2027

INOVA PHLEBOTOMY SCHOOL CURRICULUM & STUDENT CATALOG

Inova Phlebotomy School Curriculum and Student Catalog

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I. General Information

Inova Health System
Inova is Northern Virginia's leading nonprofit healthcare provider, recognized in 2020 by U.S. News & World Report which named Inova Fairfax Hospital the #1 hospital in the Washington, DC region for the second year in a row. All of Inova's five hospitals hold five-star rankings from the Centers for Medicare and Medicaid Services (CMS). Our mission is to provide world-class healthcare – every time, every touch – to each person in every community we have the privilege to serve. Inova's 18,000 team members serve more than 2 million individuals annually through an integrated network of hospitals, primary and specialty care practices, emergency and urgent care centers, outpatient services and destination institutes. Inova is home to Northern Virginia's only Level 1 Trauma Center and Level 4 Neonatal Intensive Care Unit. Its hospitals have a total of 1,800 licensed beds. More information and statistics about Inova can be found at inova.org.

About Inova:

Mission
To provide world-class healthcare – every time, every touch – to each person in every community we have the privilege to serve.

Vision
To be among the leading health systems in the nation.

Values
PATIENT ALWAYS | We work with compassion to ensure every action we take puts the patient and family first.

OUR PEOPLE | We create an environment of respect and growth, where contributions are recognized and rewarded.

ONE TEAM | We are stronger together as a unified healthcare system, enriched by our diversity and driven by a shared purpose.

INTEGRITY | We consistently uphold the highest moral and ethical standards and honor our commitments.

EXCELLENCE | We act with courage, hold ourselves accountable and achieve results at the highest level of performance in our field.

Inova Laboratories
Inova Laboratories is a full-service laboratory. It is a clear and distinct entity of the Inova Health System. Inova Laboratories' connectivity supports the continuum of care for patients in all care settings. Inova Laboratories is equipped with state-of-the-art automation and equipment providing enterprise-wide Core laboratory and Histopathology, Cytology, and Microbiology departments to all five hospitals associated and most medical practices with Inova Health System.

The phlebotomy service line of Inova Laboratories provides Laboratory technical assistants that perform venipunctures, laboratory processing, and customer service to the Inova Medical Group and Patient Service Centers.

Inova Laboratories is accredited by the College of American Pathologist and Clinical Laboratory Improvement Amendments.

II. Inova Phlebotomy School Introduction

Inova Phlebotomy School is part of Inova Laboratories Outreach department. The program began in 2021 and is certified to operate by the State Council of Higher Education for Virginia (www.schev.edu, SCHEV email: PPE@schev.edu, phone number: 804-225-2600).

Inova Phlebotomy School is a part-time, 10 week training program that teaches the art of venipunctures via lecture, lab, and clinical internship. The program goal is to provide students with a high degree of professionalism, personal confidence and prepare them to achieve a passing score on the American Society of Clinical Pathology (ASCP) Phlebotomy Board of Registry Certification Examination.

The Program Catalog contains detailed information regarding the program's policies, curriculum, students' rights, privileges, and responsibilities. Students are encouraged to use this Catalog as a reference during the program.

Program Mission
The mission of the Inova Phlebotomy School will be to provide an educational program that teaches the art and science of phlebotomy. This program's focus will be on knowledge, technical abilities, troubleshooting, as well as confidence to pass the American Society of Clinical Pathology Board of Registry Certification Examination.

Program Goals
The Inova Phlebotomy School seeks to graduate students that will have the necessary skills to perform successful venipunctures. The program will provide practicums that emphasize technical skills and knowledge, resulting in a successful phlebotomist. Both lecture and lab will be done in a safe atmosphere inspiring learning of various styles with aspirations to become educators and leaders in the field. The program goal is to graduate students with a high degree of professionalism and integrity, as they become an active member in the healthcare community.

Contact Information
Information about the Inova Phlebotomy Program may be obtained by contacting the following individuals:

Program Director
Fredericka Richardson, MT ASCP
703-645-6124
Fredericka.richarson@inova.org

Administrative Director
Beth Deaton
703.645.6192
Beth.Deaton@inova.org

Program Coordinator
Aalia DeCamp, MLS ASCP
410-963-7228
Aalia.decamp@inova.org

Program Education Coordinator
Nuchi Vue, BSN, RN, PHN, CPT
Nuchi.Vue@inova.org

Available Monday through Friday 9 a.m. – 4:30 p.m.

Location
Inova Central Laboratories
2832 Juniper Street
Fairfax, VA 22031

Inova Phlebotomy School adheres to the following federal regulations to ensure non-discrimination: American Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, and Titles VI and VII of the Civil Rights Act of 1964.

III. Curriculum Program Description

The program's curriculum objectives will meet the standards set by the State Council of Higher Education for Virginia (SCHEV). Classroom course work and clinical practicums are designed to be done simultaneously over 10 weeks. Virtual sessions may be substituted for Classroom coursework. After lectures each student will be assigned to an Inova facility to shadow and then perform venipunctures, accessioning, registration, specimen processing, and prep for specimen transport. Class will be held three days a week and taught by Inova Health System Medical Lab Scientists, Certified Phlebotomists, or other qualified faculty.

This Phlebotomy program is designed to provide clinical instruction for the technical and procedural aspects of clinical phlebotomy, including collection of blood specimens and venipuncture required to become a certified phlebotomy technician. The Phlebotomy program includes theory, hands-on instruction, and laboratory internship in an approved Inova clinical site. The program will teach students the concepts of clinical Phlebotomy and infection control, legal issues in healthcare, an introduction to human anatomy and physiology, phlebotomy equipment and supplies, phlebotomy procedures, and phlebotomy fundamental essentials. This program is designed for students interested in career advancement or interested in starting a career in the medical laboratory field.

Students will be required to work together during lab assignments and will be provided opportunities to communicate electronically via school chatroom.

Delivery Method of the Inova Phlebotomy School Program
The phlebotomy program at Inova Phlebotomy School is certified to operate by SCHEV for hybrid delivery. The program combines synchronous online learning, asynchronous independent study, and in-person learning to ensure comprehensive educational experience.

- **Synchronous (Live Virtual Instruction):** Students participate in live, faculty lead lectures via secure video conferencing platforms, such as Microsoft Teams. Attendance and engagement are required, and interaction between students and instructors are emphasized.
- **Asynchronous (Independent Online Modules):** Each week, students are assigned modules that include reading, quizzes, and assignments. These are released on a structured schedule with set deadlines.
- **In-Person learning:** Students are required to attend in-person laboratory training sessions and exams to demonstrate hands-on competencies and clinical skills.

Technology requirements:
To participate successfully, students must have:

- A laptop or desktop computer with a functioning webcam and microphone.
- Reliable broadband internet connection (minimum of 10 Mbps download/5 Mbps upload)
- Updated Internet browser (Chrome, Firefox or Edge recommended.)
- Access to Inova email via Outlook or personal email.
- Access to Canvas.

Student orientation and support:
All students must attend InovaNew Orientation via Microsoft Teams prior to participating in class activities. Class lectures are delivered synchronously via Microsoft Teams format.

- Microsoft Teams video training: https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7

All students have access to Inova Canvas to familiarize themselves with the learning platform, online navigation, and course expectations.

- Inova Canvas login: https://inova.instructure.com/login/canvas
- Canvas Student Guide: https://community.canvaslms.com/t5/Student-Guide/tkb-p/student

Ongoing Technical Support is available via e-mail, phone and scheduled web conferencing.

Student-Faculty interaction:
Faculty maintain regular communication with students via live sessions, scheduled office hours, and e-mail correspondence. Students are expected to actively engage, ask questions, and participate in both synchronous and asynchronous activities.

Inova Phlebotomy School Curriculum
Program Information
• Hours: 140 Hours
• Course Length: 10 Weeks

Prerequisites for the Program:
1. Proof that applicant is at least 18 years or older.
2. High School Diploma or GED
3. The payment of registration fee and arrangements to pay tuition.
4. Signed admissions application and signed enrollment agreement.
5. All applicants must be able to speak, read, and understand English.
6. Must be able to work in the United States.

Admission requirements to the Inova Phlebotomy School must meet the following minimum requirements:
1. Proof that applicant is at least 18 years or older
2. Submit copy of High School transcript documenting graduation from High School or a GED certificate.
3. A signed application for the Inova Phlebotomy School must be received by Facility program director approximately eight weeks prior to the start of each session. Dates will be posted on the website
4. The payment of a non-refundable $50.00 application fee and arrangements to pay tuition.
5. Students must be able to speak, read, and understand English
6. Submission of a personal statement. Personal statement should be a short paragraph and include information about why a prospective student would like to become a phlebotomist and what they plan to do after completion of the program. The prospective student could also include information about background, and school or personal history not included in the application.
7. Successful Interview
8. References
9. Access to computer with internet

Graduation Requirements:
Students who successfully complete the program with a minimum of 80% in class, a minimum of 80 hours of internship, and 100 successful venipunctures will be awarded a Certificate of Completion in the program of study. Upon competition of phlebotomy training, students will be eligible to apply for the ASCP phlebotomy technician exam.

Courses

- **Week 1:** Intro to Phlebotomy: A historical Perspective, Legalities, and Blood Borne pathogens
- **Week 2:** Medical Terminology and Introduction to Anatomy
- **Week 3:** Anatomy and Body Systems The circulatory system
- **Week 4:** Chemistry and Hematology Blood collection equipment & procedures
- **Week 5:** Blood collection variables & Laboratory Testing
- **Week 6:** Coagulation studies and Special draws Capillary puncture equipment, principles, and procedures
- **Week 7:** Special collections and Point-of-care testing
- **Week 8:** Patient Intake- Specific Environments and Isolation room review Urine & other nonblood specimen and tests
- **Week 9 & 10:** Internship within Inova facilities

Courses Descriptions

1. Collecting, transporting, handling, and processing blood specimens for analysis.
2. Recognizing the importance of specimen collection in the overall patient care system.
3. Relating the anatomy and physiology of body systems and anatomic terminology to the major areas of the clinical laboratory, and to general pathologic conditions associated with body systems.
4. Identifying and selecting equipment, supplies and additives used in blood collection.
5. Learning the factors that affect specimen collection procedures and test results, and taking appropriate actions within predetermined limits.
6. Recognizing and adhering to infection control and safety policies and procedures and monitoring quality control.
7. Recognizing the various components of the health care delivery system and learning the responsibilities of other laboratory and health care personnel.
8. Demonstrating professional conduct, stress management, interpersonal and communication skills with patients, peers, and other health care personnel and with the public.
9. Demonstrating an understanding of requisitioning and the legal implications of their work environment.
10. Applying basic principles in learning new techniques and procedures when drawing adults and infants.

Course Objectives Outline

- Introduction to Phlebotomy and Infection Control
  - Objective – This lecture will concentrate on the historical perspective of phlebotomy and show that man's initial fascination with his blood and body fluids has had a direct influence on the study of Biomedical Science today. Meaning of 'Phlebotomy' The term 'Phlebotomy' suggests the taking of Blood only. This subject is not only concerned with "blood-letting", but rather the whole range of

skills and knowledge necessary for the collection of viable specimens for later analysis in a laboratory.
  - Assume ALL human blood, plasma, serum, body fluids (semen, saliva, tears, cerebrospinal and amniotic fluid, milk, and cervical secretions) and tissues to be contaminated with Human Immunodeficiency Virus (HIV) and/or Hepatitis Viruses (e.g., HBV). Handle them with appropriate care.
- Legal Issues in Healthcare - Quality Assurance: "Getting the job Done" with Quasi Legal Organizations. The Joint Commission (TJC) – non-government agency used for establishing standards in hospitals and health related facilities.
- College of American Pathologists (CAP) – offers proficiency tests and lab inspections
- Quality Control (QC) – checking all operational procedure to make sure they are performed correctly
- Patient Consent – Informed Consent-implied voluntary and competent permission for a medical procedure.
- Expressed Consent – Written or verbal that is involved in surgery, experimental drugs, or high risks procedures.
- Implied Consent – no need to verbalize. An example of implied consent is when a patient holds out their arm after you have explained that you are going to perform a venipuncture on them.
- Introduction to Human Anatomy & Physiology
- Medical Terminology
- Phlebotomy Equipment and Supplies
- Phlebotomy Procedures I & II
- Phlebotomy Fundamental Essentials

Internship
Each student is required to complete an internship at a site determined by the school with input from the student. The internship will be reasonable in length to accommodate the student to complete at least 100 successful venipunctures unassisted.
A reasonable number of locations and geographies will be made available for each student. Internship will be monitored by an instructor and overseen by a qualified onsite resource.

Qualifications for onsite resources will include a minimum of five years of phlebotomy experience, superior customer service skills, and a willingness to oversee students. Students will be required to keep a record in a prescribed format of the successful and unsuccessful phlebotomies performed. This will be signed off daily by the onsite resource and submitted weekly to the program coordinator.

Students will not be compensated for the internship, nor will they be considered as part of staffing resources.

Course Textbook
Phlebotomy Essentials 7th edition ISBN: 9781284209945 Year of Publication 2020.

IV. Resources Library

A collection of current texts and other learning tools for use by the students and laboratory staff are kept in the department and in the Program Coordinator's office. These items may be checked out on the honor system. Items may be kept as long as needed, provided that no one else has requested use of the item. All items should be returned in good condition by the last day of class for the school term in which the items were borrowed. Failure to return items will result in a lock placed on the student's account whereby the student's certificate of completion will not be issued until either the item is returned in good condition or payment for replacement of the item has been received.
The students are also able to use the Inova Fairfax Hospital Health Sciences Library. The library is located at Inova Fairfax Medical Campus in the atrium at the top of the escalators between the Professional Services Building and the Tower Lobby.

The Health Sciences Library provides resources and services to Inova physicians, team members, affiliated residents, and students for their work as it relates to patient care, education, research, and management. The library, through the Consumer Health Resource Center, also provides resources and services to assist patients, their families, and the local community.
The library's information resources provide access to clinical and managerial literature, online databases, patient education, quality improvement, continuing education, and research. The scope of the collection reflects Inova's primary needs with resource concentrations in medicine, nursing, allied health, healthcare administration and patient education.
The library provides access to MEDLINE, CINAHL, MD Consult, Evidence-Based Medicine Reviews, Health Business Full text, Health & Wellness Resource Center, among others and over 1000 full-text electronic journals, books, journals, audiovisual and multimedia materials.
Extensive reference service is provided by experienced medical librarians who access information from the library collection and online databases.

Computer Access
Inova Laboratories Information System (LIS), which interfaces with the Hospital Information System (HIS), is used for laboratory orders, results, and patient demographics. Students are trained to use designated functions in the LIS. Initial training on the system is conducted during the orientation week. All students are required to successfully complete a competency on the system before access is given. Students sign a system access form indicating they have received instruction regarding appropriate access to the system and patient confidentiality prior to receiving access to the system.

Students will be given a username and password to access the Inova Health System computer system, which must be kept confidential. All hospital policies and procedures related to computer usage must be followed.

Students will have access to an Inova email address, internet, and presentation/spreadsheet/word-processing software. Students are expected to check their Inova email regularly for communication. There are computers for student use in the laboratory computer room and in the department; these computers are accessible twenty-

four hours a day. Printers are connected to these computers for student use for school activities.

Faculty Accessibility
Faculty will be accessible to students by phone or in person by appointment during business hours.
Office Hours: Monday through Friday 0900 – 1600

V. Student Disclosure Information Teach-out Plan

In the event of program closure for any reason; delay or denial of SCHEV certification:

1. Inova Phlebotomy School shall make provisions for transferring all official records of students to The State Council of Higher Education for Virginia (SCHEV); notify all students of this location and how they may obtain official copies. The records transferred to the council office, or other depository, shall include the academic records of each student, which should include:
    a. Academic transcripts showing the basis of admissions, courses, hours, credit, grades, and graduation date.
    b. Financial aid records.
2. The Program shall notify all enrolled students of the pending closure immediately.
3. The Program will describe their financial obligations as well as the student's rights to a refund or adjustment.
4. The Program will make provisions for assistance toward completion of the Phlebotomy School.
5. The Program will not admit additional students into the Phlebotomy School. Currently enrolled Students will receive didactic and practicum instruction under the curriculum plan that is currently in place.

Transfer Credit Policy
The Inova Phlebotomy Program will not accept transfer credits, diplomas, work experience or certifications from another institution. All credit applicable toward the certificate of completion must be completed in this program.

Certificate Transferability – Certificates issued by the Inova Phlebotomy School or coursework may be transferable. Transferability will be determined by the receiving institution.

Placement Policy and Career
Inova Phlebotomy School will advise students about career opportunities with Inova, but does not guarantee job placement to graduates upon School completion or upon graduation.

Grading Policy
This certificate program grading will be based on the history and legal practice of phlebotomy, basic anatomy and physiology, clinical phlebotomy, unit quizzes and tests, midterm, clinical evaluation, and final examination.

Unit tests and midterms are given to check for understanding of the set objectives and knowledge of phlebotomy. They will be given on the assigned day and may not be rescheduled without prior approval. The dates for tests and midterms will be made available during orientation.

Each student will receive a progress report at week 4 (four) and their final grade at week 10 (ten). If a student is failing by the end of week 4 (four), he/she will receive required counseling and assistance by the program coordinator or program director. Notification of student progress and counseling sessions will be documented and placed in the student's permanent file.

The Grading Scale:

100% - 90%	A
89% - 80%	B
79% - 70%	C
69% - 60%	D
< 60%	F

If a 70 or below is made on the multiple choice and/or true/false portion of the final examination, it must be retaken and the highest of the two scores will be used in the final calculations of the overall grade. Students of this program are required to have an overall grade of 80 or above to attain a Certification of Completion.

Evaluation of the Program

Program effectiveness will be assessed throughout the course of the education program by soliciting input and feedback from students and faculty. Evaluation tools will include the following:

1) Evaluation forms provided to students, with completion required
    a) Evaluation of achievement of course objectives (per lecture series and per practicum rotation)
    b) Evaluation of appropriateness of examinations, and visual aids
    c) Provision of suggestions or recommendations for changes and comments about positive and negative aspects of lectures and/or rotations
2) Student evaluation forms completed by instructors, for each student
    a) Evaluation of achievement of course objectives
    b) Evaluation of student performance in the areas of professionalism and technical expertise

Instructor and student evaluation forms will be reviewed and information will be compiled. Remedial action or modifications to instruction will be agreed upon and implemented by the program director, education coordinator, and the program faculty.

Grievance Policy
Any student may submit an appeal in writing to the Program Coordinator, with grievances or concerns to be brought before the Advisory Committee. The Advisory Committee consists of the following individuals: Program Director, Program Coordinator, Faculty or select Inova System Phlebotomists. Actions taken to resolve formal complaints will be communicated to the individual(s) involved as appropriate, and within a reasonable time period, not to exceed 10 business days. A record of complaints and steps taken to resolve any problem will be maintained by the Program Coordinator. Should the student find the resolution unsatisfactory, or if the complaint is specifically regarding the Program Coordinator, the complaint may be submitted directly to the Program Director who will then proceed accordingly with the remaining members of the Advisory Committee

In addition, the Inova Dispute Resolution Policy defines the team member problem solving process. All Team Member Resource policies of this institution apply to Phlebotomy students, as they are also classified as team members of Inova. A student may choose to follow this Team Member Resource policy for work-related team member grievances instead of the Program's appeal procedure depending on the circumstances involved. Students are made aware of this process during orientation. Additionally, the Team Member Resources policy manual is available online at all times for student review.

The Inova Phlebotomy School adheres to the following Inova policies found on Inova's intranet.

- Inova Health System Policy "Internal Dispute Resolution"
- Inova Health System Policy "Progressive Discipline"
- Inova Health System Policy "Personnel Record Confidentiality"

The State Council of Higher Education for Virginia (SCHEV) may be contacted as the agency of last resort for grievances that the student feels were not properly addressed by the Advisory Committee and or Inova Human Resources, as described above. In any case, the student will not be subject to any unfair action and/or treatment by any school official as a result of the initiation of a complaint or grievance. SCHEV email: PPE@schev.edu; phone number: (804-225-2600); and website www.schev.edu.

Primary Appeals (Grades)
Students who wish to appeal a grade must make every effort to contact the Program Coordinator and discuss concerns before beginning the official grade appeal process. Students can reach the Program Coordinator by email or telephone number as provided in the student manual. The student must request grade review within a week of receiving the evaluation. If the student finds the resolution is unsatisfactory, the grade appeal will then be evaluated by the Program Director. A response will be given within one week. The student will not be subject to any unfair action and/or treatment by any school officials as a result of the initiation of the appeal. Should the student not be satisfied with the outcome of this primary response, they may proceed with the advanced appeal process.

Advanced Appeals
In the event that a student is not satisfied with a decision made including dismissal from the program and he or she wishes to appeal that decision, the following procedure should be followed: A formal letter of appeal should be submitted to the Program Director, explaining the grounds for appeal. The appeal will be submitted to the Advisory Committee to include, Resources, and Director, Administrator Reference Lab. Review of the appeal and final decision Team Member will be made by the Advisory Committee and final action will be stated to the student in a formal letter.

The Program Director and Program Coordinator are available for student support and assistance regarding Program policies, practices, and academic problems. Any guidance sessions remain confidential. At Inova Laboratories, we ensure the right to privacy and confidentiality by creating and maintaining a secure and trusting environment. We will treat all student information as confidential. Discussion of these matters will be restricted to situations where the information is necessary to meet the student's needs. We protect students' confidentiality by preventing the disclosure of their personal information to any unauthorized parties. In addition, we do not discuss personal matters in the presence of a student. Inova Phlebotomy School adheres to the Inova Health System Policy Personnel Record Confidentiality.

Probation Dismissal and Readmission Probation
Students must maintain a passing grade of 80% throughout the program. Unsatisfactory Performance will result in a probationary status if any of the following criteria are met:

- Failure of any three graded activities (including written, practical, final and comprehensive exams), assignments and student evaluation.
- Failure of any repeat final exams
- Failure to obtain >80% in the overall grade of a course

Any of the above will be subject to Academic Probation. Students will be placed on probation for the duration of the specific rotation or lecture series in which satisfactory grades are not maintained as outlined in the Student Disclosure Information Grading Policy section.

During the probation period, the student will be required to spend additional time in the area of rotation and/or lecture in which they are failing. Additional time will be decided by the Program Coordinator at their discretion and may be added to the end of each day and/or end of the year. If probation requirements are not met, the student will be dismissed.

Dismissal Policy
The following are causes for dismissal from program:

- Students are subject to dismissal if satisfactory grades are not maintained throughout the program and/or probation requirements are not met.
- Students may be dismissed for continued absences, inability to fulfill program requirements according to established standards, or negligence, especially with regard to patient care.
- Unethical conduct will not be tolerated and may result in dismissal from the program.

- Dishonest practices, such as lying, cheating, stealing or falsifying results, will result in immediate expulsion of the student, or students, involved. All students are expected to comply with Inova Health System Values
- Failure to abide by the Phlebotomy School Honor Code or for violating any policies and Values established by Inova Health System, and/or the Phlebotomy School.
- Cases involving threat or harm to others will result in an immediate dismissal.
- Excessive absences

In addition to the program dismissal policy, the Inova Phlebotomy School adheres to the following Inova Health System policies and Values found on Inova Health System's intranet:

- Inova Health System Policy "Compliance Policies"
- Inova Health System Policy "Workplace Violence"
- Inova Health System "Mission, Vision and Values"

Dismissal Decision

A student who is dismissed may appeal in writing to the Advisory Committee, consisting of the Program Director, Education Coordinator, Faculty, or select Inova System Phlebotomist, stating the reason for and goals of the appeal as outlined in the Grievance Policy Appeals Section. The student's appeal will be evaluated with consideration being given to their past performance, the nature of probation, the length of time they have been in the program and the student's defense statement.

The decision of the Advisory Committee will be a final decision. If the student is allowed to remain in the program on a provisional status, required conditions must be met for continued progression.

The student will receive a formal written notification of the decision made by the Advisory Committee. A record of appeal and steps taken to resolve any problem will be maintained by the Program Coordinator.

Dismissal due to threat or harm to others will result in immediate dismissal and the student will be prohibited from readmission in the future.

Student Withdrawal

If a student decides to withdraw due to personal reasons, they are required to submit a written letter stating their intentions to the Program Director.

Student Readmission

- Following reasons will prohibit readmission to the program:
- Dismissal due to dishonesty, such as lying, cheating, stealing or falsifying results and/or violation of the honor code.
- Dismissal due to noncompliance with Inova Health System values in action.
- Dismissal due to threat of harm to others.

If withdrawal due to personal reasons, the student will be allowed to reapply to the program. Readmission will not be guaranteed.

If a student is dismissed due to academic reasons, the student may reapply for readmission. Proof of improvement may be requested by the Advisory Committee to demonstrate that the student has resolved any problems causing unsatisfactory progress and/or conduct.

VI. Student Conduct

All students are expected to comply with the policies set forth by the Inova Phlebotomy School and by Inova Health System. All students are expected to behave in a professional manner and adhere to Inova Health System Values in action. Violation of any program and/or Inova policy may result in dismissal from the program as outlined in the Probation, Dismissal and Readmission Section of the Program Catalog. If a student is dismissed due to misconduct, the student may choose to appeal as outlined in the Grievance Policy Appeals Section.

Readmission is prohibited if a student is dismissed due to misconduct as outlined in the Probation, Dismissal and Readmission Section.

Student Supervision
In the laboratory, the student is under the immediate supervision of a laboratory technical assistant mentor. At all times the student is under the supervision of the Program Education Coordinator. Students are not permitted to perform venipunctures or any specimen processing without direct supervision. Students are trained to use designated functions in the Laboratory Information System during internship orientation week.

In addition, the Inova Phlebotomy Program adheres to Inova Health Systems Policy HIPAA 03 Minimum Necessary Policy as well as other HIPAA Policies.

Dress Code Policy
Students must maintain a professional appearance according to the Inova Professional Appearance policy and the following Phlebotomy School Dress Code.

Lab personals are required to wear lab coats or aprons, gloves, and other personal protective equipment while in the laboratory. These will be provided by the laboratory and must be worn according to policy.

- Scrub tops and scrub pants are to be worn by the Laboratory personnel.
- Name tags are to be worn at all times. They should be above the waist with name showing. Name tags in disrepair should be replaced.
- Sandals, open style shoes, Crocs, high heeled and soft-sided slipper type shoes do not afford proper foot protection and are not acceptable.
- Long hair should be contained in some way so it does not hang freely and interfere with equipment or reagents.
- Fingernails should be clean and of a short length (1/4 inch). Acrylic or gel nails are not acceptable as they create an infection risk.
- Any jewelry that may have potential to be a safety hazard should not be worn.

The Inova Phlebotomy Program adheres to the following Inova Policies found on Inova's intranet:

- Inova Policy "Professional Appearance"
- Inova Policy "Team member Identification System"
- Inova Policy "Workplace Safety"

Personal Communication Policy Telephone Usage:
Telephones in Inova facilities are for business use only, except in emergencies. There are public telephones available for personal phone calls during break time. Phone calls should be limited to emergencies only.

Cell Phone or Other Similar Device Usage:
Students may not use personal cell phone or other similar device to receive or place calls, text messages, surf the Internet, check phone messages, or receive/respond to email while performing activities related to Inova Phlebotomy School. Utilization of personal communication devices is limited to quiet, non-work areas and only during approved breaks or meal periods.
The Inova Phlebotomy Program adheres to the following Inova Policies found on Inova's intranet:

- Inova Policy "Cell Phone Usage"

Email/Internet Usage:
The Inova email system is for business use only. Email is not to be used in any way that may be disruptive, offensive to others or harmful to general morale. All messages sent or received via Inova e-mail become Inova records. Inova reserves the right to access and disclose any emails. The use of the Inova email system is a privilege, not a right, and may be revoked at any time for inappropriate or abusive conduct.

The Inova Phlebotomy Program adheres to the following Inova Policies found on Inova's intranet:

- Inova Policy "Electronic Communications System Usage"

Netiquette:
The internet and digital communication have become an essential part of our daily lives, and it's important to remember that the same rules of behavior that apply in real life also apply online. Following these guidelines can help create a positive and respectful online environment for yourself and others.

- Respect Others: Treat others online as you would treat them in person. Use appropriate language and avoid insults or derogatory remarks. Don't use ALL CAPS (it's considered shouting) or send messages that are offensive or harassing. Avoid using language that is discriminatory or offensive to specific groups of people.
- Be Clear and Concise: When communicating online, make sure your message is clear and to the point. Avoid using abbreviations or acronyms that others may not understand. Use proper spelling and grammar, as it helps to avoid misunderstandings.

- Think Before You Post: Remember that once you post something online, it can be there forever. Consider the potential consequences of your words and actions before hitting the "send" button. Don't post anything that you wouldn't want your parents, teachers, or future employers to see.
- Protect Your Privacy: Never share personal information online, such as your full name, home address, or phone number. Also, be careful about sharing pictures or videos that could compromise your privacy. Use strong passwords and be careful about the information you share on social media.
- Respect Copyright: Be sure to obtain permission before using someone else's work online, such as text, images, or videos. Give credit where credit is due and respect the intellectual property of others. Don't plagiarize or copy and paste other people's work without permission.
- Be Professional: If you're communicating online in a professional setting, such as through email or online meetings, be sure to use a professional tone and format. Avoid using emojis, slang, or other informal language. Use a clear subject line in your emails and keep your messages focused and concise.
- Don't Spam: Don't send unsolicited emails or messages, or forward chain letters or spam to others. If you're sending an email to a group, make sure it's relevant to everyone on the list, and avoid using "reply all" unless it's necessary.
- Be Mindful of Tone: When communicating online, it's important to be mindful of the tone you use. Without facial expressions or vocal inflections, it can be easy for messages to be misinterpreted. Use emoticons or other cues to indicate your tone if necessary.

By following these guidelines, you can help create a positive and respectful online environment for yourself and others. Remember to treat others with respect, protect your privacy, and think before you post.

Video Netiquette:
Video conferencing has become an essential part of our daily lives, especially for remote work, online learning, and staying connected with friends and family. However, it's important to remember that the same rules of behavior that apply in real-life interactions also apply in video conferencing. Following these guidelines can help create a positive and productive video conferencing environment for yourself and others.

- Dress Appropriately: When participating in a video conference, make sure to dress appropriately. Avoid wearing anything that is too revealing or distracting. Dress as you would for an in-person meeting or event.
- Test Your Equipment: Before joining a video conference, make sure to test your equipment, including your camera, microphone, and internet connection. Ensure that you have a stable internet connection and that your camera and microphone are working correctly.
- Be Punctual: Just like with in-person meetings, it's important to be on time for video conferences. Join the call a few minutes early to ensure that your equipment is working correctly and that you're ready to participate.
- Be Prepared: Before joining a video conference, make sure you're prepared. Review any materials or documents that you need to have on hand and ensure that you have them ready. Be prepared to take notes and ask questions during the call.

- Use a Professional Background: If possible, choose a professional-looking background for your video conference. Avoid using backgrounds that are distracting or unprofessional, such as a cluttered room or a distracting wallpaper.
- Be Mindful of Your Surroundings: Be aware of your surroundings during a video conference. Avoid having distracting noises or movements in the background. If you're in a public place, consider using headphones to avoid disturbing others.
- Stay Focused: During a video conference, stay focused on the discussion. Avoid multitasking or doing other activities while on the call. Remember that everyone can see you, and it's important to show respect and attention to the speaker.
- Avoid Interruptions: Avoid interrupting the speaker or other participants during a video conference. Wait for your turn to speak and use the "raise hand" function if available to indicate that you have a question or comment.
- Be Respectful: Treat others in the video conference with respect and professionalism. Avoid making derogatory or offensive remarks and use appropriate language and tone.

By following these guidelines, you can help create a positive and productive video conferencing environment for yourself and others. Remember to be punctual, prepared, and respectful during video conferences.

Student Employment Policy

- Students accepted into the Inova Phlebotomy Program are team members of Inova; therefore, applicants must be eligible to work in the United States.
- To become a team member, the Federal Government requires a form of identification proving eligibility to work in the United States. Examples of acceptable documents include Social Security Account Number and Permanent Resident card or Alien Registration Receipt card.
- Employment is contingent upon having satisfactorily passed all parts of the employment process which includes a health assessment, background check and a drug screen.
- Competency will be assessed and documented as successful by the instructor before any work assignment in the laboratory or with patients.
- Students must demonstrate proficiency and competence in English (written and spoken) before employment.
- Students may not be substituted for regular staff during instructional hours.
- Students will be supervised by a mentor or program coordinator at all times.

The Inova Phlebotomy Program adheres to the following Inova policies found on Inova's intranet:

- Inova Health System Policy Preplacement Health Screen
- Inova Health System Policy Immunization Program
- Team Member Orientation

Drug/Alcohol/Tobacco and Weapons Policy

Inova Health System has zero tolerance for infractions of these policies therefore any violation of Inova Health System policies regarding possession of weapons, use of illicit drugs and alcohol will result in dismissal from the school.

Inova Laboratories is a tobacco-free campus. Tobacco products of any kind are not permitted on Inova Laboratories' property. Weapons of any kind are prohibited at all times on Inova Health System properties. The consumption of alcohol or the use of illicit drugs is prohibited on Inova Health System properties.

The Inova Phlebotomy School adheres to the following Inova Policies found on Inova's intranet:

- Inova Health System Drug-Free Workplace Plan Policy
- Inova Health System Tobacco, Smoke, and Vapor Free Workplace Policy
- Inova Health System Possession of Weapons Policy

Inova recognizes that alcohol and drug abuse and addictions are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our team members, Inova offers all team members assistance with alcohol and drug problems through the Inova Employees Assistance Program (EAP). Assistance can be requested by calling 1 (800) 348 0110.

Honor Policy
All students are expected to comply with the policies and rules set forth by the Inova Phlebotomy Program and Inova's Values. Unethical conduct will not be tolerated and may result in dismissal from the program. Dishonest practices, such as lying, cheating, stealing or falsifying results, will result in immediate expulsion of the student, or students, involved. Violations of the honor policy may result in dismissal from the program. The student may file for an appeal as outlined in the Probation Dismissal and Readmission Section.

VII. Attendance

Hours
Inova's Phlebotomy School is a part-time course of study. Lectures will be given at Inova Central Lab or by virtual sessions. All assignments must be completed independently and turned in at the beginning of each lecture. Additional time may be required for learning experience.

Documentation of Attendance
Students are expected to arrive onsite or online with enough time to begin the day's lecture. Students should allow ample time for connecting or traffic and parking considerations. Each day lectures are scheduled will be communicated during orientation. Students are required to attend orientation. All lecture examinations are to be taken at the scheduled date and time.

Absenteeism/Tardiness
Any student, who may be ill or unable to report to attend at the scheduled time, must notify the Program Coordinator, if possible, at least two hours prior to the expected start time.

Arriving after the scheduled time is an act of tardiness. Tardiness will not be tolerated except for unusual circumstances and will require specific documentation or proof of the occurrence.

If a student is absent for more than half of any session, it will count as a full day absence. In order to count a half day absence, the student must be present for at least half the session.

Bereavement leave will follow the Inova Time Away Programs Policy #4010.

Excessive Tardiness
Three unexcused incidents of tardiness will result in a decrease of 5 points from the following test. Each additional incident of tardiness will result in a decrease of an additional 10 points from the following test.
Every 4 incidents of tardiness will also result in a full day of absence.

Personal Days
In addition to the seven observed Inova holidays, students may miss 2 days which includes sick days during the school without penalty. Personal days may not be taken together with other students. To schedule a personal day in advance, students must complete a Personal Day Request form. Student must submit the original request at least 2 working days in advance to the Program Coordinator.

A student that exceeds 2 days of absences, (not including bereavement leave) may result in probation or dismissal unless the student has been approved for personal leave. Absences exceeding 2 days will be handled on a case-by-case basis and will require valid documentation such as a note from a physician.

Students' rights, privileges, and responsibilities
All students are expected to comply with the policies set forth by Inova Phlebotomy School. All students are expected to behave in a professional manner and adhere to the Inova Code of Conduct Policy. Violation of any School and/or Hospital policy may result in dismissal from the program as outlined in the Probation, Dismissal and Readmission section of the Program Catalog. If a student is dismissed from the program, the student may choose to appeal as outlined in the Grievance Policy Appeals Section. Readmission is prohibited if a student is dismissed due to misconduct as outline in the probation, Dismissal and Readmission Section.

Students in the Inova Phlebotomy School shall have certain rights. These rights shall include

- The freedom to pursue educational goals
- The freedom of expression and inquiry
- The right to privacy and confidentiality of records
- The right to due process as established in the Code of Student Conduct.
- These rights are subject to the limitations of the Code of Conduct

Students also have certain responsibilities:

- The responsibility to act in such a manner as to ensure that other students may enjoy their rights.

- The responsibility to respect and comply with local, state, and federal law.
- The responsibility to act in a manner which promotes an atmosphere of learning and free expression.
- The responsibility to respect the human rights, dignity, and worth of every individual.
- All students are expected to behave in a professional manner and adhere to the Inova Code of Conduct Policy.
- All students are expected to comply with the policies set forth by the Phlebotomy School and by Inova.

Violation of any School and/or Lab policy may result in dismissal from the program as outlined in the Probation, Dismissal and Readmission Section of the Program Catalog. If a student is dismissed due to misconduct, the student may choose to appeal as outlined in the Grievance Policy Appeals Section. Readmission is prohibited if a student is dismissed due to misconduct as outlined in the Probation, Dismissal and Readmission Section.

Personal Leave
Student must formally request a personal leave. Personal leave may be granted in such situations as severe illness/injury, death of an immediate family member requiring a longer period of absence, and birth of a child. The request will be reviewed by the Program Director of the program. The decision to grant or deny leave will depend on the situation, length of time and material/experiences that will be missed. No more than two weeks of absence will be approved.

Failure to formally request a personal leave may result in dismissal. If the personal leave is approved, the student will be responsible for completing all of the missed assignments. The Program Coordinator will outline the missed assignments and additional time may need to be added each day and/or week to complete all the required assignments. Students must return to school on the expected date set by the Program Director.

In the event that the student does not return on the expected date, the student will be allowed to reapply for an extension. If an extension is denied and the student does not return, the student will be subject to dismissal as outlined in the attendance policy.

In the event that a student's personal leave is denied, the student will be required to continue attendance or choose to withdraw from the program. The student will be notified of the reason for denial in writing.

<u>School Holidays</u>

- Labor Day
- Thanksgiving
- Christmas
- New Year's
- Dr. Martin Luther King
- Memorial Day
- 4th of July

Inclement Weather
An inclement weather day is reserved for severe weather situations that may result in delay or cancelation of class. The decision to delay or close will be made by the Program Director.

The students will be notified by email or text once the decision has been made. If the student is unsure, it is the student's responsibility to call the Program Coordinator for confirmation. Students are expected to arrive on time if the class is not delayed. If the class is delayed and the student chooses not to attend, this will count as a full day absence. The student should use good judgement and have proper transportation in severe weather conditions.

VIII. ADMISSION, TUITION, FEES, AND REFUNDS

Admission is contingent on applicant evaluation and health screening conducted by an Inova Team Member Health Office, as well as clearance by Inova Human Resources to include a criminal background check. Evaluation and clearance by Inova's Team Member Health and Human Resources offices must take place no later than one month prior to the start date of the program. Failure to satisfactorily complete these evaluations by this deadline will result in revocation of the conditional admission. In such a case, the applicant must reapply in the next admission cycle to be considered for future acceptance.

Clinic Assignment When Placement Cannot Be Immediately Guaranteed Policy

Selection of students will be limited to the number of slots available on clinical rotation.

The Program will provide reasonable accommodations to otherwise qualified students with disabilities.

The following is a list of the technical abilities and skills required:

1. Manual Dexterity
    - Be able manipulate objects precisely that require fine or gross motor skills using good eye-hand physical coordination.
    - Be able to carry objects weighing up to 20 pounds and have the stamina to perform program functions over an 8 hour day including standing, walking, and/or sitting.
    - Be able to maneuver freely in the clinical laboratory setting and in a patient-care setting.
2. Vision
    - Be able to distinguish colors, and clarity
    - Corrected vision to 20/20
3. Communication Skills
    - Be able to communicate in English, both verbally and in writing to all, team members, students, patients, and other healthcare workers

4. Intellectual and Critical Thinking Skills
    - Be able to solve problems and apply critical thinking under normal and stressful situations.
5. Ethical Standards

- Exercise ethical judgement, integrity, honesty, dependability, patient confidentiality and adhere to the academic and professional code.

6. Safety
    - Be able to recognize and respond to safety issues, including recognizing emergency situations and taking appropriate actions.
    - Be able to adhere to the regulations of accrediting agencies, comply with safety regulations of the laboratory and maintain a safe environment for themselves and others.
7. Internal and External Customer Service
    - Demonstrate excellent customer service to all patients, students and Inova team members they encounter.
    - Fully participate in lecture and internship requirements.

Application Process
The application process will be found on the program's website, which will include an online application form and a complete list of required documents. There will be a $50 non-refundable application fee.

Student Selection
A maximum of fifteen students will be accepted into the school per program term. The program's Admissions Committee will select applicants to be interviewed. Only those applicants whose application files are complete will be considered for an interview. Applicants are selected based on a point system which takes into consideration the following: overall GPA, relevant coursework, strength of recommendation letters, interview performance, motivation/interest, work experience, communication skills/etiquette, overall knowledge and understanding of the profession, and the ability to follow directions.

Upon the offer of admission to the program, students will be requested to complete an enrollment agreement, accompanied by a tuition deposit of $100, payable toward tuition. The student will be required to submit all required information and payment within 10 business days.

After 10 business days, if the information and payment are not received, the offer will be considered rescinded, and the student may need to re-apply to the following session.

Fair Practices/Non-Discrimination
Applicants are evaluated without regard for gender, age, race, color, creed, religion, pregnancy or related medical conditions, marital status, national origin, mental or physical disability, or any other characteristic protected by applicable federal, state, or local law. Admission is contingent upon satisfactorily passing all parts of Inova's employment process. This includes a health assessment and drug screening by Inova Health System Team Member Health, as well as clearance by Inova Team Member Resources Department to include a criminal background check. Evaluation and clearance by Inova Health System Team Member Health and Inova Team Member Resources Department must take place before the start date of the program. Failure to satisfactorily complete these evaluations will result in revocation of the conditional admission.

Tuition and Fees
Application fee of $50 (non-refundable)
Tuition for the school is $2,200 and is paid according to the following schedule:

- $100 tuition deposit, due upon signing of the enrollment agreement. Non-refundable fee.
- $800 due one week before the first class
- $700 due at the beginning of the 4th week of the school
- $600 due at the beginning of the 8th week of the school

Students are responsible for fulfilling all financial obligations to Phlebotomy School. Students who do not meet their financial responsibilities are subject to dismissal from school.

Transportation
Students are responsible for their own transportation. Parking is free at Inova Laboratories and in all Inova Clinical Sites.

Healthcare
Students are responsible for their own health insurance. Once accepted into the Program, students undergo a health assessment administered by Team Member Health for all new team members. The assessment is provided without cost to students and team members, and includes screening for tuberculosis, as well as Hepatitis B vaccines, annual influenza vaccine, Covid-19 vaccine(s), as well as infectious disease immunizations as needed (MMR, Tetanus, etc.).

Refund Policy

- A student applicant will have a period of three business days, which excludes weekends and holidays, after submitting their application during which they may cancel their enrollment without financial obligation other than the nonrefundable $100 fee. A student that has applied for admission may cancel their enrollment, by written notice, at any time prior to the first day of class. When cancellation is requested under these circumstances, the school will refund all tuition paid by the student, less a maximum tuition fee of 15% of the stated costs of the course or program or $100, whichever is less.
- A student who starts the school but withdraws or is dismissed during the first quartile (2.5 weeks) of the school is entitled to receive a refund of 75%.
- A student who starts the school but withdraws or is dismissed during the second quartile (5 weeks) (more than 25% but less than 50%) of the school is entitled to receive a refund of 50%.
- A student who starts the school but withdraws or is dismissed after completing more than 50%, but less than 75% (more than five weeks, but less than 7.5 weeks) of the school is entitled to a 25% refund.
- A student who withdraws from the school after completing more than 75% (more than 7.5 weeks is not entitled to a refund.

If a student chooses to withdraw, a formal written notice signed by the student must be submitted. The notice can be hand delivered, mailed, or emailed to 2832 Juniper St., Fairfax, VA 22031. The notice should include the expected last date of attendance. In the

absence of the last expected date of attendance, the postmark or electronic delivery date will be the date of withdrawal. In the absence of a formal written notice, the withdrawal is defined as fourteen calendar days after the student's last day of attendance. Add refunds will be processed within 45 days.

If a student chooses to withdraw, a formal written notice signed by the student must be submitted to include the expected last date of attendance. In the absence of a formal written notice, the withdrawal is defined as fourteen calendar days after the student's last day of attendance.

If a student is in any way financially indebted to the Inova Phlebotomy Program, the student will not be able to graduate which includes the graduation ceremony and certification exam eligibility.

Financial Aid
Inova Phlebotomy School does not participate in the federal student aid program. A tuition waiver program is available for students who meet academic, experience, and interview criteria. Students who are eligible for the waiver will be notified when they receive their acceptance letter. The waiver will not include the application fee, the deposit, or books. Waivers may be provided for all remaining tuition or partial tuition. Acceptance of a waiver will require students to work for Inova for a up to 18 months after successful completion of the program. Up to 75% of the students may receive scholarships. Average Student indebtedness should be no more than $1,200 (one thousand two hundred).

If students accept a waiver and do not complete the program, the full amount of the waiver will be due from the student. If a student does not complete their work commitment, the following schedule will apply:

Length of Employment completed	Amount Due
Less than six months	100% of scholarship
6 months to one year	50% of scholarship
One year to 18 months	25% of scholarship

IX. Services Available to Student

Academic Support Services
The Program does not offer formal tutoring services, note taking assistance, or any other extra assistance in the laboratory and/or classroom. However, the Program Coordinator is available if assistance is needed in understanding the course material.

Guidance Available to Students
The Program Director, Program Coordinator and Faculty are available for student support and assistance regarding Program policies and practices and academic problems. Any such guidance sessions remain confidential and any discussions are limited to specifically meet the needs of the student. At Inova Laboratories, we ensure the right to privacy and confidentiality by creating and maintaining a secure and trusting environment. All student information is confidential. We protect students' confidentiality by preventing the disclosure of personal information to any unauthorized parties. In addition, personal matters are not discussed in the presence of students. The Inova Phlebotomy Program adheres to the Inova Policy Personnel Record Confidentiality.
Inova offers an Employee Assistance Program (EAP) at no charge. Students may confidentially contact the EAP for up to three private counseling sessions for any personal problem. Referrals for further care may be made by the EAP as necessary.

Employment Assistance
Prior to graduation from the Program, students receive instruction on interviewing skills and preparation of resumes. Because of the nation-wide shortage of phlebotomy, students should not have difficulty in obtaining employment. Graduates are in demand due to their recent training in all aspects of the laboratory and are often hired. Every effort is made to recruit the program graduates for employment within Inova. Students have access to the job vacancy listings for this laboratory as well as opportunities throughout the system.

X. Student Records

At the end of a successful completion of all program requirements, students are awarded a certificate from the Inova Phlebotomy School.

Obtaining the certificate for successful completion of the program is not in any way contingent upon taking or passing the national certifying examination.

Student Records
Student records are maintained for admissions, evaluation, graduation records, financial records and any counseling or advising sessions. Information permanently maintained in a student record include material submitted for application to the Program, grades, evaluations submitted for required course work, student transcripts and financial records.

After a class has graduated, required files are maintained in a secured location indefinitely.

Transcripts
Transcripts are prepared at the end of the year. Individual students must advise the Program Coordinator at least one (1) week in advance when transcripts are needed. Two transcripts will be provided to each student upon graduation. Further transcripts will be provided for a fee of $15 each.

Students may have access to their files upon request. However, release of information to any other individual or organization is prohibited without the written consent of the student. Files are available to accrediting organizations during Program evaluation for accreditation.

A list of documents maintained for graduates and enrolled students are:

- Application for admission
- 2 letters of recommendation
- Internship Evaluation
- Grades from each module
- Final transcript
- Financial records

Releasing Information from student files policy

It is the policy of the Inova phlebotomy program that "personally identifiable information," other than "directory information" from a student's education records, will not be disclosed to any party or organization which does not have legitimate right of access to the information without the written consent of the affected student. Family members (ie. husbands and wives or parents) are not entitled to obtain school records without the consent of the student regardless of dependency. To obtain access to one's records, a student must advise the custodian of the records of his or her desire to examine such records. If desired, the student may also request an explanation and/or copies of such records. Examinations will be permitted under conditions that will prevent alteration or mutilation of the record. If the student believes the record content to be inaccurate, the student may submit a request to amend the record.