CAPE COD COMMUNITY COLLEGE
Powerful Futures Start Here

Diagnostic Technician Certificate Program

Student Handbook

2024-2025

Section 1 Welcome to the Diagnostic Technician Program

The Diagnostic Technician Certificate (hereinafter referred to as DTC) faculty of Cape Cod Community College welcomes you to the DTC program and wishes you success as you pursue your career
goals.

The following pages contain information relative to policies and procedures that will assist you throughout your course of study. Retain this Handbook so that you can refer to it as needed.

1.0 DTC Student Handbook Statement

This Student Handbook contains policies and procedures specific to the DTC Program at Cape Cod Community College (hereinafter referred to as CCCC). This handbook is reviewed annually, and the provisions in this handbook are subject to change as needed, by the program coordinator, with input from the program faculty and Administration of the College. The DTC program is not responsible for any misrepresentation of its requirements or provisions that might arise as a result of errors occurring in the preparation of this handbook.

The DTC Student Handbook is a supplement to the CCCC Student Handbook.

The DTC Program does not discriminate in regard to race, creed, color, national origin, sexual orientation, age or disability.

It is the intent of the program that **students from all diverse backgrounds and perspectives be well served by this program, that students' learning needs be addressed both in and out of class, and that the diversity that students bring to the program** be viewed as a resource, strength, and benefit. It is the intent of this program to present materials and activities that are respectful of diversity. As such, the student voice is encouraged, appreciated, and valued.

1.1 Student Accountability Contract

I _____do hereby attest to follow all rules and regulations outlined within this handbook, including policies and procedures outlined in the CCCC Student Handbook and CCCC Student Code of Conduct.

I understand and agree that if I have a question about anything contained or not contained within this handbook, I will ask for clarification.

I understand that deviating from any portion of this handbook could cause discipline or expulsion from the Diagnostic Technician Certificate Program at CCCC.

Print Name: _____
Signature: _____
Date: _____

NOTE: Student will be given this form to sign in class at the start of the semester.

1.2 Contact Information

Dean of Health Sciences,
Marianne Targino-VanBeber, Doctor of Medicine, MSN, RN
mtarginovanbeber@capecod.edu

Diagnostic Technician Program Coordinator
Heidi Waitkus, RN, MBA, CCMA
hwaitkus@capecod.edu

Allied Health Administrative Assistant
Gael Deiuliis
gdeiuliis@capecod.edu

Faculty

EKG
Dina Rosenthal
Drosenthal@capecod.edu

Phlebotomy
Angela Kelley, CPT, ASPT
AKelley01@capecod.edu

Section 2 DTC Admissions Requirements

A student can enroll in the DTC program after completion of the following:

- To apply, student must complete an online Admissions Application form. Students must be officially accepted (matriculated) into the DTC program.
- Official final high school transcript or GED/HiSET test score results
- Official, original college and/or university transcripts from all previous institutions ever attended, if applicable.
- Applicants must possess a minimum of college-level reading (ENL108: Critical Reading & Thinking or ESL201) or meet satisfactory placement on the Accuplacer exam at the Testing Center.
- Students must meet all College medical and immunization requirements, and the DTC's Technical Standards (Physical and Behavioral Capabilities),
- Students must pass a Criminal Offender Record Information (CORI) and Sex Offender Record Information (SORI) check.

Section 3 DTC Program Requirements

The CCCC DTC Program equips students with the skills and knowledge needed to assist with diagnostic testing, including phlebotomy and EKG.

Students who are matriculated in the DTC program are responsible for completing specific requirements as a condition of acceptance into the program. Failure to meet these requirements by designated deadline dates may result in dismissal from the program.

3.0 Medical Clearance and Immunization Requirements

All students enrolled in an Allied Health program at CCCC, including the DTC Program, must submit a physician's certification that they have received the required immunizations. Specific immunization requirements are listed under Health Science and Allied Health Students on the Immunization Requirements website. All Immunizations are due in full by the start of the students first semester of the student's matriculation into the program. Failure to submit may result in dismissal from the program and will prevent a student from matriculating to DTC 204. In addition, students must submit a letter from their primary care, or other appropriate medical M.D., stating they can physically complete the DTC program.

Phlebotomy students who go to a clinical site may be required to be fully vaccinated for COVID by the site. Students should know that the clinical sites may require updated COVID vaccinations and accommodations granted by the College may not be accepted by the clinical sites. Further some clinical sites may require the student who is not fully COVID vaccinated to sign a COVID declination form to participate at the site.

Questions on Immunizations
Shelley Thompson, Student Immunization Records Office Nickerson Administration Building, First Floor "
Phone 774-330-4331
Fax 508-375-4039
Email sthompson@capecod.edu

3.1 CORI/SORI

Applicants must complete and pass a Criminal Offender Record Information (CORI) and Sex Offender Record Information (SORI)check in compliance with CORI/SORI regulations, as set forth at CCCC. Students found to have certain criminal convictions or pending criminal actions will be ineligible for didactic, clinical or field internship placement. A copy of the front and back of driver's license or a passport must be submitted with these forms.

3.2 Health Insurance

Students must provide documented proof of health insurance to the DTC Program. A copy of the current policy shall be submitted to the DTC Program Coordinator as instructed in communications sent to the student CCCC email address. Failure to submit a copy of an active health insurance policy will result in dismissal from the program.

3.3 DTC Technical Standards

The following information is being provided as required by the Federal Government Section 504 of the Rehabilitation Act of 1973 in response to the American with Disabilities Act.
To successfully complete the EKG and Phlebotomy courses, certain physical and behavioral capabilities are required in course work and as part of your clinical experience. **Diagnostic**

Technician students must be able to satisfy these standards with or without reasonable accommodation.

These include:
Communication (Verbal and Non-Verbal)

- Communicate effectively either independently or with corrective devices.
- Communicate in English through reading, orally and in writing to instructors, professors, clinical staff, clients, families and all members of the health care team.
- Understand oral directions/requests from health care workers, clients, voice pages and telephone messages stated in a normal tone.

Auditory Ability

- Hear all alarms on technical and supportive equipment set at a normal volume.
- Listen and respond to distress sounds from clients.

Visual Ability

- See and accurately read all written medical information pertaining to the client.
- See and accurately read all readings and functions of technical equipment pertaining to client care.
- See and accurately read all calibrated containers for accurate measurement of body fluids and specimens, medical administration devices (syringes, pumps etc.)
- See and accurately perform a client assessment pertaining to specimen collection.

Physical Strength (Gross Motor Control)

- Ability to lift 25 pounds unassisted in a safe manner, thereby protecting yourself, the client, and those in close proximity to you.
- Bend and/or lift to assist client and manipulate client equipment.
- Lift to safely transfer or position all clients in various situations.
- Move, push or pull equipment, beds, stretchers, wheelchairs, etc.
- Ability to raise arms over one's head in order to assist clients and manipulate equipment.
- Stand independently.
- Walk/stand for extended periods and distances over an 8-hour period.

Manual Dexterity (Fine Motor Movement)

- Accurately manipulate equipment.
- Accurately palpate the vein when drawing blood
- Accurately handle sterile equipment without contaminating syringes, needles, solutions, etc.
- Successfully don and remove protective apparel (including sterile gloves) to maintain standard precautions.

Behavioral/Mental Performance

- Function safely, effectively and calmly under stressful situations.
- Prioritize and manage tasks simultaneously.
- Exhibit social skills necessary to interact therapeutically with clients, families, staff and faculty.
- Maintain personal hygiene consistent with department dress code guidelines.
- Display ethical attitudes and actions consistent with professional behavior.
- Display the social skills to behave with politeness, tact and sensitivity to others in all settings.
- Exhibit respect for cultural and ethnic differences of clients, peers and individuals.
- Remain free from alcohol and/or chemical impairment in classroom and clinical settings at all times.

Section 4 DTC Course Map and Syllabi

4.0 Program Course Map

The DTC Program provides a pathway for students to work in a variety of healthcare settings, from hospitals to clinics. The program provides students with the flexibility to craft a schedule that suits their life. Student have the option to complete the requirements in as little as 1 semester.

Degree Type: Certificate

Course Number		Course Name	Credits
COM103		Human Communication	3
BTS103		Medical Terminology	3
DTC 102	Q1/7 weeks	EKG Technician	2
DTC 104 Q1	Q1/7 weeks	Fundamentals of Phlebotomy	6
DTC 204	Q2/7 weeks	Phlebotomy Practicum	2

4.1 Additional Courses Defined

The additional courses required for this certificate provide students with the vocabulary and communication skills to work with the public in the health care setting.

- DTC core courses prepare the student to take the national credentialing exams in EKG and Phlebotomy to function in a professional health care setting.
- Upon successful completion, the student will be expected to take the national exams. These courses will provide the student with marketable skills while providing the community with well-trained EKG technicians and phlebotomists.
- Through the DTC 104 course, ninety (90) hours of lecture and laboratory practice will cover necessary topics to ready the student to enter clinical practice. Following the DTC 104 course, eligible students will take the DTC 204 Practicum which provides one hundred twenty (120)

hours of clinical placement. During this practicum, the student will also be provided supervised clinical practice to achieve the necessary 100 successful unaided blood collections. Students can complete the two Phlebotomy Courses in one semester.

- During these three weeks, there will also be three clinical seminars.
- Students may take only DTC 104 to learn the fundamentals of the field but must take DTC 204, the clinical practicum, to be eligible to take the national exam. The national certification exam is strongly encouraged for all students taking this course.
- To ensure the best skills training in these courses the following lab protocols will be adhered to.
    - In the EKG course, during the lab students will serve as "patients" for one another under the supervision of faculty.
    - In the Phlebotomy course, students and instructors will NOT serve as "patients" for one another during lab. To ensure the best skills training in phlebotomy, students will be trained using artificial (mannequin) arms. Upon mastery of this basic skill, they will progress to human practice, while engaged in their student externship. This is consistent with the training in the Nursing and Medical Assisting Certificate programs. Students with questions or concerns are encouraged to contact the faculty.

4.2 DTC 102 EKG Technician

CCCC Departmental Syllabus
Prepared by the Department of Health Sciences
Date of Departmental Approval: November 27, 2017
Date approved by Curriculum and Programs: February 28, 2018
Effective: Fall 2018
Credits: Two credits
Satisfies General Education Requirement: No
Prerequisite: None
Semester(s) Offered: Fall, Spring

Description
This 30-hour course prepares the student to function as an EKG technician and assist with Holter monitoring and stress testing. Upon completion, the student will be eligible to take the national certification exam for EKG technicians.

Student Outcomes
Upon successful completion of this course, students are able to do the following:

- Demonstrate basic understanding of anatomy and physiology as it relates to the pathological conditions associated with cardiovascular testing.
- Describe the cardiac conduction system, and commonly seen dysrhythmias.
- Demonstrate proficiency in the technique of EKG including skin preparation and lead placement, detection and recording of EKG wave patterns and correct usage of EKG equipment.

- Explain concepts of Holter Monitoring including indications and contraindications, preparation techniques, lead placement and interpretation.
- Recognize commonly used cardiac medications in relation to their effects on heart rate and their correlation to arrhythmias.
- Prepare the patient through clear, caring, and respectful communication.
- Present on one of the many cardiovascular conditions affecting patients today

Suggested General Guidelines for Evaluation: Didactic knowledge and procedural proficiency will be evaluated through cognitive testing and laboratory demonstration.

DTC 102 Course Outline

Basic Cardiovascular Anatomy and Physiology	Cardiac Medications
Basic Cardiovascular Electrophysiology	Special considerations when performing EKG
ECG Techniques and Recognition	Communication addressing explanation of the procedure using caring, professional, and respectful language
Stress Test Technique Indications and Contraindications	Laboratory Practice of Skills
Holter Monitoring	

DTC 102 Course objectives:

Upon successful completion of this course, the student will have acquired entry-level competencies and will be able to do the following:

- Demonstrate basic understanding of anatomy and physiology as it relates to the pathological conditions associated with cardiovascular testing.

- Demonstrate proficiency in the technique of EKG including skin preparation and lead placement, detection and recording of EKG wave patterns and correct usage of EKG equipment.

- Differentiate between EKG waves, segments, intervals, and complexes.

- Have a basic understanding of the normal ECG (Normal Sinus Rhythm) in contrast to the abnormal rhythms.

- Explain the concepts of Holter Monitoring including indications and contraindications, preparation techniques, lead placement and interpretation.

- Recognize commonly-used cardiac medications in relation to effect on heart rate and correlation to dysrhythmias.

- Prepare the patient for testing through clear and respectful communication.

- Identify and adhere to infection control as well as safety policies and procedures.

- Describe the importance of privacy, confidentiality and professional conduct.

DTC 102 Attendance and Grading Policies

Class Attendance
No more than two missed classes for the semester. Any absences greater than two may be subject to a letter drop in the final grade. Students are expected to be on time for class. Significant tardiness may be counted as an absence at the discretion of the instructor. Student must contact the instructor if they expect to miss a class. Attendance exceptions, such as serious illness, will be at the discretion of the class instructor.

Student may only miss one exam. It is the student's responsibility to contact the instructor regarding a missed exam. Rescheduling of the missed test will be at the discretion and availability of the course instructor. If the exam is not rescheduled, the student will receive a "0" for that test grade.

Retake exams will be available to eligible students. It is the student's responsibility to make arrangements with the instructor to complete the retake exam. The retake exam will be scheduled at the instructor's availability.

Course Grading System
40% = average of course exams
40% = final exam, taken in Moodie
20% = Practicum (lab final) exam

Textbook
"Electrocardiography Essentials" by C. Passanisi, RN, MS ISBN 0-8926-2435-3

4.3 DTC 104 Fundamentals of Phlebotomy

CCCC Course Syllabus
Prepared by the Department of Health Sciences
Date of Departmental Approval: February 13, 2009
Date approved by Curriculum and Programs: February 23, 2009
Effective: Fall 2009
Credits: six
Required or Elective: Elective
Satisfies General Education Requirement: No

Prerequisite: None
Level of Course: Introductory

Description
This course is a combination of lecture and lab which presents the theory, application and procedures of phlebotomy skills. The student will obtain knowledge of specific anatomy, safety, quality control, Point of Care Testing, and processing of specimens.

Student Outcomes
Upon successful completion of this course, students are able to do the following:

- Demonstrate basic understanding of anatomy and physiology as it relates to the pathological conditions associated with cardiovascular testing.
- Demonstrate proficiency in the technique of EKG including skin preparation and lead placement, detection and recording of EKG wave patterns and correct usage of EKG equipment.
- Explain concepts of Holter Monitoring including indications and contraindications, preparation techniques, lead placement and interpretation.
- Recognize commonly used cardiac medications in relation to their effects on heart rate and their correlation to arrhythmias.

Prepare the patient through clear, caring, and respectful communication.

General Statement of Evaluation
Acquired knowledge and proficiency will be evaluated through written tests and skills assessment. An academic grade of at least 75% and demonstrated competence in lab skills is required to continue on to the practicum course.

Content Outline of Course: Attached

1. Phlebotomy Didactic Curriculum Content

   A. Introduction to Phlebotomy

      - Health care delivery systems
      - Health care team
      - Medical laboratory personnel
      - Caring and respectful communication to all co-workers and patients

   B. Anatomy & Physiology

      - Body Systems
      - Cardiovascular/Circulatory System
      - Blood Composition

   C. Specimen Collection

- Equipment
- Patient ID and labeling
- Venipuncture Procedures
- Skin Puncture Procedures
- Complications

D. Challenges in Phlebotomy/Special Procedures

- Infants and Children
- Arterial punctures
- Venous lines
- Point of care testing (POCT)
- Other specimen types/collection

E. Requisitioning, Specimen Transport and Processing

- Special Requirements
- Modes of Transporting Specimens
- Processing

F. Safety

- Infection Control
  - Isolation
  - Universal Precautions
- OSHA Guidelines
- Protective Equipment
- Biohazardous Waste Disposal

G. Quality Assurance Issues

H. Professionalism

- Interpersonal Relationships
- Patient Rights
- Ethical Issues
- Legal Implications

2. On-Campus Laboratory Practice of Phlebotomy Skills
   Integrated with classroom instruction.
   Proficiency in the performance of laboratory skills is determined using specific
   competency criteria.

4.4 DTC 204 Phlebotomy Practicum

CCCC Course Syllabus
Prepared by the Department of Health Sciences
Date of Departmental Approval: February 13, 2009
Date approved by Curriculum and Programs: February 23, 2009

Effective: Fall 2009
Credits: 2
Required or Elective: Elective

Description
A course combined with completion of DTC 104 prepares the student to function as a phlebotomist and meets the eligibility criteria of the American Society of Clinical Pathologists (ASCP) for certification. This course is a combination of 120 hours of internship with 3 hours scheduled on-campus seminars.

Student Outcomes
Upon successful completion of this course, students can do the following:

- Perform 100 successful unaided venipuncture and capillary collections using a variety of collection techniques and patient types during 120 hours in a clinical setting
- Demonstrate proficiency in performance of phlebotomy skills
- Clearly explain the procedures and expectations to each client
- Communicate with clients and colleagues in a caring, professional and respectful manner
- Participate in classroom seminars

Satisfies General Education Core or Distribution Requirement: No

Prerequisite
DTC104 with passing grade of 75% or better, successful demonstration of skill proficiency and recommendation of faculty. NOTE: DTC 104 must be completed in the semester prior to DTC204 or the student must audit DTC 104 or receive permission of the instructor.

Level of Course: Advanced

General Statement of Evaluation
This will be based on final exam, classroom presentation, reflective journal, attendance and the evaluation of the student done by the clinical preceptor.

DTC 204 Content Outline
To be eligible to sit for the credentialing exam graduates must have documentation of 100 successful and unaided blood collections including venipuncture and capillary collections.

- Students will attend 120 hours at an assigned clinical site over a period of 3-4 weeks
- Students will submit a reflective journal on clinical experiences
- Students will attend regularly scheduled seminars throughout the practicum

The seminars will include but not be limited to the following:

- Orientation on the role of the student phlebotomist in the clinical setting
- How to create a reflective journal

- Students will share learning experiences
- Students will write a paper and present on an appropriate clinical issue

Suggested topics:

- Professionalism
- Safety
- Infection Control
- Patient Rights vs. ethical issues
- Conflict resolution in the workplace

Section 5 DTC Program Academic Information and Policies

5.0 Academic Calendar

The CCCC Academic Calendar provides important dates that are important for students to know, e.g. holidays, registrar dates and college events. The latest Academic Calendar can be found in the Course Catalog.

5.1 DTC Attendance Policy

Students are expected to attend all classroom, lab and practicum hours of the DTC Program. Attendance is a professional accountability issue and is the responsibility of the student. Further, regular attendance in class, lab and clinical is essential to completing required course objectives and success in the program. Although we realize that at certain times an absence may be unavoidable, the student should do all she or he can to avoid them. Absences will be reviewed by the course instructors and referred to the program coordinator as necessary; these could affect successful completion of the course.

- **Classroom/Lab absence:** The student is responsible for obtaining class content missed due to absence in order to meet course objectives. **Quizzes missed due to any absence must be made up by the following week.** It is the student's responsibility to contact the faculty to make in order to make the necessary arrangements.
- **Practicum absence:** Every effort should be made to avoid missing practicum hours. In the event of an emergency, the student will notify the **on-site contact person (identified during the clinical orientation) at least½ hour prior** to the beginning of the shift. The student will also notify the phlebotomy instructor in a timely manner. These responsibilities are likewise evidence of professional conduct. If you are absent and do not call in a timely manner, this could affect your final grade for this course as this is unacceptable behavior for a healthcare professional.
- In the case of a missed clinical day, the clinical site will do all they can to provide makeup clinical time, however this cannot be guaranteed. Therefore, students should do all they can to attend all scheduled days.

- Tardiness: Students are expected to be on time for all classes, labs and practicum. Tardiness is defined as arriving after the designated start time for any of these sessions. Tardiness at the practicum sites will also be monitored and addressed with the student. A student who anticipates being late due to unavoidable circumstances must notify their classroom instructor or practicum site supervisor. Attendance and tardiness will be monitored for all classes, labs and the practicum. If a student is late three times for class, this will count as one absence. Excessive tardiness and absences will be addressed with the student, in order to allow the student to correct this problem
- **For storm closings and emergency notifications,** sign up for the Rave Mobil Alert System at: www.getrave.com/login/capecod. You can also check for storm closings at the College Hotline 508 375-4070. **If the college is closed (due to storms, emergencies as well as legal holidays), there is no class or clinical.** At times, the college may have a delayed opening. If this is the case, the evening class will likely be held. **Please note: if the College has announced a closure for the day, students are not to report to their practicum site on this day either.** Should the student have any questions or concerns, they are encouraged to contact their course faculty.
- Any student who attends class, labs or practicum with the odor of alcohol on his/her person or behaviors that suggest impairment by drugs and/or alcohol will be immediately dismissed and appropriate referrals will be made.
- Exceptions to this attendance policy will be at the discretion of the program coordinator and faculty, particularly in cases where there were circumstances beyond the student's control.

5.2 Phlebotomy Practicum Contract

As a student enrolled in DTC 104 Q, Fundamentals of Phlebotomy, I understand that upon successfully passing DTC 104 with a grade of C/75%, verified to the registrar by the faculty member, I will be required to enroll in the clinical practicum course, DTC 204 Q. Upon enrolling in this course, I understand and agree to the following:

- Successful completion of the practicum is required to be eligible to sit for the national exam which will certify me to draw blood as a phlebotomist.
- The scope of the practicum is 120 hours and 100 successful sticks that I will complete under supervision at a clinical site during the intersession.
- I understand that practicum is a 7-week course that requires me to be a my designated clinical sited on Tuesday and Thursday for full 8 hour days. I understand that Preceptors at clinical lab sites are scheduled for this time and there is no option to complete on other days, in the evening or on weekends.
- I understand that my work schedule will be based on the hours of the preceptor that I am assigned to and that this information may not be available until a few days leading up to the assignment.
- In preparation to be present at my clinical site, I agree to carefully examine my current responsibilities during operating hours of 6 am to 5 pm pending a specific assignment,

and make the necessary arrangements to remove myself from responsibilities that will prevent me from completing the course (e.g. employment, childcare, course work).

- I understand that I must meet all College medical and immunization requirements at the point of admission to the DTC program to be considered for a clinical site placement. Failure to comply may jeopardize my placement for the upcoming intersession and will require you to meet with the Program Coordinator, Heidi Waitkus.
- I understand that I must pass a Criminal Offender Record Information (CORI) and Sex Offender Record Information (SORI). This paperwork much be submitted to the Program Coordinator during the first week of class.

Student Signature: _____

Student Name (printed) _____

Date: _____

Note: Student will be required to sign this contract in DTC 104

5.3 Social Media Policy - Responsibility of the DTC Student

The DTC Program shall follow the same standards as the Nursing Policy. Social Media may be defined as web-based and mobile platforms for user-generated content that create interactive and highly accessible, and often public, dialogues. DTC students have a responsibility to be cognizant of the benefits and consequences of participating in social media.

DTC students all carry the responsibility of adhering to privacy and confidentiality standards and should be familiar with the Health Care Portability and Accountability Act (HIPAA), including, but not limited to, the HIPAA Privacy Rule. HIPAA regulations protect patient privacy by establishing how individually identifiable information may be used, including any information relating to the physical or mental health of an individual, or any information that may be used to identify an individual.

The use of social media today greatly increases the risk of breaching this privacy regulation and can have serious legal consequences when used inappropriately. It is for that reason that students are not allowed to use cell phones during class, labs or clinical periods. **Students are not allowed to carry or use their cell phones during the practicum clinical periods. Photography in the practicum is strictly prohibited.**

The following guidelines adapted from National Council of State Boards of Nursing (NCSBN) A Nurse's Guide to the Use of Social Media (2018) and used by programs in Cape Cod Community College's Department of Allied Health, are intended to minimize the risks of using social media.

DTC students:
- Have an ethical and legal obligation to maintain patient privacy and confidentiality at all times, therefore, should not share, post, or otherwise disseminate any information that can identify a patient, or in any way violate a patient's rights or privacy. Limiting access

through privacy setting is not sufficient to ensure the privacy of patients.
- Should not make threatening, harassing, sexually explicit, or derogatory statements regarding any person's race, ethnicity, gender, age, citizenship, national origin, sexual orientation, disability, religious beliefs, political views, or educational choices.
- Should not make disparaging remarks about any college, university, or other schools, including the students, faculty members and staff.
- Should not post content or otherwise speak on behalf of any college, university, school of DTC unless authorized to do so.
- Have a responsibility to promptly report an identified breach of confidentiality or privacy to a school authority—including, but not limited to, an instructor, staff person, or dean.
- CCCC DTC students agree to abide by the above guidelines both professionally while in the classroom, campus laboratory, clinical settings, field settings and in their personal lives.
- CCCC DTC students are expected to abide by all governing HIPAA laws and regulations.

In addition to the above guidelines, students are required **to use the Cape Cod Community College email system** when communicating via email with the program staff and instructors, as well as check this email on a regular basis for important messages. Using this form of email communication serves to protect student privacy and ensure that students receive important messages from the college as well.

5.4 Student Accountability and Professional Conduct

The individual student is responsible for his/her own actions in all of the following areas:

- Students will demonstrate professional behavior. The student will behave with a caring attitude and respect for human dignity and the uniqueness of each patient. Students will be respectful with one another, all faculty, and all they encounter during the Practicum experience.
- All students in health career programs must pass the CORI and SORI background checks.
- The student is responsible for adhering to the Patient's Bill of Rights in all patient care activities.
- The student safeguards the patient's right to privacy by protecting their confidential information.
- Confidential information is discussed only in learning situations, avoiding the use of patient identifiers.
- Students should seek out learning opportunities during the Practicum; this is not limited to obtaining the goal number of blood draws.
- Dishonesty in carrying out academic assignments (exam, papers) may result in dismissal from the program.
- The Student will attend all campus classes and labs and is responsible for the content covered as well as any home assignments and quizzes. Assignments will be completed by the dates assigned.
- Cell phones/pagers must be turned off during class/lab and are not permitted in the Practicum sites.

- The student must notify the instructor before the start of an exam if he/she is to be absent from a quiz/examination and an alternate time will be scheduled.
- Students must achieve an academic grade of 75% or better and must pass all of the course competencies in order to be accepted into the Practicum course.
- Students will attend and be punctual for all campus/clinical laboratory sessions. Serious or prolonged illness will require written permission by a physician to attend/return to lab and/or Practicum.
- Students will adhere to the uniform code of the Phlebotomy course.
- Students are encouraged to seek program related guidance from the appropriate faculty member. It is the student's responsibility to notify the instructor of any problems affecting him/her.
- The student will provide the College documentation of current health insurance.

5.5 Academic Dishonesty

DTC students are held accountable for any form of academic dishonesty and will be withdrawn from the program in the face of evidence of such actions. Students who are withdrawn under this policy are not eligible for readmission to the program.

Academic dishonesty is defined as:

- Any form of fraudulence, cheating, lying or deceitfulness in connection with the responsibilities of a DTC student in the classroom, clinical, or learning lab setting.
- Any act that attempts to deceive or misrepresent the student's behaviors, abilities, and/or knowledge in order to affect or improve the student's standing in the DTC Program.

Academic Dishonesty includes, but is not limited to, the following:

- Falsifying data in a patient health record or any form on which data is reported.
- Cheating on an examination by bringing information to the testing area, talking to another student during the test, or looking at another student's test during the examination.
- Unauthorized entry (hacking) into test banks or examinations.

Assisting others in academic dishonesty includes:
- Discussing an examination with students who have not taken the exam.
- Having a copy of the examination outside the time and place of testing administration.
- Lying about or misrepresenting patient service, clinical errors, or any action related to the clinical experience.
- Plagiarizing, i.e., claiming the work of others as your own.

5.6 Unsafe or Unprofessional Clinical Practice

Safe clinical practice is a mandatory requirement of students in the DTC Program. Unsafe practice shall be deemed to be behaviors which threaten or violate the physical or emotional safety of patients, staff, students or self. Unsafe or unprofessional lab and clinical site practice may result in:

- A performance conference, written report and remediation plan.
- A clinical warning conference and written report.
- Immediate clinical failure from the Program and the student is not allowed to continue in clinical.

The CCCC Student Grievance Policy is available to students and outlined on the college website.

Unprofessional practice: Unprofessional behaviors include but are not limited to:

Verbal or nonverbal language, actions, or voice inflections which compromise rapport and working relationships with patients, family members, staff, faculty or fellow students in clinical or campus settings. This behavior may potentially compromise contractual agreements and/or working relations with clinical affiliates. In addition, they may constitute violations of legal/ethical standards. Some examples: angry outbursts or disrespectful tone of voice, personal hygiene issues, inappropriate dress and/or grooming, knowing and respecting boundaries, accountability for one's actions, failure to follow directions at clinical site, or a breach of confidentiality.
Some examples of professional behavior include:

- Demonstrate appropriate concern for staff members
- Maintain friendly, but formal relationships with staff
- Arrive promptly at clinical facility
- Maintain confidentiality in all aspects of patient information
- Display willingness to learn
- Demonstrate acceptance of constructive criticism
- Ask appropriate questions when uncertain
- Remember, be professional in appearance and behavior at all times

All reported student violations will be reviewed according to the College's Student Code of Conduct Policy (Appendix 1) and reported to the Dean/ Student Code of Conduct Officer/ Student Grievances Officer.

5.7 Phlebotomy and Practicum Course Dress Code and Clinical Expectations

The uniform consists of disposable lab coats. These may be purchased at the College Bookstore and should be available for use on the first day of the practicum.

The lab coats should always be clean and fit properly. Students are instructed to change their lab coats daily during the clinical practicum, disposing of the used lab coat at the clinical site before going home.

Students may wear comfortable but appropriate clothing for class under the PPE gowns for the lab sessions. Business casual attire should be worn under the disposable lab coat during the practicum, no jeans or sweatpants, no leggings or tight fitting pants are allowed.

Shoes must be clean, closed, low heel, with socks or stockings. Sandals and Crocs are not acceptable.

No jewelry or visible body piercing materials should be worn to the clinical site (Practicum). The two exceptions are:

- Wedding ring and/or engagement ring
- Small earrings (one pair), but no dangling earrings

Please note:

- Students may be asked to remove facial piercings while at the practicum site if deemed inappropriate for patient care areas per the clinical site dress code policy.
- Some clinical sites may require that body art/tattoos be covered while in the clinical area {by wearing long sleeves and /or gloves to keep them hidden.)
- Fingernails should be short and clean. Colored nail polish is not appropriate.
- Hair will be clean, neat and off the collar at all times while in uniform.

Many of the clinical facilities have a Fragrance Free policy, so use of perfumes or scented lotions or products will not be allowed for students during their Practicum periods.

Equipment to have at clinical: Black ballpoint pen, small notebook as needed, and practicum documents.

No gum chewing, eating food or carrying coffee /beverages while in uniform in the clinical area.

No cell phones in class, lab or clinical.

An official student picture ID obtained from the college must be inserted into a name tag holder that will be provided and worn on their uniform at all times.

ABSOLUTELY NO SMOKING WHILE IN UNIFORM or on your way to practicum

5.8 National Exam

Student who successfully complete the core courses for EKG and Phlebotomy are eligible to become nationally certified upon successful completion of the national exam.

Section 6 CCCC Academic and Administrative Policies

6.0 CCCC Student Handbook

The Cape Cod Community College Student Handbook provides access to information about

services and resources, as well as important [institutional policies and procedures](#).

The policies contained in the Student Handbook provide a student with a general understanding of their rights and responsibilities as a member of the 4Cs community, as well as of the departments, services, facilities, and other resources available to you. It also provides access to information about college resources, student services, clubs and organizations, safety information and more.

6.1 Student Rights and Responsibilities

Student rights include the opportunity to pursue higher education; freedom to exercise the rights of citizenship, association, inquiry, and expression; and privacy and confidentiality in counseling relationships, health care, financial matters, and matters of record.

Student are encouraged to review the [Student Rights and Responsibilities](#) published in the College Catalog under academic policies and procedures.

6.2 Student Code of Conduct

Students are responsible to knowledgeable of and to comply with all federal, state, and local laws and CCCC policies and procedure outline in the [Student Code of Conduct](#), which be is available for download on the college website (refer to Appendix 1).

6.3 Grade Appeal Policy

Complaints or grievances filed in connection with assigned grades represent a special case within the [Student Grievance Procedure](#). Information regarding Grade Appeals can be found in the Student Handbook under grievance.

6.4 Course Withdrawal and Refund Policies

The purpose of the CCCC [Course Withdrawal, Withdrawal, and Medical Withdrawal Policies](#) is to provide CCCC students, including DTC students, with a process for withdrawing from a course, a program, or the college for medical or non-medical reasons.

Students who withdraw from classes may be due a refund of their tuition and fees and are advised to contact the College Business Office located on the second floor of the Administrative Building #2. More information about [Tuition Refunds](#) is in the Academic Catalog.

6.5 Non-Medical Withdrawal

A student may withdraw from the college for non-medical reasons through the Advising & Counseling Center. More information about the Withdrawal Policy is available on the [Registration Policies](#) website.

Students should be aware that withdrawals may negatively impact the Satisfactory Academic Progress Requirement for financial aid. It is the student's responsibility to follow up with the Financial Aid Office. (Approved by College Meeting November 16, 2009)

6.6 Medical Withdrawal Policy

A student may apply for a [Medical Withdrawal](#) through the Dean of Enrollment Management & Advising Services as soon as possible, but no later than 90 days after the end of the semester in which the medical issue occurred. More information about Medical Withdrawal Policy is available on the [Registration Policies](#) website, including required documentation and withdrawal procedures.

6.7 Absence due to Religious Beliefs

Under the Massachusetts General Laws, Chapter 151C, any community college student who cannot attend class or take an exam, study or fulfill work requirements on a particular day, due to his/her religious beliefs shall be excused from such obligations. More information is available on the College website under [Students Rights and Responsibilities](#).

6.8 Military Leave (Active Duty)

Students who are called to active military duty should refer to the Massachusetts Public Colleges and Universities policy on the College website under [Students Rights and Responsibilities](#).

6.9 ADA Policies

[Disability Services](#) offers academic accommodations to students with appropriately documented disabilities who are enrolled in CCCC courses or programs. Student with documented disability requiring an accommodation, should contact the:

O'Neill Center for Student Access and Support
M.M. Wilkens Hall (South), building #4, Room 222
Phone: 774-330-4337
Email: oneilcenter@capecod.edu
Hours: 8:30am-4:40 pm (later times by appointment)

Accommodations will not be provided without an Accommodation Plan from the O'Neill Center for Student Access and Support. It is the responsibility of the student who has an Accommodation Plan to set up an appointment to meet with the instructor, as early as possible in the semester, to discuss your accommodation plan with them.

6.10 Students Grievance Policy

All CCCC students, including those enrolled in the DTC Program, have access to the college's Grievance Policy, available on the College website under [Students Rights and Responsibilities](#), The policy, as stated, covers issues including the receipt of college services, course grading, sexual harassment, etc.

6.11 FERPA – Family Educational Rights and Privacy Act

Student Notification of Rights under FERPA and Solomon Amendment
https://www.capecod.edu/ferpa/

Cape Cod Community College
Office of the Registrar and Student Records 2240 Iyannough Road
West Barnstable, MA 02668-1599

The Family Educational Rights and Privacy Act (FERPA) afford eligible students certain rights with respect to their education records. (An "eligible student" under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution of any age.) These rights include:

6.12 Graduation Requirements

Students must file the Declaration of Intent to Graduate/Degree form with the Registrar. Submit completed forms to the Registrar's Office not later than: February 1 for May graduation, June 1 for August graduation, and October 1 for January graduation of the semester in which they expect to complete their requirements. It is the student's responsibility to originate this request and failure to do so may delay his/her graduation. The responsibility for satisfying requirements rests with the student.

6.13 HIPAA Policy

Student Rights under HIPAA
The health information of a CCCC student is protected by the Health Insurance Portability and Accountability Act, a 1996 Federal law that restricts access to individual's private medical information (HIPAA).

HIPAA regulations prevent the College from releasing or discussing any health information without written consent from the student, except when there is imminent danger to the student or to others, or when required by law. Students are required to complete the Authorization to Release Medical Information Form when a request to share this information is made by the student.

All students are REQUIRED to maintain active health insurance during entire program. In addition, liability insurance will be covered under fees and active during entire DTC program.

6.14 Information Technology Resource Use Policy

The IT Resource Use Policy is an online document that formalizes the policy for faculty, staff, students (both full and part-time) and all other individuals who have been granted use of the information technology resources of Cape Cod Community College (CCCC) ("Users"). This policy and CCCC's Code of Conduct govern access and use of the College's electronic information and information systems originating from

6.15 Drug and Alcohol Policy

CCCC DTC Program has a zero tolerance for students or staff who participate in class, clinical

internship or field internship if intoxicated by ETOH or under the influence of any drugs; over the counter, prescription medicine or illicit drugs included. Violation of the drug and alcohol policy may subject a student to discipline or expulsion from DTC Program. Students are required to understand the Alcohol and Drug Policies available on the Institutional Policies and Procedures website. Additionally, students are expected to know the scope of the CCCC Drug and Alcohol Policies.

Furthermore, students are required to refer to the Student Code of Conduct Policy.

6.16 Anti-Smoking Policy

DTC student are expected to follow the CCCC Anti-Smoking Policy, which includes the use of electronic cigarettes.

Section 7 Student Services

7.0 Overview of Student Services

ONLINE RESOURCE MAP		
Current Student Hub	A one stop online resource center that provides easy access to essential tools, information, and support for a successful journey at 4C's.	
ACADEMIC SUPPORT		
Academic Student Services	Provide comprehensive one-on-one support in a wide range of academic subjects.	
Testing Center	Administers the Accuplacer College Placement Tests (CPT) to all new students to ensure that they are prepared for college-level work.	Student Readiness Office Building 9: Grossman Commons 2nd Floor
Tutoring Center	Professional and peer tutoring available in-person and via Zoom tutoring by appointment – all subjects	Building 5: MM Wilkens Hall, RM 111
Math Learning Center	Strengthen math skills with drop-in support.	Building 6: FM Wilkens Science and Engineering Center, RM 104
Reading and Writing Resource Center	Access drop-in support for writing, reading, and document formatting questions.	Building 4: MM Wilkens Hall, RM 108
STUDENT SUPPORT		
Advising Center	Advisors guide students decision-making and support academic plans for success.	Meet with your advisor: Log into My4Cs, click on Navigate, Appointments and My Team.tab.
Financial Aid	Assist students with applying for aid, including FAFSA and scholarship information.	Building 2: Nickerson Ground Floor

Registrar	Maintains student educational records and adheres to HIPAA and FERPA guidelines	
Disability Resources	Provides guidance to students with disabilities and assist with accommodations and services.	O'Neill Center for Student Access & Support
Food Pantry	4Cs students in need of food can receive 1 bag of food per week during the semester.	Building 10: Life Fitness Center-Lower Level Tues: 12-2 pm, Wed: 11am-1pm
TECHNOLOGY SUPPORT		
Computer Lab	Provides computer lab space and knowledgeable staff to assist students navigate technology platforms at 4Cs.	Building 9: Larusso Tech, RM 116 Building 3: Wilkens Library, 1st Floor Building 6: Science, RM 112
Help Desk	Assists students with questions and troubleshooting issues with a College computer or how to use a specific piece of software.	Email: helpdesk@capecod.edu
Moodle Support Team	One stop for all Moodle questions like how to access classes or class materials, issues uploading class assignments, or how to access grades.	Email: moodlestudenthelp@capecod.edu
CAMPUS SAFETY		
Safe Campus Initiatives	Established procedures and response systems to maintain a peaceful and productive educational atmosphere.	In an emergency: call 911 Non-emergency: call the College Police 774.330.4349
STUDENT LIFE		
Fitness Center	Open membership for al CCCC Students	Building 10 Monday-Thursday 8am-4pm
Student Engagement	Provides an array of opportunities for student to get involved and make connections	Building 9: Grossman Commons RM 208
HELPFUL LINKS		
MY 4CS	Your hub to find news, events, announcements, and links to other information sources (login required)	Log in from 4C's Homepage
Campus Directory	Use Campus Directory on My4Cs (login required) to find contact information for students, faculty, and staff.	Log in to My4Cs for access
CampusWeb	Students can view course offerings, register and drop classes, review bill view	When logging in, user name is same as email address minus the "@capecod.edu".

	grades, class schedules, and much more	
Rave Alerts	Sign up to get emergency notifications from 4Cs, including weather related closings	

Appendix 1 Student Code of Conduct

The Student Code of Conduct available on the College website.