Phlebotomy
17-513-1 Technical Certificate

Overview
The Phlebotomy certificate provides practical training in the collection of blood specimens by venipuncture and capillary puncture for the purpose of lab analysis. Phlebotomy students are also trained in non-blood specimen collection procedures, specimen processing and basic laboratory skills. Customer service and communications are also covered to provide required skills for working directly with patients. A 100-hour clinical phlebotomy experience is required including a minimum of 100 successful blood collection procedures. Job opportunities for phlebotomist exist in hospital and clinical laboratories.

Admission Requirements
Students in this certificate must:
- Complete application form (no application fee required)
- Successfully complete reading entrance assessment (waiver may apply with acceptable alternative test scores and/or postsecondary degree completion)
- Review and sign Caregiver Background Check and/or Criminal History Record Check Statement of Understanding Form
- Review and sign the Functional Ability Statement of Understanding

After Admissions Requirements are complete, register for classes: http://www.witc.edu/currentstudents/registration.htm

Program-Specific Requirements
Students in this certificate must:
- Have acceptable results based on the Wisconsin Caregiver Background Check, National Criminal Background Check, Minnesota Caregiver Background Check (if applicable), and other states, if applicable
- Pass a physical exam, have current immunizations, and demonstrate negative status for Tuberculosis (Tb)
- Possess current certification of CPR for Healthcare Providers or equivalent prior to clinical course
- Review and sign Allied Health Division Confidentiality Statement
- Attend a mandatory session scheduled prior to start of classes

Program Outcomes
After completion of this certificate, employers will expect students to be able to:
- Collect transport, handle, and process blood and other specimens
- Recognize conditions that might alter collections
- Correlate types of lab tests to the written diagnosis
- Adhere to infection control and safety policies and procedures
- Demonstrate professional interpersonal skills with patients, family members, and other healthcare personnel
- Perform within legal and ethical boundaries
- Perform basic laboratory testing procedures under appropriate supervision
- Process requisitions

Career Outlook
Upon completion of the certificate, typical settings for employment include:
- Clinical Laboratories
- Emergency Room Services
- Extended Care Facilities
- Insurance Companies
- Nursing Homes
- Outpatient Services

Curriculum

<table>
<thead>
<tr>
<th>Number</th>
<th>Course Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>10501101</td>
<td>Medical Terminology or</td>
<td>3</td>
</tr>
<tr>
<td>10806177</td>
<td>General Anatomy and Physiology ▲</td>
<td>4</td>
</tr>
<tr>
<td>10501104</td>
<td>Healthcare Customer Service ▲</td>
<td>2</td>
</tr>
<tr>
<td>10106143</td>
<td>Medical Office Procedures and Customer Service ▲</td>
<td>2</td>
</tr>
<tr>
<td>10513110</td>
<td>Basic Lab Skills</td>
<td>1</td>
</tr>
<tr>
<td>10513111</td>
<td>Phlebotomy</td>
<td>2</td>
</tr>
<tr>
<td>10513112</td>
<td>Phlebotomy Clinical</td>
<td>2</td>
</tr>
<tr>
<td>10801196</td>
<td>Oral/Interpersonal Communication</td>
<td>3</td>
</tr>
</tbody>
</table>

CERTIFICATE REQUIREMENTS 13-14
▲ Requires a prerequisite and/or corequisite that must be completed with a grade point of 2.0 or better.

Course Descriptions

10501101 Medical Terminology - Credits: 3
Focuses on the component parts of medical terms: prefixes, suffixes and word roots. Students practice formation, analysis and reconstruction of terms. Emphasis on spelling, definition and pronunciation. Introduction to operative, diagnostic, therapeutic and symptomatic terminology of all body systems, as well as systemic and surgical terminology.

10806177 General Anatomy and Physiology - Credits: 4
Examines basic concepts of human anatomy and physiology as they relate to health sciences. Using a body systems approach, the course emphasizes the interrelationships between structure and function at the gross and microscopic levels of organization of the entire human body. It is intended to prepare health care professionals who need to apply basic concepts of whole body anatomy and physiology to informed decision-making and professional communication with colleagues and patients. This course includes a one-credit lab component that supports the course objectives. (This course also provides the foundation, and is prerequisite to, Advanced Anatomy and Physiology.) PREREQUISITE: One year of High School Chemistry or one semester of lab-based college Chemistry, preferably within the last five years.

10106143 Medical Office Procedures and Customer Service - Credits: 2
This course develops professional skills and attitudes needed in a medical business environment. Skills developed include an ability to communicate effectively with patients and other medical office staff, manage time effectively, schedule patients, greet patients, use the telephone properly, process mail, apply ergonomics and office safety, and use medical computer software efficiently. COREQUISITE: 10501101 Medical Terminology.

10513110 Healthcare Customer Service - Credits: 2
This course is designed as an introduction to customer service for learners interested in working in various healthcare settings. The learner investigates healthcare systems, safety standards, and the workforce. The learner examines professionalism, interpersonal and written communication skills, and confidentiality as they relate to customer service in healthcare.

10513111 Phlebotomy - Credits: 2
This course provides opportunities for learners to perform routine venipuncture, routine capillary puncture and special collection procedures. PREREQUISITE: 10513110 Basic Lab Skills.

10513112 Phlebotomy Clinical - Credits: 2
Provides students with experiences at a hospital or clinic in order to complete phlebotomy activities. Students complete venipunctures, perform administration of glucose testing, collect specimens, perform bleeding times, observe or perform arterial blood gas collections and adhere to safety regulations as established by the clinical site. PREREQUISITES: 10513110 Basic Lab Skills, 10513111 Phlebotomy and criminal background check and COREQUISITES: 10501101 Medical Terminology or 10806177 General Anatomy and Physiology, 10106143 Medical Office Procedures and Customer Service or 10501104 Healthcare Customer Service, and 10801196 Oral/Interpersonal Communication.

10801196 Oral/Interpersonal Communication - Credits: 3
Focuses upon developing speaking, verbal and nonverbal communication, and listening skills through individual presentations, group activities, and other projects.