



PHLEBOTOMY
TRAINING SPECIALISTS

Nevada Course Catalog

4000 S. Eastern Ave Suite 120

Las Vegas, NV 89120

www.PhlebotomyUSA.com

info@phlebotomyusa.com

701-404-9434

Catalog 2022

Effective Date Jan, 2022

Licensed to operate by the Commission on Postsecondary Education

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Introduction

Brian Treu – Founder / CEO - Brian is the Founder, CEO and Owner of Phlebotomy Training Specialists. Brian and his staff are aggressively working on National expansion, opening schools next in Southern California with locations in Orange County, Los Angeles County and San Diego County, eventually expanding into 20 hand selected states and markets in the next 24 months. He understands blood, the systems tied thereto, and got this knowledge from perfecting the extraction of blood over the last 19 years performing in excess of 265,000 blood draws. Brian's career in medicine includes completing 255 clinical research trials in all facets of medicine, specializing in Phase I clinical trials, where drugs are first introduced into the human body.

His specialties include Blood Banking, ICU, Emergency Room Draws, Law Enforcement, Geriatrics and the state Prison System. His knowledge of the anatomy and ability to find tough veins has made him a highly sought-after Phlebotomist by firms across the state of Utah. He has a dedicated understanding that to learn Phlebotomy, you MUST have the option to perform A LOT of venipunctures, and with him on the staff of Phlebotomy Training Specialists, you are guaranteed to get the experience AND sticks you need to be an incredible Phlebotomist.

Brian has been training in Phlebotomy for nearly 20 years, and his school Phlebotomy Training Specialists has turned out over 50,000 Phlebotomists.

Mission and Objectives

Phlebotomy Training Specialists mission and objectives are to provide up to date, state of the art, Phlebotomy Training to individuals interested in receiving this training. The objective for PTS is to turn out high quality, well trained, competent Phlebotomists who can use their skills to benefit patients and employers.

Phlebotomy Training Specialists is open to all persons who meet entrance requirements, regardless of age, race, color, religion, national origin, disability, sex, sexual orientation, or gender identity or expression.

Governing Members

Brian Treu-CEO/Owner/Campus President
Hailey Hutchison-Director
Christina Treu – COO
Ericha Dick – Director Training
Kaaron Muir – Lead Content Expert
Adrienne Current – Book keeping
Monica Sanborn –Director State Licensing

Faculty

Gwendolyn Trevillison-Instructor, Substitute Instructor.....Phlebotomist, Medical Assistant, Clinical Supervisor & Research Coordinator for many years.

Bryanna Gruber- Instructor, Substitute Instructor.....Medical Assistant, Phlebotomy, and previous Instructing experience for many years.

Michelle King-Caldwel- Instructor, Substitute Instructor..... Phlebotomist, Medical Assistant, Lab Assistant, Nursing Assistant for many years.

Contact Information

School Address: 4000 S. Eastern Ave Suite 120 Las Vegas, NV 89120

Phone: 701-404-9434 Fax: 385-327-2084

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

Programs/Courses Offered

1 Certificate Program: 120 Hours- Phlebotomy Training

(40 hours Didactic Training and 80 hours Clinical Externship)

Program/Course Cost

<u>Tuition</u>	<u>Registration*</u>	<u>Books/Supplies/Equipment*</u>	<u>Total Tuition/Fee</u>	<u>National Exam</u>
\$1495.00	\$100	\$110	\$1705.00	\$120

*Registration and Books/Supplies/Equipment fees due at time of registration

Total for Phlebotomy Training & Exam = **\$1825.00**

Payment Policy

Tuition for class should be paid by phone through our finance department at 701-404-9434 or online by logging into your student account at **students.phlebotomyusa.com** we

accept all major credit cards. After the initial deposit of \$200 (\$100 Registration Fee & \$100 supply Fee) has been made, students can make payments in any increment until full payment is received.

Full tuition and fees are due by the first day of class.

If a student fails to pay full tuition and fees prior to the first day of class, the student will be required to select new class dates. Students should call Student Services to reschedule. Please note rescheduling will be based on class availability. 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.

Book/Supplies & Equipment

Books/ Supplies & Equipment Fee: \$110

Books and supplies: \$110 refundable if not used. If used, no refund.

Exam fee: \$115 refundable if not taken.

Class Schedule Part time Students:

Evening - 6pm to 10pm – Monday-Thursday, 10 classes

Day - 9am to 1:00pm - Monday-Thursday, 10 Classes

Weekend - 8am to 4:30pm - 5 Saturdays

***Institution business hours are the same as above.**

2022 Class Dates and Application Deadlines

Month / Class	Dates of each Class	Application Deadline
Jan Day	10, 11, 12, 13, 18, 19, 20, 24, 25, 26	Jan 3
Jan Eve	10, 11, 12, 13, 18, 19, 20, 24, 25, 26	Jan 3
Jan/ Feb Weekend	8, 15, 22, 29, Feb 5	Jan 3
Feb Day	7, 8, 9, 10, 15, 16, 17, 22, 23, 24	Jan 31
Feb Eve	7, 8, 9, 10, 15, 16, 17, 22, 23, 24	Jan 31
Feb/ Mar Weekend	12, 19, 26, Mar 5, 12	Feb 7
Mar Day	7, 8, 9, 10, 14, 15, 16, 17, 21, 22	Feb 28

Mar Eve	7, 8, 9, 10, 14, 15, 16, 17, 21, 22	Feb 28
Mar/April Weekend	26, Apr 2, 9, 16, 23	Mar 21
Apr Day	4, 5, 6, 7, 11, 12, 13, 14, 18, 19	Mar 28
Apr Eve	4, 5, 6, 7, 11, 12, 13, 14, 18, 19	Mar 28
Apr/May/June Weekend	30, May 7, 14, 21, Jun 4	April 25
May Day	2, 3, 4, 5, 9, 10, 11, 12, 16, 17	April 25
May Eve	2, 3, 4, 5, 9, 10, 11, 12, 16, 17	April 25
June/July Weekend	11, 18, 25, July 9, 16	June 6
June Day	1, 2, 6, 7, 8, 9, 13, 14, 15, 16	May 25
June Eve	1, 2, 6, 7, 8, 9, 13, 14, 15, 16	May 25
July/ Aug Weekend	23, 30, Aug 6, 13, 20	July 18
July Day	11, 12, 13, 14, 18, 19, 20, 21, 25, 26	July 5
July Eve	11, 12, 13, 14, 18, 19, 20, 21, 25, 26	July 5
July Weekend	23, 30, Aug 6, 13, 20	July 18
Aug Day	8, 9, 10, 11, 15, 16, 17, 18, 22, 23	Aug 1
Aug Eve	8, 9, 10, 11, 15, 16, 17, 18, 22, 23	Aug 1
Aug/Sept/Oct Weekend	27, Sep 10, 17, 24, Oct 1	Aug 22
Sept Day	7, 8, 12, 13, 14, 15, 19, 20, 21, 22	August 31
Sept Eve	7, 8, 12, 13, 14, 15, 19, 20, 21, 22	Aug 31
Oct Day	3, 4, 5, 6, 11, 12, 13, 17, 18, 19	Sep 26

Oct Eve	3, 4, 5, 6, 11, 12, 13, 17, 18, 19	Sep 26
Oct/ Nov Weekend	8, 15, 22, 29, Nov 5	Oct 3
Nov Day	1, 2, 3, 7, 8, 9, 10, 14, 15, 16	Oct 25
Nov Eve	1, 2, 3, 7, 8, 9, 10, 14, 15, 16	Oct 25
Nov/Dec Weekend	12, 19, Dec 3, 10, 17	Nov 7
Dec Day	Dec 5, 6, 7, 8, 12, 13, 14, 15, 19, 20	Nov 28
Dec Eve	Dec 5, 6, 7, 8, 12, 13, 14, 15, 19, 20	Nov 28

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 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. 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. 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.

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 a refund of all monies paid, less \$100 Registration Fee within 15 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 Nevada State Board for Private Postsecondary Education.

Placement Assistance

Placement in a job is not guaranteed or promised to persons who complete the program. 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. Our Employment Specialist will reach out to students via email 30 days after graduation. 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. Students will not be eligible for graduation until they have completed the entire didactic portion of the program. Attendance is essential to academic and professional success. Students must attend all 40 hours of the didactic class and 80 hours of the externship.

In regards to the didactic class, arriving after the scheduled class starting time (more than 15 minutes), leaving before the scheduled ending time, returning late from break or who are unprepared to begin class are considered tardy. 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.

Missed Class

If a student misses a portion of class with or without an excuse they will be required to make up the hours missed. They can attend during any other module that is being taught in a corresponding class. Excessive absences, more than 2, will result in the student being moved to the next program start unless the student has attended the applicable make up days. Tardis or interruptions may result in student being moved to the next program start as well. To schedule a make-up time please call Student Services at 701-404-9434.

Missed Time during Externship

When you establish an externship date and time, please do everything you can to properly attend, and complete, your externship in its entirety. If you cancel or reschedule your externship within 48 hours of your scheduled externship, you will be charged a **\$100-\$300 RE-SCHEDULING FEE, depending on the site. If you need to re-schedule your externship, of fall ill and cannot make it to your externship, please email : “URGENT-Externship Change” to NevadaExternship@phlebotomyusa.com.**

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.

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. Evaluation reports will also

be provided to students throughout the course to keep students apprised of their progress.

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. Students must pass 70% of modules in order to continue and stay on track for graduation. Students may also repeat the course, free of charge, if more training is needed. Remittance guidelines are below for students who make unsatisfactory progress.

Grading System

Class 1	Phlebotomy, an Overview, Tourniquet Tying	Pass / Fail
Class 2	Lab Skills Development	Pass / Fail
Class 3	Test tubes, Panels/Profiles, Special Handling and Procurement, Bodily Fluids Collection	Pass / Fail
Class 4	Lab Skills Development	Pass / Fail
Class 5	Laboratory Sections, Anatomy and Physiology, Hemodialysis AV Fistula & Grafts	Pass / Fail
Class 6	Lab Skills Development	Pass / Fail
Class 7	Protections and Precautions, Employment Guide, Glossary and Study Guide Review	Pass / Fail
Class 8	Lab Skills Development	Pass / Fail
Class 9	Practical Skills Examination	Pass / Fail
Class 10	Study Guide Review, Test Prep, Q&A Session	Pass / Fail
Class 11	80hr Externship	

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.

A student also may be withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, or makes unsatisfactory progress. The director, after consultation with all parties involved, makes the final decision. For readmission, the student will set up

a meeting with the director. The director will consult with the student and assist them in a plan where the student can be readmitted.

To practice as a certified phlebotomist, student must pass the course, pass the national exam, and receive the required state license. The testing entity is the NHA and the state licensing entity is the Nevada Department of Health and Human Services.

State License

Students that have completed all required hours for both the didactic training, the clinical externship, and have passed the NHA exam will qualify to apply for the Medical Laboratory Personnel Licensing with the Department of Health and Human Services. Online application and information can be found at -

http://dpbh.nv.gov/Reg/MedicalLabs/Medical_Lab_Personnel_Licensing/

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 & Dismissal Policy

Students are expected to maintain professional conduct within the classroom. Phlebotomy Training Specialists reserves the right to enact disciplinary procedures (outlined below). The following is a list of enumerating behaviors and actions that are deemed unacceptable and prohibited in the classroom setting. These examples of impermissible items described below are not intended to be an all-inclusive list. The Phlebotomy Training Specialists management team has full discretion and any violation of the policies or conduct considered inappropriate and / or unsatisfactory will be subject to disciplinary action, up to and including dismissal from the program.

Conduct Prohibited:

1. Language / Interpersonal Conduct
 - a. Fighting (verbal, physical, electronic) with or assaulting another individual
 - b. Threatening or intimidating any other individual by any method (verbal, written, electronic, etc.)
 - c. Engaging in any form of harassment (sexual, emotional, etc.)
 - d. Using vulgar language, explicit terms, or profanities

- e. Discussing sensitive topics such as religion, sexual orientation and gender, racial issues, political affiliation, etc.

2. Disruptive Conduct

- a. Use of cell-phone for non-emergencies while in class and / or lab
- b. Continually speaking out of turn or disrupting the flow of class with off topic discussions
- c. Arriving late to class or leaving early more than twice without prior notification

3. Safety Disregard

- a. Failing to abide by safety rules and policies
- b. Refusing to follow instructor's directions or being insubordinate
- c. Failure to adhere to corrections or guidance given by the instructor
- d. Continued disregard for cleanliness and sanitation protocols

4. Mental / Physical State

- a. Showing up to class in improper attire, wearing inappropriate shoes, or generally unkempt
- b. Attending class while under the influence of alcohol, illicit drugs, or any other mind / body altering substance

5. Automatic Dismissal

- a. Possessing firearms or any other weapons in the classroom
- b. Illegal Activity of any kind
- c. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on premises
- d. Partaking of recreational drugs on school premises

- e. Theft
- f. Being absent for the first 8 hours of the program

Dismissal Procedures:

Upon infraction of one of the above prohibitions, a Phlebotomy Training Specialists staff member will issue a verbal AND written warning to the student. This is to be considered a corrective plan of action. If the prohibited action and / or behavior continues, Phlebotomy Training Specialists will dismiss the infracting student(s) from the program. Any student who has violated the prohibitions outlined in section 5, the “Automatic Dismissal” section, will be subject to automatic dismissal with no exception(s).

ALL dismissal procedures will be determined by at least three (3) Phlebotomy Training Specialists management team members, including a consultation with the issuing staff member. Any student who wishes to appeal Phlebotomy Training Specialists’ final decision, shall do so in writing. Any dismissed student may attain reentry into the program(s) by contacting PTS’ founder, Brian Treu, and discussing with him on an individual basis, our expected classroom etiquette.

Suspension

The Director 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 the student is allowed to re-enter the program after interruption, the previously paid tuition can be applied to the next program start. Students will need to contact Student Services at 701-404-9434 to be registered for the next available class.

Taking the Exam

After completion of the Didactic class, the required number of draws, and the full tuition and examination fee has been paid in full, a staff member will Email you an Exam Discount Code. This code will be used to register for the National Exam, at any PSI Testing Center.

Please follow the steps below AFTER you have received your Discount Code.

1. Go to <https://certportal.nhanow.com/register/>
2. Enter all information with an asterisk (*)
 - a. For Organization Type select **School or Training Center** for Organization select **Phlebotomy Training Specialists (and YOUR training Location)** ***This is crucial.* You must affiliate yourself with Phlebotomy Training Specialists and your Didactic Location, Las Vegas Nevada.

3. Click “Yes” to Agree to the Terms and Conditions and then click “Register”
4. Select your Exam type (CPT) and click continue
5. Select **YES** to both prerequisite questions
6. On the checkout screen, verify your contact information and enter the Discount Code 7. Your Exam Registration will now be sent to PTS for verification and approval

8. Once you’ve registered for your Exam at www.nhanow.com, **please wait 24 hours before calling PSI to schedule the Exam**. You will call the PSI number on your screen (under ‘My Applications’) and provide them with your name, eligibility number, and where you are located. They will then let you know the available dates/times, for your Exam, and then assist you in scheduling a convenient time.

PLEASE NOTE: You must take a photo ID to PSI the day of your Exam. The name on your ID must match the name you registered with.

If you have any issues with setting up your account, registering for your exam, etc... please reach out to NHA Customer Service at 800-499-9092. They are available Six days per week, including Saturdays, from 9:00am to 2:00pm [EST].

NHA offers a detailed test plan on their website, available at: <https://certportal-store.nhanow.com/category/cpt2/>

NHA regulations require candidates for the CPT1 Certification are able to provide evidence that they have **successfully** performed a minimum of Thirty (30) Venipunctures and Ten (10) Capillary Sticks on ‘live’ individuals. A Student Venipuncture Log will be provided to record all your venipunctures and capillary sticks required by the program.

Externship Completion

Students that have completed the Didactic portion of their education, AND have received a PASSING SCORE on their National Exam, will be ready to move to the externship portion of the program. A background check will be completed on all students prior to being placed in an externship location. Students will not receive compensation for clinical or externship experience. Students are required to complete an 80 hour externship. Externships are offered Monday-Friday 8:00am-5:00pm or 9:00am-6:00pm, schedule for TWO consecutive work weeks. Evening and weekend externships are not available so students will have to make arrangements to take vacation time or a leave of absence from their jobs when their externship is scheduled to begin. All school policies remain in effect while students are in the field for externship. These hours are tracked on a time sheet approved by the site supervisor.

To begin the scheduling process, please email proof of your NHA passing score to NevadaExternship@phlebotomyusa.com. Once you have completed this, a member of our externship team will reach out via email to begin the scheduling process. Please do NOT contact the Externship Team to ask the status of your Externship within the first week of passing your exam, as your call may delay the process for yourself and others.

All of the relationships surrounding each externship site are invaluable to Phlebotomy Training Specialists. It is imperative that all student externs approach their volunteer hours with the utmost care, by always maintaining a professional, positive and compliant attitude

throughout the entire externship process and by always adhering to the Externship Code of Conduct (ECOC)

Uniform Requirement

Scrubs are the suggested uniform for your in-class training. If you choose not to wear scrubs, no inappropriate or provocative clothing is allowed. PLEASE KEEP IN MIND THAT YOU WILL BE REQUIRED TO WEAR PLAIN SCRUBS DURING YOUR EXTERNSHIP. Closed toed shoes are a requirement for your in-class training and your clinical externship.

Facilities

The classroom comprises of 1447 square feet. The Training facilities at PTS are set up in classroom style in the center of the room, with draw stations around the perimeter. There is also a table on which we train you to do laboratory processing. It contains a centrifuge, microscope and a tube rocker. There are large white boards, and audio-visual equipment which aides students in training. There is not a library at PTS, all of the information that you need is contained in the curriculum.

The average class size is 12 students, and there is a 2 to 1 ratio of students to instructors.

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 40 hours in length, either during the day, evening or weekend. At this time, distance education is not offered for this course. Instruction for this course is offered in-person and there are no additional fees to make up classes. Once a student has graduated the course they may return, free of charge, for a refresher based on availability. Phlebotomy Training Specialists continually changes its curriculum to meet industry standards and safety/equipment updates.

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.

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.

The transferability of credits you earn at Phlebotomy Training Specialists is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the

certificate you earn in Phlebotomy is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Phlebotomy Training Specialists to determine if your certificate will transfer.

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 Director, Haley Hutchison at haley@phlebotomyusa.com. She will contact the student within 5 days of receiving the complaint via email or phone to set up a meeting. In the meeting Haley 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 Nevada Commission on Postsecondary Education at <https://cpe.nv.gov/uploadedFiles/cpenvgov/content/Students/Complaint%20Form%20Initial%202021.pdf>

Cancellation and Refund Policy

Three Day Cancellation: Students have the right to cancel the enrollment agreement for three days from the date of the agreement for any reason.

Each postsecondary educational institution shall have a policy for refunds which at least provides:

- (a) That if the institution has substantially failed to furnish the training program agreed upon in the enrollment agreement, the institution shall refund to a student all the

money the student has paid.

- (b) That if a student cancels his or her enrollment before the start of the training program, the institution shall refund to the student all the money the student has paid, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$150, whichever is less.
 - (c) That if a student withdraws or is expelled by the institution after the start of the training program and before the completion of more than 60 percent of the program, the institution shall refund to the student a pro rata amount of the tuition agreed upon in the enrollment agreement, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$150, whichever is less.
 - (d) That if a student withdraws or is expelled by the institution after completion of more than 60 percent of the training program, the institution is not required to refund the student any money and may charge the student the entire cost of the tuition agreed upon in the enrollment agreement.
2. If a refund is owed pursuant to subsection 1, the institution shall pay the refund to the person or entity who paid the tuition within 15 calendar days after the:
- (a) Date of cancellation by a student of his or her enrollment;
 - (b) Date of termination by the institution of the enrollment of a student;
 - (c) Last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or
 - (d) Last day of attendance of a student, whichever is applicable.
3. Books, educational supplies or equipment for individual use are not included in the policy for refund required by subsection 1, and a separate refund must be paid by the institution to the student if those items were not used by the student. Disputes must be resolved by the Administrator for refunds required by this subsection on a case-by-case basis.
4. For the purposes of this section:
- (a) The period of a student's attendance must be measured from the first day of instruction as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of absences.
 - (b) The period of time for a training program is the period set forth in the enrollment agreement.
 - (c) Tuition must be calculated using the tuition and fees set forth in the enrollment agreement and does not include books, educational supplies or equipment that is listed separately from the tuition and fees.

(Added to NRS by 1985, 989; A 1989, 1460; 1995, 325; 2005, 635)

Process for Cancellation: Students can locate an Enrollment cancellation form online at www.PhlebotomyUSA.com/nevada-phlebotomy-classes/. This form can be submitted to the billing manager by email at payments@phlebotomyusa.com or in person at 4000 S. Eastern Ave Suite 120 Las Vegas, NV 89120. Phlebotomy Training Specialists will return

any monies paid by the student within 15 days of the request to cancel. Any funds paid by a third party on behalf of the student will be returned to the payee. Students who cancel after the three-day cancellation period are subject to the institutions refund policy.

Student Indemnification Policy

In an even of a schools discontinued operation or a violation by the institution per NRS 394.383 to NAC 394.560, an account for student indemnification may be used to indemnify a current student or enrollee who has suffered damage as a result of: discontinuance of operation or violation by such institution of any provision of NRS 394.834 to 394.560

Holder in Due Course Statement

Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor.

(FTC Rule effective 5-14-76).



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. The phlebotomy clinical will be a supervised practicum within the clinical setting that provides laboratory practice in phlebotomy. 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</u>	<u>Lab Hours</u>	<u>Total Hours</u>
Class 1- Phlebotomy, an Overview, Tourniquet Tying	4	0	4
<p>Course Description: This course is designed to provide the understanding of the venipuncture procedure in a step by step process. This includes the hand hygiene required, supplies needed to perform the draws, and the anatomy of the veins and location within the arm. Venipuncture problems, capillary punctures/heel sticks, special handling and procurement, and hemostasis are included in this module.</p>			

Class 2- Lab Skills Development	0	4	4
Course Description: This class provides hands-on experience. Demonstration and practice of tourniquet tying will be performed. The steps of how to utilize a vein viewer are included. In this course first blood draws will be performed by the students with the instructor guiding them through the steps on a one-on-one basis.			
Class 3- Test tubes, Panels/Profiles, Special Handling and Procurement, Bodily Fluids Collection	4	0	4
Course Description: The course provides students with the knowledge of the order of draw. The information covering the tubes include the additives, the order, common tests, and the sections of the laboratory in which the tube belongs. Tests, panels, and profiles will be included. Different types of specimens will be mentioned; ABG, stool, urine, and semen. The basics of centrifuge and processing will be addressed as well as making blood smears.			
Class 4- Lab Skills Development	0	4	4
Course Description: This course is all hands-on training. Straight sticks will be performed. At least 5 dermal sticks and introduction to the use of the butterfly needle in hand draws.			
Class 5- Laboratory Sections, Anatomy and Physiology, Hemodialysis AV Fistula & Grafts	4	0	4
Course Description: In this class, videos will be shown covering ABGs, stool, and urine collections. This lesson will be over the basics of anatomy and physiology involving the heart and circulatory system, nervous system, muscular system, Integumentary system, and urinary system. This lesson includes infection control, blood-borne pathogens and nosocomial infections, and safety practices.			
Class 6- Lab Skills Development	0	4	4
Course Description: This course is a hands-on experience day. Additional straight stick practice, making blood smears, and butterfly practice. This course includes learning the use of a centrifuge and the transfer of samples.			
Class 7- Protections and Precautions, Employment Guide, Glossary and Study Guide Review	4	0	4
Course Description: This module students will learn the modes of transmission, infection control procedures, blood borne pathogens, nosocomial infections, exposure and the transmission of pathogens. Fire safety, types of hazards, universal and standard precautions will be covered as well. This lesson includes ample time to cover interviewing, resume building, and types of jobs that fall under the category of phlebotomy. Quality time is spent on working on a study guide over the book material.			
Class 8- Lab Skills Development	0	4	4

Course Description: This course is dedicated to a day of blood draw practice and hands-on experiences. Hands-on practice with friends and family guests. More stick practice involving straight needles and butterfly needles.			
Class 9- Practical Skills Examination	0	4	4
Course Description: This class is a hands-on day which involves students trying to pass their practical exam. Students must perform 2 arm draws and 2 hand draws completely unassisted with the instructor watching to verify. In this class students are allowed to invite friends and family to volunteer for sticking. (18 and older with a signed liability form).			
Class 10- Study Guide Review, Test Prep, Q&A Session	4	0	4
Course Description: This course is dedicated to studying. In the class, the study guide and supplemental packet will be reviewed question by question. An open Q and A period will be conducted to allow students ample time to get clarification and understanding on anything pertaining to the book.			
Class 11- 80 hr Externship			80
Course Description: Students will participate in mandatory clinical externship			
Total Course Hours			120

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

Phlebotomy Training Specialists – CPT Certified

Phlebotomy Technician Training Manual Volume 17 (2021)

ISBN: 978-0-578-955450-9