



STUDENT HANDBOOK

Accelerated Online Phlebotomy Certification Program



“If you are not willing to learn, no one can help you. If you are determined to learn, no one can stop you”

KUSHANDWIZDON

National 
Healthcare
Association*

NHA Partner

Donna Lockett, RN MSN FNP-BC

Program Director

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WELCOME

We are honored you chose Blue Care Medical Academy for your education needs!!

If you are reading this handbook, then you have actively made a courageous step to further your career by pursuing a national certification to become a Certified Phlebotomy Technician (CPT). We are honored to be of service to you. I hope your experience at Blue Care Medical Academy is one that will empower you with the drive and motivation to continue to follow a path that leads to more growth and success.

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About Our School

Blue Care Medical Academy (BCMA) is a career/technical school located in Southaven, Mississippi. BCMA was founded in 2018 by Donna Lockett and Omarr Hurd, Sr. BCMA is licensed by Mississippi Commission on Proprietary School and College Registration, Certificate No. #C694.

BCMA first education services was nurse aide/nurse assistant training. We had our very first nurse assistant class in November of 2018. Since that time, BCMA is proud to say we have added several additional classes, training and workshops.

Some of you may ask, “how did they grow that fast?” As the Program Director, I will give you an honest answer. Omarr and I researched the needs of our community. We took the knowledge and experience we have in health care and business and educated ourselves on how to deliver high quality health care programs to our community. We never stopped learning. To this day, we continue to seek ways to expand our knowledge and skills in hopes of sharing what we know with others.

Best Regards

***Donna Lockett RN MSN FNP-BC
Program Director***

OUR MISSION

Blue Care Medical Academy's mission is to create an excellent environment in which to train medical health care professionals. We will strive to provide a place of excellence for students to learn and practice the entire required state approved curriculum.

We are committed to training health care professional that will be ready to participate in the health care industry with confidence. Our graduates will be able to face any challenge before them. They will be ready to enter the workforce and make a positive difference in people's lives.

We feel it is an honor and privilege to be a part of the training for health care professionals. We look forward to having our graduates go forward into the community as a positive and caring part of the health care industry.

We look to the future needs of our community for well trained and caring health care professionals and hope to fill these needs through our programs. Always keeping in mind, the importance of a highly trained health care professional as the front line of patient care in any setting.

Our students' commitment: To go forth, always strive for excellence & to deliver high quality and compassionate healthcare to each patient and family every time.

Our Vision

To be recognized as a facility of choice for health care training. We will create a learning environment that inspires our students to lead, to heal, to serve in such a way that will bring wholeness into the world. We are dedicated to providing outstanding educational programs for students who are lifelong learners and willing to commit to providing the highest quality compassionate care to serve the needs of our community. Our students will develop confidence in their discipline through high quality training.

Blue Care Medical Academy is thankful for this opportunity to be of service to our community.

Our Values

- ***Caring: Responding to individual and community needs with compassion and respect***
- ***Integrity: Honesty, accountability, and ethical conduct in everything we do***
 - ***Diversity: In thought, perspective, and people***
- ***Learning: Through scholarship, creativity, experience, application, and commitment to lifelong learning***
 - ***Partnership: Through relations and collaboration***
- ***Innovation: Committed to embracing and driving change for better outcomes***
- ***Quality: Excellence in education, community service, creative change and quality outcomes***
 - ***Community: Serving beyond ourselves***

Our Partner

Blue Care Medical Academy is in partnership with National Healthcareer Association (NHA). Our phlebotomy curriculum aligns with NHA standards for Certified Phlebotomy Technicians (CPT). Blue Care Medical Academy is a Certified Proctor for NHA exams.

BCMA complete School Catalog is located online at www.bluecaremedicalacademy.com.

Each student is required to access the student catalog prior to orientation for full program overview and school policies.

PROGRAM OVERVIEW

The accelerated online Phlebotomy Certification Program is a subdivision of our Traditional Phlebotomy Program that recognize health care professionals who have phlebotomy experience and are seeking certification. The platform for this course is primarily online (75% of course is online and 25% of course is classroom time). Students are required to complete 3 weeks of monitored online study and one week of classroom lab and skills check off (occurs during Immersion Week).

TARGET AUDIENCE

The target audience for this program are health care professionals with proven experience in the related field of study who desire certification as validation of their expertise. These professionals consist of but not limited to Medical Assistant, Patient Care Assistant, Patient Care Technicians, Phlebotomist, EKG Technicians with phlebotomy experience, and nurses.

CREDENTIALING/CERTIFYING BODY

National Healthcareer Association (NHA). The NHA is a national professional certification agency for healthcare workers in the United States. Granting credentials in more than 8 allied health specialties, it is an organizational member of the National Organization for Competency Assurance (NOCA). The National Healthcareer Association partners with educational institutions nationwide with over 350,000 certified individuals. It is one of the largest certifications and continuing education providers. The National Healthcareer Association works with health training institutions, hospitals, unions, and the US Defense Department; it has approved over 2400 training/testing locations throughout the US and in several countries. These institutions offer allied health programs and use the national certification as their "End Of Program Credential." Healthcare professional certification is different from a license such as a Registered Nurse, or a licensed practical nurse. All the NHA certification programs are accredited by The National Commission for Certifying Agencies ("NCCA"), a division of the Institute for Credentialing Excellence ("ICE").

TYPE OF CERTIFICATION AWARED

After successful completion of **ALL** program requirements, student will receive a certificate of completion and eligibility to challenge NHA National Certification Exam to become a Certified Phlebotomy Technician (CPT).

TESTING CENTER

Blue Care Medical Academy is a partner of NHA and a certified testing center for NHA certification exams. Students who are eligible to take NHA Certified Phlebotomy Technician exam will test onsite at Blue Care Medical Academy. National Certification exams are scheduled by **APPOINTMENT ONLY**. Students are responsible for following all NHA standards and school policies during testing. Students are responsible for and required to read their NHA handbook prior to testing. All students are required to electronically sign NHA attestation agreement prior to testing.

PHILOSOPHY AND GOAL

Our online program goal, objective, and outcomes reflects the goal, objective, and outcomes of our traditional program.

The goal of the Phlebotomy Technician Program at Blue Care Medical Academy is to provide specialized training in the field of phlebotomy in accordance with the entry level competencies determined by the NHA to meet qualifications as a Certified Phlebotomist Technician.

Furthermore, our online program accelerated online Phlebotomy Technician Program recognizes health care professionals with experience in the related field who desire to confirm and authenticate such experience through credentialing and certification.

PROGRAM OBJECTIVE AND OUTCOMES

Our Phlebotomy Technician program seeks to provide education in phlebotomy that meets but is not limited to the following standards:

- Critical thinking ability sufficient to organize responsibilities and make decisions.
- Interpersonal abilities sufficient to interact with individuals from a variety of backgrounds.
- Communication abilities sufficient for interaction with others in verbal and written form.
- Physical abilities to move about freely and maneuver in small spaces.
- Gross and fine motor abilities to manipulate phlebotomy equipment to collect specimens.
- Visual ability sufficient to discern colors and perform phlebotomy procedures.

COURSE OBJECTIVES AND OUTCOMES

Our Phlebotomy Technician Program prepares students to take NHA Certified Phlebotomy Technician certification exam. Additionally, the program provides students with the opportunity to gain advanced training and skills to further their healthcare career. Successful completion of the required components and passing the Certified Phlebotomy Technician (CPT) exam will enable students to apply for employment where Phlebotomy Technician training and

certification is required or encouraged. Upon completion of the program, student should be competent in each of the following objectives and competencies:

1. Discuss the scope of practice of the Phlebotomy Technician.
2. Describe the role of the clinical lab within the healthcare environment.
3. Describe departments within a clinical lab and the tests performed in each.
4. Describe the role of the phlebotomist within the clinical laboratory environment.
5. Demonstrate successful venipunctures and capillary sticks from patients or donors in hospitals, blood banks, clinics, doctor offices, laboratories, or similar facilities.
6. Assemble equipment (i.e., needles, blood collection devices, gauze, tourniquet, cotton, and alcohol).
7. Verify or record identify of patient or donor.
8. Describe and apply proper bedside manner.
9. Conduct interviews with patients and prepare client/patient for venipuncture collection.
10. Outline post-puncture care of the patient.
11. Demonstrate proper handling of clinical specimens.
12. Follow infection control and safety policies.
13. Identify potential pre-analytical sources of specimen error.
14. Understand and apply human anatomy terms, including organs, tissues, and organ systems.
15. Understand basic word structures in medical terminology.
16. Apply principles of medical ethics to phlebotomy practice.
17. Maintain safety standards.
18. Search job opportunities for phlebotomists.

Upon completion of the Phlebotomy Practicum, students should be competent in each of the following objectives:

1. Perform venipunctures/capillary punctures successfully following correct order of draw.
2. Describe complications associated with blood collections and ways to effectively handle these situations.
3. Describe special blood collection procedures.
4. Organize and prioritize the workload.
5. Follow infection control and safety policies.
6. Communicate effectively using appropriate medical terminology.

ADMISSION CRITERIA TO ACCELERATED ONLINE PHELBOTOMY TECHNICIAN PROGRAM

1. Candidate must be 18 years or older
2. Highschool diploma/equivalency
3. Submit an application for admission
4. Submit valid proof of work related or educational experience in related field
5. Submit record of immunizations prior to Immersion Week (Student WILL NOT be allowed to participate in Immersion Week if record of immunizations is not on file. (Please refer to School Catalog for required immunizations). Not participating in Immersion week will place student at risk of failing the course.

COMPLETION CRITERIA

Student must successfully compete **ALL** program requirement to graduate from the program and progress to eligibility to take certification exam.

1. Student **MUST** obtain a 75% average for all quizzes and assignments combined. Student may repeat quiz three times to obtain a passing score. All quizzes are completed at home online through Easy Class for a grade. Student may complete quizzes several times inside their NHA account for practical purposes.
2. Student **MUST** obtain a 75% or higher on final examination. Student will have two attempts to obtain a passing score on final exam. The final exam is located inside each student NHA account. This exam **MUST** be taken on campus. This is a **PROCTORED** exam and should **ONLY** be accessed at the instruction of the instructor/Program Director. Student final exam grade will be uploaded into the Gradebook in Easy Class. Student may complete additional exam several times inside their NHA account for practical purposes only.
3. Satisfactory course and skills evaluation.
4. Student are required to pay **ALL** program fees in full.

PROGRAM OUTLINE

Student is required to attend a **MANDATORY** one-day orientation prior to start of class. Additionally, student **MUST** purchase NHA online study module and eBook prior to orientation day. These materials will be needed for orientation day.

During orientation day, each student will be granted access to their NHA student portal and Easy Class student portal. Student eBook and other learning materials are located inside the library in Easy Class and student NHA account.

TEACHING AND RESOURCE MATERIAL

1. eBook: Phlebotomy Simplified, 2nd Edition. ISBN 13:978-13-278432-0
2. Online study module located inside NHA student portal
3. Assignments, Quizzes and other reading materials located inside Easy Class student portal

ATTENDANCE

Student is required to spend the specific minimal amount of study time and reviewing their eBook and study module located inside NHA account. This could range from 2-5 hours. Additionally, student will be required to engage in interactive dialogue in our discussion board weekly as part of their participation grade and attendance. Student account will be monitored closely to ensure the required amount of time is spent reviewing necessary study requirement and class engagement. Required hours are outlined in course curriculum.

Student **MUST** attend orientation and Immersion week.

GRADING SYSTEM

The same grading system used in our traditional program applies to our online program with inclusion of discussion boards, Immersion week, and modifications of some skills.

EXAMINATION AND GRADING POLICY

The Phlebotomy Training Program will assess students to determine mastery of the program material. Assessment may be determined through, but is not limited to, quizzes, examinations (written, practical and clinical), writing assignments, oral presentations, and performance evaluations (practical and clinical), and competency checks.

Grading is dependent upon:

1. Quizzes and Exams.
2. Supervisor/instructor evaluation-attainment of objectives.
3. Weekly activities-student.
4. Laboratory Skills Reports.
5. Verified hours of attendance

Quizzes/Exam/Homework/Activities	Laboratory/Practicum Immersion Week	Course Evaluation
A = 90-100%	PASS/FAIL	PASS/FAIL
B = 80-89.9%		
C = 70-79.9%		
D = 60-69.9%		
F = below 60%		

Blue Care Medical Academy will maintain hard copy and electronic copy of each student files to include quizzes, test, competencies, etc. A physical and electronic grading tool will be used to record grades. Student may review their grades inside their student account and physical grades upon request.

ASSIGNMENTS/QUIZZES/EXAM

All assignments, quizzes, and exam **MUST** be completed by due date outline in Easy Class. Late assignments are subject to 10%-point deduction and grade **FAIL**. No assignments or quiz will be accepted after end of day two of assigned due date without proper and acceptable documentation. Late assignment after end of day two without proper or acceptable documentation will result in a grade **"0" or FAIL** for that assignment, quiz, or activity.

ASSIGNMENTS

Student assignments are located within Easy Class. Student will need to access Easy Class account for weekly lessons. Easy Class will direct student on type of assignments to complete, when and how to submit assignments, and reference guide/reading needed to complete assignment. Students will participate in weekly discussion board in Easy Class.

QUIZZES

Student will complete quizzes in Easy Class for grade. Quizzes in student's NHA account is for practical purposes **ONLY**. Student will have six quizzes in Easy Class to complete. Passing score for quizzes is 75% or higher. Student may attempt quizzes 3 times for a higher or passing score.

Activities

Student will utilize the Score Sheet in their NHA account to complete assigned activities. Each assigned activity will be uploaded into Easy Class.

FINAL EXAM

The final exam is a **PROCTORED** exam and **MUST** be taken at the school. The final exam is located within student NHA account. Instructor will upload scores into gradebook in Easy Class. Student **MUST NOT** access final exam until instructed by instructor/Program Director. Passing score on final exam is 75% or higher. Student can attempt the final exam two times for a higher or passing score.

PROGRAM DISMISSAL

Student who fail to make satisfactory progress may be at risk of dismissal from the program. Blue Care Medical Academy will follow its **Academic and Clinical Performance Counseling Conference Policy** as outline in our School Catalog if student is not making satisfactory progress

in the course. Additionally, student may be dismissed from the program for failure to meet attendance requirements and participation requirements.

IMMERSION WEEK

Week four is Immersion Week. Attendance is **MANDATORY**. During Immersion week, students come together to experience hands on training and evaluation. Student will have an opportunity to come to school for final examination, a skills overview session in area of safety, infection control, proper technique, and skills check off.

To successfully Immersion Week:

- Student **MUST** pass final written examination.
- Students **MUST** successfully demonstrate 30 venipunctures and 10 capillary punctures on humans.
- Student **MUST** successfully pass Order of Draw skills check off.
- Student **MUST** demonstrate safe and competent practices in areas of safety, infection control, and other regulatory guidelines.
- Satisfactory course and skills evaluation.

Students may invite family and friends and other volunteer donors to facility during Immersion Week. Each volunteer donor will be required to sign **volunteer donor** form prior to any venipuncture or capillary puncture. Each student will be required to read the laboratory rule policy and sign the attestation to and Venipuncture. **OSHA Guidelines and Classroom Laboratory Rules and Informed Consent Form for Microcollection** prior to start laboratory procedures.

Each student is required to fully read the complete Phlebotomy Policy and applicable school policies located in school catalog at www.bluecaremedicalacademy.com prior to start of class and again Prior to Immersion Week.

PROGRESSION TO ELGIBILITY TO TAKE CERTIFICATION EXAM

- Student **MUST** successfully receive a cumulative grade average of 75% or higher including a final exam grade of 75% or higher.
- Student **MUST** successfully pass Immersion Week with a grade “PASS” in areas of skills and activities (30 successful venipunctures, 10 capillary punctures, pass Order of Draw Activity).
- Student **MUST** successfully receive a grade “Satisfactory” or higher for course evaluation.
- Student must pay all Program cost including cost for certification exam in full.

Student MUST receive a scale score of 390 or higher to PASS certification exam. In event student does not pass certification exam, student will follow NHA policy for retake found in

your NHA candidate handbook located at https://www.nhanow.com/docs/default-source/pdfs/handbooks/candidate_handbook_03_2019.

Additionally, student is required to read their NHA candidate handbook prior to certification exam.

NHA Continuing Education: NHA continuing education courses are included in your certification

At NHA, we know it's important for certificate holders to be informed about the constantly changing world of healthcare. That's why continuing education is required as part of your certification renewal. By earning your continuing education credits and keeping your certification active, you're showing your commitment to your career and patient care.

To keep your NHA certification current, earn 10 Continuing Education (CE) credits every two years.

PROGRAM COST
\$30 Application Fee

TUTION	Other Related Fees
\$575	74\$ -ONLINE STUDY MODULE/PREP PACK AND EBOOK \$74 (MUST BE PURCHASED PRIOR TO ORIENTATION)
Payment Arrangement \$255 Deposit (Due prior to start date) \$160 Due Friday of week 2 \$160 Due Friday of week 4	\$117- CERTIFICATION EXAM FEE (MUST BE PAID PRIOR TO CERTIFICATION EXAM)

A new program starts first Sunday of every month. Orientation day is week prior to program start date.

Refunds and Cancellations

1. Students not accepted into Blue Care Medical Academy Nurse Aide Program are entitled to all monies paid except for application fee, cost of background check and cost of drug test.
2. Students who withdraw by notifying the school within five (5) business days prior to start date of a class are entitled to a full refund of all tuition paid.
3. Students who withdraw after five (5) business days, but before the start date are entitled to a full refund of all tuition and fees minus the cancellation charge of \$100.

- In case of student withdrawal after commencement of classes, the school will retain the maximum cancellation charge of \$100 plus a percentage of the tuition and fees based upon the percentage of contractual price as stated in the Student Catalog.

5. Cancellation after commencement of classes will result in the following refund:

Student is entitled to upon withdrawal or termination	Refund
Within the first 10% of program	90% of tuition less cancellation charge
After 10% - 25% of program	50% less cancellation charge
After 25% - 50% of the program	25% less cancellation charge
After 50% of program	No refund

- A student can be dismissed, at the discretion of the Program Director, for insufficient progress, nonpayment of costs, or failure to comply with policy and procedures.
- Those wishing to withdraw/cancel because of illness or personal reasons may resume their course of study in the next class series with no penalty and may repeat the already completed sessions if desired at no additional charge or pick up where they left off. Physician's documentation is required. This is effective for extenuating circumstances only, including but not limited to death in family, personal hospitalization, hospitalization of a child or spouse, etc. Employment is not a valid reason for absences.
- For any program course that is cancelled by the Institution, the Institution will refund the tuition in full or apply tuition to a future course, depending on the wishes of the student.

Curriculum

Week	Assignment	Due Date	Required Study Time
Week 1	Reading Assignment: Module 1: Phlebotomy Fundamentals		2 hours
	Activity: <ul style="list-style-type: none"> • Heart Anatomy • Cycle of Infection 	Wednesday by 2359	
	Reading Assignment: Module 2: Safety and Compliance		3 hours
	Activity: <ul style="list-style-type: none"> • Balancing a Centrifuge • Disposing of Supplies 	Sunday by 2359	
	Quiz: Module 2 Quiz	Sunday by 2359	
Week 2	Reading Assignment: Module 3: Patient Preparation		3 hours
	Activity: <ul style="list-style-type: none"> • Venipuncture site 	Wednesday by 2359	

	Quiz: Module 3 Quiz	Wednesday by 2359	
	Reading Assignment: Module 4: Routine Blood Collection		4 hours
	Activity: <ul style="list-style-type: none"> • Gathering supplies • Order of Draw • Venipuncture steps 	Sunday 2359	
	Quiz: Module 4 Quiz	Sunday 2359	
Week 3	Reading Assignment: Module 5: Special Collection		3 hours
	Activity: <ul style="list-style-type: none"> • Urine testing matching 	Wednesday 2359	
	Quiz: Module 5 Quiz	Wednesday 2359	
	Reading Assignment: Module 6: Processing		
	Activity: <ul style="list-style-type: none"> • Processing Specimens 	Sunday 2359	
	Quiz: Module 6 Quiz	Sunday 2359	
Week 4 Immersion Week	Final Exam, Lab, and skills check off		

