



Technical Standards for Phlebotomy Technician Program

Upon entering the program, students enrolled in the Phlebotomy Technician program should be able to meet the established technical standards identified below with or without reasonable accommodations. The technical standards for the Phlebotomy Technician program are representative of those found in the Phlebotomy profession.

Area	Standard	Examples (not inclusive)
Motor Skills	Student will have sufficient: <ul style="list-style-type: none"> • Endurance, strength, mobility, balance, flexibility and coordination to perform client care activities and emergency procedures • Gross and fine motor skills to perform clinical skills in a safe and effective manner 	<ul style="list-style-type: none"> • Stand, sit, or walk • Bend, stoop, modified squat, kneel, twist, reach in all directions • Ability to move freely • Ability to move in confined spaces • Maintain balance • Ability to move quickly • Squeeze, grasp, twist, pinch, and manipulate small objects • Operate laboratory equipment and computers • Ability to don and wear personal protective equipment • Transport collection trays
Sensory Skills	Student must have sufficient function to:	<ul style="list-style-type: none"> • Ability to see clearly, (both near and far), including peripheral vision and depth perception • Ability to detect and identify different color • Ability to identify labels and requisitions, patient ID bands • Detect changes in skin color • Read and measure • Read and enter information into patient charts or computer record • Observe patient while in care • Detect audible alarms • Effectively communicate with others • Detect / feel depth of veins and arteries • Detect vibrations through skin • Detect subtle differences through skin • Detect temperature • Detect swelling • Detect abnormal odors • Detect alcohol, abnormal breath

Communication Skills	Student will be able to: <ul style="list-style-type: none"> • Communicate, read, write, interpret, comprehend, and legibly document as needed • Observe and recognize non-verbal behavior 	<ul style="list-style-type: none"> • Identify patients • Read, identify, and chart data as needed • Ability to understand charts, graphs, and worksheets • Interact with patients, family, and medical staff in a timely and professional manner • Follow proper phone protocol • Ability to speak, write, and understand English • Work independently and in team
Safety Skills	Apply knowledge and experience to provide a safe environment for the patient, self, and phlebotomy team:	<ul style="list-style-type: none"> • Work in an environment with potentially infectious materials • Demonstrate adherence to safety guideline sand regulations • Recognize potentially hazardous conditions and take appropriate actions • Maintain immunization and health care requirements • Utilize personal protective equipment • Operate lab equipment, adhering to lab safety standards
Professional Behavior	Student should demonstrate appropriate behavior to <ul style="list-style-type: none"> • Establish effective relationship with clients, families, and staff, with varied socioeconomic, emotional, cultural and intellectual backgrounds • Show respect for diverse populations 	<ul style="list-style-type: none"> • Maintain confidentiality • Adhere to attendance, dress code, and personal hygiene protocol • Accept accountability • Read and comprehend procedure manuals and policies • Display integrity, honesty, and responsibility • Comply with legal and ethical standards of the medical profession, and policies of the phlebotomy program • Establish a professional working rapport with phlebotomists, phlebotomy lead(s), laboratory managers and supervisors, nurses, physicians, as well as patients • Exhibit positive interpersonal skills in patient, staff, and faculty interactions • Demonstrate appropriate impulse control and professional level of maturity • Recognize appropriate boundaries in relationships with patients and colleagues • Demonstrate good team building skills • Must possess the ability to handle demanding clinical assignments and handle the stress that goes with it • Demonstrate calm and effective behavior and responses, especially during emergency situations
Critical thinking Skills	Student will have sufficient critical thinking and problem solving skills to:	<ul style="list-style-type: none"> • Prioritize care of patient • Identify and resolve unsafe situations

	<ul style="list-style-type: none"> • Apply knowledge and experience to determine best/safe practice for phlebotomy 	<ul style="list-style-type: none"> • Implement and adapt all technical and blood drawing procedures • Follow emergency procedures as needed • Ability to problem solve complex situations
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The Americans with Disabilities Act of 1990 (42 U.S.C. § 12101, et seq.) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) prohibits discrimination of persons because of her or his disability. In keeping with these laws, colleges of the Wisconsin Technical College System make every effort to ensure a quality education for students. The purpose of this document is to ensure that students acknowledge that they have been provided information on the technical standards required of a student in the Medical Assistant program. In addition, information was given to the student on reasonable accommodations to meet the technical standards at this time. If you know you have a recognized disability, or suspect that you might have one, it is your responsibility to identify yourself as soon as possible to the Disability Services staff in Student Services. Course standards will not be lowered but various kinds of accommodations are available to you. Adequate and reasonable time will be required to develop and provide appropriate accommodations so contact Disability Services as soon as possible. It is Mid-State Technical College's goal to assist you in your individual educational plan.

Your signature below affirms that you:

- have read and understand the *Technical Standards* specific to the Phlebotomy Technician program.
- are able to meet the *Technical Standards* with or without accommodations.
- have been provided with information concerning accommodations or special services if needed at this time.