



PHLEBOTOMY
TRAINING SPECIALISTS

Arizona Course Catalog

4001 N. 3rd Street Suite 120

Phoenix, AZ 85012

www.PhlebotomyUSA.com

info@phlebotomyusa.com

888-531-8378

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Introduction

Phlebotomy Training Specialists (hereinafter referred to as the School) offers Phlebotomy Training for students training and is staffed with qualified instructors.

The School is owned by Brian Treu (CEO), who owns schools in California, Idaho and Utah. Brian has been drawing blood for 23 years, and has completed over 300,000 blood draws during his career. He serves as a subject matter expert for many certification agencies. Brian's career in medicine includes completing 255 clinical research trials in Phases I-IV in all facets of medicine, specializing in Phase I clinical trials. Brian loves pressure and has an uncanny way of dealing with stressful situations. Brian has traveled the world performing venipuncture on patients on all 7 continents.

Derik Brian (CFO) has been a business professional for 22+ years. He is the owner of Miramar Health and Solara Health, separate behavioral healthcare companies, headquartered in Laguna Beach and Newport Beach, CA, respectively. Derik has also been a licensed real estate broker since 1995 at Sotheby's International Realty. Upon graduating college in 1990, he obtained a California primary/secondary teaching credential and taught High School and Elementary School in the Los Unified and Riverside Unified School Districts.

Administration & Board

Brian Treu- Director
Derik Brian- CFO
Christina Treu-COO
Heidi Gray Neilson- Train the Trainer
Adrienne Current-Book Keeping
Monica Sanborn –State Licensing
Savanna Hansen- Student Services

Faculty

Jennifer Hoffman
Melynee Hart

Contact Information

School Address: 4001 N. 3rd Street Suite 120 Phoenix, AZ 85012

Home Office- 247 South Millpond Dr. #600 Lehi, UT 84043

Phone: 888-531-8378 Fax: 888-531-5800

Email: info@phlebotomyusa.com Website: www.phlebotomyusa.com

Programs/Courses Offered

1 Certificate Program: 48 Hours- Phlebotomy Training

Program/Course Cost

<u>Tuition</u>	<u>Registration</u>	<u>Books/Supplies/Equipment</u>	<u>Total Tuition/Fee</u>	<u>National Exam (Optional)</u>
\$695.00	\$200	\$100	\$995.00	\$100 (paid to third party)

Total for Phlebotomy Training & Exam = **\$1095.00**

Payment Policy

Tuition for class should be paid by phone through our finance department at 888-531-8378 or by logging onto your student account at students.phlebotomyusa.com we accept all major credit cards. After the initial registration fee of \$200 has been made, students can make payments in any increment until full payment is received. Full tuition is due by last week of class. You will not be eligible to graduate, receive your transcripts, certification or sit for the national exam until ALL tuition is paid in full. Any questions or concerns regarding these policies should be directed to info@phlebotomyusa.com

Class Schedule

Full-Time Evening - 6pm to 10pm – Monday-Thursday, 12 classes

Full- Time Day - 9am to 1:00pm - Monday-Thursday, 12 Classes

Part -Time Weekend - 8am to 4:30pm - 6 Saturdays

2020 Class Dates and Application Deadlines

Jan Day	6,7,8,9,13,14,15,16,21,22,23,27	Jan 1
Jan Eve	6,7,8,9,13,14,15,16,21,22,23,27	Jan 1
Jan / Feb Weekend	4,11,18,25 Feb 1,8	Jan 1
Feb Day	3,4,5,6,10,11,12,13,18,19,20,24	Feb 1
Feb Eve	3,4,5,6,10,11,12,13,18,19,20,24	Feb 3
Feb/Mar Weekend	15,22,29 Mar 7,14,21	Feb 1
Mar Day	2,3,4,5,9,10,11,12,16,17,18,19	Mar 1
Mar Eve	2,3,4,5,9,10,11,12,16,17,18,19	Mar 1
Apr Day	6,7,8,9,13,14,15,16,20,21,22,23	Mar 30
Apr Eve	6,7,8,9,13,14,15,16,20,21,22,23	Mar 30
Apr/May Weekend	4,18,25, May 2,9,16	Mar 25
May Day	4,5,6,7,11,12,13,14,18,19,20,21	May 1
May Eve	4,5,6,7,11,12,13,14,18,19,20,21	May 1
Jun Day	1,2,3,4,8,9,10,11,15,16,17,18	Jun 1
Jun Eve	1,2,3,4,8,9,10,11,15,16,17,18	Jun 1
June/July Weekend	6,13,20,27, July 11,18	Jun 1
Aug Day	3,4,5,6,10,11,12,13,17,18,19,20	Aug 1
Aug Eve	3,4,5,6,10,11,12,13,17,18,19,20	Aug 1
Aug/Sept Weekend	1,8,15,22,29, Sept 5.	Aug 1
Sep Day	Aug 31, Sep 1,2,3,8,9,10,14,15,16,17,21	Sep 1
Sep Eve	Aug 31, Sep ,2,3,8,9,10,14,15,16,17,21	Sep 1
Sep/Oct Weekend	12,19,26, Oct 3,10,17	Oct 1
Oct Day	5,6,7,8,12,13,14,15,19,20,21,22	Oct 1
Oct Eve	5,6,7,8,12,13,14,15,19,20,21,22	Oct 1
Nov Day	2,3,4,5,9,10,12,16,17,18,19,23	Nov 1
Nov Eve	2,3,4,5,9,10,12,16,17,18,19,23	Nov 1
Nov/Dec Weekend	7,14,21, Dec 5,12,19	Nov 1
Dec Day	Nov 30, Dec 1,2,3,7,8,9,10,14,15,16,17	Nov 1

Dec Eve	Nov 30, Dec 1,2,3,7,8,9,10,14,15,16,17	Nov 1
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When an unexpected closure occurs due to extraordinary conditions such as inclement weather, students will be notified as soon as possible by phone call and text message. Classes are not held on the following holidays:

- New Year's Eve
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving & the Friday following
- Christmas Eve & Christmas Day

Entrance Requirements

The school does not discriminate based on race, sex, religion, ethnic origin, or disability. We do not require students to have previous medical experience or knowledge. Immunizations are not required to take the course. Students are required to have a high school diploma or GED as a minimum entry requirement into the program. Some employers may also require proof of High School or GED completion for employment and it will be the student's responsibility to comply with employer requirements. We also require students to be beyond the age of compulsory high school attendance.

An informal interview will be given to discuss student goals and expectations. Prospective students will need to enroll by the application deadline. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 days business days of submission and the student will be notified by email.

Although basic computer skills are not required for the program, it is highly encouraged that students have a basic knowledge of computer skills before coming to class in order to make them a more competitive candidate for employment upon completion of the program.

Enrollment

Prospective students will need enroll before commencement of class. Late enrollments are not accepted once the course has begun.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must

set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules of the Arizona State Board for Private Postsecondary Education.

Placement Assistance

Phlebotomy Training Specialists **does not** provide any formal placement into employment opportunities. We do this for a number of reasons. The main reasons being if we place one student and not another student we are then discriminating against the latter. To that end we do not leave the students on their own in finding employment.

We do the following for students:

1. Market Sectors - We provide each student with a list of local sectors of the economy that employ Phlebotomists consistently. This list includes but is not limited to, Plasma Centers, Blood Banks, Platelet Donation, Dialysis, Physicians Offices, Medical Clinics, Laboratories, Hospitals and Paramedical Examination to name a few. This gives the student a head start on where to look for employment.
2. Resume Writing – All students will be encouraged to send in their resumes to our professional on staff resume writer and they will fine tune their resume with them by way of suggestions, and putting the resume with them into a medical format called a Curriculum Vitae.
3. Interview Preparation – We have a presentation done during class where we discuss interviewing. We also speak to the students regarding the application process for jobs, and what to expect during the interview process and a list of tough questions they will be asked.
4. Continual Training – All students once they have attended and paid in full are allowed to return back to the class free of charge to keep their skills sharp and to prepare for interviews.

Additionally, we have a Student helpline where students can call with questions regarding Phlebotomy Training, the application process, help with interviewing, job sources, and Phlebotomy related inquiries.

Attendance Requirements

Students are expected to arrive on time for class with proper materials. Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course and lack of attendance can affect your ability to pass. Students must attend all 48 hours. If a student misses the first day of class, they will be

removed from the course and they will be required to enroll for another schedule. There is a 15- minute grace period at each class after which the student will be considered tardy and that time will have to be made up in 30-minute increments.

Time will be quantified at the educational facility electronically, and the student must attend all of the time. If a student misses a portion of class after commencement, they can make it up during the day, evening, or weekend schedule. There will not be a charge for make up or practice.

Progress Policy

The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Students are given the opportunity to attend the weekend/evening/day classes free of charge for additional training. In addition, students can also attend month after month if they feel they need additional training. Students must pass 70% of modules in order to continue and stay on track for graduation.

Grading System

Module # 1 – Phlebotomy overview, tourniquet tying	Pass/Fail
Module # 2 – Venipuncture, supplies, procedure	Pass/Fail
Module # 3 – Hands On	Pass/Fail
Module # 4 – Test Tubes, Panels/Profiles, Special Handling/Lab	Pass/Fail
Module # 5 – Hands On	Pass/Fail
Module # 6 – Anatomy/Physiology, Infection Control, Grafts	Pass/Fail
Module # 7 – Hands On	Pass/Fail
Module # 8 – Protections/Precautions, Glossary& Study Guide	Pass/Fail
Module # 9 – Hands On	Pass/Fail
Module # 10 -Sections of the laboratory – review Q&A	Pass/Fail
Module #11- Hands On	Pass/Fail
Module #12- Review and Exam	Pass/Fail

Graduation Requirements

Students complete a final practical evaluation during the last hands-on day of the program. The test will include knowledge of tubes, additives, order of draw and ability to complete each step-in order and without correction. Completion of 4 successful draws; 2 arm and 2 hand is mandatory along with full attendance and full payment of tuition for graduation.

To practice as a licensed phlebotomist, student must pass the course and pass the national exam. The testing entity is the NAPT and the exam is administered by an authorized proctor. The NAPT can be contacted at 866-856-6082.

Records

Student records are maintained and can be accessed at the school for 5 years.

Transcripts are kept permanently. For a copy of your transcripts please email a written request to info@phlebotomyusa.com.

Dress Code

Scrubs are not required, only suggested. Casual attire will suffice. Closed toed shoes are mandatory, no sandals or open toed shoes.

Leave of Absence

Phlebotomy Training Specialists does not have a leave of absence; if the students who have extenuating circumstances and require absence will be allowed to make up that time either the next month when the class covers the content they missed with no additional fees.

Conduct Policy

All students are expected to act maturely and are required to respect other students and faculty members. Possession of weapons, illegal drugs, and alcohol of any kind are not allowed at any time on school property. Any violation of school policies may result in permanent dismissal from school. In addition, there is to be no sexual contact between students including sexual harassment.

Dismissal

Any student may be dismissed for violations of rules and regulations of the school, as set forth in school publications. A student also may be withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, makes unsatisfactory progress based on quizzes, classroom participation, or the instructor's practical assessment. The director, after consultation with all parties involved, makes the final decision.

The Director of Education may temporarily suspend students whose conduct is disruptive or unacceptable to the academic setting. After appropriate counseling, students who demonstrate a genuine desire to learn and conform to school standards of conduct, may be allowed to resume attendance. The director will review each case and decide upon re-admittance. If a student is dismissed permanently, the refund policy will be in affect based on percentage of class attended.

Facilities

Our classrooms are furnished with modern equipment. Large whiteboards, televisions, diagrams and videos to enhance classroom activities will be given.

Educational Services

Phlebotomy Training Specialists only offers one course, Phlebotomy Training. The objective of this class is to prepare students to collect blood samples by venesection, aka Phlebotomy.

The class is 48 hours in length, either during the day, evening or weekend. There is not distance education for this class. All of the instruction is classroom instruction, and there are no additional fees to make up classes because we allow all students to return back to the class free of charge for the life of the school once they have completed the class one time. Phlebotomy Training Specialists continually changes its curriculum to meet industry standards and safety/equipment updates.

Previous Credits

We do not grant credit to students for other courses taken in the field of Phlebotomy or Nursing Assistant Training or any other field. This course is a stand-alone course and no reduced tuition, nor will reduced hours of participation will be given.

Student Grievance Procedure

Should a student have a complaint with Phlebotomy Training Specialists, then the following steps shall be taken by him/her.

1. Student shall first attempt to address the grievance informally with the instructor or applicable staff member and try to resolve it. If unsuccessful, proceed to the written grievance procedure.
2. Students may state the grievance in writing to the Administrator or designee. Please submit the written request within 60 days of the occurrence and the Campus President, Brian Treu, brian@phlebotomyusa.com at 801-450-7127 will assist you in resolving your concerns. He will investigate the grievance within 5 business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting Brian will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification via email of the resolution will be sent to the student within 10 days after the student meeting.
3. In his absence you can contact the Licensing Director, Monica Sanborn at monica@phlebotomyusa.com , or 801-702-9348. She will contact the student within 5 days of receiving the complaint via email or phone to set up a meeting. In the meeting Monica will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. She will consult with the President and written notification via email of the resolution will be sent to the student within 10 days after the meeting.
4. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post- Secondary Education. The student must contact the State Board for further details.

The State Board address is: 1740 West Adams #3008 Phoenix, AZ 85007. The Phone number is 602-542-5709. Website: www.azppse.gov.

Cancellation and Refund Policy

An applicant denied admission by the school is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid (*less the \$200 registration fee*).

Refund after the commencement of classes:

1. Procedure for withdrawal/withdrawal date:
 - A. A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
 - B. A student will be determined to be withdrawn from the institution if the student has not attended any class for 7 consecutive class days. Refunds will be issued within 30 days based on classes attended per the schedule below or student can reschedule the class.
 - C. All refunds will be issued within 30 days of the determination of the withdrawal date.
2. Tuition charges/refunds:
 - A. Before the beginning of classes, the student is entitled to a refund of 100% of the tuition and additional fees paid.
 - B. After the commencement of classes, the tuition refund, minus \$200 registration fee, shall be determined as follows:

% of the clock hours attempted:	Tuition refund amount:
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%

More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	No Refund is required

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

Books and supplies: \$100 refundable if not used. If used, no refund.

Exam fee: \$100 refundable if not taken.

Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog).



2020 PHLEBOTOMY TRAINING SYLLABUS

A. COURSE DESCRIPTION:

The Phlebotomy course is designed to train individuals to properly collect and process blood and other clinical specimens for laboratory testing and to interact with health care personnel, clients, and the general public.

Presentation includes equipment and additives, basic anatomy, and techniques for safe and effective venipuncture. Emphasis will be placed on collection techniques, specimen processing, work flow practices, referrals, and utilizing laboratory information systems. This course will prepare individuals to write the Phlebotomist Certification examination.

B. METHOD OF INSTRUCTION

The student is trained through the modules during class, obtaining that knowledge through book and hands on training each class period.

The book knowledge obtained is then applied in the hands-on training portion of class. Theory first, and actual application of the theory follows shortly thereafter.

C. COURSE EXPECTATIONS / COMPETENCIES/OBJECTIVES

Upon completion of the Phlebotomy course, students will have an opportunity to learn how to:

1. Demonstrate knowledge, entry-level skills, and tasks associated with blood collecting and other specimen collection processes.
2. Assist the health care team in the accurate, safe, and reliable collection and transportation of specimens for clinical laboratory analyses.
3. Apply knowledge to basic and special laboratory procedures.
4. Demonstrate proper infection control techniques used in specimen collection.
5. Select appropriate equipment, methods, and reagents for collection of laboratory specimens.
6. Prepare patient and equipment for collection of laboratory specimens.
7. Apply ethical, legal, and regulatory issues to the collection of laboratory specimens.
8. Evaluate quality control procedures and possible sources of error or inconsistencies in specimen collection.
9. Work cooperatively with staff members, patients, and community resource people.
10. Apply knowledge to create and maintain a safe working environment.
11. Respect patient confidentiality and maintain professional conduct in a culturally diverse environment.

D. TOPICS /UNITS

Course Titles	Classroom Hours/Credits	Lab/Independent Study Hours/Credits	Total Hours/Credits
Module #1- Phlebotomy, an Overview, Tourniquet Tying	4.00	.00	4.0
Module #2- Venipuncture-supplies, equipment/procedure	2.5	1.5	4.0
Module #3- Hands On Venipuncture	.00	4.00	4.0
Module #4- Test Tubes, Panels, Profiles, Special Handling, Collection	4.00	.00	4.0
-Module #5- Hands On Venipuncture	.00	4.00	4.0

Module #6-Anatomy & Physiology, Infection Control, Hemodialysis	4.00	.00	4.0
-Module #7- Hands On Venipuncture	.00	4.00	4.0
Module #8- Protections and Precautions, Employment	4.00	.00	4.0
-Module #9- Hands On Venipuncture	.00	4.00	4.0
Module #10-Study Guide and Additional Lab, Q&A	3.0	1.00	4.0
Module #11- Hands On Venipuncture	.00	4.00	4.0
Module #12- Review and Exam	4.0	.00	4.0
Total Hours			48

Procedures List:

Proper Handwashing Technique; Gowning, Masking, and Gloving; Removal of Isolation Gown, Mask, and Gloves; Disposing of Contaminated Items; Gloving Technique; The Basics of Patient Identification; Use of a Tourniquet; Performing a Venipuncture; Skin Puncture Using a Retractable Device; Heelstick Procedure; Dorsal Hand Vein Procedure; Surgicutt Bleeding Time Test; Syringe Blood Culture Collection; Safety Butterfly Assemble Blood Culture collection; Obtaining a Blood Specimen for Glucose Testing; Collecting a 24-Hour Urine Specimen; Proper Specimen Handling.

E. TEXTBOOK(S) AND OTHER LEARNING RESOURCES

McCall, Ruth E. & Cathee M. Tankersley, (2012) Phlebotomy Essentials, Sixth Edition. Lippincott, Williams & Wilkins
 Phlebotomy Training Specialists-CPT Certified Phlebotomy Technician Training Manual (2018)