



**PHLEBOTOMY**  
TRAINING SPECIALISTS

## **Arizona Course Catalog**

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

3131 N. Country Club Rd, Suite 112, Tucson, AZ 85716

931 East Southern Ave, Suite 205, Mesa, AZ 85204

[www.PhlebotomyUSA.com](http://www.PhlebotomyUSA.com)  
[info@phlebotomyusa.com](mailto:info@phlebotomyusa.com)

888-531-8378

Volume No. 9 June 2021

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## **Introduction**

Phlebotomy Training Specialists (hereinafter referred to as the School) (PTS) 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 from 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 - Administrator  
Derik Brian - CFO  
Christina Treu - COO  
Heidi Gray Neilson - Train the Trainer  
Adrienne Current - Book Keeping  
Monica Sanborn - State Licensing  
Chandler Hertzler - Student Services

## Faculty

Jennifer Hoffman - Director  
Melynee Hart

## Contact Information

### School Addresses:

4001 N. 3rd Street, Suite 120, Phoenix, AZ 85012,  
3131 N. County Club Rd, Suite 112, Tucson, AZ 85716  
931 East Southern Ave, Suite 205, Mesa, AZ 85204

**Home Office:** 247 South Millpond Drive, Suite 600, Lehi, UT 84043

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

Email: [info@phlebotomyusa.com](mailto:info@phlebotomyusa.com) Website: [www.phlebotomyusa.com](http://www.phlebotomyusa.com)

## Programs/Courses Offered

1 Certificate Program: 48 Hours - Phlebotomy Training

## Program/Course Cost

<i>Tuition</i>	<i>Registration</i>	<i>Books / Supplies / Equipment</i>	<i>Total Tuition/Fees</i>	<i>National Exam (optional)</i>
\$645.00	\$200.00	\$150.00	\$995.00	\$115.00 (paid to third party)

***Total for Phlebotomy Training & Exam = \$1110.00***

## 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](http://students.phlebotomyusa.com). We accept all major credit cards. A \$200 minimum should be paid at the time of registration. 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 at the half-way mark (end of Class 6 for AM/PM students, and end of Class 3 for Weekend Students).

## Class Schedule

**Full-Time Evening:** 6 pm to 10 pm – Monday - Thursday, 12 classes  
**Full-Time Day:** 9 am to 1 pm – Monday – Thursday, 12 classes  
**Part-Time Weekend:** 8 am to 4:30 pm – Saturday, 6 classes

### 2021 Class Dates and Application Deadlines

Month / Class	Dates of each Class	Application Deadline
<b>Jan Day</b>	4,5,6,7,11,12,13,14,18,19,20,21	Jan 1
<b>Jan Eve</b>	4,5,6,7,11,12,13,14,18,19,20,21	Jan 1
<b>Jan/Feb Weekend</b>	2,9,16,23,30, Feb 6	Jan 1
<b>Feb Day</b>	1,2,3,4,8,9,10,11,16,17,18,22	Jan 25
<b>Feb Eve</b>	1,2,3,4,8,9,10,11,16,17,18,22	Jan 25
<b>Feb/Mar Weekend</b>	13,20,27, Mar 6,13,20	Feb 10
<b>Mar Day</b>	1,2,3,4,8,9,10,11,15,16,17,18	Feb 25
<b>Mar Eve</b>	1,2,3,4,8,9,10,11,15,16,17,18	Feb 25
<b>Mar/Apr/May Weekend</b>	Mar 27, Apr 10,17,24 May 1,8	Mar 22
<b>April Day</b>	5,6,7,8,12,13,14,15,19,20,21,22	Apr 1
<b>Apr Eve</b>	5,6,7,8,12,13,14,15,19,20,21,22	Apr 1
<b>May Day</b>	3,4,5,6,10,11,12,13,17,18,19,20	May 1
<b>May Eve</b>	3,4,5,6,10,11,12,13,17,18,19,20	May 1
<b>May/June Weekend</b>	15, 22, Jun 5,12,19,26	May 10
<b>Jun Day</b>	7,8,9,10,14,15,16,17,21,22,23,24	Jun 1
<b>Jun Eve</b>	7,8,9,10,14,15,16,17,21,22,23,24	Jun 1
<b>July Day</b>	12,13,14,15,19,20,21,22,26,27,28,29	Jun 1
<b>July Eve</b>	12,13,14,15,19,20,21,22,26,27,28,29	Jun 1

<b>July/Aug Weekend</b>	10,17,24,31, Aug 7,14	Jul 1
<b>Aug Day</b>	9,10,11,12,16,17,18,19,23,24,25,26	Aug 1
<b>Aug Eve</b>	9,10,11,12,16,17,18,19,23,24,25,26	Aug 1
<b>Aug/Sep/Oct Weekend</b>	Aug 21,28, Sep 11,18,25, Oct 2	Aug 1
<b>Sep Day</b>	13,14,15,16,20,21,22,23,27,28,29,30	Sept 1
<b>Sep Eve</b>	13,14,15,16,20,21,22,23,27,28,29,30	Sept 1
<b>Oct Day</b>	4,5,6,7,12,13,14,18,19,20,21,25	Oct 1
<b>Oct Eve</b>	4,5,6,7,12,13,14,18,19,20,21,25	Oct 1
<b>Oct/Nov Weekend</b>	Oct 9,16,23, Nov 6,13	Oct 1
<b>Nov Day</b>	1,2,3,4,8,9,10,15,16,17,18,22	Oct 25
<b>Nov Eve</b>	1,2,3,4,8,9,10,15,16,17,18,22	Oct 25
<b>Dec Day</b>	Nov 29,30, Dec 1,2,6,7,8,9,13,14,15,16	Nov 25
<b>Dec Eve</b>	Nov 29,30, Dec 1,2,6,7,8,9,13,14,15,16	Nov 25

When an unexpected closure occurs due to extraordinary conditions, including 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 upon 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 high school equivalency as a minimum entry

requirement into the program. Some employers may also require proof of High School or high school equivalency 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](http://www.PhlebotomyUSA.com). The application for attendance will be processed within 5 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 before coming to class, our students have a basic knowledge of computer skills to make them a more competitive candidate for employment upon completion of the program.

## **Enrollment**

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

## **Postponement of starting date**

If the course is not commenced, or the student fails to attend by the new start date, 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, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

## **Placement Assistance**

Phlebotomy Training Specialists **does not** provide any formal placement into employment opportunities. We do this for numerous reasons. The main reasons being if we place one student and not another student, we are then discriminating against the latter. However, 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 on staff professional resume writers. The writers will then assist the students with fine tuning their resume(s) by way of suggestion(s). The writers will also assist the students with putting their resume(s) 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 completely attended and have 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 insufficient 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 the start of each class, after which the student will be considered tardy, and then any lost 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 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 with make up or practice.

### **Rescheduling / Readmittance**

If, by the half-way mark of their scheduled cohort, a student is dropped from the course due to non-payment of tuition and fees, they will then need to contact Student Services at 888-531-8378 to pay in FULL and reschedule any missed classes. Rescheduling will be based on class availability.

### **Progress Policy**

The course is not graded. It is a **pass/fail course**. As the course progresses, the instructor(s) will give quizzes in each section and will observe the hands-on skills of the students to determine whether each student is keeping up with the rest of the class. Remedial training is provided if it is found a student is not progressing. Likewise, students are given the opportunity to attend the weekend / evening / day classes, free of charge, for additional training. Furthermore, students can also attend month after month, if they feel they need subsequent training. Students must pass 70% of modules, to continue to progress, and to 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 the 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, the student must pass the course and pass the national exam. The testing entity is the NHCO, and an authorized proctor administers the exam. The NHCO 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](mailto: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 any leave of absence. If any student has extenuating circumstances and requires an absence, that student will be allowed to make up that time during 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 no sexual harassment.

## **Dismissal**

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

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 the School's standards of conduct may be allowed to resume attendance. The director will review each case individually and decide upon readmittance. If a student is dismissed permanently, the refund policy will be in effect based on the percentage of class attended.

## **Facilities**

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

## **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 the instruction is classroom instruction, and there are no additional fees to make up classes, because we will allow all students to return 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, Nursing Assistant Training, or any other field. This course is a stand-alone course, and will be given neither reduced tuition nor reduced hours of participation.

## 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 to the campus president, Brian Treu. He will then, through his administrative assistant Alexis, at either [alexis@phlebotomyusa.com](mailto:alexis@phlebotomyusa.com) or 888-745-3268, 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 Brian's absence, you can contact the Student Service Managers at [info@phlebotomyusa.com](mailto:info@phlebotomyusa.com) or 801-669-2056. They will contact the student within 5 days of receiving the complaint via email or phone to set up a meeting. In the meeting, they will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. They 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](http://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 after receiving the notice of cancellation, shall the school provide the 100% refund.

## Student's Right to Cancel Void After: \_\_\_\_\_

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:

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 or by sending an email to [info@phlebotomyusa.com](mailto:info@phlebotomyusa.com). 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 **15 consecutive class** days. Refunds will be issued after 30 days based on classes attended per the schedule below or student can reschedule class.
- c) All refunds will be issued **within 30 days** of the determination of the withdrawal date.

Tuition charges/refunds:

- a) Before the beginning of classes, within the three-day cancellation period, the student is entitled to a refund of 100% of the tuition and any additional fees paid.
- b) After the commencement of classes, the tuition refund, minus \$200 registration fee, shall be determined as follows (\*):

Attended up to 4 hours	90% full tuition/fees amount less registration fee
Attended more than 4 hours and up to 8 hours	80% full tuition/fees amount less registration fee
Attended more than 8 hours and up to 12 hours	70% full tuition/fees amount less registration fee

Attended more than 12 hours and up to 16 hours	60% full tuition/fees amount less registration fee
Attended more than 16 hours and up to 24 hours	50% full tuition/fees amount less registration fee
Attended more than 24 hours	No Refund

(\* ) These calculations are based on full tuition being paid. If a student is not paid in full, the amount refunded will be proportional to tuition paid and classes attended. The percentage of the clock hours attempted is determined by dividing the number of clock hours elapsed from the student's start date to the student's last day of attendance, by the number of clock hours in the program.

**Books and supplies:** \$150.00 refundable if not used. If used, no refund.

**Exam fee:** \$115.00 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).



## **2021 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:**

<u>Course Titles</u>	<u>Classroom Hours/Credits</u>	<u>Lab/Independent Study Hours/Credits</u>	<u>Total Hours/Credits</u>
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

**E. 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.

**F. 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 (2021)