Attendance Policy.
15. Excessive tardies or absences. (does not include absences in excess of 10% rule)

16. Smoking in uniform or during clinical hours.
17. Taking excessive breaks and/or extended lunches.
18. Knowingly reporting sick (examples, vomiting, diarrhea, fever, chills) to a clinical site.
19. Contacting a clinical site evaluator to discuss an evaluation.
20. Possession and/ or use of a cell phone, pager, or linc in a clinical site.

For students who violate the identified infractions under Level II, the following course of action will take place:

First Violation

The instructor will provide the student with a verbal and written description of the conduct and performance observed at the clinical site. Some conduct and behavior may necessitate immediate dismissal of the student from the academic or clinical area. A specific written remediation plan will be developed, and signed by the student and the faculty. This remediation plan will address the unsafe, unethical, and/or unprofessional conduct and performance in order to prevent repetition. In the event of unsatisfactory skills performance, a laboratory skills referral will be made. Either student or faculty may initiate the skills lab referral. Students will receive a “one letter grade” deduction in the final course grade.

Second Violation

When a student fails to completely comply with the specifications of the remediation plan, or if the identified conduct and performance continues, the student will be dismissed from the academic or clinical areas and the situation will be referred to the Dean of Health Sciences. A conference will be held with the Dean of Health Sciences, Program Director, Instructor and student to discuss the infraction(s). Students failing to comply with the program policies, procedures, and discipline plans shall be dismissed from the program and shall receive an unsatisfactory clinical evaluation and an “F” grade for the course. Students dismissed from the program for unsafe, unethical, and/or unprofessional conduct or performance may initiate the grievance according to college policy as outlined in the STC Catalog and Handbook. (Students attaining two Level II Infractions will be dismissed from the program). It should be understood that sufficient and proper documentation will be maintained for all violations.

**Southeastern Technical College
Phlebotomy Program**

I _____ have read and understand the syllabi, Level 1 and Level 2 infractions, and all requirements for PHLT 1050.

I have also been given the opportunity to ask questions to clarify any requirements listed on the syllabi. I agree to follow the guidelines and rules listed on the syllabi, STC college catalog, and Phlebotomy Handbook

I have been given a copy of the Phlebotomy Handbook. I am aware that the Phlebotomy Handbook is also located on the college's "M" drive in the Phlebotomy folder.

Print Name

Student Signature

Date

SOUTHEASTERN TECHNICAL COLLEGE PHLEBOTOMY PROGRAM

READ, SIGN, and turn in initialed documents. These identical pages are also in your Phlebotomy Student Handbook

Clinical and/or Laboratory Education Guidelines

OVERVIEW:

The clinical experience will provide students the opportunity for hands-on training in a variety of health care facilities. STC instructors and assigned preceptors will provide supervision and guidance in the clinical settings. Clinical practice is scheduled during days, evenings, and weekends at facilities throughout the region. Clinical attendance is required for completion of the program. Because clinical schedules are not flexible, students will need to work their schedule around these times, have dependable childcare, and have access to dependable transportation. Students should also plan for additional time outside of the printed schedule for practice, clinical preparation, and study.

Medical Liability Insurance _____(Initials)

All students enrolled in the Phlebotomy Program are required to have Medical Liability Insurance. This insurance must be purchased through Southeastern Technical College's business office. (This liability insurance does not cover the student for outside employment.) Students will not be allowed in the clinical area until payment has been made and documented. A copy of the receipt should be turned into the Clinical Instructor and placed in the student's file.

ATTENDANCE/REQUIREMENTS

Clinical Hours: _____(INITIALS)

Will vary with clinical placement and may include twelve or eight-hour shifts. Usually students are scheduled Monday thru Fridays but, may include weekends or evenings.

Student clinical schedules are designed around the hours of operation and convenience of the clinical site(s). It is the sole responsibility of the student to make arrangements in order to meet the clinical scheduling needs of the assigned site. If the student is unable to meet the scheduling needs, then he/she will not be able to attend the clinical rotation and will not be able to complete the program. This includes but is not limited to the following: clinical schedule conflicts with student work schedule, child care, transportation problems, and travel distance to clinical site.

Appropriate clinical sites and scheduled clinical shifts will be determined by the instructor, and clinical instructor/ preceptor.

Students are required to complete a minimum of 200 clinical hours. Failure to complete at least 200 clinical hours will result in failure of the PHLT 1050 course.

CLINICAL DOCUMENTATION REQUIREMENTS

Time Sheets: _____ (INITIALS)

Clinical time must be accurately recorded on the PHL Time Sheet. Preceptors will sign the time sheet for documentation in blue or colored ink. Students must only use the time sheet from the PHL handbook.

Students are responsible for having time sheets signed by the clinical preceptor each week. At the end of the two-week period the time sheet is submitted to the course instructor. If a student fails to turn in the completed time sheet on the due date, the student will not be allowed to return to clinical until

the time sheet has been submitted and approved by the instructor or full time instructor contact. The student will also drop one letter grade for the course for each time the time sheet is late. If a student is not able to attend class on the day that time sheets are due, it is the student's responsibility to get the time sheet to the instructor or full time contact before returning to clinical. The student may also fax the time sheet to 912-538-3106 in the event they will not be able to attend class. If this occurs, the student is not to return to clinical until they receive permission from the instructor or full time contact. Students are responsible for the accuracy of their time sheets. White out is not to be used on time sheets. Any time sheet with white out will NOT be accepted. Remember to correct mistakes with one line drawn through the mistake and initial.

The instructor reserves the right to verify all information submitted on time sheets.

Journal: _____ (INITIALS)

Students must maintain a journal of clinical experience. A notebook should be kept with **daily reflections** of clinical observations and experiences. Journals will be checked by the course instructor **weekly**. If the journal is late the student will drop one letter grade for the course.

Venipuncture Record: _____ (INITIALS)

The required venipuncture record must be maintained and signed by the clinical preceptor documenting the minimum requirement of 50 successful venipunctures and 5 successful capillary punctures. Required form located in the Appendix. You may NOT use white out. Remember to correct mistakes with one line drawn through the mistake and initial. Keep DAILY documentation of venipunctures! The instructor will check venipuncture records each week. **If the venipuncture record is late the student will drop one letter grade for the course. The instructor reserves the right to verify all information documented on the venipuncture record.**

Skills Competency Checklist: _____ (INITIALS)

The competency Skills Check-Off Sheet should be dated and initialed by the preceptor upon successful demonstration of the skill in the clinical setting. Skills sheets must be turned in to the course instructor upon completion of the course. Required form located in the Appendix.

Midterm Preceptor Evaluation and Final Preceptor Evaluations: _____ (INITIALS)

Mid-term and Final evaluations must be signed by the preceptor, sealed in a STC envelope provided by the course instructor, signed by the evaluator across the seal of the envelope, and delivered to the instructor on time or one letter grade will be deducted. Evaluations will not be accepted if those requirements are not met and the student will receive a grade of zero. Additionally, until the late mid-term evaluation is received and reviewed by the instructor, the student is NOT to return to the clinical site.

Clinical Assignments _____ (INITIALS)

All students are required to maintain a clinical notebook. The clinical notebook will contain a current copy of the Phlebotomy Handbook, Competencies Skills Checklist, journal, time sheets, venipuncture record, Performance Evaluations, copies of PE, immunizations, PPD, CPR certification, and other documents as directed by the Clinical Instructor. This notebook is to be kept with the student at the clinical site.

All clinical assignments must be turned in according to the established deadline. Students are responsible for adhering to all established deadlines. Late assignments will receive one letter grade deduction. Assignments must be completed and turned in to prove competency related to documentation.

Clinical Sites and Family: _____ (INITIALS)

Students are NOT allowed to perform clinical rotations at a site where a family member is employed.

Student Employment at a Clinical Site: _____ (INITIALS)

Students are not allowed to perform clinical rotations at a site where they are currently employed.

Students are not allowed to be paid for clinical hours.

Clinical Attendance: _____ (INITIALS)

A good attendance record for the clinical portion of the program is important for several reasons. First, clinical rotations provide the experience and practice necessary in developing clinical skills and problem-solving ability. Second, potential employers are most concerned about the attendance records of applicants. Third, the clinical facilities view clinical rotations as an opportunity to “audition” future employees.

Any absences from clinical sites will affect the student’s clinical education. All absences must be made up at the clinical facility where the time was missed. No student should ask to be assigned for make-up clinical time at any facility other than the one where the clinical time was missed. Clinical absences in excess of 10% will NOT be allowed and the student will be withdrawn for attendance.

According to the STC Online Catalog and Student Handbook, the student must be dropped for absences greater than 10%. Any missed time exceeding this 10% will result in the student being dropped from the course; regardless of having made up any missed time. Any absences greater than 10% will also result in a WF for the course in progress.

***The instructor and/or the clinical site reserves the right to request a student provide a doctor’s note or excuse if clinical time is missed due to illness. The doctor’s note/excuse does NOT excuse the absence since all missed clinical time must be made up. Providing a note will not allow a student to make-up clinical time in excess of 10%.

Timeliness is one of the critically important clinical expectations. If students arrive at the clinical site after assignments have been made, they will be counted absent, receive a critical incident report, and must make-up the entire day.

Students should arrive to all clinical assignments 10 minutes prior to scheduled time and are expected to complete the entire shift. Any unforeseen tardiness or absence must be reported immediately to the Clinical Instructor/preceptor.

Students must not leave the clinical area without the permission of the Clinical Instructor/preceptor. This is considered abandonment and will result in a critical incident report.

If the clinical site closes or dismisses the student earlier than the assigned time scheduled, the student must notify the program instructor immediately.

***Students must notify the instructor and preceptor at the clinical site immediately if they will not be present for clinical. The clinical day must be made-up.

IF A STUDENT FAILS TO REPORT TO CLINICAL AND DOES NOT CONTACT THE CLINICAL SITE AND INSTRUCTOR PRIOR TO THE SCHEDULED TIME, DISCIPLINARY ACTION WILL FOLLOW.

FIRST OFFENSE: CRITICAL INCIDENT WILL BE GIVEN AND THE STUDENT’S GRADE WILL DROP ONE LETTER.

SECOND OFFENSE: THE STUDENT WILL BE DROPPED FROM THE COURSE AND RECEIVE A

“WF”.

Clinical Time Make-up Procedure:

All missed clinical time must be made up under the discretion of the clinical site and instructor. All arrangements will be determined by the instructor and are not negotiable.

Meals/Breaks:

The student will abide by the lunch/break policy of the clinical site. Failure to abide by lunch/break policies can result in the student receiving an absence for the day. Unless otherwise instructed, students are not permitted to leave the clinical site. Leaving without permission may be considered abandonment and will result in a critical incident report. Additionally, inappropriate use of clinical time (i.e., extended breaks, extended lunch hours and not being in assigned areas, etc.) will count as an absence.

Facility Orientations

Students are required to adhere to all facility safety policies. Students will be required to know each facility's emergency codes, phone numbers, crash cart locations, fire extinguisher locations, fire alarm locations, and evacuation routes. Orientations will be performed at the various clinical education settings. Students will be notified of dates and times by program faculty. Attendance is mandatory.

Transportation

Students are responsible for their own reliable transportation to and from the clinical site.

Clinical Site Placement

After successful completion of PHLT 1030 students are allowed to attend a clinical site in order to meet the requirements for PHLT 1050. Students are not guaranteed a clinical site within close driving distance to their residence. Students may be required to travel to other counties outside of their home community. Clinical site placement is at the discretion of the instructor and is non-negotiable. Students are NOT to contact the clinical site.

Parking

Students are to park in the lots designated for students. When attending clinical at health care facilities students are to park in designated locations only. Violators may have cars towed.. Students need to come early enough to allow adequate time to park and to walk to destinations. Parking fees are the responsibility of the student.

VENIPUNCTURE PROCEDURE/DEMONSTRATION _____ (INITIALS)

All students are required to demonstrate the proper procedure for venipuncture on both the laboratory mannequin arms and classmates. The instructor will assign lab partners for the venipuncture procedure at the appropriate time during the semester. In order to demonstrate the venipuncture procedure on a lab partner and complete the required venipuncture skills check-off sheet, each student must also have this procedure demonstrated on them. If a student fails to allow their lab partner to perform the venipuncture procedure on them, then they will not be allowed to perform a venipuncture on a lab partner and will be withdrawn from the course immediately.

HEALTH AND SAFETY _____(INITIALS)

All students are responsible for compliance with all health and safety requirements and for providing required documentation. Students not in compliance with all clinical requirements will not be allowed to attend their clinical rotations.

Health Insurance

Students are strongly encouraged to carry health insurance. It is the student's responsibility to obtain and

maintain their own health insurance.

Health & Immunization Records

At their own expense, students must have obtained the required immunizations, and/or tests prior to beginning the clinical experience.

Influenza

Students are encouraged to obtain the influenza vaccine before beginning clinical. It is the student's responsibility to renew the influenza vaccine each year at his/her own expense and provide documentation for their student file.

Fit Testing _____ (INITIALS)

All students who have clinical component or are required by the TCSG infection control policy to get fit tested prior to beginning clinical time. Instructors will need to contact Tommy Jenkins at EDC (912-538-3200 or e-mail) and set up a time. Students will need to go to the EDC for the testing and the cost is \$20.00.

Health Conditions _____ (INITIALS)

Students must inform their clinical and lab instructors if they are pregnant, if they have any physical limitations or restrictions and if they have any medical condition (diabetes, seizure disorder, etc.) that may require precautions or intervention while performing the activities as a student. This includes the influence of mood altering medications that are considered legal (OTC or prescription) or illegal. Students reporting to the clinical site under the influence of any mood altering substance will be asked to leave the clinical site, submit to a drug test at the students' expense. If drug test is positive the student will receive disciplinary actions according to the STC Catalog.

Failure to disclose may put the student and/or patients at risk for injury and may lead to disciplinary action. Students are required to abide by clinical site and college safety policies.

Students must not report to the clinical site if they are sick. . Immediately notify the clinical site and instructor you will not be at clinical due to illness

EXPOSURE _____ (INITIALS)

Incidents

Students are to adhere to Standard Precautions and OSHA blood borne pathogen standards. This includes safe handling and disposing of sharps and contaminated material, and adherence to clinical site exposure control policies including use of Personal Protective Equipment (PPEs) and timely reporting of exposure incidents. If stuck with a needle or sharp object, or exposed to blood or body fluids during lab practice, clinical or alternative activities, the following steps should be taken:

- **IMMEDIATELY** wash the affected area with soap and running water (or appropriate first aid) and contact your preceptor and clinical instructor. Contact the Program Director if the instructor cannot be reached. The instructor will contact appropriate infection control coordinator at STC. The student will follow the clinical facilities protocol and completion of appropriate incident forms. If your uniform becomes soiled with bloody fluids, even if it is not visible to the naked eye, you must change your uniform immediately.

Injuries at Clinical

If a student is injured during clinical hours, the preceptor is to be notified immediately followed by the course instructor. Follow clinical site protocols for injury, splash, needle stick, ect.

STUDENT EMPLOYMENT _____(INITIALS)

No student will be allowed to work past 12:00 midnight the night prior to a morning clinical rotation. This jeopardizes patient safety and the safety of the student. Students may be required to submit proof of the work hours both prior to and after clinical days to verify the hours they have worked or not worked. The instructor may ask for a copy of a time card or a letter from a supervisor, if need be, to verify this information. If the student fails to provide the proof by the deadline set by the instructor, the student will receive a level II infraction for the clinical course. The student will not be allowed to return to clinical until the written form of proof is turned into and reviewed by the instructor. The days missed will count as absences.

CONFIDENTIALITY _____(INITIALS)

Patient Information

It is important that all students in the Phlebotomy program understand that confidentiality is a critical element of professional practice. Students are to adhere to all applicable HIPAA, hospital, and federal confidentiality laws and regulations. Students are not to discuss any patient, condition, or treatment outside the line of duty. A student found to have violated this policy would be subject to immediate dismissal from the Phlebotomy program at Southeastern Technical College.

A.) Any discussion of patient information must occur for the purpose of fulfilling clinical assignments. Idle conversation regarding patient care is not exhibiting appropriate demeanor for healthcare professionals.

B.) The patient owns the information contained in their medical record and the healthcare facility owns the medical record document. Therefore, students cannot remove original, microfilmed, or photocopied medical records from the facility's premise. Any health data that identifies a patient, physician, or healthcare provider by name is considered to be confidential information.

C.) Confidential information is privileged information that may not be disclosed without proper, written authorization from the patient. Not only is medical information confidential, but also included is identifying information, such as a patient's age, address on discharge, and the service or medical unit on which the patient was hospitalized. Unauthorized disclosure of health information is a breach of confidentiality punishable by state or federal law.

D.) No clinical information is to be posted on social networking sites such as MySpace, Facebook, or Twitter.

PROFESSIONAL ETHICS _____(INITIALS)

Professionalism

Professionalism is of the utmost importance in your clinical courses. While attending clinical, students are representing Southeastern Technical College's Phlebotomy Program. Failing to maintain professional behavior that results in dismissal from the clinical site will result in the student receiving a "WF" for the course.

The student is a guest of the sponsoring agency and preceptor, and must meet professional standards. All students are expected to demonstrate professional behavior and follow all standards of conduct outlined in the college catalog and student handbook while fulfilling the clinical requirements of the program.

Professionalism is not something that can be turned off and on. Rather, it is a way of life, a personal standard of excellence, and an individual choice to be the best you can be.

STUDENT DISAGREEMENT WITH CLINICAL SITE OR SITE EMPLOYEE: _____ (INITIALS)

Should a disagreement or a discrepancy occur between a student and clinical site regarding clinical documentation or the student's clinical performance, the student should immediately notify the instructor. The instructor and the student will work together to resolve the issue. The **student is NOT** to contact or harass the clinical site or any of the clinical site employees on their own. This includes social media such as Facebook, Twitter, etc... It also includes calling and texting clinical site employees at work or on their personal phones. If the student violates this rule, the student will receive a level I or level II infraction depending upon the severity of the incident(s).

Clinical Dress Code Policy

The personal appearance and demeanor of Southeastern Technical College Phlebotomy students reflect both the school and program standards and are indicative of the student's interest and pride in their profession. The appropriate uniform, as described, should be worn while on the clinical assignment. Appearance is a vital element of being a professional. Clients often use the appearance of health care workers as a means to measure the quality of care they receive. To enhance and achieve our goals as professionals, we must gain the total confidence of our patients.

Students are required to present a professional appearance at all times.. School uniforms represent STC, the students chosen profession, therefore the student should represent himself/herself in a professional manner while in uniform at all times. Smoking is not permitted while dressed in uniform.

At no time should the student attend clinical in any other clothing other than the designated STC program approved uniform. Uniforms are ONLY worn at the clinical site and are NOT to be worn around town.

All students are required to follow the dress code. Failure to adhere to the dress code policy will result in the student being asked to leave the clinical site and counted absent for the day.

Apparel

- Clean and pressed scrubs (black uniform top and bottom) with white lab coat. Wrinkled and dirty uniforms are unacceptable. Remember if at any time the uniform becomes soiled with any body fluids it is to be changed immediately.
- Pants legs are not to be rolled or stuffed in socks. No stretch or sweat type pants.
- Clean, white or black shoes. Dirty, dingy, or torn shoes are not permitted. No writing on shoes.
- STC Phlebotomy Program identification tag with picture must be worn at all times. Patch is to be sewn on properly to left sleeve of scrub tops and lab coats.
- Students must wear white socks. Neutral colored hose are allowed.
- In cool weather, male and female students may wear a white or black long sleeved shirt with no visible printing or logo (under scrub top). NO short sleeved t-shirts hanging below uniform sleeves.
- T-shirt tails must be tucked into pants.
- No jackets or pullover of any kind is permitted over uniform while attending clinical. Designated style of lab coats should be worn over uniform in the event a student is cold. Lab coat must have STC Phlebotomy program patch on left sleeve.
- No visible tattoos. Tattoos should be covered in an acceptable manner.

Personal Hygiene

- Hair should be neat. Long hair must be secured in such a way to prevent falling in front of face and MUST be up off the collar. Extreme or radical hairstyles or colors are forbidden. No pink, purple, burgundy, blue hair! Natural hair colors should be used when coloring hair.
- Fingernails should be kept clear, clean, and short. Fingernails should not be visible when looking from the palm of the hand. Only clear fingernail polish is acceptable. The wearing of artificial fingernails is strictly prohibited and is against health care institution policies. The possibility of fungal infection is a concern in patient care situations. No gel or acrylic nails are permitted.

- Only moderate make-up is allowed. Ladies, please refrain from extreme make-up.
- No perfumes/colognes are to be worn. It can be offensive to patients and peers. Male students must have clean-beards/mustaches that are close shaven and trimmed.
Use a good deodorant, BATH DAILY and BRUSH YOUR TEETH DAILY.
- Dental Requirements: Please note that personal appearance is important to a student's success. Students are required to properly maintain their teeth and/or dentures to participate in clinical rotation programs. Students with noticeable dental issues and/or missing teeth are encouraged to seek remedy by seeking professional dentistry consultation or scheduling an appointment at STC's dental hygiene clinic. Students that do not properly maintain their teeth and/or dentures may not be able to successfully complete the clinical portion of the program of study.

Jewelry

- Only wedding bands without elevated stones and watches are permitted.
 - No hoop or dangling earrings. Small stud style earrings are more professional.
 - No necklaces, chains or bracelets.
 - No visible body piercing, ear, eye, nose, chin, tongue, etc.
- Students will be asked to leave the clinical site for failure to comply with STC's uniform policy and receive an unexcused absence. Clinical evaluation points will also be deducted.

Conduct _____(INITIALS)

Phlebotomy students demonstrating behavior not considered professional or conducive to proper patient care will not be allowed to carry out clinical assignments.

- Students and/or their family members are not to contact clinical sites regarding clinical evaluations.
- Report to the clinical assignment in an alert condition and remain that way throughout the assignment.
- No sleeping during clinical assignment.
- Use of drugs and alcohol is prohibited.
- Possession of weapons is prohibited.
- Stay in assigned areas unless permission to leave is granted by clinical instructor or preceptor.
- Bring appropriate study materials to stay productive.
- DO NOT leave for break or lunch without permission from preceptor or instructor.
- Students may not leave the premises during a clinical experience. (If you are at a facility that closes for lunch such as a physician's office, you may leave for lunch and return as directed by the preceptor or instructor.)
- Do not loiter at the clinical site during times not specified for clinical assignment.
- Students may not chew gum or eat candy of any kind in the clinical area.
- Eating and drinking are strictly restricted to the appropriate areas at each clinical affiliate.
- Smoking is not allowed at ANY clinical site. Students are not to smoke on the way to a clinical site or at a clinical site. If a student smells of cigarette smoke while at the clinical site, they will be sent home and counted absent for the day. Smoking is not allowed during breaks or lunch.
- No cell phones or beepers are permitted in the clinical site.
- Students may not use the telephone at the clinical affiliate for personal business.
- Conduct personal conversations away from patients.
- No personal visitors are allowed at the clinical site.
- Unprofessional use of clinical site computers is strictly prohibited.
- Use appropriate language when conversing with or around patients and personnel.
- Refuse any type of gratuity or "tip" from patient or patient's family.
- Respect all property as if you paid for it!!
- Accept assignments equal to your abilities and take directions from the Clinical site Instructors and supervisors.

- Students are expected to work as team members. As a team member, the student will be expected to exhibit cooperation, pride, trust, responsibility, and accountability.
- What you see or hear about a patient at the clinical site stays in your head and does not get passed on. Patient records and treatment are **STRICTLY CONFIDENTIAL**. Federal guidelines have been established regarding the Patients Right to Privacy. Strict fines are bestowed on health care settings that breach this policy. Students **WILL** be disciplined if found to be disclosing any information regarding patient's condition, treatment, etc.
- Be aware that others may be listening to hallway conversations or observing interactions with faculty, clinical staff, patients, and the public. Discretion and confidentiality are critical.
- At times students may disagree with instructors, preceptors, and other students. There are appropriate and productive ways to handle disagreements and concerns. Remember: question or complain in private; praise in public.
- Do not engage in arguments with clinical staff, instructors, or classmates.
- Do not tattle, gossip, belittle, criticize students, patients, clinical staff, or instructors to anyone. This unprofessional conduct is considered insubordination and will not be tolerated.
- In the rare instance, a student is unable to resolve a disagreement or concern, contact the instructor immediately. If a student is unable to resolve a conflict with the clinical instructor, they may contact the Dean/Director responsible for that class.
- Students are not to burden patients or other employees with their own personal problems. Do not ask physicians to treat personal illnesses while on duty.
- Only doctors alone have the training and legal right to diagnose and treat human illnesses and injuries. Students will keep personal thoughts to themselves.

Client/Patient Interactions

A student shall delineate, establish, and maintain professional boundaries with each client.

All clients should be addressed by their last names (i.e. Mrs. or Mr. Jones). Do not address clients using pet names like baby, sweetie, etc...

At all times when a student is providing direct care to a client the student shall:

1. Provide privacy during examination or treatment and in the care of personal or bodily needs.
2. Treat each client with courtesy, respect, and with full recognition of dignity and individuality.

A student shall not:

1. Engage in behavior that causes or may cause physical, verbal, mental or emotional abuse to a client, staff members or other students.
2. Engage in behavior toward a client that may reasonably be interpreted as physical, verbal, mental, or emotional abuse.
3. Misappropriate a client's property.
4. Engage in behavior to seek or obtain personal gain at the client's expense.
5. Engage in behavior that may reasonably be interpreted as behavior to seek or obtain personal gain at the client's expense.
6. Engage in behavior that constitutes inappropriate involvement in the client's personal relationships.
7. Engage in behavior that may reasonably be interpreted as inappropriate involvement in the client's personal relationships. For the purpose of this paragraph, the client is always presumed incapable of giving free, full, or informed consent to the behaviors by the student set forth in his paragraph.

A student shall not:

1. Engage in sexual conduct with a client, other students or staff members.

2. Engage in conduct that may reasonably be interpreted as sexual.
3. Engage in any verbal behavior that is seductive or sexually demeaning to a client, other students or staff members.
4. Engage in verbal behavior that may reasonably be interpreted as seductive or sexually demeaning to a client. For the purpose of this paragraph, the client is always presumed incapable of giving free, full or informed consent to sexual activity with the student.

Disciplinary Action for Non-Compliance _____ (INITIALS)

A violation of the policies and procedures of Southeastern Technical College and the Health Care Assistant Phlebotomy Program, and/or any violation of the policies and regulations of the clinical site in which the student is assigned will warrant disciplinary action. The type of action taken will depend upon the seriousness of the infraction.

If a policy or procedure is violated the Instructor will complete a General Counseling Form as soon as any incident of misconduct is known. The Program Director and Dean of Health Sciences is to be notified within 72 hours/3 business days of violations of policies.